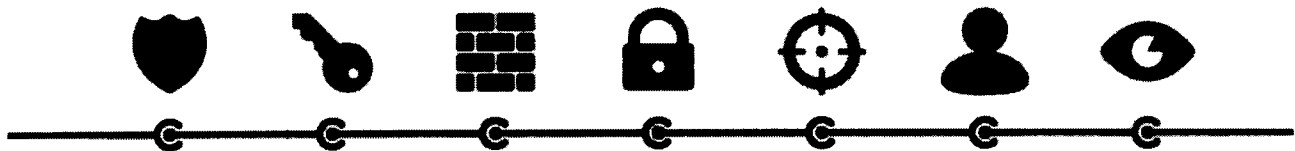


R-526-2015  
Contract #: 180-2015

# Statement of Work: LFUCG LEXserv Utility Billing – Technical Project Management & Change Management



Subcontractor | The Solarity Group

**Prepared June 2015 for:**

Client Name | Lexington Fayette Urban  
County Government

Client Address | 200 East Main Street  
Lexington, KY 40507

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## Introduction & Objectives

SDGblue, LLC (SDGblue) is a professional information technology services company, specializing in information security, network infrastructure and technology/consulting services based in Lexington, KY. SDGblue is a prime contractor holder for the Commonwealth of Kentucky's Program and Project Management contract, under which this SOW is presented to the Lexington Fayette Urban County Government (LFUCG). SDGblue partnered with Solaritech, LLC (Solarity) to respond to the Commonwealth of Kentucky's RFP for Program and Project Management services and is pleased to provide Solarity's resources to LFUCG under the state contract.

Solarity is a professional change, project, program, and portfolio management and business consulting services firm based in Lexington, KY. Solarity provides certified, experienced change, project, and program managers and business consultants to assist state agencies and businesses with specific efforts to enable them to focus their resources on *what they do best*. Solarity also provides business consulting in strategic planning and business analysis. Solarity is a Registered Education Provider (R.E.P.) for the Project Management Institute (PMI) and a Microsoft Partner specializing in Enterprise Project Management (EPM) using Microsoft Project and Microsoft Project Server.

The Lexington Fayette Urban County Government (**LFUCG**) works in partnership with the community to provide a safe and secure environment, excellent customer service, a vibrant organization, and economic opportunity empowering all to thrive.

LFUCG has contracted with Systems and Software, Inc. for the conversion and implementation of the LFUCG utility billing system into the enQuesta billing system. This utility billing solution will contain software application to include, but not limited to, Utility Billing, Customer Service & Management, Account Management, Premise Management, Rates, Financial Management, Cash Receipts, Billing & Receivables, Service Orders, Collections, Report Writing, a customer web-based interface, online electronic payment capabilities, shutoff management, and interfaces to designated systems. Software and Systems (S&S) will also oversee and manage implementation of the new IVR from Paymentus. LFUCG has also contracted with Utility Planning Network (UPN) for the purposes of integration between S&S and LFUCG.

LFUCG is in need of technical project management and change management business consulting services to review the implementation vendor's (Systems and Software, Inc.) Service Level Agreement (SLA) and project plan from the implementation vendor. The project plan will address the interfaces that must be designed and built for the application. Interfaces in Systems and Software SOW include Peoplesoft, ESRI (LFUCG GIS), KWAC MFT, Bluegrass Print and Mail, RouteWare, DumpsterPro, AMEC, Collection Agency, Lockbox, Remote Payment Locations, Accla TSS BOD, Paymentus (IVR), EFT, Walk in payment file, and credit/debit card payment processing.

The LFUCG technical project manager will work with S&S and UPN to manage the interface activities required to support the S&S project plan. The LFUCG technical project manager will be the point of contact to coordinate and resolve project related technical issues identified during the project lifecycle.

The LFUCG change management manager will be responsible for evaluating LFUCG change management requirements needed to support the project and managing the development and implantation of the Change Management plan to meet these requirements.

The objectives of this SOW are to provide the right mix of project, change, and business consulting to enable LFUCG to most effectively meet its project goals throughout the lifecycle of this project.

## **[ Approach & Timeline**

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### *Approach*

SDGblue will provide services to LFUCG by using integrated best practices of project management and change management. SDGblue will provide business consulting that includes working with an Executive Steering Committee, the LFUCG project team, and the vendors through the following project phases as identified in S&Ss SOW:

- Initiate – establish project goals and procedures
- Design – design future state processes
- Build – implement design and verify customer readiness
- Activate – live operation achieved; contract Management for IT related issues
- Change Management Plan development and management

SDGblue will work with LFUCG and the vendors to establish clear roles and responsibilities, requirements and acceptance criteria, and a mutually agreed-upon work plan.

### *Timeline*

Technical project management and change management services provided by SDGblue will begin once LFUCG executes its contract with Systems and Software. Integration of interface work activities and additional technical support activities as identified will be incorporated into the vendor's overall project plan during the initiate phase of the project. Change management assessment activity will begin once LFUCG executes its contract with Systems and Software with development of the Change Management plan to follow. This project lifecycle from contract from contract execution to go live is expected to take approximately eighteen months.

## **[ Deliverables**

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### *Deliverables*

The following deliverables will be provided as part of this project:

1. Project Management, Change Management and Business Consulting Services
2. Interface technical requirements and acceptance criteria
3. Change Management Plan
  - a. Organizational Assessments
  - b. Individual Assessments
  - c. Sponsor Assessments
  - d. Communications Plan (as part of the overall S&S Communication Plan)
4. Issue and risk identification and management in support of S&S and UPN
5. Service Level Agreement review
6. Interface Context Diagram documentation
7. Other supporting Project documentation

### *Deliverables Schedule*

The following deliverables schedule is contingent on the Systems and Software project lifecycle referenced in the S&S SOW, section 5 Implementation Methodology – High Level Overview (reference deliverable numbers above):

1. Across the Project Lifecycle
2. Completion of Design phase
3. Completion of Design phase

4. Across the Project Lifecycle
5. Prior to execution of the the LFUCG/S&S contract
6. Completion of the Initiate phase
7. Across the Project Lifecycle

## [ Preliminary Roles & Responsibilities

The following table identifies the roles and associated responsibilities required for this project. They will be updated based on discussions with the vendor and Commonwealth of Kentucky Stakeholders.

Organization	Role	Names (if known)	Responsibilities
LFUCG/S&S/UPN	Executive Steering Committee	LFUCG Executive Sponsor(s) LFUCG Executives LFUCG Project Stakeholders S&S Executive Sponsor S&S Project Manager UPN Project Manager LFUCG Project Business Consultant	•
LFUCG/S&S	Executive Project Sponsor	LFUCG – Bill O’Mara and Aldona Valicenti S&S Executive Sponsor	•
LFUCG	Project Sponsor	Rusty Cook TBD	•
SDGblue Team	Project Business Consultant	Terry Barnes (primary)  Sue Knies (backup)	•
SDGblue Team	Project Business Consultant Sponsors	Nancy Ward Bud Ratliff	•
LFUCG	Project Team	TBD	•
Vendor	Vendor Project Manager	TBD	•

## [ Assumptions & Risks

### Assumptions

Project schedule and pricing are based upon the following assumptions. Should these assumptions not hold true through the execution of the project, change orders may be required to document changes to scope, schedule and cost.

1. An Executive Steering Committee will be chartered by S&S.
2. SDGblue resources will be provided with an account for the LFUCG email and network.
3. A project team will be established with necessary resources from LFUCG, Vendors, and other entities (e.g., NIC) as required.
4. The LFUCG Project Business Consultant will be granted the necessary authority to
  - a. Meet with and report to sponsors on a regular basis
  - b. Work directly with the vendors as needed

- c. Work directly with Key Resource Managers and Project Team Members as needed.
5. Go Live date TBD.
6. Working hours/days for the Project Business Consultant will be established.
7. S&S, UPN and LFUCG will jointly develop the project change control process to manage proposed changes to project scope, schedule, budget, and other project management components.

#### *Risks*

The following are known risks to the project schedule and cost and may require a change order if realized:

1. The scope of this overall project is still being confirmed so adjustments to this SOW may be required through change requests.
2. LFUCG may experience resource constraints as the result of many complex, concurrent systems (and/or other) projects.
3. The new LEXserv system Utility Billing System will present a large learning curve for LFUCG users.

**[ Project Budget**

Any out-of-scope work will be documented and approved via a standardized change control process. Work is to be performed during normal business hours. After hours services are subject to applicable surcharges. Only hours worked will be billed to the customer.

<b>Time &amp; Material Project</b>	<b>Resource</b>	<b>Estimated Hours</b>	<b>State Price Contract Rate (one time discounted rate)</b>	<b>Estimated Cost</b>
	General Business Consulting & Support Services – Technical Project Management (coordination of interface design and testing, and management of other technical issues as identified)	1,000	\$175/hr	\$175,000
	General Business Consulting & Support Services – Change Management (change assessment and development of change management plan)	500	\$175/hr	\$87,500
<b>Total Project Cost</b>	<b>1500</b>		<b>\$262,500</b>	

**[ Terms & Conditions**

Terms and conditions are defined under master agreement #758 1300000512 for Program and Project Management Services between the Commonwealth Office of Technology and SDGblue.

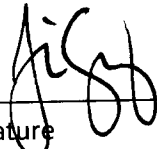
# PROJECT AUTHORIZATION

An authorized signature on the page below by LFUCG indicates your acceptance of this proposal. SDGblue agrees to provide the services described provided that you accept the proposal, without modification, within 30 days of the date of this document.

Lexington Fayette Urban County Government  
(LFUCG)

Lexington Fayette Urban County Government  
(LFUCG)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature 

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name JIM GRAY


\_\_\_\_\_  
Title

\_\_\_\_\_  
Title Mayor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date 9/21/15

SDGblue, LLC (SDGblue)

\_\_\_\_\_  
Signature 

\_\_\_\_\_  
Printed Name Ben Laborio

\_\_\_\_\_  
Title Controller

\_\_\_\_\_  
Date 7-21-15