

Statement of Work

Project – City of Clearwater Cayenta UMS Database and Report Migration Services

1.0 Cayenta Environment Migration Support

1.1 Project Summary

The City of Clearwater is upgrading its Cayenta environment by migrating its database from Oracle to SQL Server, and its reporting system from Actuate to Cognos.

The City and its vendors will be migrating from an Oracle database to a SQL database, and at the same time, migrating its reporting functionality from Actuate to Cognos. As a group, we will review the current database views, custom reports, portal statistics, system configuration (e.g., Cayenta Report Controls), integrations / interfaces, and future framework model requirements to determine what and how much will be impacted to identify project requirements.

Also, we will review the business processes / needs behind the existing reports to understand their purpose and use. While the goal is to keep the migration a like-for-like as much as possible for testing / validation purposes, there may be opportunities to improve reporting logic or presentation to streamline reporting and reduce inefficiencies. WCG will facilitate a structured Discovery process to gather business requirements and exhaustive end-to-end test scenarios to ensure Cayenta UMS continues to work as expected across all functional areas and there are no negative downstream effects from the data and report conversion.

The technical and functional requirements will feed into a Statement of Work with Cayenta, including the detailed scope and estimate of effort hours.

WCG will breakdown the responsibilities to fulfill the scope of services as follow:

Lead
Support

Scope of Services	Project Manager	Business Analyst	Technical Advisor	Report Writer
a. Manage a project team with approximately twenty (20) participants.	L			
b. Develop and finalize a project scope featuring database and report migration.	L	L	S	
c. Work with Cayenta to develop a statement of work and quote for project services.	L	S		
d. Develop a strategic roadmap of future enhancements not currently within scope of migration project.	L	L		
e. Project management for SQL migration as well as report migration/development.	L			
f. Provide an optimized assessment in developing reports.		L		
g. Provide time and material costs to develop and test reports.		L		L
h. Develop, manage, and execute a detailed project plan and schedule.	L			
i. Develop and manage the test plan, including coordination of testing activities.		L		
j. Coordinate regular and appropriate project status meetings with project team, including documentation of meeting minutes.	L			
k. Produce monthly and ad hoc project status reports.	L			
l. Work with stakeholders to develop and document business processes impacted by database and report upgrades.		L		
m. Provide incident management plan; work with stakeholders to find resolution.	L	S		
n. Provide change management plan; work with stakeholders in implementation.	L	S		
o. Conduct mock go-live sessions.	L	L		
p. Ensure product stability following go live.	L	L		

1.2 Project Term

The expected term of this project will be twelve months (May 2024 – April 2025) unless modified via change order. The timeline and scope of each phase is highlighted below:

Phase 1 Requirement Discovery (June - July):

- Technical Discovery Sessions
- Functional Discovery Sessions
 - Reports
 - Processes
 - Identify end users of reports
 - Bill Print – current vs. future state (bill presentment)
- Work with Cayenta to finalize reporting requirements
 - Prioritize requirements

Phase 2 Contract and SOW Development (July - August):

- Cayenta contracts T&C development / review
- Cayenta SOW development / review
- Other vendor contract and SOW development / review (if applicable)
- Support Clearwater City Council approval process
- Develop final project plan

Phase 3.1 Cayenta Requirement Confirmation (August - September):

- Cayenta kickoff
- Cayenta requirement confirmation sessions
 - Additional prioritization
 - Report turnover process
 - Incident clearance process
 - End- to-end process for letter generation

Phase 3.2 Infrastructure Deployment (August - September):

- New application servers
- Reinstall Cayenta
- Stand-up new database environment
- Deploy Security
- System Interfaces complete or interface plan complete

Phase 3.3 Data Migration (September - October):

- Migrate data
- Validate data migration
 - Testing business processes involved in queries or procedures written in Oracle
- Unit testing summary report (Cayenta)
- Environment delivered for testing

Phase 3.4 System Integration and Report Testing (November - February):

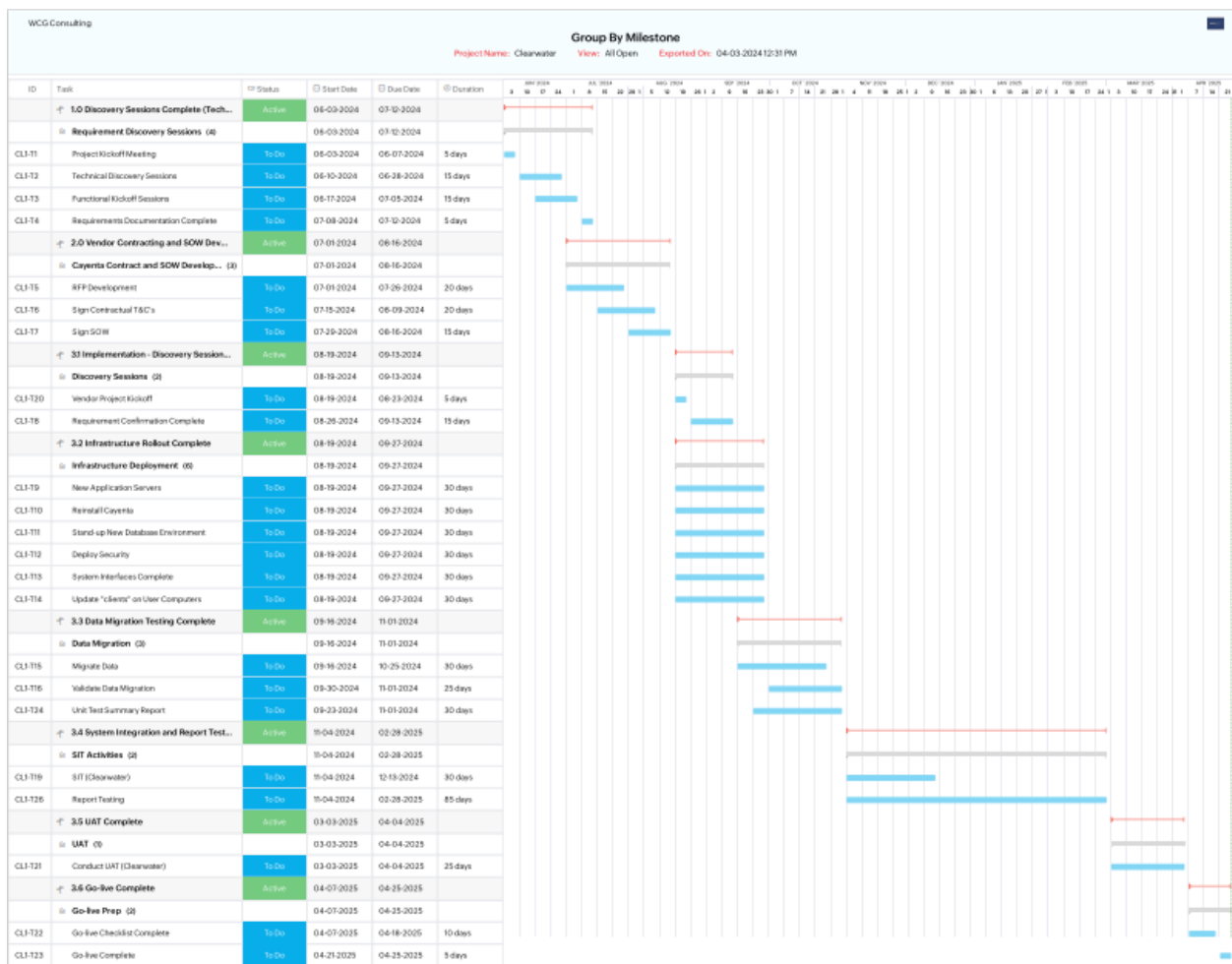
- System Integration Testing
- Report delivery, testing, approval, and incident resolution

Phase 3.5 User Acceptance Testing (February - March):

- Conduct UAT

Phase 3.6 Go-live (April):

- Pre-go-live preparations and checklist
- Go-live
- Post go-live support



Note: Project dates above and throughout this statement of work are estimated and will be further developed with all parties.

1.3 Project Assumptions

WCG will have remote access to the Cayenta system, database, utilities, and supporting systems. Architectural diagrams, system interface specs, and any other appropriate documentation will be made available to WCG.

Project dates within this statement of work are estimates and will be modified with input from all parties involved.

The City of Clearwater will create a core team of subject matter experts that will be committed to this project. Although some of the team members will be part time, the City will plan for backfill as needed to ensure that project staffing stays consistent throughout the project period.

The upgrade will be implemented according to the Cayenta implementation methodology described in Cayenta’s Statement of Work.

2.0 Project Deliverables

The deliverables for this project are seen to be the following:

#	Deliverable	Completion ETA	Status
1.0	Requirement Discovery Sessions Complete	7/12/24	Not Started
2.0	Vendor Contracting and SOW Development Complete	8/16/24	Not Started
3.1	Implementation – Cayenta Requirement Confirmation Complete	9/13/24	Not Started
3.2	Implementation – Infrastructure Rollout Complete	9/27/24	Not Started
3.3	Implementation – Data Migration Testing Complete	11/01/24	Not Started
3.4	System Integration and Report Testing Complete	2/28/25	Not Started
3.5	UAT Complete	4/04/25	Not Started
3.6	Go-live	4/25/25	Not Started

Implementation Project Activities:

During all phases of this project, WCG will be providing one half-time project manager to manage the project team and oversee all vendors and deliverables. WCG will also be providing one half-time business analysts focused on Cayenta and Reporting migrations, and responsible for leading the City of Clearwater through process and system configuration decisions, along with developing test plans and test scripts, overseeing the testing process, and managing the training / change management process.

CITY OF CLEARWATER - DATABASE AND REPORTING MIGRATION

1.a Project Management Services	May - April	0.5 FTE	\$13,864
<i>Manage Project Plan / Schedule</i>	<i>12 Months</i>		<i>per month</i>
<i>Provide Vendor Oversight</i>			
<i>Coordinate & Lead CoC Project Team</i>			
<i>Oversee Vendor Deliverables</i>			
<i>Manage Entrance/Exit Criteria for Each Project Phase</i>			
<i>Incident Management & Reporting</i>			
<i>Project Status Meetings & Executive Steering Committee Meetings</i>			
<i>Project Tool Management (Communication, Documentation, Task Management, etc.)</i>			
<i>Cutover Preparation & Cutover Plan Development</i>			
<i>Mock Go-Live and Go-Live Coordination</i>			
1.b Business Analyst	May - April	0.5 FTE	\$13,864
<i>Assist with Business Process Design</i>	<i>12 Months</i>		<i>per month</i>
<i>Assist with System Configuration and Solutioning Decisions</i>			
<i>Creation of Supplemental Test Scripts - based on 'To-Be' Processes</i>			
<i>Develop Exhaustive Testing Plan</i>			
<i>Testing Team Coordination</i>			
<i>Weekly Testing Script Assignments</i>			
<i>Testing Incident Management & Validation</i>			
<i>Testing Status Reporting</i>			
<i>Cutover Preparation and Support</i>			

Optional - Develop and Test Custom Reports:

WCG’s time and material costs to develop and test custom reports or provide any other services beyond the scope of this RFP is \$185 per hour, not inclusive of travel expenses.

Optional - Long-Term Support and Maintenance:

WCG is pleased to offer long-term support and maintenance services specific to utilities using Cayenta software solutions. Through these services, utilities are able to leverage our Cayenta knowledge experts to extend the useful life of their current systems and deliver an ongoing continuous improvement mindset where efficiency gains are delivered through enhanced core configuration and process design. Such improvement opportunities include streamlined processes for a reduced burden on the City’s staff, modernization via updated configuration and third-party interfaces, and improved customer satisfaction. At a high level, these service options include the following:

- ❖ Initial Health Check / Needs Assessment
 - Discuss and review any painpoints / desires for improvement with subject matter experts and end-users.
 - Identify opportunities for internal process improvement.
 - Review Cayenta system configuration and integrations to identify potential improvements.
- ❖ Strategic Plan & Technology Roadmap
 - Apply a data-driven approach that allows for a defensible Strategic Plan and Technology Roadmap to be developed that combines functional priorities with logically sequenced technical integrations and helps make gray area decisions more black-and-white.
- ❖ Deliver Improvement Opportunities
 - Leverage WCG’s system experts to update Cayenta configuration (e.g. service orders, collections, credit events, deposits, account types, batch jobs, etc.), apply best practices and new offerings,

integrate with other third-party systems (payment processing, customer portal, MWM, MDM, IVR, etc.), build custom reports / portal statistics, and test new processes.

- ❖ Upgrade & Release Management / Advisory Services
 - Review and vet what is included with the proposed software Upgrade / Release.
 - Provide City decision-makers with an explanation of what is included in the Upgrade / Release while drawing specific impact / benefit to the City and its processes.
 - Provide recommendations on if or when to apply the Upgrade / Release.
- ❖ Full-Service Testing Services
 - Perform exhaustive testing of new functionality related to an Upgrade / Release, including regression testing of all downstream functions.
 - Identify and document bugs / incidents, then work with Cayenta Support to solution the issues.
 - Conduct final validation testing.
 - Provide test summary reports to the City for sign-off, change management tracking, and promotion to Production.

3.0 Project Effort and Cost

Project Role	FTE	Hourly Rate	Monthly Value
Project Manager	0.5 FTE	\$160	\$13,864
Business Analyst	0.5 FTE	\$160	\$13,864

Extrapolating this effort for the life of the 12-month project, the total consulting value results in the following (not inclusive of travel):

Project Role	Monthly Value	# of Months	Total Value
Project Manager	\$13,864	12	\$166,368
Business Analyst	\$13,864	12	\$166,368

TOTAL CONSULTING VALUE: \$332,736

4.0 Invoice and Payment terms

4.1 Payment Terms

WCG will invoice the City of Clearwater monthly as set out in section 3.0. Payment terms will be net 30.

4.2 Travel Expenses

The only additional costs for these resources will come from any required travel expenses (lodging, meals, and travel). The travel estimates included here are in-line with previous project experiences as a means of developing a not-to-exceed amount for the contract. WCG will remain flexible throughout the project regarding the balance of work being completed onsite and work being completed remotely.

	Average Cost / Week
Flight	\$600
Rental Car	\$300
Hotel	\$800
Per Diem	\$375

Total Weekly Cost: **\$2,075**

Actual travel expenses for flights, mileage, hotel, and per diem will be billed monthly as incurred.