

# Statement of Work

## Cannabis Permitting in Infor CDR

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### 1. Introduction

This document represents the Statement of Work (SOW) for implementing the Cannabis workflow processes in the Infor Public Sector (IPS-Hansen) system for the Santa Cruz County Cannabis Licensing Department. BakerCrew Consulting (BCC) will implement the new workflow processes as outlined in the statement of work (SOW).

The SOW includes the following elements, which are either included in the body of this document or as an Appendix:

- Scope Overview
- Implementation Services To Be Provided
- Assumptions
- Task Descriptions
- Proposed Project Schedule
- Costs
- Appendices:
  - Appendix A.1 - Decisions, Change Orders and Dispute Resolution

Appendix A.1 is incorporated into this Agreement by this reference.

The County's responsibilities are also identified within each task. Deliverables are BCC's responsibility, unless otherwise noted.

### 2. Scope Overview

The following workflow processes will be implemented in the IPS system:

#### A. Cannabis Permit Workflow

The Cannabis Permit workflow will be implemented in Infor, including the steps to process application fees, review the application, issue and renew the permit. The quarterly tax process will not be part of this workflow process as it will be managed by the tax assessor. However, configuration to store tax payment information may be added to the process configured in Infor so that the tax payments can be tracked manually or via an interface implemented in a later phase.

#### B. Cannabis Enforcement Workflow

The Cannabis Enforcement workflow will be implemented in Infor to track violations with licensed and unlicensed cannabis facilities. Fines, inspections, reviews may be included in this workflow process.

### 3. Modules

The following Infor modules will be enhanced within the scope of this agreement:

- CDR - License
- CDR – Code Enforcement (may use this module for the enforcement workflow or the license module)
- Cashiering
- Core
- Batch Manager

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### 4. Implementation Services to Be Provided

- Project Management
  - Develop project plan
  - Schedule all sessions
  - Develop migration plan
  - Manage migration
  - Manage all project tasks
- Business Requirements
  - Sessions to document workflow and access control requirements
  - Development of the requirement document(s)
  - Sessions to document report requirements
- System Design and Configuration
  - Development of design documents for each workflow process
  - Configuration of each workflow process
- Functional Workflow Testing
  - Manage user testing sessions
  - Develop and maintain issues log
  - Test migration plan
- Report Development
  - Develop 5 reports (workflow and/or statistical reports)
  - Test reports with Core Team and configured workflows
- Training
  - Develop training manual
  - Train end users
  - Train IT staff – project turnover training
- Go Live and Implementation Support
  - Develop migration plan
  - Test migration steps
  - Migrate workflows into production
- Post Implementation Support
  - Support go live issues

### 5. Assumptions

#### A. Project Assumptions

- A. The County agrees to provide the required staff for requirements and testing sessions to meet this aggressive schedule per the project schedule in section 7.
- B. No conversion will be done for this implementation.
- C. There are no interfaces that will be developed for this implementation.
- D. 5 reports are included in this implementation. These reports may be developed in Crystal, SSRS or the Infor Adhoc Reporting tool.
- E. Database and application environments will be created and managed by the County.

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### B. County Staffing Assumptions

- F. The Project Manager or Lead will be dedicated to the project on an as-needed basis.
- G. The County will make every effort to provide resources per the project schedule identified in this statement of work.
- H. The County will supply a Core Team made up of subject matter experts from the business for requirement and user testing sessions. The County will make each Core Team member available to provide business requirements, workflow configuration testing and report testing.
- I. The County understands that to maintain the project schedule they will need to provide the resources per the project schedule so that the project timelines are not impacted.
- J. A System/Network Administrator and Database Administrator will provide support to the Infor/Hansen project as needed.

### C. BCC Staffing Assumptions

BCC will provide an implementation team to undertake the various tasks involved in this project. This team will provide services onsite and remote as required for each task. The BCC project team will consist of the following:

- A. A BCC Project Manager will be dedicated to this project as needed. The project manager will be responsible for the overall management of the project schedule, resources, deliverables, and budget. The BCC Project Manager reports directly to the County's Project Manager.
- B. BCC will provide Implementation Specialists, who will be dedicated to each phase according to the project schedule. They will have the requisite skills and experience necessary to successfully undertake the implementation task assigned for the Infor/Hansen system.
- C. Additional BCC staffing resources may be acquired by the County to provide project support upon availability.
- D. Key named individuals:

BCC will provide the following key named individuals to this project as discussed in Contract Terms and Conditions.

Project Manager / Implementation Lead	- Sandy Baker
Business Analyst	- Sandy Baker
Configuration Specialist	- Jess Morgan
Report Developer	- Sandy Baker
Trainer	- Sandy Baker

### D. Physical Location Assumptions:

- A. The County will provide an adequate workspace for each on-site BCC consultant, with access to the internet and network and close proximity to the County's Core Team.

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- B. The County will provide a project room that can be reserved for each onsite task as needed. This arrangement will facilitate both planned meetings and spontaneous group discussions. This project room will contain whiteboards and have access to a projector.

### 6. Task Descriptions

Task:	1. Business Requirements
Description/Objective:	<p>This phase involves the identification of each business requirement for each of the functional areas in the Cannabis permitting and violation processes. The approach to be followed for each functional area will consist of a set of analysis sessions with key County users (Core Team). During these sessions, the business requirements will be documented in the functional business requirements document(s). This process will include:</p> <ul style="list-style-type: none"> <li>• On-sites and remote, sequential sessions with key County users (Subject Matter Experts (SME)) for each functional area within the scope;</li> <li>• Prepare business analysis document to capture all business requirements during the analysis sessions;</li> <li>• Prepare report requirements;</li> <li>• Identification of all standard and custom code definitions</li> </ul>
Milestone/Deliverable:	<p>Business Analysis Documents will be prepared for each of the following functional areas:</p> <ul style="list-style-type: none"> <li>✓ Cannabis Permitting</li> <li>✓ Cannabis Violation Tracking</li> <li>✓ Report requirements</li> </ul>
Deliverable Acceptance Criteria:	<p>Completion of Business and Report Requirement documents and final review meetings to review requirements and documented policy decisions with the County Project Manager and Core Team.</p>
BCC Responsibility:	<ul style="list-style-type: none"> <li>• Conducting analysis and review sessions.</li> <li>• Preparation of Business Requirements documents.</li> <li>• Preparation of report requirement document</li> <li>• Delivery of documents to County management for review and sign-off.</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>• Participation of Core Team in the requirements sessions.</li> <li>• Participation of County project management and key management staff in the review of the Business and Report Requirement documents.</li> <li>• Acceptance and sign-off on Requirement documents.</li> </ul>

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Task:	2. System Design and Configuration
Description/Objective:	<p>BCC will prepare the design documents to meet the business requirements. From the design documents, BCC will configure and test the Infor system in the development environment, as well as define software migration procedures. The Core Team will review the configuration solution for adherence to the business requirements and usability.</p> <p>As part of this task, the specific business requirements identified in the requirements phase will be designed, configured, and tested within the development system for all of the application modules.</p> <p>BCC will also demonstrate the system to the Core Team, showing how the requirements identified in the Business Requirement documents have been incorporated within the system workflow and configuration setup.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>• Completed design document(s) for each workflow components.</li> <li>• Completed configuration for each workflow components</li> <li>• Completed demonstration for each workflow components.</li> <li>• Completed hands-on testing with the Core Team</li> <li>• Completed refinement of the configured system</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>• Upon an initial walkthrough of the configured system by BCC, the County Core Team will review and approve the configured system for adherence to the business requirements.</li> <li>• Approval of the configured workflow components.</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>• Preparation of design document(s) that meet each business requirement related to the back office configuration.</li> <li>• Configuration of the workflow(s) and setup based on the design documents.</li> <li>• Demonstration of the configured system to the Core Team</li> <li>• Configuration modifications/changes based on the Core Team feedback</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>• Core Team participation in configuration testing</li> <li>• Participate in configured solution demonstration(s).</li> <li>• Approve configured workflows</li> </ul>

Task:	3. Functional Workflow Testing
Description/Objective:	<p>During this task, the configured system will be migrated to a 'test' environment for the Core Team to begin testing and gaining hands-on exposure to the system. During this testing phase, the Core Team will test each workflow to confirm that each workflow business requirement has been accounted for in the new configuration. The Core Team will also be testing for usability. During the testing sessions, the design and configuration will be refined/modified for better usability and/or conformity to the business requirements. Any modifications will be updated in the requirement and design documents.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>• Completed demonstration for each workflow.</li> <li>• Completed hands-on testing with the Core Team</li> </ul>

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Task:	3. Functional Workflow Testing
	<ul style="list-style-type: none"> <li>Completed refinement of the configured workflows</li> <li>Completed updates to the requirement and design documents</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>Based on the walkthrough of the configured system by BCC, and testing performed by the Core Team, the County Core Team will accept the configured workflows.</li> <li>Acceptance of configured workflows.</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>Demonstration of the configured system to the Core Team</li> <li>Manage Core Team testing of the configured system.</li> <li>Configuration modifications/changes based on the Core Team feedback</li> <li>Update the requirement and design documents</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>Participate in configured workflow demonstration(s).</li> <li>Test configuration to increase working knowledge of application, confirm that all business requirements have been met in the solution, and provide feedback about usability and user satisfaction.</li> <li>Accept configured workflows.</li> </ul>

Task:	4. Report Development
Description/Objective:	This phase involves the design and development of custom reports in Crystal or SSRS. These reports are to support the workflow processes and also management reports used to report statistics and metrics for the workflow process(s).
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>BCC will develop the custom reports in Crystal, SSRS, or the Infor Adhoc Reporting tool.</li> <li>The County may also develop these reports if resources are available.</li> <li>BCC and the County will be responsible to test the custom reports</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>Delivery of the developed reports, configured to run via Infor Report Manager.</li> <li>Approval of the delivered reports based on Core Team testing.</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>Development of custom reports as required in Crystal, SSRS or the Adhoc Reporting tool</li> <li>Configuration of specific Crystal Reports to run in Infor/Hansen via Report Manager</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>Acceptance and sign-off of Report Requirement Documents</li> <li>Core Team testing of the custom reports</li> <li>Acceptance of the tested reports.</li> </ul>

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Task:	5. Training
Description/Objective:	<p>Training involves scheduling and conducting the training programs, which will enable users to effectively use the new Infor/Hansen system.</p> <p>Training plans and training material will be developed. The training material will be developed to also serve the purpose of user documentation. Each end user will be trained to use the Infor system for the functions each trainee supports.</p> <p>Project turnover training will also be performed to educate the technology staff on the new workflow processes for technical support.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>Completed training material for each of the functional areas of the system.</li> <li>Completed end user training</li> <li>Completed project turnover training</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>Development of end user training material.</li> <li>Develop Training Plan and Schedule</li> <li>Conduct training sessions for each end user of the system for the phase.</li> <li>Conduct project turnover training</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>Conduct on-site training sessions for all end users who will use the Infor system for the Cannabis implementation.</li> <li>Conduct remote project turnover training with technology staff.</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>Participation in end-user training sessions.</li> <li>Participation in project turnover training session.</li> <li>Acceptance and sign-off of training phase.</li> </ul>

Task:	6. Go Live and Implementation Support
Description/Objective:	<p>During this phase, the system will be migrated into production according to the migration plan. All elements of the system will be moved including configuration and reports.</p> <p>Specific user support/help desk responsibilities will be defined and provided to all users.</p> <p>The tested software will be migrated from the development environment to the production environment.. A migration plan will contain all steps required to successfully move all elements of the Cannabis Permitting implementation into the Infor production system.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>Final Migration Plan/Schedule.</li> <li>Execution of production cutover</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>County will review and accept the Migration Plan/ Schedule.</li> <li>County will accept the production system once it is moved to production operation.</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>BCC will develop the Migration Plan/Schedule</li> <li>BCC, in conjunction with the County IST staff, will migrate the solution into production.</li> </ul>

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Task:	6. Go Live and Implementation Support
	<ul style="list-style-type: none"> <li>BCC will provide support to key County staff in preparing the system and environment for production cutover.</li> <li>BCC will provide remote support of the migrated system.</li> <li>Additional support hours will be done remotely and supported based on priority and available support hours.</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>County staff will be responsible for organizing staff and preparing the site for production cutover</li> <li>County will be responsible for establishing and supporting the help desk responsibilities.</li> </ul>

Task:	7. Post Implementation Support
Description/Objective:	BCC will provide support after the initial week of go-live support. After the County Helpdesk team has initially triaged the issue, BCC implementation specialists may be asked to support issues. BCC will provide an estimated effort in hours for each issue and the County may choose to use or not use the BCC specialist.
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>BCC will provide an estimated cost for each issue referred to BCC.</li> <li>When the cost estimate is approved by the County, BCC will fix the issue in a production support environment.</li> </ul>
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> <li>This task is a time and materials task to be billed monthly with a status report to support the work performed.</li> </ul>
BCC Responsibility:	<ul style="list-style-type: none"> <li>BCC will provide cost estimates for each issue referred.</li> <li>BCC will provide post implementation support as needed</li> </ul>
County Responsibility:	<ul style="list-style-type: none"> <li>Provide help desk/hotline support to users as necessary.</li> <li>Assume System Administrator, DBA responsibilities for the entire system.</li> <li>Manage the testing of fixes/enhancements with the end users</li> <li>Migrate fixes/enhancements from the production support environment into production</li> <li>Release management</li> </ul>

Task:	8. Project Management
Description/Objective:	Project Management services will be provided throughout the duration of the project. Project Management will be provided on an as-needed basis by BCC's project manager to address ongoing project coordination, scheduling and issue resolution. The Project Manager will be focused on the overall progress/status of the project and is necessary in order to ensure that the proper resources are assigned; proper attention is given to issue resolution; and to ensure that the project is proceeding in accordance with the contract between BCC and the County.
Milestone/Deliverable:	<ul style="list-style-type: none"> <li>Scheduling and conducting status meetings.</li> <li>Minutes of status meetings.</li> </ul>



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	<ul style="list-style-type: none"><li>• Management of Issues Log.</li><li>• Manage and support all testing sessions, including workflow configuration, interface, conversion and report testing sessions with the Core Team.</li></ul>
Deliverable Acceptance Criteria:	Manage each phase of the project plan. A status report to support the tasks will be provided with each invoice
BCC Responsibility:	<ul style="list-style-type: none"><li>• BCC will provide an as-needed project manager who will be on-site as required or remote.</li><li>• BCC will schedule and conduct weekly or periodic status meetings.</li><li>• BCC will be responsible for maintaining and updating appropriate projects logs, including an Issue Log.</li></ul>
County Responsibility:	<ul style="list-style-type: none"><li>• County will assign one project manager, responsible for coordinating County's activities and staff and reviewing deliverable documents.</li></ul>

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### 7. Project Plan

The following is a high level plan of how the project tasks will be incorporated into a project plan. A project plan will be developed that will include the specific tasks within each phase.

Phase	Task	Timeframe	Dates	Estimated Hours	Task	Pred	Task Notes
Prepare			1/19/18 – 2/2/18	Included in Proj Mgr hours	<ul style="list-style-type: none"> <li>Prepare detailed project plan</li> <li>Set up and schedule requirement and testing sessions</li> </ul>		
Requirements	1	Weeks 1 -2	2/5/18 – 2/12/18	48	<ul style="list-style-type: none"> <li>Business Analysis</li> <li>Document business requirements</li> <li>Document report requirements</li> </ul>		Cannabis permitting Cannabis violation tracking
Configuration	2	Weeks 2 - 3	2/13/18 – 2/23/18	68	<ul style="list-style-type: none"> <li>System design and configuration of workflows</li> <li>Core Team testing</li> </ul>	1	Configure workflows, batch manager, access control
Configuration	3	Week 4	2/26/18 – 3/2/18	84	<ul style="list-style-type: none"> <li>Functional Workflow testing with Core Team</li> <li>Report testing with Core Team</li> </ul>	2	Core Team testing of the configured workflows, access control, batch manager and reports.
Reports	4	Weeks 4 – 5	2/26/18 – 3/9/18	32	<ul style="list-style-type: none"> <li>Report development</li> </ul>	2	
		Week 6	3/12/18 – 3/16/18	20	<ul style="list-style-type: none"> <li>Report testing with Core Team</li> </ul>		
Training	5	Week 7	3/19/18- 3/23/18	60	<ul style="list-style-type: none"> <li>Training Manuals</li> <li>End User Training</li> <li>Project turnover training</li> </ul>	4	
Go Live	6	Week 8	3/31/18 – 4/6/18	60	<ul style="list-style-type: none"> <li>Perform 1 test migration</li> <li>Support Migration to Production</li> <li>Go live support</li> </ul>	5	Go live on Monday, 4/2
Post Go-Live Support	7	Week 9 +	4/9/18 +	20	<ul style="list-style-type: none"> <li>Support post go-live issues - remote</li> </ul>	6	
Project Management	8	On-going	1/19/18 – 4/9/18	20	On-going Project Management Support throughout project	0	

### 8. Costs and Payment Schedule

#### A. Costs

Hourly rates for staff performing the services and a not to exceed amount for each task 1 through 8 provided in the table below:

The following costs are not-to-exceed costs for BakerCrew Consulting's professional services for the tasks detailed in this statement of work. These professional fees are based on an estimated effort of 412 hours. Travel expenses are embedded in the onsite rate for tasks that will be performed onsite.

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Tasks	Payment Amount		Hourly Rate	BCC On-site/ Remote	Pricing Notes
	Not-To Exceed Project Costs	Estimated Hours			
<b>Task 1 – Business Requirements</b>					
Develop business requirements for workflows Develop report requirements	\$ 8,400.00	48	\$ 175.00	Onsite	Onsite requirement sessions and development of workflow requirements for Cannabis permitting, violation tracking, and reports
<b>Total Task</b>	<b>\$ 8,400.00</b>	<b>48</b>			
<b>Task 2 – System Design and Configuration</b>					
Develop Design Documents	\$ 1,040.00	8	\$ 130.00	Remote	
Configure workflows, batch manager, unit test	\$ 7,800.00	60	\$ 130.00	Remote	
<b>Total Task</b>	<b>\$ 8,840.00</b>	<b>68</b>			
<b>Task 3 – Functional Workflow Testing</b>					
Manage workflow testing sessions	\$ 7,000.00	40	\$ 175.00	Onsite	
Additional testing, configuration	\$ 2,600.00	20	\$ 130.00	Remote	
Perform test migration	\$ 3,120.00	24	\$ 130.00	Remote	Test moving configuration and all migration plan tasks – includes test using CTT to move configuration
<b>Total Task</b>	<b>\$ 12,720.00</b>	<b>84</b>			
<b>Task 4 – Report Development and Testing</b>					
Develop reports	\$ 4,160.00	32	\$ 130.00	Remote	
Manage report testing	\$ 2,600.00	20	\$ 130.00	Remote	
<b>Total Task</b>	<b>\$ 6,760.00</b>	<b>52</b>			
<b>Task 5 - Training</b>					
Develop Training Manuals	\$ 3,120.00	24	\$ 130.00	Remote	
End User Training Sessions	\$ 5,600.00	32	\$ 175.00	Onsite	Training for each role – clerks, reviewers, supervisors, etc
Project Turnover Training	\$ 1,820.00	14	\$ 130.00	Remote	Workflow configuration tools, access control product and project turnover
<b>Total Task</b>	<b>\$ 10,540.00</b>	<b>70</b>			
<b>Task 6 – Go Live and Implementation Support</b>					
Develop migration plan	\$ 1,040.00	8	\$ 130.00	Remote	
Migrate solution to production	\$ 4,160.00	32	\$ 130.00	Remote	
Go live support	\$ 2,600.00	20	\$ 130.00	Remote	
<b>Total Task</b>	<b>\$ 7,800.00</b>	<b>60</b>			

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Tasks	Payment Amount		Hourly Rate	BCC	Pricing Notes
				On-site/ Remote	
<b>Task 7 – Post Go-Live Support</b>					
Post Go-Live Support	\$ 2,600.00	20	\$ 130.00	Remote	Hours to support any issues that arise after first week of go live
<b>Total Task</b>	<b>\$ 2,600.00</b>	<b>20</b>			
<b>Task 8 - Project Management</b>					
Project Management	\$ 2,600.00	20	\$ 130.00	Remote	Includes hours for project planning, development of project plan (schedules), development of all status reports, status meetings, project oversight for all project tasks
<b>Total Task</b>	<b>\$ 2,600.00</b>	<b>20</b>			
<b>TOTALS</b>	<b>\$ 60,260.00</b>	<b>422</b>			

**B. Payment Schedule**

All task costs will be invoiced as time and materials. BakerCrew Consulting, Inc. will submit monthly invoices based on the hours used for the previous month. The invoice will include a status report that indicates the work performed for each hour billed.

BakerCrew will invoice in the format required by the County. Invoices are payable within 30 days of receipt.

## 9. Agreement

This Statement of Work serves as a declaration of services to be performed by BakerCrew Consulting. The persons signing this Statement of Work agree to the project scope, deliverables, timeline and the project costs for the Cannabis Permitting project.

This Statement of Work is subject to the terms, conditions, and limitations attached and are made an integral part of this Statement of Work. All services provided by BakerCrew Consulting in association with this Statement of Work shall be performed according to the guidelines set forth in this Statement of Work.

**County of Santa Cruz:**

**BakerCrew Consulting:**

By: \_\_\_\_\_  
(signatory name)

By: *Sandra Baker*  
(signatory name)

Date: \_\_\_\_\_

Date: 2/13/18