

# Statement of Work

**Lexington-Fayette Urban County Government**

**DRAFT**

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### Overview

The following is an overview of the Statement of Work to be provided by Accela ROWM. The goal of this effort is to:

- Implement the Accela Right of Way Management Utility Coordination Module and Citizen's View.
- Provide a review of existing data source and identify any potential issues.
- Provide assistance in re-defining the business process surrounding the new system.
- Provide training to identified departments and users.

This Statement of Work (“SOW”) sets forth a scope and definition of the consulting/professional services, work, and/or project (collectively, the “Services”) to be provided by Accela Right of Way Management (“Accela ROWM”).

## Work Description

Accela ROWM will work with the appropriate agencies to analyze the existing dataset and business process. A new, integrated process will be delivered inclusive of any existing, legacy systems with the new Accela ROWM solution.

## Project Schedule

The implementation of ROWM Utility Coordination will be two (2) months. Training of the Customer will occur within one (1) month after the implementation.

Implementation of Citizen's View will be an additional two (2) months from the date of Customer acceptance of the ROWM UC system.

Due to the compressed nature of the project schedule, if a Customer-based delay puts the project on hold more than one (1) month, Accela ROWM reserves the right to terminate the contract and new terms will need to be negotiated. If a Customer-based delay puts the project on hold past the termination period, Accela ROWM reserves the right to terminate the contract at the time of the delay.

## Payment Terms

Payment Schedule:

Expenses:

Contract Sum

Change Order

The estimated fees for this SOW are predicated on the timely completion of project milestones. However, should completion of milestones slip due to actions out of the control of Accela ROWM resulting in material effort by Accela ROWM in excess of the hours provided for in this document, Accela ROWM will produce a change order for additional hours in support of the scope and deliverables contained herein. Any change order will need to be approved by all involved parties. Change orders will need to be approved within three business days of delivery to avoid a halt of work on the engagement.

## General Assumptions

- Customer and Accela will review their respective responsibilities before work begins to ensure that the engagement is a success and can be satisfactorily completed in the appropriate timeframe.
- Configurations and coding not specifically described in this document is the responsibility of the Customer.
- The Customer has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined by this SOW.
- The Customer will provide access to subject matter experts and decision makers in a timely fashion.
- Any additional worked hours over the hours or scope stated in the SOW will require a change order.
- Accela ROWM is not responsible for impacts to project timeline created by dependency on any Customer third party consultants. Timeline changes will result in a change order for extension of Accela ROWM project resources caused by the Customer's third party consultant actions (including availability) resulting in additional time or scope.
- Invoices are due net 30 of the invoice date.

## Acceptance:

Accepted By:

Accepted By:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

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Name - Type or Print

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Date

**Appendix A follows**

## Appendix A: Specific Scoping Details and Assumptions

**Deliverable 1:** Accela ROWM will analyze and assess source data to be integrated into ROWM including:

- Analysis of existing custom user attributes
- Delivery of a data assessment document that outlines the planned data mapping.

Customer Responsibilities:

- Finalize selection of attributes and format of source data for extract.
- Provide list of departments and security needs required for user setup.

Acceptance Criteria: The deliverable will be accepted when the data translation is agreed to by Accela ROWM and the Customer.

**Deliverable 2:** Accela ROWM will provide implementation and testing support for Utility Coordination including:

- Accela will create departments and build/code custom attributes required for integration as defined by the Customer in Deliverable 1.
- Creation of data mapper for import files from source system in accordance with data assessment established in Deliverable 1.
- Initial import of source data and confirmation of successful import, including adjustments to mapper, as required.
- Testing Support - Accela ROWM will respond to issues that arise during the Customer testing of the new mapper and resolve any issue accordingly.

Customer Responsibilities:

- Fully test process for legacy export and ROWM import of data.
- Determine requirements for automatic notifications.
- Provide list of Accela ROWM users including department and definition of access.\
- Outline requirements for Citizen's View (project dates, status, departments, etc.).

Acceptance Criteria: The deliverable will be accepted when a routinely successful exchange of the source data is established.

**Deliverable 3:** Accela ROWM will deliver custom Citizen's View:

- Accela will deploy Citizen's View according to the Customer's requirements.

Customer Responsibilities:

- Test and approve data output on website.

Acceptance Criteria: The deliverable will be accepted when Citizen's View is deployed publicly on the Customer's website.

**Deliverable 4:** Accela ROWM will establish security and notifications for Utility Coordination including:

- Accela ROWM will establish appropriate security privilege groupings and apply to users as defined in Deliverable 2.
- Deploy notifications defined in Deliverable 2

Customer Responsibilities:

- Provide Accela ROWM with list of notifications to be implemented.
- Test and verify notification requirements.

Acceptance Criteria: The deliverable will be accepted when notifications are routinely, successfully deployed.

**Deliverable 5:** Accela will provide training for Utility Coordination and Citizen's View including:

- Accela will conduct web-based training sessions in two hour increments daily for one week leading up to go-live.
- Accela may conduct additional web-based training sessions as needed post go-live within the subscription's annual time frame.

Agency Responsibilities:

- Refresh initial data initial import of source data prior to training session(s).
- Assist with internal coordination and scheduling of all training sessions.

Acceptance Criteria: The deliverable will be accepted once the training sessions have been completed.