

Appendix C.2
Statement of Work 2
to
Contract Number [KXXX]
for
ERP SaaS Procurement Assistance Services

This Statement of Work (SOW) is made and entered by and between the State of Washington (“State”), and *[Bidder Firm Name]* (“Contractor”), for specific ERP SaaS Procurement Assistance Services to support One Washington activities. This SOW incorporates by reference the terms and conditions of Contract Number *[KXXX]* in effect between the State and Contractor. In case of any conflict between this SOW and the Contract, the Contract shall prevail unless the SOW expressly indicates that the SOW language governs. The State and Contractor agree as follows:

Project or Task Objectives

In support of the state enterprise transformation, the objective of this SOW is to develop a competitive procurement process to choose a SaaS ERP solution to support the One Washington program objectives, through consistent and ongoing support for ERP SaaS procurement assistance activities, and collaborate to develop, implement, guide and monitor these procurement activities as follows:

Work with One Washington to develop, implement, guide, monitor and support an ERP SaaS procurement.

The vendor will work collaboratively with the One Washington Program and the Agency stakeholders to develop a complete competitive procurement process to choose the ERP SaaS vendor and hosting/deployment environment. The vendor will ensure the key requirements for this procurement are clear, complete, testable and representative of the business needs of the State. The vendor will also document all key requirements to create a Requirement Traceability Matrix for use by the Program.

The ERP SaaS Procurement Assistance Contractor will provide:

- Current marketplace acquisition expertise, preferably to include SaaS and ERP
- Complex IT procurement subject matter expertise
- Support and supplement to existing Program staff, time and expertise, in the ERP SaaS competitive procurement development
- Assistance to the Program with the creation and negotiation of contracts for ERP SaaS software, implementation and hosting/deployment environment, or other related needs
- Expertise to support ERP SaaS vendor accountability
- Assistance in the development, review and documentation of independent /vendor agnostic key requirements, that include business capabilities and technical specifications to meet the state’s needs
- A proven process and methodology to ensure “apples-to-apples” analysis of the ERP SaaS competitive procurement responses, to assist in the right selection to best meet the state’s needs, and
- Facilitation of the vendor evaluation process

To this end, the Contractor will support One Washington through the procurement and contract negotiation processes of the selection of the ERP SaaS vendor.

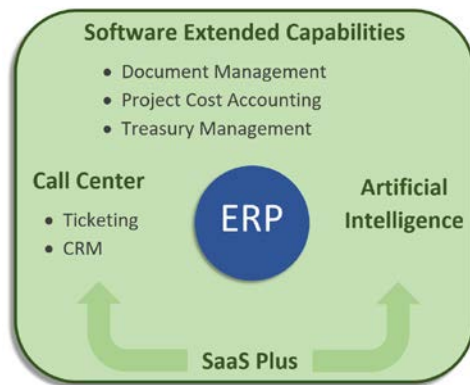
Scope of Work and Deliverables

Contractor will provide consulting services to support the strategy, development and execution of a competitive procurement process to choose the One Washington ERP SaaS vendor. Contractor will seek input from the Program and stakeholder agencies when developing the strategy and plan for this critical procurement.

Contractor will also:

Key Requirements and Services:

1. Develop/document Key Requirements for the SaaS ERP software and hosting/deployment environment that provides additional services to be defined.
 - Assist with the identification and definition of services to be procured. Along with the ERP software the state wants to select a hosting/deployment environment for that software. This may include additional services beyond SaaS. These additional services may include extensions to specialty function software, integrations management, or others. (Please see diagram below).



- Review, assess and validate Finance and Procurement Business Capabilities that have already been defined.
- Develop, assess and validate Human Resources, Payroll and Budget Business Capabilities with the Program and stakeholders.
- Review, assess and validate Technical Specifications that have already been documented.
- Review, assess and validate User Stories and Use Cases developed for Finance and Procurement that have already been created.
- Develop, assess and validate User Stories and Use Cases for Human Resources, Payroll and Budget.
- Review and incorporate any business process documentation provided by the Program.

- Review and prioritize all Business Capabilities, Business Requirements and Technical Specification into a Key Requirements document to be used in the competitive procurement process.
- Work with the Program to rank all Key Requirements by importance to the ERP SaaS selection (e.g., M=Mandatory , I=Important, N=Nice to Have, and E=Explore)
- Relay to the Program any business process improvement recommendations identified through the requirements gathering process, based on ERP best practices.

Competitive Procurement Process:

2. Assist with the development of the competitive procurement process, and selection strategy to choose a SaaS ERP software vendor and hosting/deployment environment.
 - Assist the Program with the development of the competitive procurement process to choose a SaaS Plus software vendor and hosting/deployment environment.
 - Work with the Program to develop the competitive procurement document that will be released to the vendor community.
 - Development of the evaluation process and criteria for the assessment and selection of the SaaS ERP proposals.
 - Develop and document SaaS ERP vendor qualifications.
 - Assist with the facilitation of the vendor conference.
 - Assist the program with the collection and evaluation of vendor responses for fit/gap as compared to the State's Key Requirements.
3. Create SOW's for ERP SaaS competitive procurement document
 - Work with Program staff to create a sample SOW for the procurement document to be released to vendors.
4. Produce final competitive procurement documents to include sample SOW's, Key Requirements, evaluation processes for the selection of an ERP SaaS software vendor and hosting/deployment environment.
 - Create final documents for acceptance by the Program to be posted and released through the State procurement process
 - Create a Requirements Traceability Matrix that tracks all key requirements of the procurement to include business capabilities, technical specifications and any additional services to be procured that support the ERP hosting and deployment environment.

Procurement Evaluation Process:

5. Provide support for the Program for the competitive procurement process to include preparing responses to questions and preparation of documents that support the evaluation process.
 - Facilitate the evaluation team to assess SaaS ERP vendor qualifications.

- Assist with the creation of demo scripts from the Use Cases and User Stories to be used for vendor demos to support the evaluation process.
- Assist with the coordination and communication with vendors regarding the demos and evaluation process.
- Help resolve any vendor questions regarding the scripts, demos, or evaluation process. The contractor will coordinate all logistics for the demos to include Program and stakeholder involvement, invitations, participant expectations, scheduling of dates, times and communications, coordination and communication with the vendors.
- Facilitate the vendor demos by acting as the moderator, coordinating with the vendors and stakeholder attendees, gathering feedback, questions and comments from the demos to provide to the Program. Optional: If due diligence demos are determined necessary, the Contractor will facilitate the due diligence demos with the purpose to resolve any unanswered questions or concerns that may have arisen from the demos and evaluation process. The due diligence demos may be conducted via a web-demo process.
- Support and facilitate the vendor reference check process.

Contract Development and Negotiations:

6. The Contractor will assist the Program with contract development for the contract with the chosen ERP SaaS software vendor and hosting/deployment environment.
 - Assist the Program in the development of a draft contract that includes all pertinent components to ensure vendor performance and accountability for software, hosting, deployment and other services as deemed necessary by the State.

7. The Contractor will assist the Program with contract negotiations with the ERP SaaS software vendor and hosting/deployment environment.
 - Assist the Program with contract negotiations to ensure appropriate terms and conditions are included in the contracts, to create a strong-beneficial relationship between the State and the vendor, and appropriate services are negotiated that may include but not limited to: service level agreements, software licenses, software maintenance, implementation services, integration services, hosting terms, deployment, or additional services.
 - Participate with the Program in negotiation sessions with the ERP SaaS software and hosting/deployment vendor.

8. The Contractor will assist the Program with the development of draft Service Level Agreements (SLA's) that may be necessary, between the Program and the Vendor, or between the Program and Agencies.

Deliverables and Due Dates for this SOW:

Key Requirements and Services:

1. Deliver Key Requirements for the SaaS ERP software and hosting/deployment environment that provides additional services to be defined.
 - Identify and deliver an inventory with definitions of services to be procured by February 28, 2020. These additional services may include extensions to specialty function software, integrations management, or others. (Please see diagram in Section 1 above).
 - Provide a Key Requirements Document that includes Finance, Procurement, Budget and HR/Payroll Business Capabilities, Technical Specifications, with rankings of importance, for the procurement of the ERP SaaS software by February 28, 2020.
 - Provide User Stories and Use Cases for Finance, Procurement, Budget and HR/Payroll by February 28, 2020.
 - Provide business process improvement recommendations identified through the key requirements gathering process by February 28, 2020.

Competitive Procurement Process:

2. Provide a selection strategy and competitive procurement process document to support the Program in choosing a SaaS ERP software vendor and hosting/deployment environment.
 - Provide a procurement strategy with a schedule and methodologies to be used for the completion of a procurement to choose a SaaS Plus software vendor and hosting/deployment environment by October 31, 2019.
 - Provide criteria to determine vendor qualifications by October 31, 2019.
 - Provide an evaluation process and criteria for the assessment and selection of the SaaS ERP proposals by November 30, 2019.
3. Create SOW's for ERP SaaS competitive procurement document
 - Deliver draft sample SOW for the procurement document to be released to vendors by January 31, 2020.
4. Produce final competitive procurement documents to include sample SOW's, Key Requirements Document, evaluation processes for the selection of an ERP SaaS software vendor and hosting/deployment environment.
 - Deliver draft competitive procurement documents by January 31, 2020.

- Deliver final competitive procurement documents by February 28, 2020.
- Deliver a Requirements Traceability Matrix that tracks all key requirements by February 28, 2020.

Procurement Evaluation Process:

5. Support the One Washington Program through the competitive procurement process to include:
 - Provide results of evaluation team ERP SaaS vendor qualifications by April 15, 2020 or date negotiated depending upon final procurement schedule.
 - Provide demo scripts for vendor demos/evaluations by March 31, 2020.
 - Provide the Program documentation for all feedback, questions and comments from the vendor demos/evaluations by May 15, 2020 or date negotiated depending upon final procurement schedule.
 - Provide recommendation to the Program on the need for due diligence demos by May 15, 2020 or date negotiated depending upon final procurement schedule.
 - Provide program results from the vendor reference check process by May 15, 2020 or date negotiated depending upon final procurement schedule.

Contract Development and Negotiations:

6. The Contractor will assist the Program with contract development for the contract with the chosen ERP SaaS software vendor and hosting/deployment environment.
 - Provide draft contract that includes all pertinent components to ensure vendor performance and accountability for software, hosting, deployment and other services as deemed necessary by the State by May 15, 2020 or date negotiated depending upon final procurement schedule.
7. The Contractor will assist the Program with contract negotiations with the ERP SaaS software vendor and hosting/deployment environment.
 - The Contractor will provide seasoned contract professionals to support and advise Program staff through the ERP SaaS vendor negotiations. Contractor will provide resumes of proposed staff by May 31, 2020 for approval of the Program.
 - Contractor will be in Olympia, to participate in person with the Program in negotiation sessions with the ERP SaaS vendor, per the agreed upon procurement schedule delivered in SOW1.

8. The Contractor will assist the Program with the development of draft Service Level Agreements (SLA's) that may be necessary, between the Program and the Vendor, or between the Program and Agencies.

- Provide draft SLA's for use between the Program and the Vendor by March 31, 2021.
- Provide draft SLA's for use between the Program and the Agencies by March 31, 2021.
- Provide final SLA's for use between the Program and the Vendor by June 30, 2021.
- Provide final SLA's for use between the Program and the Agencies by June 30, 2021.

Assumptions

[Instructions to Bidder: Populate this section with the assumptions, if any, used when developing the scope, deliverables, timelines, resources and pricing contained within this Statement of Work.]

Timeline and Period of Performance

The period of performance for this project will start on the date of signature by both parties and the work tasks are estimated to continue through June 30, 2021. The State has the right to extend or terminate this SOW at its sole discretion.

No work shall be performed by Contractor until this SOW is executed by Contractor and the State and is received by Contractor.

Contractor Staff, Roles and Responsibilities

Contractor will provide, at a minimum, **[[##]]** resources to support One Washington Program procurement objectives, tasks and activities for this SOW. The individuals identified for this SOW will be reviewed and approved by the One Washington Program Director.

It is expected that the Procurement Assistance Practitioners staffing this SOW will be available onsite in Olympia, WA at least **[[##]]** days a week and available remotely when offsite.

[[Bidder to add additional proposed staff and their role(s) here]]

Contractor Staff Locations

The Contractor's resources assigned to this Statement of Work will have the following expectations:

- Procurement Assistance Practitioner(s) – Collocated onsite with the One Washington project team in Olympia, WA at least one (1) day a week.
- Procurement Assistance Practitioner(s) - Collocated onsite with the One Washington project team in Olympia, WA for a minimum of four (4) days a week

Methods, Tools and Solutions

The Contractor will provide the following methods, tools or solutions through this Statement of Work:

[describe methods, tools or solutions]

Compensation and Payment

[Instructions to Bidder: Populate the paragraph below and the staffing pricing template to provide clarity as to monthly rate of the Statement of Work and how the pricing was developed.]

The State will pay Contractor an amount not to exceed [_____] dollars (\$____) *[specify maximum monthly dollar amount]* for the monthly performance of all activities necessary for or incidental to the performance of work as set forth in this SOW. We expect a monthly invoice based on the costs, number of consultants and hours needed for any specific month to provide the Deliverables described in this SOW. Contractor’s compensation for services rendered shall be based on Contractor’s Prices as set forth in the Pricing Details: Staffing provided below. Resource rates include all expenses associated with the resources including: travel, pricing for specialized skills, pricing for onsite or offsite resources, etc. The State will not reimburse or pay for any expense or item not detailed in the table below.

Pricing Details: Staffing

#	Role	Name(s)	Deliverable	Activity/ Activities	Hours	Rate	Total
1	Procurement Assistance Practitioner(s)	[Bidder populate]	Key Requirements and Services	[Bidder populate]	[xxx]	[\$xxx]	[\$xx,xxx]
2	Procurement Assistance Practitioner(s)	[Bidder populate]	Competitive Procurement Process	[Bidder populate]	[xxx]	[\$xxx]	[\$xx,xxx]
3	Procurement Assistance Practitioner(s)	[Bidder populate]	Sample SOW for Vendor Contract	[Bidder populate]	[xxx]	[\$xxx]	[\$xx,xxx]
4	Procurement Assistance Practitioner(s)	[Bidder populate]	Procurement Documents	[Bidder populate]	[xxx]	[\$xxx]	[\$xx,xxx]
5	Procurement Assistance Practitioner(s)	[Bidder populate]	Procurement Evaluation Process	[Bidder populate]	[xxx]	[xxx]	[xxx]
6	Procurement Assistance Practitioner(s)	[Bidder populate]	Draft ERP SaaS Vendor Contract	[Bidder populate]	[xxx]	[xxx]	[xxx]
7	Procurement Assistance Practitioner(s)	[Bidder populate]	Negotiation Support and Participation	[Bidder populate]	[xxx]	[xxx]	[xxx]
8	Procurement Assistance Practitioner(s)	[Bidder populate]	SLA’s for Program to use with Vendor and Agencies	[Bidder populate]	[xxx]	[\$xxx]	[\$xx,xxx]
TOTAL							[\$xx,xxx]

State Staff, Roles and Responsibilities

[Instructions to Bidder: Populate this section with the state staff required to complete the SOW with their roles and responsibilities.]

Deliverable Acceptance

The Deliverable Acceptance process will conform to the process set forth in Contract Number [KXXX].

[[add any additional criteria for acceptance here]]

Change Order Process

Change Request Submission

This process provides the ability for either the Contractor or One Washington to submit a request for a change to the Statement of Work. Either party:

1. Identifies a requirement for change to any aspect of the project (e.g. scope, deliverables, timescales and organization)
2. Completes a Change Request Form (CRF) and ensures that both the One Washington Program Manager, or their designee, and the Primary Procurement Assistance Practitioner receive the form. The CRF summarizes the change:
 - a. Description
 - b. Business justification/reasons
 - c. Benefits
 - d. Costs
 - e. Impacts
 - f. Any supporting documentation
 - g. Approvals

Review Change Request – Program Manager

The One Washington Program Manager, or their designee, will review the CRF and determines whether or not additional information is required to assess the full impact of the change to the project time, scope and cost. The decision will be based on factors, such as:

- Feasibility and benefits of the change
- Complexity and/or difficulty of the change options requested
- Scale of the change solutions proposed.

The One Washington Program Manager, or their designee, will record the CRF details in the One Washington Change Log to track the status of the change request.

Review Change Request – Program Director

The One Washington Program Manager, or their designee, will make a recommendation and provide the Change Request Form with any supporting documentation to the One Washington Program Director for review and final determination. The Program Director will determine the feasibility of this change by examining factors, such as:

- The Program Manager's recommendation
- Risk to the project in implementing the change

- Risk to the project in NOT implementing the change
- Impact on the project in implementing the change (time, resources, finance, quality).

The One Washington Program Director will:

- Reject the change and notify the Primary Procurement Assistance Practitioner,
- Request more information related to the change from the Primary Procurement Assistance Practitioner,
- Forward the change as requested to the Executive Director for approval,
- Return the change to the Primary Procurement Assistance Practitioner to update the terms of the change.

In all events, the One Washington Program Director will notify the Contractor of the decision.

Warranties

Additional warranty language is not required for this SOW.

Additional Insurance Requirements

No additional Insurance Requirements

Additional Terms and Conditions Specific to this SOW

No additional Terms or Conditions specific to this SOW

In Witness Whereof, the parties hereto, having read this SOW [YY-YY] to Contract Number [KXXX] in its entirety, do agree thereto in each and every particular.

Approved

[State]

Signature

Print or Type Name

Title

Date

Approved

[Contractor]

Signature

Print or Type Name

Title

Date