Implementation Services and Configuration for DeKalb County GOV CX City 311 – Phase II

Elections, CEO/COO, Oracle Intelligent Advisor

Statement of Work

Speridian Technologies

2400 Louisiana Blvd Building 3, Albuquerque, New Mexico 87110

Telephone: +1 505 217 3725

Contents

1. Executive Summary

Speridian presents this Statement of Work ("SOW") for services associated with the support of DeKalb County for the Oracle Service Cloud application (OSvC).

Speridian is an Oracle Platinum Partner, and a world leader in the Oracle CX technologies and their applications in ERP, CRM, and HR. Operating one of the largest CX practices in the world, Speridian is a one-stop full-solution provider for Oracle CX with a long-track record of successful project implementations, support, and maintenance leveraging industry best-practice and proven delivery methodologies.

Speridian has extensive experience implementing and supporting projects in an onshore-nearshore, and offshore model to bring the best in economies-of-scale and bring-forward the knowledge of Speridian's Center of Excellence (COE) to its customers.

In the past 18 years, Speridian has delivered over 100 customer experience focused projects & solutions and today has over 1,100 IT employees and 300 sub-contractors delivering services world-wide. In 2016, we achieved the highest level of quality based as per CMMi. Speridian is also ISO 9001 certified for Quality Management, and ISO 27001 for Information Security Management. These certifications ensure that your project will receive the highest industry-recognized levels of reliable quality, security, and value.

2. Project Background

DeKalb County has replaced its Oracle EBS CRM licenses with Oracle Service Cloud, a modern customer experience (CX) solution that will help DeKalb County provide better quality citizen engagement and multichannel customer service (i.e., web/mobile, phone, social media) to its citizens.

Speridian has implemented a GOV CX City 311 Oracle Service Cloud accelerated solution for DeKalb County, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

As part of the Phase II of the GOV CX City 311 project, Speridian will update Oracle Service Cloud' s Agent Console to expand citizen support for Elections, CEO and COO departments. Speridian will also implement Customer Portal branding, styling and Oracle Intelligent Advisor to help streamline the citizen's inquiry process.

3. Project Scope

The project involves:
   a) Configure *GOV CX City 311* to support Dekalb's **CEO/COO Office**
   b) Configure *GOV CX City 311* to support Dekalb's **Elections Office**
   c) Update Customer Portal to align with DeKalb County, GA's **branding and styling**
   d) Update Customer Portal Ask A Question Page to include a **GIS Integration** to allow the citizen to understand if their request is serviceable at the time of the inquiry
   e) Implement **Oracle Intelligent Advisor** to allow citizens and agents to dynamically select service type and other relevant incident information based on department (311, Roads and Drainage, Sanitation), in order to streamline agent efficiency and citizen-self service

4. Schedule

The image below depicts the planned overall project schedule and phases of this project. A detailed project schedule will be developed and published as part of project planning in parallel with Requirements sessions.

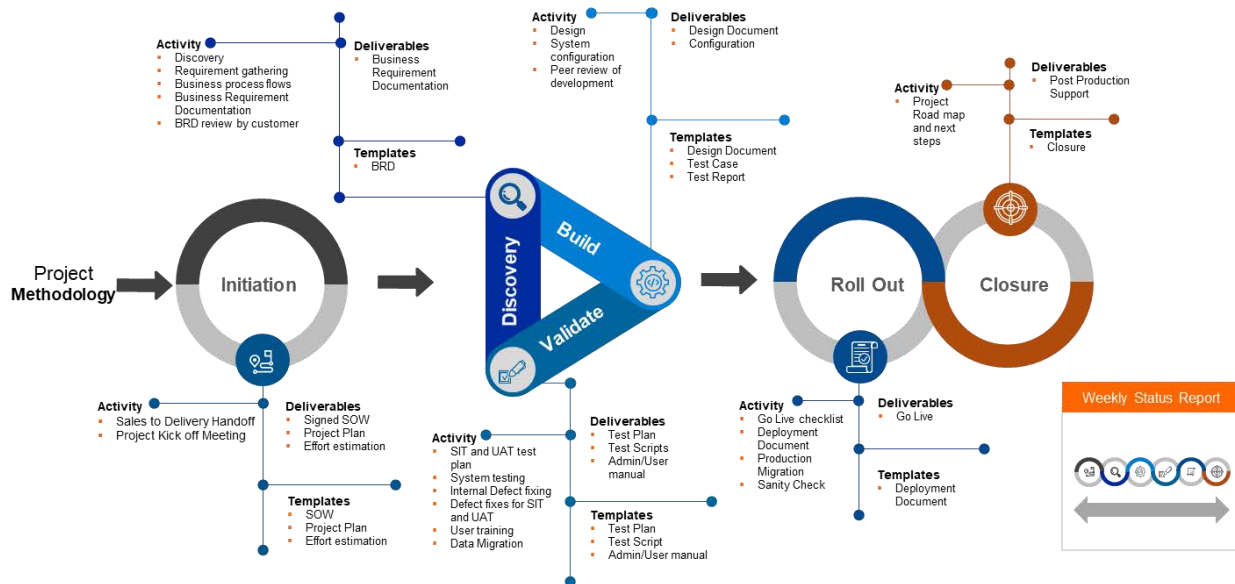| Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41
	Requirements and Design																																								
							Development and Configuration																																		
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																															UAT									
																																						Training		
																																								Go Live

5. Deliverables

Speridian will implement the required 311 configuration and application changes in a timeline to be agreed between DeKalb County and Speridian.

As part of the implementation, the following deliverables will be produced, and provided to DeKalb County:

Deliverable Id	Deliverable Name	Deliverable Description
DEK-01	Project Plan Document	Describes the detailed work breakdown schedule for the implementation
DEK-02	Project Status Reports	Describes the weekly status of the project with information regarding task completed during the past week and the tasks scheduled for the forthcoming week
DEK-03	Business Requirements Document	A document describing the detailed business requirements document as output of the discovery phase
DEK-04	Technical Design Document	A document describing the detailed technical design of the solution components needed for implementation
DEK-05	Test Cases Document	A document describing the test scripts for all the requirements approved for this implementation
DEK-06	Training Document	A document describing easy-to-understand training documentation that details all changes done in the implementation
DEK-07	Deployment Plan	A document describing the steps needed to deploy the modified Service Cloud code into production

6. Implementation Approach

Speridian will follow a hybrid implementation model. Project will follow a waterfall mode from a go live perspective, but build phase will follow an agile development method. Each module/department functionality will be enabled and handed over for QA/UAT.

7. Assumptions & Out of Scope

- This SOW does not replace or invalidates the prior SOWs or CRs for Phase 1 or Change Orders.
- DeKalb County will assign a project manager to co-ordinate effort between Speridian and County team.
- DeKalb County will provide the required technical/functional resources from their departments during the duration of the project.
- Customization of applications other than Oracle service Cloud is not in scope.
- Configuration of a middleware or integration via middleware is not scoped in the project.
- Detailed project planning will occur after the project kick-off for new department additions
- DeKalb will provide timely response times to queries, validations, and approvals
- Customer Portal development includes responsive web design
- Custom CTI integration with telephony system has not been scoped.
- Data extraction, transformation and cleansing from other DeKalb systems is responsibility of DeKalb.
- This is a fixed-bid contract and any delays in project implementation timelines that are not attributable to Speridian may result in a Change Order to cover the associated costs of extending the project timeline.

This section contains Customer's and Speridian's roles and responsibilities for the scope of the work defined in this SOW. It is understood that clients must continue to conduct business as usual, and time does not stand still when additional initiatives are undertaken. However, for any effort to be successful, the roles and responsibilities of participants must be established. The intent of this section is to provide the framework for the expectations of both parties.

In the case of a contradiction between the Master Agreement and this SOW, the terms of this SOW shall supersede the Master Agreement.

3.2. SPERIDIAN RESPONSBILITIES

As the provider of products and services for this engagement, and as the Customer's business partner, Speridian is responsible for the following:

- Facilitating the licensing and provisioning of products

- Capturing the business and technical requirements

- Facilitating and capturing the integration approach

- Providing formats for data extracts from Customer's existing systems; loading extracts into Oracle Service Cloud

- Guiding DeKalb in refining the Service Cloud configuration to achieve their business objectives

- Providing the resources needed to configure, integrate, and deploy the Solution design. This includes analysts, architects, product configuration specialists, QA personnel, testers, content specialists, technical writers, trainers, and various advisors.

- Delivering viable program plans (see the section, Deliverables) that support the vision and strategy

- Managing Speridian project resources

- Maintaining clear, accurate, and timely communication with DeKalb, including notification ofany issues or roadblocks as soon as they are encountered

- Supporting the collection and evaluation of key performance indicators

- Partnering with DeKalb to achieve the business objectives and performance measures defined for this effort

3.3. DEKALB COUNTY RESPONSIBILITIES

DeKalb has in-depth knowledge of their unique challenges, business objectives, and the knowledge needed to achieve the program objectives. Therefore, DeKalb is responsible for the following:

- Guiding the charter and vision for the program initiative

- Guiding the program strategy, success factors and key performance indicators

- Providing the resources, SMEs, and information that Speridian needs to complete its work

- Providing access to DeKalb systems and data to support work schedules

- Providing support for integration efforts involving DeKalb's existing systems

- Providing the guidance, processes, and templates to enable Speridian to achieve compliance with DeKalb's internal processes and standards

- Providing functional and technical documentation related to functionalities currently in use

- Validating and approving deliverables in a timely manner

- Working to resolve any resource conflicts including personnel and assets to help maintain work schedules

- Guiding, participating and sharing responsibility in defining program plans (see the section, Deliverables)

- Identifying and facilitating communication with multiple stakeholders.

- Maintaining clear, accurate, and timely communication with Speridian including notification of any issues or roadblocks as soon as they are encountered

- Data extraction, transformation and cleansing from prior DeKalb systems

9. Risks

Client Resource Contention

There are several typical risks that are typically encountered from a schedule, business process and technical system integration perspective.

Most common among them are other sizable projects, which are in-flight at DeKalb County during this timeframe. In such a situation where competing projects require the participation of many of the same resources required by the Speridian project team, implementation timelines may be impacted. If there is such contention for both technical and business resources, Speridian and DeKalb County program managementwill have to carefully allocate and coordinate key resources to ensure the success of both efforts.

10. Training

Speridian will use a "train-the-trainer" approach for training the users of the platform. DeKalb County will designate resources from business, service, and technical support areas to receive training for theplatform. All training details including schedule, number of sessions will be finalized during the planning phase of the implementation. Training materials will be provided in the form of Administration and User Guides, training aids, and on-line guides and assistance. Speridian will work with DeKalb County's Training Department to tailor the training approach to best serve DeKalb County's needs.

11. Acceptance Criteria

The acceptance criteria will be determined jointly as part of the Requirements and Design phase. DeKalb will notify Speridian in writing within seven (6) business days of the delivery of an individual Milestone/Deliverable performed under this Agreement, if the Milestone/Deliverable performed is unacceptable. If the services are not accepted, the notice will specify in reasonable detail the reasons that the services/deliverable fails to meet the requirements. If Speridian receives no response from Customer within seven (6) business days, then the Milestone/Deliverable will be deemed accepted.

12. Project Cost and Milestones

Speridian will deliver this project at a fixed cost of USD $209,080 with the following cost breakdown :

Milestone			
#	Name	%	$
2	Project Agreement/Signoff	30%	$62,724
3	Build/Development Completion	30%	$62,724
4	UAT Testing Completion	20%	$41,816
5	Go-Live	20%	$41,816
TOTAL		**100%**	**$209,080**

Payment is due Net 30 days.

13. Signatures

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed:_____

Name:_____

Title:_____

Date: _____

DeKalb County

Signed:_____

Name:_____

Title:_____

Date: _____

Implementation Services and Configuration for DeKalb County GOV CX City 311 – Phase II

Elections, CEO/COO, Categorize and Track

Statement of Work

Speridian Technologies

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Speridian has implemented a GOV CX City 311 Oracle Service Cloud accelerated solution for DeKalb County, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

As part of the Phase II of the GOV CX City 311 project, Speridian will update Oracle Service Cloud' s Agent Console to expand citizen support for Elections, CEO and COO departments. Speridian will also implement Customer Portal branding, styling and Oracle Intelligent Advisor to help streamline the citizen's inquiry process. This specific SOW is to implement the Categorize and Track (CAT) tool on the Oracle 311 platform.

3. Project Scope

The project involves:

    a) Configure and deploy **Categorize and Track (CaT) tool for CEO/COO and Elections Offices**: This solution extends the reach of the OSvC agent desktop capabilities for infrequent users. CaT enables agents to ask groups of recipients via predefined distribution lists who don't have access to the OSvC CX agent desktop to contribute to an incident response.
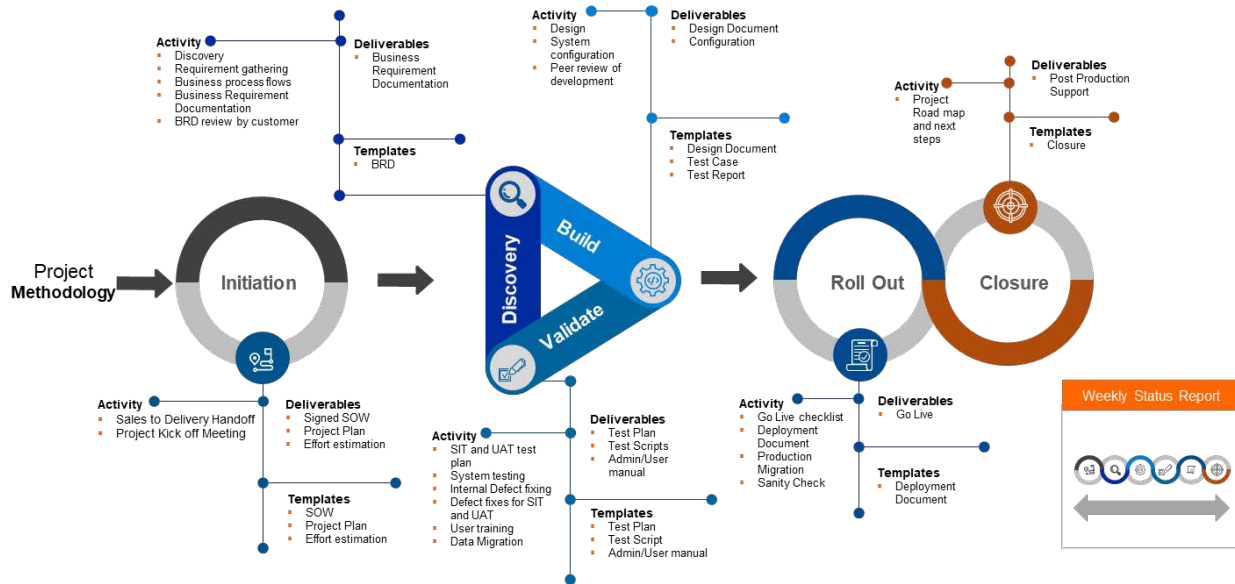
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5. Implementation Approach

Speridian will follow a hybrid implementation model. Project will follow a waterfall mode from a go live perspective but build phase will follow an agile development method. Each module/department functionality will be enabled and handed over for QA/UAT.

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8. Risks

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There are several typical risks that are typically encountered from a schedule, business process and technical system integration perspective.

Most common among them are other sizable projects, which are in-flight at DeKalb County during this timeframe. In such a situation where competing projects require the participation of many of the same resources required by the Speridian project team, implementation timelines may be impacted. If there is such contention for both technical and business resources, Speridian and DeKalb County program managementwill have to carefully allocate and coordinate key resources to ensure the success of both efforts.

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11. Project Cost and Milestones

Speridian will deliver this project at a fixed cost of USD $50,000 with the following cost breakdown :

Deliverable		
Categorize and Track Onetime Fee Due at Project Sign Off		$50,000
TOTAL	**100%**	**$ 50,000**

Payment is due Net 30 days.

12. Signatures

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed:_____

Name:_____

Title:_____

Date: _____

DeKalb County

Signed:_____

Name:_____

Title:_____

Date: _____

Oracle 311 Integration with Cityworks And OIC Middleware

Statement of Work

Speridian Technologies

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2. Project Background

DeKalb County has replaced its Oracle EBS CRM licenses with Oracle Service Cloud, a modern customer experience (CX) solution that will help DeKalb County provide better quality citizen engagement and multichannel customer service (i.e., web/mobile, phone, social media) to its citizens.

Speridian has implemented a *GOV CX City 311 (aka Oracle 311),* an Oracle Service Cloud accelerated solution for DeKalb County, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

This project includes the development and configuration to support the integration of Oracle 311 and DeKalb's Cityworks maintenance management and permitting software using. Oracle Integration Cloud (OIC) will be configured as the middleware component of this solution.

3. Project Scope

The project involves:
  a) Configure/develop the functionality to transfer service request data (SR) from *Oracle 311* to Cityworks. The SR data transferred to Cityworks will be used to support inspection(s) and work order(s) in that system. This may involve creating additional fields in Service Cloud, update workspace, add business rules, create Custom Process Models, etc.
  b) Using Oracle Service Cloud (OIC) as the middleware solution, create a bi-directional integration between *Oracle 311* and Cityworks to support DeKalb's stated business processes.
  c) Implement functionality in *Oracle 311* to trigger a call to create (new service requests) and update (existing service requests) records in Cityworks.
  d) Support Cityworks development to pass information from Cityworks tickets to the corresponding *Oracle 311* service request(s)
  e) Configuration of Oracle Integration Cloud middleware. This configuration will support real time integration requests coming from both Service Cloud and Cityworks. The integration will include automatic error handling functionality such as the ability to handle any unsuccessful connections/communication by requeuing and reattempting the action.
  f) Provide consulting support for additional technologies related to this engagement.

4. Schedule

The image below depicts the planned overall project schedule and phases of this project. A detailed project schedule will be developed and published as part of project planning in parallel with Requirements sessions.

W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18
Woolpert Software Requirement Specifications (SRS)																	
				Req & Design													
							Build										
											SIT						
														UAT			
																Go Live	
																	Support

5. Deliverables

Speridian will implement the required 311 configuration and application changes in a timeline to be agreed between DeKalb County and Speridian.
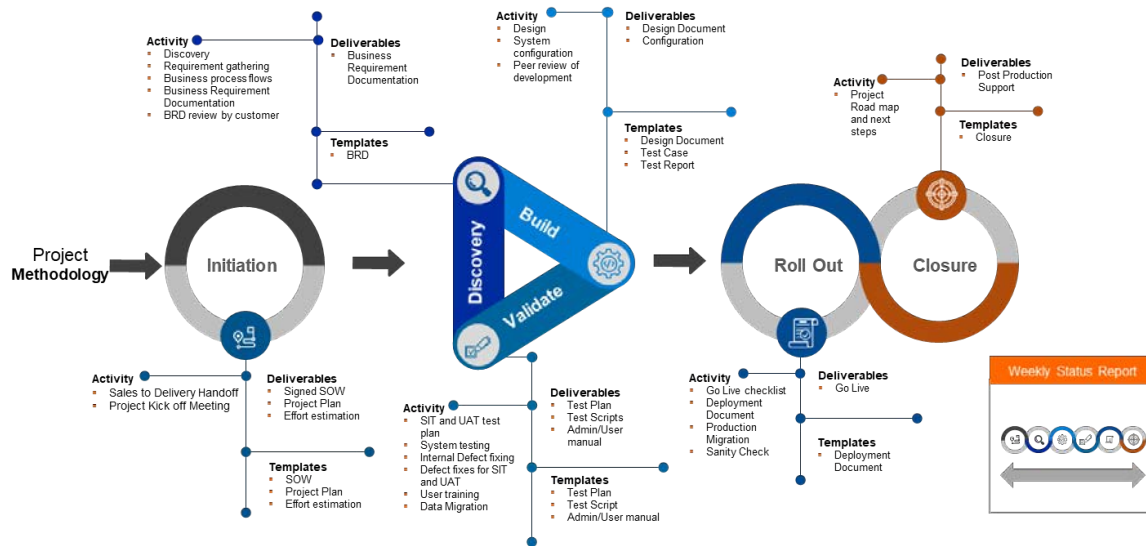
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6. Implementation Approach

Speridian will follow a hybrid implementation model. Project will follow a waterfall mode from a go live perspective but build phase will follow an agile development method. Each module/department functionality will be enabled and handed over for QA/UAT.

7. Assumptions & Out of Scope

- DeKalb County will assign a project manager to co-ordinate effort between Speridian, Woolpert, and County team.

- Woolpert team will provide sample webservices code (e.g., SOAPUI) as an example for Speridian to consume the Cityworks webservices and integrate with it.

- DeKalb has OIC is configured and in production for other integrations. The scope of this project leverages the existing OIC implementation to build out the integration requirements between Oracle Service Cloud and Cityworks.

- Configuration of OIC and OScV will remain within the limits of the tools. Customizing these tools is not in the scope of this engagement.

- DeKalb County will provide the required technical/functional resources from their departments during the duration of the project.

- Customization of applications other than Oracle service Cloud is not in scope.

- Detailed project planning will occur after the project kick-off for new department additions.

- DeKalb will provide timely response times to queries, validations, and approvals.

- Custom CTI integration with telephony system has not been scoped.

- Data extraction, transformation and cleansing from other DeKalb systems is responsibility of DeKalb.

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- Capturing the business and technical requirements

- Facilitating and capturing the integration approach

- Providing formats for data extracts from DeKalb's existing systems; loading extracts into Oracle Service Cloud

- Guiding DeKalb in refining the Service Cloud configuration to achieve their business objectives

- Providing the resources needed to configure, integrate, and deploy the Solution design. This includes analysts, architects, product configuration specialists, QA personnel, testers, content specialists, technical writers, trainers, and various advisors.

- Delivering viable program plans (see the section, Deliverables) that support the vision and strategy

- Managing Speridian project resources

- Maintaining clear, accurate, and timely communication with DeKalb, including notification ofany issues or roadblocks as soon as they are encountered

- Supporting the collection and evaluation of key performance indicators

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DeKalb has in-depth knowledge of their unique challenges, business objectives, and the knowledge needed to achieve the program objectives. Therefore, DeKalb is responsible for the following:

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There are several typical risks that are typically encountered from a schedule, business process and technical system integration perspective.

Most common among them are other sizable projects, which are in-flight at DeKalb County during this timeframe. In such a situation where competing projects require the participation of many of the same resources required by the Speridian project team, implementation timelines may be impacted. If there is such contention for both technical and business resources, Speridian and DeKalb County program managementwill have to carefully allocate and coordinate key resources to ensure the success of both efforts.

10. Training

Speridian will use a "train-the-trainer" approach for training the users of the platform. DeKalb County will designate resources from business, service, and technical support areas to receive training for theplatform. All training details including schedule, number of sessions will be finalized during the planning phase of the implementation. Training materials will be provided in the form of Administration and User Guides, training aids, and on-line guides and assistance. Speridian will work with DeKalb County's Training Department to tailor the training approach to best serve DeKalb County's needs.

11. Acceptance Criteria

The acceptance criteria will be determined jointly as part of the Requirements and Design phase. DeKalb will notify Speridian in writing within seven (6) business days of the delivery of an individual Milestone/Deliverable performed under this Agreement, if the Milestone/Deliverable performed is unacceptable. If the services are not accepted, the notice will specify in reasonable detail the reasons that the services/deliverable fails to meet the requirements. If Speridian receives no response from Customer within seven (6) business days, then the Milestone/Deliverable will be deemed accepted.

12. Project Cost and Milestones

Speridian will deliver this project at a fixed cost of USD $77,680 with the following cost breakdown :

Milestone			
#	**Name**	**%**	**$**
1	Project Agreement/Signoff	30%	$ 23,304
2	Build/Development Completion	30%	$ 23,304
3	UAT Testing Completion	20%	$ 15,536
4	Go-Live	20%	$ 15,536
TOTAL		**100%**	**$77,680**

Payment is due Net 30 days.

13. Signatures

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed:_____

Name:_____

Title:_____

Date: _____

DeKalb County

Signed:_____

Name:_____

Title:_____

Date: _____