



## Time & Materials Statement of Work **JAM to Panther / Web Upgrade Project**

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Date: August 4, 2015

Proposal #:PhoenixCourt070815DM

August 4, 2015

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Dear Jennifer:

We appreciate the opportunity to assist your organization with the modernization of your Court Management System (CMS) which is written in our JAM technology. We understand that the application has served your specific business needs for many years and that you would like to continue to leverage the application's capabilities and your investments to date. We appreciate your objective to modernize the application by providing a new web-based interface that creates a better overall user experience but continues to leverage the court document and case management features you have. We have undertaken similar modernization efforts with other clients, and we are confident that we can help you achieve your goal.

In 2014, Prolifics worked with PMC to conduct a pilot, during which time we were able to take a sample of your existing screens and move them to our Panther/Web platform to demonstrate how the application screens can be modernized for use in a web browser. The pilot was successful and through the conversations that we've had subsequently and the information you've provided about your requirements, we believe we have a good understanding of how to proceed.

The following pages contain a Statement of Work for the project.

We look forward to working with you on this and future initiatives.

Regards,

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## 1. Prolifics Overview

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For over 37 years, Prolifics has had a single mission—solving customers’ business problems with technology solutions by providing expert consulting services and high-value technology enablers. Founded in 1978 in New York City, Prolifics first specialized in building high-performance transactional systems for many of the biggest firms on Wall Street. Today with offices throughout North America, Europe and India, Prolifics utilizes its wealth of expertise to offer comprehensive business solutions, having worked with over 3000 companies, both domestically and internationally, across a broad range of industries including banking, insurance, government, telecommunications, manufacturing and brokerage. Our global delivery model ensures that we provide our customers with the most effective solution to fit their requirements.

One of the keys to our longevity is the solid relationships we have built with our partners and customers. Due to the completeness of their e-business vision and robust technology, our most strategic alliance today is with IBM. This alliance enables us to combine Prolifics’ expertise and long history of delivery success with IBM’s solid vision and market leadership in order to bring our customers real-world solutions for their business needs.

In fact, Prolifics has a Level 5 ranking—IBM’s highest on its technical expertise scale—and is a two-time recipient of the IBM Award for Overall Technical Excellence. Prolifics’ customer solutions have also been honored with over 48 IBM Awards including Best Portal Solution, Best Industry-Oriented Social Business Solution and Outstanding BPM and SOA Solutions.

Prolifics is a team of highly skilled consultants, subject matter experts and leaders, with over 400 technical certifications across the entire IBM software portfolio. Bringing thought leadership to the industry, Prolifics consultants and executives have been published in several trade journals and often speak at conferences. Some of our consultants have been selected for the IBM Champions program that honors developers who help others make the best use of IBM software and solutions.

Combining business flexibility and cost competitiveness with excellence in technical skill, professionalism and a commitment to our customers, Prolifics' solutions build agility into businesses around the world. Our depth of experience delivering secure, custom, end-to-end solutions can help you with all aspects of the full project lifecycle including software procurement, architectural advisement, analysis, design, development, testing, training, ongoing support, and system administration.

In addition to our own product offerings like JAM and Panther, Prolifics also specializes in BPM, SOA & Integration, Enterprise Portals and Web Content Management, Social Business, Mobility, Security, Application Performance Management, Application Infrastructure, Enterprise Content Management, Data Analytics, Testing Services, and more. The company has a dedicated practice to each of these core areas as well as teams dedicated to PMO, Resource Management and Delivery Processes.

At Prolifics, our goal is not simply to deliver end-to-end solutions, but to create a recipe for success for our clients by implementing a development process that is understandable and repeatable. With over 37 years of corporate experience in information technology, Prolifics has established a methodology for rapid design, development, and delivery that is second to none. Our approach is born of vast experience with many of the world's leading corporations, and continues to evolve to reflect new developments in the business and technology marketplace.

## **2. Background**

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### **2.1. Introduction**

This Statement of Work (“SOW”) outlines a scope of work and sets forth the terms under which the City of Phoenix Municipal Court (PMC) will engage Prolifics to provide services as described herein.

### **2.2. Overview**

The City of Phoenix Municipal Court (PMC) has a proprietary, well-maintained and well documented critical business application, known as our Court Management System (CMS). This JAM application has been in production for over 15 years and has served the court very well over many years, however, the application is in need of an upgrade. Since the PMC CMS is a fine-tuned system with a multitude of customized business logic and back-end processing, it is our intent to preserve these assets and move to a more modern platform and web front end. Additionally, due to the existing JAM code and Jterm requirement, the court has been unable to effectively integrate with the court’s electronic document system (EDMS), OnBase, and the JAM screens do not allow for a modern mouse-enabled user experience that takes full advantage of the real-estate that come with larger workstation displays. After researching various options; including a possible rewrite or complete system replacement and after completing a successful JAM to Panther web pilot in 2014, PMC has decided to move forward with a full CMS JAM to Panther web upgrade.

### **2.3. Summary of Requirements**

PMC would like to embark on a phased upgrade of the existing CMS JAM application to Panther/Web. The project will be conducted in incremental managed phases as outlined in Section 3 of this document.

## 3. Services

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### 3.1. Scope of Work

During Phase I, there will be a number of activities that will drive decisions and validate the approach for the remainder of the project. At this time we can provide more accurate effort estimates and costs for Phase I. Plus, we have provided budget and planning estimates for Phases II and III, but those estimates are subject to change based on the outcomes and decisions made in Phase I.

#### **Phase I – Project Initiation / Requirements**

This phase will include a series of architecture and design workshops intended to firm up requirements and assist in making important decisions that will affect the migration effort in Phase II. Prolifics will work with PMC and third party vendors to conduct a series of workshops. Prolifics will help facilitate the discussions and will provide input to the discussions as appropriate, and will document the decisions made or validated during these workshops. The suggested workshops are outlined below. Please note that some topics may be discussed in multiple workshops in various contexts and may require input from appropriate vendors and staff members at PMC.

#### **Kickoff and Workshop Preparation**

Before the workshops begin, we plan to meet with PMC to review all of the discussion points for the upcoming workshops to ensure that we cover everything that should be addressed. This could be done remotely prior to the start of the workshops or could be done the morning of the first day.

#### **Tasks / Discussion Points:**

- Review of Phase I requirements
- Develop talking points for the workshops

#### **Expected participants:**

- Prolifics Technical Consultant
- PMC – Project owner and key stakeholders

**Expected Duration:** 1 day (Including discussions and creating outlines for workshops)

#### **Deliverables:**

- Summary of talking points for each workshop, based off PMC's Scope of Work document.

## **Hardware, Software & Storage Topology Workshop**

Additional systems and connectivity considerations need to be planned as part of the project. This workshop will focus on the hardware architecture/topology and the storage requirements needed to support the CMS application.

### **Tasks / Discussion Points:**

- Hardware requirements and architecture for the application components (e.g. Panther/Web, OnBase, Informix database, web server)
- Performance and high availability requirements.
- Network load.
- Geo-redundancy / DR strategy.
- Storage requirements; possible replacement for current EMC solution.
- Web server options.
- Virtualization.
- Scalability for future public access

### **Expected participants:**

- Prolifics Technical Consultant
- IBM and/or Arrow hardware expert(s)
- PMC – Project owner and infrastructure staff

**Duration:** 2 days

### **Deliverables:**

- List of follow-up items / action items.
- Summary of recommendations and/or decisions made on the above items.
- Architecture diagram.

## **Database Workshop**

This workshop will be devoted to discussing the database layer of the new web application architecture. Projected growth and document retention plans will be discussed as well.

### **Tasks / Discussion Points:**

- Leveraging existing Informix database.
- New database architecture, including database abstraction layer.
- Using virtualization.
- Scalability.
- Future external user requirements.
- Security strategy.
- Leveraging Web services.

### **Expected participants:**

- Prolifics Technical Consultant
- PMC – Project owner and key stakeholders (e.g. DBA, architect)

**Expected Duration:** 1 day (includes 4 hours for initial workshop discussions and 4 hours to develop the architecture diagram for the database layer and document the approach for the migration).

**Deliverables:**

- Architecture diagram.
- Summary of recommendations and/or decisions made during the workshop.

### **OnBase Integration Workshop**

For this area of Phase I, we will begin with a workshop attended by participants from PMC’s partner DataBank to get a better understanding of how the OnBase integration can be accomplished, then we will conduct a scope constrained Proof-of-Concept to demonstrate how the Panther/Web application can access content from the OnBase repository. The objective is to both verify the viability and capability of the integration but also to eliminate concerns and minimize any risks associated with the union of the systems.

**Tasks / Discussion Points:**

- Review of near and long term goals with respect to the integration between Panther/Web and OnBase (including initial archived content and future direction for active case content).
- Discuss mechanism (e.g. APIs) for integration.
- Talk about the parameters for the mini-POC and what will be needed from DataBank and PMC – e.g. sample screen and content.
- Discuss future requirements for retention and removal of case artifacts (e.g. audio recordings, documents, images, etc.) and how to create a seamless user interface.

**Expected participants:**

- Prolifics Technical Consultant
- PMC – Project owner and key stakeholders
- DataBank technical representative (to be coordinated by PMC)

**Expected Duration:** 1 day

**Deliverables:**

- Available technical documentation from DataBank to assist in mini POC
- Summary of recommendations and/or decisions made during the workshop.

### **Future Technology Workshop**

This workshop will be focused on what enhancements can be made to the CMS application once the migration is completed that would provide an overall better experience for end users. Prolifics can

engage its Creative Services team via phone to join this discussion and provide some insight into technologies that can be leveraged in the future to improve upon the look-and-feel of the application. We have included a User Experience Workshop in Phase III that would be conducted by Prolifics' Creative Services team, but we can begin in this phase to talk about some ideas for the future. We believe that any major User Interface (UI) enhancements should be incorporated after the application is migrated to Panther/Web.

#### **Tasks / Discussion Points:**

- Review screens migrated during the Panther/Web pilot in 2014 and talk about enhancements that PMC would like to see.
- Discuss some tools that could be utilized during the migration to create a modern UI (e.g. JavaScript, JQuery, Bootstrap, etc.).
- Talk about potential technologies PMC might wish to leverage in the future (e.g. Web services).
- Discuss a path for migrating from Panther/Web in the future if desired.
- Conduct workshop with Prolifics' Creative Services team to discuss UI strategy.
- Discuss future requirements for retention and removal of case artifacts (e.g. audio recordings, documents, images, etc.) and how to create a seamless user interface. NOTE: This is also part of the OnBase integration workshop.

#### **Expected participants:**

- Prolifics Technical Consultant
- UI Designer/Developer from Prolifics Creative Services Team
- PMC – Project owner and key stakeholders

**Expected Duration:** 2 days

#### **Deliverables:**

- Summary of recommendations and/or decisions made during the workshop.
- Recommendations for PMC to research specific technologies and tools.

#### **OnBase Integration Scope Constrained Proof-of-Concept**

For this area of Phase I, we will conduct a time-boxed proof-of-concept (POC) to validate how the integration with OnBase will work. We expect that this work will be done remotely.

#### **Tasks / Discussion Points:**

- Confirm sample OnBase content to be used for POC.
- Create Panther/Web screen to access content from OnBase repository.
- Develop custom code or module to access OnBase content and display via Panther/Web screen.
- Conduct live demo for PMC.

#### **Expected participants:**

- Prolifics Technical Consultant
- PMC – Project owner (to provide input as needed)
- DataBank technical support as needed

**Expected Duration:** 12 days

**Deliverables:**

- Final demo to show integration between JAM/Panther and OnBase.

### **JAM to Panther/Web Migration Assessment**

During the assessment, we will perform analysis on all of the existing JAM application screens and code to determine the effort and costs for the migration to Panther/Web.

**Tasks / Discussion Points:**

- Evaluate existing JAM screens and application code.
- Evaluate techniques & efficiencies (automation) that can be leveraged
- Document any potential risks or areas of concern.
- Revise effort estimates and costs for Phase II.

**Expected participants:**

- Prolifics Technical Consultant
- PMC – Project owner (to provide input as needed)

**Expected Duration:** 12 days

**Deliverables:**

- Updated SOW for Phase II migration.

### **Pre-Migration Workshop**

For this workshop we will discuss preparations for the migration project.

**Tasks / Discussion Points:**

- Training recommendations – discuss all training recommended to prepare PMC staff for the upcoming project – e.g. Panther/Web, UI tooling, hardware, storage, etc.
- Discuss hardware and software procurement.
- Discuss setup of environments for migration and promote to production.
- Discuss project plan, timelines, resource planning.
- Discuss mock DR exercise and outline plan for Phase II.

**Expected participants:**

- Prolifics Technical Consultant

- Prolifics Project Manager
- PMC – Project owner and key stakeholders

**Expected Duration:** 1 day

**Deliverables:**

- Summary of training recommendations.
- Timeline for preparations to begin migration.
- Milestone project plan

*The following sections provide estimates for budget and planning purposes only.*

## **Phase II – Migration (JAM -> Panther / Web)**

Outlined below are the high level sub-phases for Phase II. Please note that the effort estimates are for budget and planning purposes only. These are subject to change upon completion of the migration assessment that will be performed in Phase I.

### **Preparations**

**Tasks:**

- Conduct basic Panther/Web training for PMC staff members.
- Review the POC process that was done previously to demonstrate the migration process.
- Set up development environment.
- Setup of source control environment.

**Expected participants:**

- Prolifics Technical Consultant/Developers
- PMC developer(s)

**Expected Duration:** 5 days

**Deliverables:**

- Development environment set up.

### **Migration**

**Tasks:**

- Migrate JAM application to Panther/Web.
- Setup and configure SCC- SCM environment.
- Perform unit testing.

**Expected participants:**

- 2 Panther Technical Consultants/Developers
- PMC developer(s)

**Expected Duration:** 18 months – Total of approximately 3,280 hours

This estimate is based on taking a spread of complexity and dependency for the list of screens provided. Automation will be used when possible to reduce effort and costs.

**Deliverables:**

- Screens and code working in Panther Web environment.
- Source code set up in SCC- SCM.

**Testing****Tasks:**

- PMC to perform full functional testing.
- Prolifics to perform bug fixing as needed.

**Expected participants:**

- Prolifics Technical Consultant/Developers
- PMC developers and testers

**Expected Duration:** Prolifics will provide up to 3 weeks of testing support.

**Deliverables:**

- None

**Production Readiness****Tasks:**

- Set up production environment.
- Conduct production readiness review.
- Establish timeline and go-live plan.
- Conduct mock DR exercise.

**Expected participants:**

- Prolifics Technical Consultant/Developers
- PMC developers, admins, infrastructure support staff as required.

**Expected Duration:** 6 weeks

**Deliverables:**

- Production environment set up.
- Go live plan.

**Deployment****Tasks:**

- Launch new application.
- Prolifics to provide support.

**Expected participants:**

- Prolifics Technical Consultant/Developers
- PMC developers, admins, infrastructure support staff and stakeholders as required.

**Expected Duration:** Prolifics will provide up to 3 weeks of support once the application goes live. Prolifics can also offer support beyond that period via our managed services group if needed. See below for more information on Prolifics' Managed Services offering.

**Deliverables:**

- None

**Optional (Managed Services)**

Prolifics offers both packaged focus offerings as well as customizable managed service offerings tailored to your needs. We can work with PMC to discuss the components and servers that need to be supported and define the service levels needed and tailor a package to meet your requirements. Our managed service offerings leverage our global delivery team to provide a cost effective solution and we'll be happy to talk in more detail about this offering at the appropriate time.

**Phase III – Application Enhancements**

During this phase we seek to improve on the overall use experience by reviewing the current screens and determine what enhancements should be made and what tools are available to help us create the best user interface for the application.

**Tasks:**

- Review and document areas of the application that need enhancement or improvement.
- Conduct a User Experience workshop with PMC. Topics to include:
  - Overall branding
  - Current market trends and best practices
  - User-centered design

- Reusable UI assets
- Mobile strategy
- Tips and Tools
- Training recommendations
- Develop effort estimates and costs to implement the desired enhancements.

**Expected participants:**

- Prolifics Technical Consultant
- UI Designer/Developer from Prolifics Creative Services Team
- PMC developers, project owner and other stakeholders

**Expected Duration:** 7 days

**Deliverables:**

- Recommended enhancements.
- SOW for the enhancements

**NOTE: We are not able to provide accurate effort estimates and costs for the implementation of the enhancements until they are defined.**

### 3.2. Project Plan

At present we anticipate that the project will require 1 consultant in Phase I, and will require 2 consultants in Phase II, and 2 consultants for the initial activities in Phase III. The project plan also includes a part time project manager throughout all 3 phases that will have more interaction in Phase II. The plan below is a very high level outline of how the time will be spent and will likely be customized with your input.

Project Phases	Key Milestones	Phased Deliverables	Planned Dates	Customer Dependencies
Phase I – Project Initiation / Requirements	Workshops	Platform/integration decisions	TBD	Schedule for workshops
	OnBase mini POC	Demo	TBD	Input from DataBank
	Migration Assessment	Phase II SOW	TBD	Delivery of all application screens and code for review
Phase II – Migration	Migration of existing application screens	All application screens and code running in Panther/Web environment	TBD	Participation from PMC developers, testing
Phase III – Application Enhancements	UI enhancements as desired	Updated UI screens	TBD	UI enhancement decisions

### 3.3. Prolifics Team

Prolifics resources will be engaged at the request of PMC. The estimated effort, start date and end date for each role the Prolifics Team will perform are based on the proposed project plan and will be adjusted based on resource availability once the project has been approved to start. These are good faith estimates based upon the requirements as we understand them today and assume an average of 40 hours of effort per week (8 hours per day). No guarantee is made as to the accuracy of these estimates should unforeseen circumstances arise during the engagement, or additional work requests be made of the Prolifics resources.

Start and end dates may be changed in response to project requirements or further PMC requests. As a courtesy Prolifics typically requests at least 2 weeks’ notice prior to engaging additional resources or altering engagement dates. If advanced notice is not possible, Prolifics will make resources available as soon as possible.

### 3.4. Roles & Responsibilities

The following describes the roles required for the project and how they will interact.

Roles	Descriptions
Project Manager	Leads an array of activities including initializing and planning projects, developing project cost structure, tracking and reporting project deliverables, managing risk, applying project management processes and tools and ensuring projects are completed on time, within budget, and with high customer satisfaction.
Technical Consultant/Developer	Experienced in JAM and Panther development, able to work alongside customer’s staff and lead teams of developers. Has skills in screen and report design, application migration, as well as installation and configuration.
UI Designer/Developer	Experienced in design and development of Web-based applications. Able to create state-of-the-art user interfaces and provide guidance to customers on best practices and new/emerging technologies.

### 3.5. Out-of-Scope

The following items are understood to be out-of-scope for this effort:

- Modification and enhancement to the CMS application beyond what is needed to enable the UI/presentation capabilities. Integrations beyond the inclusion of the OnBase document system. Any changes identified as required beyond the defined UI layer scope must be called out in writing before Phase II is scoped and approved.

- Prolifics will not fix bugs in existing application code that were present prior to the migration.
- Prolifics will perform smoke testing and is not responsible for formal application testing.
- Performance Testing and Tuning
- Prolifics consultants will not provide enablement to competitive organization's personnel.
- Any training that Prolifics deems necessary to get PMC developers up to speed to be able to assist in the migration process is in-scope as outlined above.

Additional work beyond that listed in section 3.1 Scope of Work can be engaged on a time and materials basis. Any impacts to scope, time, and cost will be assessed and a formal change request submitted to adjust the agreed to baseline as needed to satisfy customer needs and meet expectations.

## 4. Assumptions

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### 4.1. General

- Project scope, effort, and cost estimates proposed are based on base-lined requirements provided by PMC in the document entitled 'JAM to Panther Web Upgrade Project - Desired Scope of Work, dated June 2015.'
- Project estimates will be adjusted at the end of Phase I. Should additional effort be required, PMC will determine whether the project budget will be expanded or scope will be reduced to stay within budget.
- Required project documentation is assumed to be minimal and is shown above in each phase.
- Minimal project governance documentation and procedures are assumed; the incorporation of project governance requirements that are not already referenced in this proposal will affect the project estimates and duration.
- All work is to be provided on a **time and materials** and **best effort** basis.
- Prolifics make no guarantee on the skills development of PMC staff as a result of training or participating in migration activities.
- Prolifics assumes the backend database and schema will remain as it is running today on JAM.
- PMC will perform all functional testing and Prolifics will support the testing and fix bugs as needed.
- As stated in the project service request we assume will use the visual elements from the pilot project.
- Prolifics will deliver patches and upgrades to our products, as needed for completion of project work, provided PMC has a current maintenance contract.
- Each consultant will have their own laptop available for work.
- Any assets that Prolifics develops during the course of the project can be reused by Prolifics outside of this project, provided that future usage does not involve sharing of any PMC-proprietary information.

#### 4.1.1. Infrastructure

- All hardware required by the project:
  - Meets the minimum requirements of the product that will run on each server as determined in the workshops conducted in Phase I.
  - Is installed and ready for use unless indicated in this proposal.
- All software required by the project
  - Meets the minimum requirements as outlined in the product documentation.
  - Is installed and ready for use unless indicated in this proposal.
  - Has current software maintenance contract.
- Source control will be managed using SCC-SCM

### 4.2. Customer Responsibilities

PMC will be responsible for the following:

- Appointing a Project Lead to be the primary interface for the Consultant(s), primarily with the Prolifics Project Manager.
  - The Project Lead needs to be committed to the project and have the authority to resolve project issues through escalation as appropriate within the organization, i.e., acting on behalf of the company in matters relating to this project.
  - The Project Lead will provide appropriate resources to the project that have detailed knowledge of the existing environment in order to assist the Consultant(s) in performing activities listed in Project Scope.
- Ensuring the full commitment and participation of PMC management and personnel in providing timely and appropriate inputs, review and turnaround so as not to adversely affect the project timeline and Prolifics' performance.
- Providing resources (such as DB administrators, System administrators, Security administrators, Application administrators, etc.) to support the project and assist with integrating with backend systems.
- Providing all pertinent documentation and application artifacts required to successfully complete the project, such as environment topology diagrams, logical data flows, software components, DB schema diagrams, test data, known issues list, etc.
- Ensuring that required backend and external systems are functioning and available so that they do not adversely affect the project timeline.
- Performing regular nightly backups of development and testing systems used by the project team.
- Infrastructure sizing and requirements are the responsibility of PMC
- Providing reasonable working prerequisites for Prolifics resources, including:
  - Access to required licensed software
  - Access to existing internal or external systems as needed
  - Access to an approved workstation set up for development if necessary
  - An appropriate work location consisting of internet access and telephone for work to be done on PMC premises.

### 4.3. Project Dependencies

Dependencies for this effort include:

- Prolifics consultants will be provided a safe and effective work environment
- Client Development Standards & Policy Guidelines (i.e. Security Policies)
- Environment Diagrams & Accessibility
- Server Setup / Availability
- Software Installation
- External Systems Access, as needed for development & testing
- Access to Shared Resources
  - Project Managers
  - Technical Leads
  - Requirements Analysts
  - Developers
  - DBAs

- Testers
- Business Users
- Security / Governance Requirements
- Requirements / Use Case Baseline
- Design Review / Approval / Baseline
- Error Handling Messages
- Data Models
- Database Schema
- Acceptance Criteria
- Performance Baseline
- Test Data, Test Plan, and Test Cases

#### 4.4. Project Risks & Constraints

Prolifics has identified several risk factors and constraints we are monitoring and will address with the appropriate actions:

- Ability to integrate and the mechanism for integrating with OnBase is unknown at this time. The API capabilities have been discussed and there are several options available but they are presently untried.
- Many decisions must be made in Phase I that can affect the overall project direction and approach.
- No scope has been developed for the mock DR exercise, which could affect the effort estimates in Phase II.

## 5. Cost Summary

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All resources are available at the rates shown in the table below. Work will be performed by Prolifics under this SOW on a time and materials basis and PMC will be charged for actual hours worked in accordance with the rate table below. The estimates provided in this SOW are based on information known as of the date of this SOW, and are subject to a number of assumptions and contingencies which may not prove to be accurate or complete. As a result, the estimates below do not in any way represent a fixed fee or cost cap for the deliverables noted herein.

### Phase I

Role	Effort Hours	Hourly Rate	Cost
Project Manager	48	\$160	\$ 7,680
Technical Consultant	256	\$175	\$44,800
UI Designer/Developer	28	\$175	\$ 4,900
	<b>332</b>		<b>\$57,380</b>

*The estimated effort and costs for phases II and III are for budget and planning purposes only and are subject to change after Phase I is complete.*

**NOTE:** Prolifics has some capacity offshore and could use our global delivery model during Phase II, which could reduce overall costs significantly. By using one offshore developer on the project and one US-based developer, the development costs could be reduced by as much as 30-40%.

### Phase II

Role	Effort Hours	Hourly Rate	Cost
Project Manager	608	\$160	\$ 97,280
Technical Consultant/Developers (2)	3,320	\$175	\$581,000
	<b>3,928</b>		<b>\$678,280</b>

**Phase III (Estimated at approximately 50% of the migration development scope but subject to change based on the needed enhancements)**

Role	Effort Hours	Hourly Rate	Cost
Project Manager	200	\$160	\$ 32,000
Technical Consultant	1,200	\$175	\$210,000
UI Designer/Developer	320	\$175	\$ 56,000
	<b>1,720</b>		<b>\$298,000</b>

Travel and living expenses are required for resources who are not local, and who are required to work onsite at PMC . For those instances, travel and living expenses are in addition to the above rates. Such expenses will be billed separately. In an effort to keep travel costs down, we propose having the Prolifics technical consultant be on site more in Phase I, and then set a schedule in Phase II that will provide the proper face-to-face interaction with PMC staff members but allow the consultant to work remotely part of the time.

## 6. Acceptance & Authorization

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### 6.1. Contract Overview

Contract Type:	T&M Estimated	Customer Contact:	Jennifer Gilbertson City of Phoenix, Municipal Court
Contract Amount:	\$1,033,660	Street Address:	300 West Washington St
Planned Start:	TBD	City, State	Phoenix, AZ 85003
Planned End:	TBD	Telephone:	602.495.2035

### 6.2. Scope Change Control

Prolifics will apply standard risk management procedures to mitigate risk and apply formal change control procedures to minimize impacts to the agreed to scope, time, and costs. An initial baseline will be established with sign-off and approval of this statement of work. Updates to the baseline may occur if and when formal change requests and recommended corrective actions are submitted and approved, such as after design review. Any impacts to scope, time and cost will be assessed and formal change request submitted to adjust the agreed to baseline as needed to meet customer needs and satisfy expectations.

### 6.3. Termination of Assignment

Termination of any assignment requires ten (10) business days' advance notice in writing. If we receive a termination notice on shorter notice, you will be billed for the remaining time based on the hourly rate then in effect for the resource or resources affected.

Please be aware that our standard policy is that if there is no extension in place two (2) weeks prior to the end date of an engagement, a consultant will be considered available for new engagements. Accordingly, unless extensions are booked in advance, a specific consultant may not be available for extension at the conclusion of a scheduled assignment. Please consult your account executive to discuss.

### 6.4. Reference Approvals

Prolifics actively engages in the marketing and evaluation of their services and consultants. During the project lifecycle, the client may be contacted to participate in an interview for the production of internal or external case studies, collateral or awards submissions. Any information obtained during these interviews, prior to any external publication, can and will be subject to client approval.

Additionally, during various project milestones, Prolifics may approach the client seeking approval to be used as a customer reference, PR Reference, or for a customer "win" announcement.

## **6.5. Warranty**

Due to the nature of custom application development, a blanket warranty is not provided by Prolifics. Prolifics can include cost for support duration that is required by PMC. A long term support contract can be constructed for managed services for ongoing support and maintenance.

## **6.6. Invoicing**

PMC will be invoiced bi-weekly for services rendered during that time period. Payments are due net thirty (30) days from the date of the invoice.

## 6.7. Terms & Conditions

The terms and conditions of the **Master Services Agreement** between Prolifics and City of Phoenix Municipal Court dated [MSA Date] apply in full to the products and/or services outlined above

To place an order, please email signed SOW and Purchase Order to [debbie.marcet@prolifics.com](mailto:debbie.marcet@prolifics.com). The purchase order should be issued to:

Prolifics  
5 Hanover Square  
20<sup>th</sup> Floor  
New York, NY 10004

Please issue two purchase orders for software and services separately and include shipment information and payment terms of net 30 days from date of invoice. All prices are in US Dollars. This quotation does not include sales tax. All applicable sales tax will apply.

In order to confirm your acceptance of this proposal, please sign below.

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**IN WITNESS WHEREOF**, the parties hereto each acting with proper authority have executed this Statement of Work, under

### PMC

By \_\_\_\_\_  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

### Prolifics

By \_\_\_\_\_  
Name \_\_\_\_\_  
Title \_\_\_\_\_  
Date \_\_\_\_\_

## Appendix A. Project Tracking

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Deliverables are called out in section 3.1 above

### A - 1: Weekly Status Report

**Purpose:**

Weekly Status Reports summarize the progress and status of activities worked on during a given period. Significant accomplishments, milestones, and problems are identified. The reports are 1-5 pages in length in Microsoft Word or PowerPoint format.

**Contents:**

The report will cover 6 key areas:

- Work and schedule
- Scope Control
- Team issues and status
- Actual hours by resource for the week
- Total consumed hours and dollars by resource to date
- Project risks
- Notification of hours consumption threshold for the project

### A - 2: Project Plan

**Purpose:**

A detailed and up to date project plan that documents each major activity for the project typically provided in Microsoft Project or Excel format.

**Contents:**

The overall plan will include the following areas:

- All project phases (Preparation, Business Blueprint, Realization, Final Preparation and Go-Live & Support) with supporting activity detail:
  - Start Date
  - End Date
  - Activity Duration
  - Responsible Party
  - Percentage complete
- Specific plan areas that will be covered include:
  - Integration/Development Plan
  - Testing Plans (Integration, System)

## Appendix B. Acceptance Process

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Prolifics will have fulfilled its obligations under this Proposal when one of the following first occurs:  
 Prolifics accomplishes the activities and delivers to PMC the materials described in the “Scope of Work” section of this proposal, or  
 PMC or Prolifics terminates the project in accordance with the provisions of the Agreement.

PMC will have the following “review time periods” to review and request changes to deliverable materials:

- Document materials will have 3 business days
- Prototype materials will have 3 business days
- Application component materials will have 5 business days

Deliverable materials will be considered accepted when one of the following occurs:

- PMC project manager has responded with an explicit sign off email on the deliverable.
- PMC project manager has sent an email with requested issues or changes within the time period specified for the type of deliverable and Prolifics has addressed 100% of “Blocking”, “Critical” and “Major” issues and 80% of “Normal” and “Minor” issues (as defined below), or
- PMC does not respond within the “review time period” specified for the type of deliverable, or
- PMC deploys the application deliverable material into production.

Rejected deliverable materials will not necessarily prevent the start of tasks scheduled to follow the deliverable. Both Prolifics project manager and PMC project manager will work together to assess any change in plan, if required.

The material delivery and review process will be as follows:

1. Prolifics project manager will send a written notice to notify PMC project manager about the completion of each deliverable (“Completion Notice”). This begins the “review time period” for the delivered materials.
2. PMC reviews the delivered materials and documents any issues in accordance with the “Severity and priority classification” definitions described below.

### Issue Severity

Blocking	<b>For documents:</b> Missing content that was promised <b>For application components:</b> Completely blocks the continued testing of the deliverable in the essential functionality being tested
Critical	Major content/functionality not correct; no workaround available
Major	<b>For documents:</b> Promised content is incomplete <b>For application components:</b> Critical functionality not correct, but workaround available to continue testing
Normal	<b>For documents:</b> Document is missing content that was

	<p>promised</p> <p><b>For application components:</b> Business rules not working and system does not give desired result, workaround may or may not be available but possible to change the data to move ahead</p>
Minor	<p><b>Cosmetic:</b> Usability changes, spelling mistakes, label mistakes, Layout changes</p>
Enhancement	<p><b>For documents:</b> Additional content is requested</p> <p><b>For application components:</b> System has run into a state that with the documented requirements, it cannot progress and a <b>change</b> in stated requirement is needed.</p>
Historical	<p><b>For documents:</b> Deliverable is referencing content that is incorrect; however, the deliverable does not require a change.</p> <p><b>For application components:</b> In legacy system, found a bug which already existed in the baseline, but does not require a fix from the application component's perspective.</p>

#### Issue Priority

P1	Needs to be addressed immediately
P2	Needs to be addressed by end of day provided the issue was raised 4 hours before the release timeframe
P3	Needs to be addressed during the next business day
P4	Needs to be addressed within 2 business days
P5	Needs response within 10 business days

- PMC project manager will send Prolifics project manager a written notice that the delivered material is accepted or rejected within the "review time period" for the delivered material. If rejected, the documented list of issues, classified and prioritized, should be attached to the written rejection notice. "Enhancement" and "Historical" issues are automatically considered accepted. If accepted, the review process for the delivered material is complete
- Prolifics will review the issues associated with a rejected deliverable, further classify each issue as indicated below. Prolifics project manager will provide PMC project manager with a written response.

Reproducible	Prolifics is able to independently detect the issue in the deliverable
Not Reproducible	Prolifics is unable to detect the issue
Correct as designed	Prolifics has found that the deliverable is correct based on the deliverable description or design accepted by PMC

- Prolifics will work with PMC to schedule reproducible issues to be addressed based on severity and priority. Should addressing the issues threaten the project schedule or budget, Prolifics project manager will discuss the trade-offs with PMC project manager and implement a mutually agreeable plan. Once the scheduled tasks to address the issues are performed and delivered to PMC the issue is considered complete.

6. PMC will have an additional 2 business days to review Prolifics response and either accept the response or request a meeting to jointly reproduce or discuss the issue.
7. Issues that cannot be addressed by Prolifics and PMC project management will be escalated to Prolifics and PMC executive management for resolution.

## Appendix C. Change Request Form

Below is the standard change request form that we will use for our engagement.

CHANGE REQUESTED	
Change Request Number:	#
Change Request Name:	
Raised by:	
Criticality (C, H, M, L):	
Associated Issue or Risk, if any:	#

HISTORY OF STATUS: (Open, In Progress, Pending, Approved, Deferred, Declined)		
DATE	STATUS	COMMENTS
	Open	Change Request Originated

DESCRIPTION OF CHANGE REQUEST

DESCRIPTION OF IMPACT					
<b>Impacts:</b>	Scope Y/N	Schedule Y/N	Cost Y/N	Quality Y/N	Risk Y/N

JUSTIFICATION

OPTIONS FOR RESOLUTION		
Option:	Benefits:	Challenges:

PROPOSED RESOLUTION / OPTION SELECTED

ROUGH ORDER OF MAGNITUDE	
Cost Impact:	
Hardware:	

ROUGH ORDER OF MAGNITUDE	
Software:	
Labor:	
Other:	
<b>TOTAL COSTS:</b>	
Schedule Impact:	
Resource Impact:	
Quality Impact:	
Risk Impact:	

APPROVED BY	
Date	Signature
_____	_____ TBD
_____	_____ TBD

## Appendix D. Project Management Responsibilities

Activity	Jointly Managed	
	Prolifics DM	Client
<b>Project Initiation</b>	Assists	Owns
Identify / Customize Methodology	Assists	Owns
Define Roles and Responsibilities	Assists	Owns
Create Project Charter	Assists	Owns
Resource Management	Assists	Owns
Select Project Team	Assists	Owns
Onboard Team to Project	Assists	Owns
System Access	Assists	Owns
Train Team on Methodology	Assists	Owns
Conduct Project Kickoff	Assists	Owns
<b>Project Planning</b>	Assists	Owns
Project Plan & Schedule	Assists	Owns
Communication Plan	Assists	Owns
Quality Assurance Plan	Assists	Owns
Risk and Issue Management Plans	Assists	Owns
<b>Project Execution</b>	Assists	Owns
Maintain Project Artifacts (Project schedule, resource plan, issue, risk, change, decision logs, etc.)	Assists	Owns
Execute communication plan	Assists	Owns
Manage stakeholder expectations	Assists	Owns
Create status reports	Owns	NA
Create Client status reports	Assists	Owns
Conduct team meetings	Assists	Owns
Conduct steering committee meetings	Assists	Owns
Manage Risks / Issues	Assists	Owns
Execute Quality Assurance Plan	Assists	Owns
Conduct team reviews of deliverables	Assists	Owns
Schedule / facilitate tollgate reviews	Assists	Owns
Ensure adequate test planning and execution	Assists	Owns
Manage defect reporting and resolution	Assists	Owns
Obtain signoff on milestones	Assists	Owns
Create / execute Implementation Plan	Assists	Owns
Define Implementation Plan	Assists	Owns
Obtain approvals to release changes	Assists	Owns
Ensure user community is prepared for changes	Assists	Owns
Resource Management	Assists	Owns

Ensure standards / methodology followed	Assists	Owns
Work Effort Managed	Assists	Owns
Coordinate consultant scheduling	Owns	NA
Ensure completion of consultant status reports	Owns	Reviews
Address Performance Issues	Owns	Consulted
Financial Management	Assists	Owns
Establish Budget	Assists	Owns
Review time / expense reporting	Owns	Reviews
Report on actuals / remaining budget	Owns	Reviews
Resolve invoice questions	Owns	Assists
Change Control	Assists	Owns