

STATEMENT OF WORK MO021914JC

JACKSON COUNTY, MISSOURI

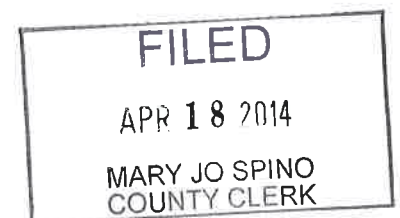
PUBLIC ACCESS REFRESH

Version 1.0

February 19, 2014

Prepared by: Sonny Sagar

Manatron, Inc. – A Thomson Reuters Business



Document submitted by Manatron, Inc. – A Thomson Reuters Business

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PROJECT SUMMARY

Project: Jackson County, Missouri
Public Access Module Refresh

Project Sites: Jackson County
415 East 12th Street
Kansas City, MO 64106

County Contacts: Shawn Hennessee
Assistant Director, Recorder of Deeds Office
(816) 806-1662
shennessee@jacksongov.org

Target Date of Implementation: Estimated start date within 60 days of contract signing.

Scope: Software configuration and testing, and support

Technology: Software -
Professional services and licensing to implement internal and external Public Access websites for Jackson County.

This Statement of Work outlines deliverables, assumptions, and scope of work for a software refresh for Jackson County. In response to the initial analysis phase of this project, Manatron, Inc. - a Thomson Reuters Business ("Manatron") and the Recorder of Deeds office of Jackson County, Missouri (the "County") will mutually agree upon a formalized project schedule.

DESCRIPTION OF PRODUCTS AND SERVICES

PURPOSE AND BUSINESS NEED FOR THE REQUEST

Jackson County wishes to begin offering their records to the public on both an internal website (to be utilized in the County offices) and on an external website (to be used by the general public). The County has requested that Manatron provide the software, licensing, and professional services to implement internal and external Public Access websites for the County.

RECOMMENDED SOLUTION

Manatron will install all required software to implement the Public Access websites for use by County employees and the general public.

RESPONSIBILITIES OF THE PARTIES

County Responsibilities

The County's responsibilities include the following:

- Providing Manatron with system access (County technical support required for rendering these services);
- Confirming that all the requirements are outlined in this statement of work prior to Manatron starting development work;
- Providing staff to participate in scheduled meetings and testing;
- Completing the Public Access external questionnaire worksheet and providing it to Manatron upon project kick-off;
- Providing a web server installed in the County DMZ;
- Providing network / server access to the Manatron technical team;
- Testing the Public Access application and providing feedback to Manatron staff;
- Providing any necessary training to external customers;
- Purchasing a valid SSL Certificate.

Manatron Responsibilities

Manatron's responsibilities include the following:

- Purchasing and installing LeadTools Document Imaging licenses;
- Purchasing and installing LeadTools PDF Plug In licenses;
- Installing and configuring the current Public Access application for use with both internal and external customers in both the Test and Production environments;
- Developing an interface from Public Access to work with the County credit card vendor (CBOSS);
- Providing one day (up to 8 hours) of remote Public Access application training to County staff;
- Limited customization of Public Access, including adding a County logo and customized test to each website and setting up Public Access security to ensure that data and images are displayed according to IT's and the Register of Deeds' wishes.

CHANGE MANAGEMENT PROCESS

It is understood that the County is seeking and procuring Manatron's expertise and experience in defining the scope and functionalities of the system. Manatron will use due care in consulting with the County on the necessary scope to avoid, to the extent possible, any need for changes in the scope of the project. Manatron will carry through with any changes agreed upon. Should Manatron fail to deliver on a mutually agreed-upon change, Manatron will be obligated to remedy the obligation at Manatron's expense.

The change management process is put in place to control scope. If processes are not set to handle change in a structured manner, projects will fail to meet expectations and goals, such as budgets, estimates, and schedules.

A "Change of Scope" is defined as a change to any of the following:

- Hardware configuration affecting the performance or capacity of the system;
- Third-party software configuration affecting the performance or capacity of the system;
- A change in the software or hardware configuration;
- A change in the form or functionality of the Manatron application software that deviates from the mutually agreed-upon final software requirements; or
- Any other change that could affect the project schedule or budget.

This Statement of Work outlines deliverables, assumptions, roles, and responsibilities. In a Manatron project, it is the responsibility of the Manatron project manager to manage scope/change against the Statement of Work.

Changes to the project, such as delays, changes in scope, change in estimates, etc., will be documented in Manatron's change management system. The County or Manatron can initiate these change requests. The party shall identify the nature of the proposed change and reasons for the proposed change.

Manatron shall evaluate the effect of the change set forth in the change request with respect to the feasibility, usability, price, training, acceptance criteria and implementation date of the project. The results of Manatron's evaluation shall be added to and become part of the change request. If Manatron's evaluation of the request is positive, Manatron will propose a specific implementation and specify any additional time and charges necessary for the implementation of the scope change. If Manatron's evaluation is negative, Manatron will provide their rationale for not recommending the change.

Manatron will work jointly with the County to determine mutual interest in pursuing the change request. The County may accept or reject the proposed solution. Should mutual agreement be reached, Manatron shall submit feedback to the County, including impact to timing and price of implementation and maintenance.

Manatron agrees not to undertake or perform any work described in a change request until the County has accepted Manatron's proposed implementation and has committed to any associated fees and schedule changes. The County may provide Manatron with a purchase order or invoice number to accompany the change request. If a purchase order or invoice number is provided, Manatron will invoice the County using that number. Manatron will only perform the additional work as it is specifically documented on the change request. Additional changes can only be considered when additional change requests are completed and submitted for evaluation.

RISK CONTINGENCY OUTLINE

A risk contingency outline defines potential risks associated with a project. Its purpose is to provide suggested resolutions ahead of time for the situations that may affect the project timeline and/or budget. By being proactive in identifying possible risk issues and solutions, the impact to the project can be minimized if one of these issues occurs.

Outlined Risks

The project plan will provide a description of the potential risks (“Risk Register”) associated with this project, as well as suggested mitigation. A Risk Register is developed as a result of the findings completed in the planning phase. The Manatron project manager will work with the County project manager to detail specific known risks as a deliverable during the analysis phase. Risks may include those pertaining to environment, resources, and performance, among others. Execution of the suggested mitigation would require approval by the County project manager and the Manatron project manager, and may increase the price of the project and/or require added time.

PRICE AND BILLING

ONE-TIME FEES

The following chart summarizes the total one-time fees for the tech refresh:

Description	Fees
Third-Party Software	
Thirty-five (35) LeadTools Document Imaging Licenses	\$1,890.00
Forty (40) LeadTools PDF Plug-Ins - Read	\$810.00
Forty (40) LeadTools PDF Plug-Ins – Write	\$810.00
Services	
Project Management Consulting and Training Development, DBA, and Tech Services Travel Expenses	\$29,170.00
Total	\$32,680.00

ANNUAL SUPPORT FEES

There are no additional annual support fees associated with this project.

BILLING MILESTONES

The following billing milestone is for this project:

Payment Schedule	Amount
Billing Milestone 1 – 100% of one-time fees due upon project completion (the signing of Acceptance Form 3)	\$32,680.00

AGREEMENT TO SOW

STATEMENT OF WORK AGREED UPON AND ACCEPTED



We, the undersigned, accept this document as a stable work product to be used in the delivery of the project described herein. Any deviation from this statement of work is to be handled through Manatron's change management process.

This statement of work will confirm all requests for software and professional services as outlined and at the prices indicated. This will be an addendum to any existing agreement(s) between the County and Manatron, and all the terms and conditions of those agreement(s) will pertain.

FEEES

The total amount of one-time fees that will be billed to the County for this project is \$32,680.00. This total includes travel expenses. There are no additional annual support fees associated with this project.

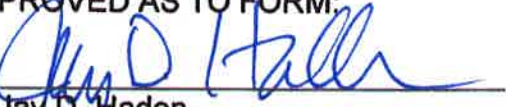
SIGNATURES

Jackson County, Missouri 415 East 12 th Street Kansas City, MO 64108	Manatron, Inc. 1807 Braker Lane, Suite 400 Austin, TX 78758
BY: 	BY: 
PRINTED NAME: Q. Troy Thomas	PRINTED NAME: Tom Walsh
TITLE: Director of Finance and Purchasing	TITLE: Managing Director, Government
DATE: <i>April 11, 2014</i>	DATE: April 7, 2014


This agreement is not effective until executed by both parties.

APPROVED AS TO FORM:

By


Jay D. Haden,
Chief Deputy County Counselor


ATTEST BY:


Mary Jo Spino,
Clerk of the County Legislature

REVENUE CERTIFICATE

This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases is subject to annual appropriation

April 11, 2014
Date


Director of Finance and Purchasing
Acct. # 042-1801-6661

ATTACHMENT 1 – ACCEPTANCE FORM 1

KICK-OFF ACCEPTANCE FORM

Purpose

The purpose of this acceptance form is for the County to sign off on the kick-off phase and agree that Manatron should proceed to the next phase through the life cycle of this project.

Outputs

- Manatron has conducted a project kick-off meeting with the County.
- The project schedule has been accepted by both parties.
- Any change requests from the original statement of work have been identified and will be tracked.

The kick-off meeting was held and the project schedule was delivered on _____.

Signatures

We, the undersigned, agree that this work is complete and that under the conditions of this statement of work and any existing agreement(s) between the County and Manatron, it is agreed to proceed to the next phase of this project.

Jackson County, Missouri 415 East 12 th Street Kansas City, MO 64106	Manatron, Inc. 1807 Braker Lane, Suite 400 Austin, TX 78758
BY:	BY:
PRINTED NAME:	PRINTED NAME:
TITLE:	TITLE:
DATE:	DATE:

ATTACHMENT 2 – ACCEPTANCE FORM 2

GO-LIVE AUTHORIZATION ACCEPTANCE FORM

Purpose

The purpose of this acceptance form is for the County to sign off that the hardware is ready for cut-over to the production environment and Go-Live.

Outputs

- The new hardware has been tested by Manatron and the County with the integrated system and is ready for productive use.
- The system has been tested and is ready for Go-Live.

The County is going live on the new hardware on _____.

Signatures

We, the undersigned, agree that the Aumentum Anthem system is ready for Go-Live.

Jackson County, Missouri 415 East 12 th Street Kansas City, MO 64106	Manatron, Inc. 1807 Braker Lane, Suite 400 Austin, TX 78758
BY:	BY:
PRINTED NAME:	PRINTED NAME:
TITLE:	TITLE:
DATE:	DATE:

ATTACHMENT 3 – ACCEPTANCE FORM 3

PROJECT ACCEPTANCE FORM AND BILLING MILESTONE 1

Purpose

The purpose of this acceptance form is for the County to sign off that this project is complete and to accept billing for this project.

Output

- Aumentum Anthem PA installed on the new hardware has been in productive use for one (1) calendar week and has no unresolved Severity Level 1 or 2 issues related to the project outlined in this statement of work.

The one-week period ended on _____.

Signatures

We, the undersigned, agree that the this project is complete and that under the conditions of this statement of work and any existing agreement(s) between the County and Manatron, the County will be billed **\$32,680.00** (100% of the fees) upon signing this acceptance.

Jackson County, Missouri 415 East 12 th Street Kansas City, MO 64106	Manatron, Inc. 1807 Braker Lane, Suite 400 Austin, TX 78758
BY:	BY:
PRINTED NAME:	PRINTED NAME:
TITLE:	TITLE:
DATE:	DATE: