

Statement of Work

This document is a Statement of Work (SOW) between Solaritech, LLC (dba Solarity) and the Lexington-Fayette Urban County Government (LFUCG) dated 1/22/18, executed under the Master Service Agreement Award Notification of RFP #13-2016.

General Information

1. Project Number: 17030
2. Program Name: LexCall 311 Salesforce Phase 2
3. Executive Sponsors (LFUCG): Aldona Valicenti & Dowell Hoskins-Squier
4. Program Sponsors: Pat Tatum, Kendra Carter, Ken Armstrong & Scott Shapiro
5. Program Manager (LFUCG): Brian McBrayer
6. Project Manager (NTT Data): Will Prible

Project Purpose

NTT DATA was contracted by Lexington Fayette County Government (LFUCG) to configure a Salesforce software system as the primary system for LexCall, the city's centralized service and information call center. The system went live June 26th, 2017. The Salesforce platform now serves as the integration point for ten (10) city divisions. Since the Go/Live date, the need for additional system enhancements and functionality have been identified by the divisions to allow them to operate for efficiently. Additionally, the Code Enforcement division has an immediate need to vacate their present native software system and has determined that it is most cost effective to integrate their present system into the existing Salesforce platform. Finally, the city has decided to provide additional services to its citizenry through the Bloomberg-Harvard initiative. Additional identified functionality will be added to the system to accommodate this initiative.

LFUCG has engaged **Solarity** program management to serve as the CRM and focal point for communications with the NTT DATA team, internal divisions and other contractor(s) regarding this engagement.

Approach

NTT DATA will continue to provide Code Enforcement and the LexCall 311 Center, post phase II support. NTT DATA will continue to work with Code Enforcement and the 311 Center to identify, track, and resolve issues. Solarity's program management services will help ensure that issues are being addressed and resolved in a timely manner.

Solarity's role will include working with LFUCG and NTT DATA to differentiate issues from project change request. For project change request, Solarity's role will be to ensure change requests are documented and submitted to LFUCG for review and disposition according to the Change Order Process.

The project closure milestone will be when all requirements have been met and LFUCG provides formal acceptance.

Schedule Estimate

- Timeframe: January 2018 - July 2018
- Duration: 25 weeks
- Effort: 400 -500 hours
- Work Week: Work week & schedule may vary depending on the needs of the project
- Location: LFUCG PSOC, Lexington, KY 40507 (remote as needed)
- Dress Code: Business Casual

Deliverables

- Project Charter
- Stakeholder Register
- Project Status Reports
- Identify, track, and manage LFUCG tasks and resources related to the project
- Sponsoring Organizational Change Management and Communications activities
 - Managing external stakeholder expectations
- Develop Joint Communication Plan (with NTT Data)
- Coordination with NTT Data to schedule all meetings, including:
 - Steering Committee/Executive Meetings
 - Requirements Meetings
 - Status Meetings
 - Ad Hoc Meetings
- Assist LFUCG in the development of the Performance Test Plan
- Coordinate User Acceptance Testing

Compensation

The client will be billed up to 500 hours of service from a Sr. Solarity Program Manager, with a discounted rate of \$156 (from \$225) per hour.

Budget

Item	UoM	Number*	Regular Rate	Discounted Rate	Total
Project Management & Business Consulting Services	hours	500	\$225	\$156	\$78,000
Total					\$78,000

*Total number of hours based upon an average of 16-20 hours/week for approximately 25 weeks. Only actual hours worked will be billed, up to a total 500 hours.

Agreed

An authorized signature below indicates acceptance of this Statement of Work (SOW):

Client: Lexington-Fayette Urban County Government (LFUCG)

Contractor: The Solarity Group (Solarity)

Aldona Valicenti

Signature

Signature

Aldona Valicenti

Printed Name

Printed Name

Chief Info Officer

Title

Title

2/7/18

Date

Date