

Lexington-Fayette Urban County Government
Statement of Work

Citizen Request Management (CRM) for LexCall

September 20, 2016

Presented by:

NTT Data
Global IT Innovator

Statement of Work – CRM for LexCall

Contract Vehicle	RFP 59-2015 CRM for LexCall
Project name	Salesforce CRM for LexCall
Engagement duration	8-months
Begin date	Estimated September 26, 2016
End date	Estimated May 2017

1. CONTRACT VEHICLE

This Statement of Work (SOW) is hereby made a part of the Contract for the LexCall Citizen Request Management (CRM) initiative for **RFP 59-2015** (the "RFP") and the General Services Agreement ("the Contract"), by and between the Lexington-Fayette Urban County Government ("LFUCG" or "Customer") and NTT DATA, Inc. (hereafter referred to as NTT DATA or "Consultant"). In the event of any conflict between this SOW and the terms of the Contract, the terms of the Contract shall prevail.

2. PROJECT SCENARIO

NTT DATA will configure and deploy a next generation LexCall 311 system for LFUCG based on the Salesforce Service Cloud. This is a leading cloud-based CRM application that will empower LFUCG to manage residents' individual service more effectively. Salesforce has long been trusted by large companies in the private sector to manage their relationships with customers, and it is increasingly gaining momentum as a powerful solution for local governments.

Using Salesforce, LFUCG will gain a 360 degree view of Lexington citizens and the ability to easily respond to them in the channel of their choice, whether through a web portal, by email, by telephone, or through chats with live agents. Our solution also includes a knowledge base that you can administer to help resolve inquiries more quickly.

Following the design sessions, NTT DTA will produce a document that outlines the final agreed upon requirements for the project. The initial Requirements Response Matrix and Vendor Scope of Work included in RFP 59-2015 will be used as a starting point for this exercise.

3. PROJECT LOCATION, SCOPE AND SCHEDULE

3.1 Project Location

NTT DATA will utilize both on-site and off-site resources. Onsite work will be conducted at LFUCG's new, state-of-the-art Public Safety Operations Center alongside the LexCall 311 team. Offsite resources will be available as required to work with the team via conference or web-based calls.

3.2 Scope

Subject to the assumptions set forth below and any changes in scope reflected in a mutually executed Change Order, Consultant will provide the Professional Services described below as in-scope ("Project"). The term "application" or "solution" may be used to refer to the Salesforce implementation that NTT Data will perform.

In Scope

- Implementation of Salesforce Service Cloud
 - Salesforce Service Console
 - Basic CTI Integration to Avaya phone system utilizing OpenCTI
 - Salesforce Knowledge Base
 - Live Agent* for up to 5 operators
 - *Live Agent refers to trained and enabled LexCall employees who receive online chats via the system
 - Chatter for internal chat and history
 - Integration with Maps and GIS to display case location and other related information
 - Case Assignment Rules and related workflow rules
- Migration of data from Alice's Brain database into Salesforce Knowledge Base
- Public Community

- No Authentication Required
- Access to Salesforce Knowledge Base
- Creation of cases via Web2Case functionality
- Creation of cases via Email2Case functionality
- Basic Dashboards and Reports
- Installation and configuration of required App Exchange applications
- Integration with Waste Management system
- Integration with Code Enforcement application
- Integration with Accela (two way sync)
- Integration with legacy crm system*

*Legacy CRM refers to the data from the present 311 solution. This avoids migration of 20+million records by keeping the current records in the SQL database. Salesforce can be setup to query and search the SQL database.

Out of Scope

Any area that is not explicitly listed as “within scope” is out of scope for this engagement. Based on the understanding of LFUCG’s project and role, the following items will not be executed by NTT Data as part of this SOW:

- Integration with Traffic Engineering work order database*
*This may be handled with a change order once the project has commenced and through mutual agreement with NTT Data and LFUCG.
- Fax Integration
- Social Media Integration
- Export to Word format
- Data Migration other than Alice's Brain
- Integration with OnBase
- Integration with Employee Directory
- Integration with EnQuesta
- Authenticated Community*
* This refers to the ability for citizens to create an account (requiring licenses) to review case status via self-service. The ability to create a web2case via the unauthenticated website is in scope.
- Connection to LFUCG’s IDMS/SSO
- Multilingual Support
- Chatter Desktop
- Management of LFUCG resources

Core Configuration

The core configuration will involve configuring a base Salesforce solution that meets LFUCG’s basic requirements for day-to-day support of the citizens of Lexington. This will include configuration of the Salesforce Service Cloud, enhancements such as complex request assignments, custom reports and dashboards, workflows for automated business logic, validation rules to provide accurate and valid data entry, and data storage configuration to customize the way data is stored. The solution will also include Live Agent, web-to-case, and email-to-case functionality, offering citizens several different methods to make requests or open trouble tickets. “Public Community” will be used where no authentication is required. Problem codes as provided by LexCall will be reviewed during business requirement gathering efforts and will be included in the new design.

Knowledge Base

NTT Data will also deliver a knowledge base that will provide access to established questions and answers and other information currently stored in the repository you now refer to as “Alice’s Brain.” This knowledge base will be integrated into the Salesforce Service Console, allowing LFUCG to quickly search for and find answers to questions and requests from citizens.

Custom Software

NTT Data will utilize standard point-and-click configuration to the extent possible in this project in order to avoid the need for custom development. Inevitably, however, some custom software development is needed in a project of this size and scope. NTT Data professional Salesforce software developers, guided by our cloud solution lead, will work with LFUCG SMEs to validate that we have implemented the requirements that we defined in the discovery phase.

AppExchange

This is an extensive marketplace of add-ons that allows organizations to add or enhance Salesforce functionality by installing an application on top of the Salesforce Platform. Based on approval from LFUCG, we will install, implement, configure, and train LFUCG personnel on the use of the following:

- Esri GIS integration
- Address verification
- Email verification

Licensing of the application is the Client’s responsibility; suggesting AppExchange partners does not imply any type of recommendation based on NTT DATA experience with the application, nor is it a warranty of third party services. Any and all such suggestions are provided as a courtesy and for convenience alone.

Integration

During the discovery process of this project, our cloud consultants will carefully document the requirements for each of LFUCG’s interfaces. Later, during implementation, we expect to employ a powerful Salesforce technology known as Salesforce Lightning Connect to create one- or two-way interfaces with external systems. Integrations within scope include:

- Basic CTI Integration to Avaya phone system utilizing OpenCTI
- Waste Management
- Legacy CRM System
- Code Enforcement
- Accela
- Integration with Accela (two way sync)

Data Migration

Data migration for this project will consist of knowledge data related to “Alice’s Brain”. LFUCG’s SQL Database will be integrated with legacy data. If other data is identified requiring migration into the project, this data will be considered out-of-scope and will be incorporated as part of the change management process.

Testing

NTT Data will work with LFUCG to implement a testing plan that covers appropriate gates to identify when a requirement is met. At a minimum, NTT Data will complete System Integration Testing internally to deem a requirement met prior to submission to LFUCG for User Acceptance Testing (UAT). It will be the responsibility of LFUCG to perform user acceptance testing. In this process, the end users of the CRM application will validate that the solution meets the agreed-upon requirements and user stories. The completion and acceptance of UAT will mark the completion of this implementation, leaving only training and the final push of our solution to a production environment.

Training

Our approach will involve direct training of end users and administrators, based upon the final customized configuration of the CRM application that you have requested. We will work with LFUCG to develop and agree to a training plan during the project.

At a minimum, we suggest a direct training approach in which we will develop and deliver training to two general audiences:

- *End Users.* We will directly train 80–100 LFUCG users.
- *Functional system administrators.* We will directly train the individuals in your organization who will be responsible for the daily administration of Salesforce.

In order to guide our efforts, we will follow NTT DATA's standard AD3A instructional design model ("Analysis, Design, Develop, Deliver, and Access"). Using AD3A, we will first analyze your training needs. Based on information we gather during analysis stage of this model, we will draw up a summary of your training needs that we will use to develop a more complete training strategy and design.

Training Delivery

Training is based on two different curricula: One curriculum for end users and a second curriculum for functional system administrators. These curricula will prepare LFUCG personnel to use the system to perform their respective jobs based on their specific role.

The Training Environment

NTT DATA will assist in the development of a training environment for use in training staff. In setting up this environment, our instructors will use a sampling of your CRM data to demonstrate the functions and tasks associated with the system we deliver. This data will also allow learners to complete hands-on lab exercises.

Supplemental Training Resources from Salesforce

Salesforce incorporates several different training and informational resources as part of the standard subscription for service, and additional Salesforce instructor-led training is also available for an additional cost. These are available to LFUCG online through Salesforce.

Identity Management and Security

Identity management and security will be provided through Salesforce's native security. Salesforce's environment utilizes an SSL3.0/TLS1.0 connection, using global step-up certificates from Verisign, ensuring a secure login each time. Roles will be maintained within the Salesforce's solution. User roles will be configured by the project team to maintain the separation

of duties and powers throughout the implementation. Identified roles within the solution will be cataloged as part of the implementation and documented.

3.3 Schedule

NTT Data will engage with LFUCG to provide expert services throughout the project on the following schedule:

Deliverable	Weeks																													
	WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12	WK13	WK14	WK15	WK16	WK17	WK18	WK19	WK20	WK21	WK22	WK23	WK24	WK25	WK26	WK27	WK28	WK29	WK30
Discovery	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Core Configuration	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Knowledge Base	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Community	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Custom Software	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
AppExchange	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Integration CTI (Avaya)	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Integration Waste Management	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Integration Legacy System	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Integration Code Enforcement	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Integration Accela	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Data Migration (Alice's Brain)	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
QA	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Validation and Push to Production	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
UAT	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Training	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Post Production Support	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█

The duration of the engagement is anticipated to span 30 calendar weeks.

The following tasks/deliverables are proposed for this Project.

Deliverable	Month
Discovery/Design Document Month 1	M1
Discovery/Design Document Month 2	M2
Discovery/Design Document Month 3	M3
Discovery/Design Document Month 4	M4
Core Configuration Month 1	M1
Core Configuration Month 2	M2
Core Configuration Month 3	M3
Core Configuration Month 4	M4
Knowledgebase	M4
Community	M5
Custom Software	M3
AppExchange	M6
Integration CTI (Avaya)	M4
Integration Waste Management	M4
Integration Legacy System	M5
Integration Code Enforcement	M5
Integration Accela	M6
Data Migration (Alice's Brain)	M5
UAT	M7
Training	M7
Post Production Support	M8

4. DELIVERY APPROACH

4.1 Methodology

Our standard delivery methodology is a hybrid approach that combines elements of a typical waterfall methodology with aspects of iterative development. This is a proven methodology for implementing Salesforce projects and will assist with adoption assurance and communication activities.

NTT Data will provide a Project Management Plan that includes the following management plans or documents: Charter, Scope Statement, Stakeholder, Change, Configuration, Scope, Schedule, Cost, Quality, HR, Communications, Risk, Procurement. This plan will be managed by NTT Data.

Stage 1 (Planning). The NTT Data Project Manager will organize a project kickoff meeting that will include key members of LFUCG. At this kickoff, we will share our understanding of the goals of this project, introduce team members, and roles, and share information about the timelines of this project. This meeting will represent the start of the project. The NTT Data project manager will coordinate a project plan with the LFUCG PM throughout the project.

Stage 2 (Discovery). Beginning week one, the NTT Data team will begin to gather and document the identified scope of this project with LexCall staff. We will host on-site meetings led by a cloud consultant and technical lead as required from week 1 through week 13. Requirements for the in-scope items related to this project will be collected during this 13 week timeframe.

Stage 3 (Design and Review). Beginning week two, the team will use requirements gathered each week to build design documents to be used by our configuration and development team. There will be agreement from LFUCG before configuration/development begins on these documents. The results will be reviewed weekly starting in week two. We will consolidate these documents into monthly design documents that will be used for approval for invoice approval.

Stage 4 (Build). Configuration and development work is scheduled for 21 weeks of the project and will begin week 2. Builds will be based on design documents from stage 3. Each month we will use the monthly design documents to get approval from the project team for completion of work.

Stage 5 (User Acceptance Testing). We anticipate the project to be ready for UAT at week 24. LFUCG will be responsible for user acceptance testing. The NTT Data team will support your development of a user acceptance testing plan. We will provide a user acceptance testing environment, will answer questions about user acceptance testing best practices, and triage defects.

Stage 6 (Training). Training planning will begin week 22. The training plan will be agreed-upon by the team and will run six weeks. The training plan will include scheduling that works for LexCall and LFUCG, but successful training is contingent upon client resource availability.

Stage 7 (Production Release). After all configuration, development, testing, validation, and approvals are complete, we will release a final solution into production. This release will be managed according to a rollout strategy that includes communication, the backup of data and metadata, the deployment of code, and the configuration of the solution. We will also include a roll back contingency plan as part of the go-live plan. Salesforce functions in a sandbox environment which allows full testing and review before production. When this push into production is complete, the system will be live and ready to be used by LFUCG. Following go-live, LFUCG will be asked to validate and sign off on the live solution which will initiate the 30 day warranty period.

Stage 8 (Post Go Live). NTT DATA will provide 30 days of post go-live support of our final solution. After this point, LFUCG will take responsibility for support and administration of the solution. If

required, NTT DATA is willing to negotiate a time-and-materials-based extended support model. As part of this model, NTT DATA would provide additional customization work, break/fix support of customizations, and enhancements.

Adoption Assurance and Communication

Throughout the project, our delivery team will work to promote adoption of the solution we are delivering through several different activities. For this project, steps we are prepared to include are as follows:

- Weekly checkpoints
- Getting LFUCG personnel involved with design sessions, such as joint application design (JAD) sessions
- Getting your system administrator involved
- Providing assistance for your user acceptance testers. Assistance includes answering questions related to testing, providing a walkthrough of the portions of the system being tested, and any triage for failed tests.

4.2 Resources

NTT Data will provide the following resources over the course of the project to complete the requirements within the timeframe. NTT Data will update the stakeholder register with names and contact information for NTT Data and Salesforce resources involved directly in the project. In the event resources must be added or removed, the NTT Data PM will communicate with the LFUCG PM on effective dates and contact information.

Onsite as required: NTT Data Project Manager, Cloud Solution Lead, Senior Cloud Consultant.

Offsite: IT Manager and Development Team

4.3 Communications Management

The NTT DATA Project Manager will work in conjunction with the LFUCG PM to develop a communications plan that meets the needs of the identified stakeholders. At a minimum, NTT Data recommends the following:

Project Status Reports

The purpose of project status reports is to enable the project team to present the performance and progress of the engagement to all project stakeholders; and bring attention to items that need high level decision making. Project Status Reporting is an ongoing activity throughout the project life cycle. Routine Project Status Reporting is fundamental to successful project delivery in that it provides frequent opportunities for identifying and addressing problems. For this engagement, we are proposing bi-weekly status reports; however, we will work with Project Leadership to determine a frequency which is most appropriate for the Project and include it as part of the Project Management Plan.

Meetings

All NTT DATA scheduled meetings require the creation and publication of a meeting agenda. The agenda will inform the participants in advance of the meeting purpose, rationale, attendees, and expected accomplishments. Additionally, project related meetings will be documented by meeting

minutes. It will be at the discretion of the Project Manager to delegate this responsibility to a team member.

The purpose of each identified meeting type is described below.

Scheduled Requirements Meetings

Our timeline included with this SOW assumes daily scheduled discovery meetings for the first 13 weeks of the project. We will need to work with the various departments at LFUCG on coordinating schedules, but successful coordination is essential to complete the project on our proposed timeline.

Weekly Status Meetings (WSM) or Stand-up Meetings

The NTT DATA Project Manager will be responsible for coordinating weekly status meetings (WSM) or Stand-up Meetings. The purpose of these meetings is to understand the current status of the project and to address task status, resource requirements and resolution of issues and action items. The attendees for these meetings will vary based upon project phase and criticality of the issues involved. The output of these meetings provides the input to the bi-weekly status report.

Steering Committee/Executive Meetings

The NTT DATA Project Manager will work in conjunction with the LFUCG Project Manager to schedule a Steering Committee/Executive Meeting with Executive Sponsors and Project Leadership. This meeting provides a forum for executive management to review project accomplishments to date and keep apprised of any issues that will have a direct impact on the cost and/or schedule.

The agenda for the Steering Committee meetings coincide with the contents of the bi-weekly Project Status report, focusing on overall project progress to date in meeting milestones and targeted schedule dates.

Change Management is discussed whenever appropriate to evaluate adjustments (increase or decrease) in scope, timeframe, or cost, which requires LFUCG management approval.

Ad Hoc Meetings

Ad hoc meetings are held as needed to address task- or issue-specific topics at any time during the project. We would like to limit these to reduce impact to both the project schedule and LexCall's schedules.

4.4 Risk Management

Risk management enables minimization of potential damage to project objectives of schedule, cost, scope and quality thereby increasing the likelihood of success. It will be included in the agreed-upon overall Project Management Plan with LFUCG.

4.5 Project Change Management

The purpose of change management is to define and control all and only work required for achieving the project objectives, state a criterion for measuring its acceptable completeness and manage its acceptance as per the defined criteria. NTT Data will develop a change management plan as part of the overall Project Management Plan, which will require LFUCG approval.

The scope defined in the Statement of Work and subsequent approved deliverables may change during the course of the project. The change may be initiated as a result of change in requirement or other project parameters. All types of changes need to be carefully tracked and managed by applying the change management process.

NTT DATA recognizes that changes are a normal part of the project life cycle and that managing change is critical to the project's ultimate success. Managing change reinforces the "no surprises" approach of NTT DATA's management philosophy. Other advantages include:

Examples of criteria for change include:

- Any request that increases or decreases scope
- An additional deliverable not defined in the original approved project plan
- Changes to an accepted deliverable
- Time spent to investigate and/or estimate any change request
- Time lost due to unavailability of equipment needed by the project team, unavailability of LFUCG personnel, delays in expected turnaround for answers to questions, information needed, approvals, or similar happenings

Either NTT DATA or LFUCG may initiate the change process. A high-level overview of the process includes:

- The NTT DATA project team will document the change, including a description of the change and the impact on costs, staffing, deliverables, and project schedule.
- The authorized LFUCG leadership will approve or reject in 5 working days, unless we mutually agreed to a different timeline in advance.
- No work associated with the change request will begin until it has been approved.
- If approved, the project baseline cost, schedule, and so on are adjusted.

5. ASSUMPTIONS

- **Acceptance Criteria and Review.** We will mutually define, agree upon, and document detailed acceptance criteria for deliverables in advance of this project. The project schedule we are proposing incorporates a single review cycle in this process (specifically: submit, review, resolve bugs, and accept). As part of this review process, LFUCG will return one consolidated set of comments (if any) to NTT DATA. Second reviews, if necessary, will only consider defects and comments raised during the first review. Any changes to this review process and timeline will be defined during project initiation and accounted for in the project plan as long as the project schedule is not affected by the changes.
- **Acceptance Period.** To meet the schedules you have requested, over the course of the project, LFUCG will respond to NTT DATA's requests for information, data, and clarifications and make project-related decisions within 5 working days, unless we mutually agreed to a different timeline in advance. This is to prevent excessive delays or repeated delays that may impact the project schedule.
- **Ability to Shift Work.** NTT DATA has estimated the hours and costs required to complete this project based on our understanding of LFUCG, the information you have provided, and our previous system integration experience. During any given phase of this project, we may find that a particular task does not take as long as estimated. Likewise, we may find another task takes longer than we estimated. In these instances, NTT DATA may shift hours among tasks to make the most efficient use of the time and budget allocated with no corresponding change to the total fixed price.
- **LFUCG's Commitment.** Completion of the proposed scope of work will depend on the full commitment and participation of assigned LFUCG personnel. Moreover, the performance of NTT DATA will rely on certain responsibilities being managed and fulfilled by LFUCG. Delays in performance of these responsibilities may result in additional cost or delay the completion of

this project. Such delays should be handled in accordance with the change control procedure established for this engagement.

- **Governance.** LFUCG will designate a project manager who will serve as the focal point for communications with the NTT DATA team regarding this engagement. LFUCG's project manager will have the authority to act on behalf of LFUCG and its agents in all matters regarding this project. This includes, without limitation, acceptance of deliverables. In this engagement, LFUCG will be responsible for:
 - Identifying stakeholders and participants for various project related activities
 - Sponsoring all organizational change management and communications activities
 - Managing all external stakeholders, including any third-party entities that will be interfacing with LFUCG's systems.
- **LFUCG Facilities and Resources.** LFUCG will make available any facilities, software, hardware and other resources—and obtain any licenses or approvals related to these resources—that may be necessary for NTT DATA to perform the services we have proposed in this document. NTT DATA will be relieved of its obligations that are adversely affected by LFUCG's failure to promptly obtain such licenses or approvals.
- **Building and Remote Access.** LFUCG will provide administrative support to accommodate building access and coordination of facilities as reasonably requested. Also, NTT DATA may perform work offsite. NTT DATA and LFUCG will discuss and mutually agree upon responsibilities for providing remote access equipment, software, and access for offsite personnel.
- **Working Hours.** Core onsite project team availability is normally between 8:30 a.m. to 5:00 p.m. Eastern Time Monday through Friday, except official holidays recognized by LFUCG, but after-hours may be utilized to complete project work. If necessary, LFUCG will provide after-hours access to LFUCG facilities for assigned NTT DATA personnel. Also, in order to accommodate travel schedules, assigned NTT DATA personnel may work hours and days other than those defined as core business hours.
- **Excused Event/Savings Clause.** NTT DATA will not be responsible for any delay or failure to meet milestones, and such failure will not be subject to a claim of default or termination, to the extent such failure is due to force majeure events, acts or omissions of a party other than NTT DATA and our subcontractors (if any), or errors or defects in systems and resources of LFUCG or third parties. In the event that such a delay or failure is caused by LFUCG or its agents, NTT DATA will be paid reasonable, documented, and auditable charges directly resulting from such delay or failure, including, without limitation, those costs incurred by NTT DATA for root cause analysis requested by LFUCG.
- **Design Documents and Use Cases Have Priority.** NTT DATA will deliver a final design deliverable based on LFUCG's business process and the work flow templates provided to NTT DATA in writing during the design phase. Any objectives listed in the RFP or other mutually agreed-upon high-level functional requirements for the project will be defined further in functional design documents and use cases approved by both NTT DATA and LFUCG. These approved design documents and use cases will take precedence over the objectives and high-level requirements articulated in the RFP with respect to determining project requirements or acceptance criteria.
- **Design Changes Following Final Design Approval are Subject to Change Control.** Any new or changed business process or work flow template provided by LFUCG after LFUCG's final acceptance of a detailed design that impacts the development of work products or final

deliverables will be considered a change to scope and managed through the change control process. Also, any modifications requested by LFUCG to previously accepted work products and deliverables will be subject to the change control process.

- **Data Migration.** Alice's Brain database is the only data that will be migrated into Salesforce.
- **Legacy System.** Data will not be migrated from the Legacy CRM system, instead the expectation is that NTT DATA will use native Salesforce point and click technology (Lightning Connect) to create an integration with that database system.
- **Third Party Add-Ons.** We assume that we will use third party add-on applications, sourced from the Salesforce AppExchange, whenever appropriate and possible in order to minimize the customization requirements of this project and maximize the functionality of our solution. NTT DATA will make recommendations on which apps to use, but the final decision will be the responsibility of LFUCG. Any license fees or other charges incurred from these apps will also be LFUCG's responsibility.
- **Integration.** Integration with systems external to Salesforce will be required, those systems include Waste Management, Code Enforcement, Accela and ESRI. Integration with other systems external to Salesforce is not required.
- **Middleware.** We assume that integration will not require additional middleware tools and that we can use the native, built-in capabilities of Salesforce Lightning Connect to create interfaces to the systems defined in the Interfaces section of your RFP. If middleware is needed, this could have implications for the project budget and timeline.
- **Active Directory.** We assume that we will use the native single sign-on capabilities available within Salesforce to provide the Active Directory integration and functionality you have requested. If this is not possible, this could have implications for the project budget and timeline.
- **Salesforce Community.** We assume that your requirements for Salesforce Community, the self-service portal, will be limited to citizen access to alerts, Salesforce Knowledge, and web-to-case functionality. We also assume that you do not require NTTD to create a new LFUCG website and that we can display all Salesforce based information and functionality on your existing website by using an <IFRAME> tag or similar functionality. No functionality requiring user authentication will be implemented or required.
- **Social Media.** Integration with Social Media is not expected to be part of this implementation.
- **Alerts.** We assume that we can make use of Salesforce native functionality such as Home Tab updates and Salesforce Chatter (a workplace collaboration feature) to meet your requirement for internal alerts. As for external alerts, we assume we can provide them through community website updates and, on a limited basis, through email blasts.
- **Licenses and Fees.** All licenses, monthly charges, or other fees associated with Salesforce and third-party applications from the Salesforce AppExchange will be the responsibility of LFUCG.
- **System Test Plan.** In this engagement, software code and applications will be tested and defects will be identified in accordance with a mutually agreed-upon test plan using test cases developed by NTT DATA. NTT DATA will assign defect classification in accordance with this test plan. If the application performs in accordance with the test plan and test cases, it will be accepted by LFUCG. Any requests for additional functionality or requests for the application to

perform in accordance with different test or use cases will constitute a change subject to the change control process.

- **Performance Test Plan.** Performance testing is outside the scope of this project.
- **User Acceptance Testing.** User acceptance testing and configuration management is the responsibility of LFUCG and LFUCG's assigned third parties. LFUCG will be responsible for preparing and executing the user acceptance test plan. LFUCG will be responsible for populating the acceptance test database with accurate data. NTT DATA will work with LFUCG to define user acceptance criteria and LFUCG will not unreasonably withhold acceptance. NTT DATA will review and comment on the user acceptance test plan. Where necessary, NTT DATA will assist LFUCG's acceptance test team in interpreting the results of the test. LFUCG and NTT DATA will discuss the findings and resolve agreed upon defects in an expedited manner. LFUCG will also provide knowledgeable technical resources to assist with system configuration, performance testing, parallel testing, and user acceptance testing of the application in the timeframes allocated in the final detailed work plan that was accepted by LFUCG.
- **LFUCG Responsible for Source Data Accuracy.** LFUCG will be responsible for validating the accessibility and quality of source system data in order to enable NTT DATA in the data migration process. NTT DATA will be compensated via change order for any unplanned effort related to inaccurate or missing system data.
- **LFUCG Responsible for Legacy Systems.** If necessary, LFUCG will be responsible for providing and supporting any legacy systems and application modifications to legacy systems.
- **Data Conversion.** LFUCG will be responsible for providing data prepared for import. This will include any required validation, correction, deduplication, or conversion of data to a usable format.
- **Escrow of Source Code.** NTT DATA would be happy to offer source code for escrow for any custom coding we provide as part of this solution. As we have indicated, our goal will be to emphasize the point-and-click functionality of Salesforce whenever possible.

General Assumptions

- This estimate assumes a start date of 9/19/2016 – however, the timeline will need to be revised upon SOW approval and readiness of LFUCG following their move to the new facility and phone setup.
- LFUCG may purchase the required Salesforce.com licenses, and product support and maintenance directly from Salesforce.com.
- NTT Data will offer additional support based on a T&M model separate from the current pricing model. The primary purpose of this additional support will be to handle customization break-fixes and enhancements.
- The delivery of these services are dependent on your involvement - your ability to provide accurate and complete information as needed, your timely and effective completion of the responsibilities as identified herein, the accuracy and completeness of the Assumptions, and timely decisions and approvals by your management.
- LFUCG will provide suitable office space (desk, telephone, network connectivity) as needed for NTT DATA staff working onsite.
- NTT Data will supply expert resources to address the above scope areas only.
- LFUCG will provide access to resources with knowledge of both the technical workings and the business context of the data for all legacy sources of data included in integrations.

- NTT Data resources can be allowed to work remotely.
- If any Firewall restrictions are identified, LFUCG will open them up to NTT DATA as needed in order to facilitate the integration with Salesforce.com.
- Any middleware that needs to be created can potentially change the timeline due to complexity and security concerns. Any changes will be handled as described in the Change Management Section of this SOW.
- Because NTT DATA is not the manufacturer or developer of Salesforce.com’s products or services, their operation with respect to processing and securing data, are only warranted under the terms and conditions of the Salesforce.com service terms.
- NTT DATA shall not be responsible for any failure to meet milestones or provide deliverables, and such failure shall not be subjects to a claim of default or terminations, to the extent such failure is due to force majeure events, acts of omissions of a party other than NTT DATA, or errors of defects in LFUCG’s or a third parties’ systems and resources.
- The LFUCG Administrators will have a basic understanding of the SalesForce.com platform.

6. PRICING

Fees for professional services have been estimated based on the information provided by LFUCG. The following price is based on system development, implementation, training and other services/materials (including travel) required to implement and deliver the Salesforce solution. Invoicing will be based on monthly review and approval of deliverables by LFUCG.

Estimated Project Price

The proposed project is estimated to be approximately \$810,716.72 USD.

Deliverable Invoicing	Amount
Month 1	
Discovery/Design Document Month 1	\$44,302.66
Core Configuration Month 1	\$39,223.77
<i>Month 1 Total:</i>	<i>\$83,526.43</i>
Month 2	
Discovery/Design Document Month 2	\$44,302.66
Core Configuration Month 2	\$39,223.77
<i>Month 2 Total:</i>	<i>\$83,526.43</i>
Month 3	
Discovery/Design Document Month 3	\$44,302.66
Core Configuration Month 3	\$39,223.77
Custom Software	\$55,739.65
<i>Month 3 Total:</i>	<i>\$139,266.08</i>
Month 4	
Discovery/Design Document Month 4	\$44,302.66
Core Configuration Month 4	\$39,223.77
Knowledgebase	\$25,465.02
Integration CTI (Avaya)	\$35,762.07

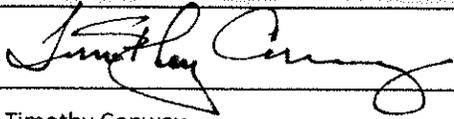
Integration Waste Management	\$36,378.60
<i>Month 4 Total:</i>	<i>\$181,132.12</i>
Month 5	
Community	\$45,109.47
Integration Legacy System	\$30,558.03
Integration Code Enforcement	\$34,195.89
Data Migration (Alice's Brain)	\$19,644.45
<i>Month 5 Total:</i>	<i>\$129,507.84</i>
Month 6	
AppExchange	\$27,819.23
Integration Accela	\$38,732.81
<i>Month 6 Total:</i>	<i>\$66,552.04</i>
Month 7	
UAT	\$23,733.53
Training	\$76,469.35
<i>Month 7 Total:</i>	<i>\$100,202.88</i>
Month 8	
Post Production Support	\$27,002.90
<i>Month 8 Total:</i>	<i>\$27,002.90</i>
TOTAL PROJECT PRICE:	\$810,716.72

5.3 Payment of Fees

In consideration of Contractor's performance of the services, LFUCG shall pay to NTT DATA the fees based on work performed and through deliverable acceptance provided by NTT DATA.

Payment shall be made within the period stipulated in the Invoice.

Statement of Work Approved by:

NTT DATA, Inc.	
Signature: 	Date: 9/21/2016
Print Name: Timothy Conway	
Title: President, US Public Sector	

Lexington-Fayette Urban County Government	
Signature:	Date:
Print Name:	
Title:	

Lexington-Fayette Urban County Government	
Signature:	Date:
Print Name:	
Title:	

Lexington-Fayette Urban County Government	
Signature:	Date:
Print Name:	
Title:	