



Statement of Work

Lake Havasu City MaintStar LMS Implementation

Version 1.1

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DOCUMENT CONTROL

DATE	AUTHOR	VERSION	CHANGE REFERENCE
01/17/22		1.0	
09/01/22		1.1	

OVERVIEW

MaintStar Inc. ('MaintStar') will work with Lake Havasu City, AZ ("City") staff to implement the software, leverage best practices, improve the customer experience, and meet functionality, timing, and cost requirements. This Statement of Work (SOW) sets forth a scope and definition of professional services work and project ("Services") to be provided by MaintStar to the City.

SERVICES DESCRIPTIONS

PURPOSE

The purpose of this project is to implement the City's MaintStar LMS cloud environment. Through this SOW, MaintStar and the City will detail the scope of activities, deliverables, roles and responsibilities, and acceptance criteria that will enable the City to achieve its objectives through the implementation and configuration of:

- Record / Config / Sub-types Configuration
- Workflow Configurations
- Inspection Configuration
- Fees, Cashiering, Financial Transactions Configuration
- Email Templates
- Attachment, Contact Types Configuration
- Security Configuration
- Report, Queries, and Form Writing
- Image Capturing (Attachments)
- ESRI Integration (GIS)
- City Area / GIS Zones Configuration
- Portal Configuration
- Paymentus Vendor Integration
- Oracle Fusion Integration

PROJECT SCHEDULE

Upon execution of this SOW, MaintStar and the City will collaborate to determine a start date for services to be rendered. MaintStar will work with City staff to collaboratively define a baseline project schedule to achieve a 6 to 12-month schedule.

PROJECT MANAGEMENT

By mutual agreement, MaintStar will work with the City to provide ongoing project management services throughout the implementation to plan and monitor the execution of the project following the activities outlined in the SOW. These services include the following:

- Facilitate a weekly project status meeting with MaintStar and the City Project Team to review tasks completed during the prior weeks, the upcoming tasks requiring completion during the coming weeks,

the resources needed to complete the tasks, a listing of any issues that may be placing the project at risk (e.g., issues that may delay the project or jeopardize the production date).

- The City Project Manager will work with MaintStar to manage Project Documentation using the LMS Implementation record type, including:
 - Issue log management and escalation
 - Status reporting
 - Change Order Management
 - Resource Management
- Project oversight
- Facilitate a monthly project review meeting with the Project Steering Committee

CRITICAL SUCCESS FACTORS

To successfully execute the services described herein, there are several critical success factors for the project:

- **Knowledge Transfer:** A critical part of the implementation involves MaintStar's transfer of knowledge to the City so that the City builds its knowledge to become self-sustainable in supporting MaintStar LMS. After postproduction assistance tasks are completed by MaintStar, the City will be responsible for supporting MaintStar LMS. Strong and focused participation by City staff throughout the configuration and deployment of MaintStar LMS will enable MaintStar to equip the City to assume operation of MaintStar LMS once the project ends.
- **Dedicated City Participants:** The success of the project hinges on thoughtful, prepared, and sustained participation from City staff. MaintStar fully understands City staff has responsibilities that will compete with the time that can be dedicated to the MaintStar LMS implementations project and will take steps to be respectful of that time.

WORK DESCRIPTION

The following section describes the activities and tasks that will be executed to meet the objectives and requirements of the City for this project. In support of the implementation, MaintStar will provide the following implementation services. For each deliverable, a description is provided as well as assumptions, City responsibilities, and criteria for acceptance of deliverables.

INITIATION

DELIVERABLE 1: PROJECT INITIATION

Project initiation ensures the project starts in a well-organized, structured fashion and reconfirms expectations regarding the implementation. This deliverable is comprised of project planning activities, set up of project management templates and tools, and the first meeting conducted between the City and MaintStar after signing of the SOW.

In conjunction with City representatives and any designated support consultants, MaintStar will perform the following tasks:

- **Kickoff:** Conduct formal Project Initiation Kickoff to bring together key project sponsors to review the project scope and methodology – and set expectations for the delivery team.
- **Methodology:** communicate the MaintStar methodology that will be used to deliver the services.
- **Project Document Management:** Utilize the City's LMS sandbox site for project documentation.
- **Communication Plan and Project Guidelines:** Develop a Communication Plan and project guidelines including communication norms, escalation procedures, status reporting templates, issue/risk management logs, work locations, etc.
- **Scheduling:** Establish weekly Project Status meeting and monthly Steering Committee schedule and confirm attendees.
- **Deliverable Acceptance:** Finalize and document formal deliverable sign-off procedures, identify team members that will be responsible for sign-off from the City and MaintStar.
- **Baseline Project Plan:** Review and provide feedback to the integrated baseline project plan that includes resource allocation for all work in the project.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Assign a project manager.
 - Assist in the development of the implementation plan
 - Assign appropriate resources to each of the kickoff activities described above.
 - Identify and set expectations with key resources and Subject Matter Experts (SME) for ongoing participation in the project.
 - Provide timely and appropriate responses to MaintStar's requests for project planning input and meeting logistics requests.
 - Adhere to agreed timelines for deliverable review and acceptance.
 - The MaintStar Professional Services Proposal is Firm Fixed Proposal (FFP).
- Project Sponsors will participate in the Project Kickoff meeting to lay the groundwork for a successful project.
- MaintStar, the City and their designated support consultants will participate in a meeting before the kickoff to mutually agree on the above listed deliverables.

ACCEPTANCE CRITERIA

The deliverable will be considered complete when the following is executed:

- Review and acceptance of:
 - Project Initiation Kickoff presentation
 - Project Status Report Template
 - Baseline Project Plan
- Completion of:
 - Project Initiation Kickoff meeting

ANALYSIS

DELIVERABLE 2: CONVERSION ANALYSIS

Conversion Analysis is comprised of activities required to identify the current procedures and data to be converted. MaintStar will perform required database(s) extraction, transformation and load based on the mutually agreed to Project Plan and Data Mapping documents or artifacts. The key output of the process is the screen and data conversion mapping artifacts, which serves as a blueprint for design and configuration efforts throughout the project and establishes the benchmarks for testing and acceptance at the conclusion of the project.

In conjunction with City representatives and their designated support consultants, MaintStar will perform the following tasks:

- Develop the screen and data conversion mapping documentation. MaintStar will work closely with City SMEs and their designated support consultants to identify any necessary revisions in planning, organizing, direction, and resource monitoring functionality processes as the result of LMS implementation.
- Familiarize City leads and SMEs with MaintStar LMS software and capabilities to ground them in the knowledge they need going into the implementation.
- Create of the screen and data conversion mapping documentation. Provide input and guidance on development of the screen and data conversion mapping documentation.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Provide the screen shots, working reports, data maps and other existing business process documentation including process flows, reports and forms, and other relevant information.
 - Make available the appropriate City SMEs to provide the required information, participate in the configuration analysis and verify the accuracy of the documented formats and data elements.
 - Schedule participants for meetings in workshops as needed.
 - Provide timely and appropriate responses to MaintStar's request for information.
- Documentation and analysis sessions as necessary will be performed remotely.

ACCEPTANCE CRITERIA

The deliverable will be considered complete when the following is executed:

- Review of the screen and data mapping documents to validate that the content accurately reflects the identified required planning, organizing, direction, and resource monitoring functionality processes as a result of conversion to version 15.
- Acceptance of the updated Comprehensive Summary Document.

CONFIGURATION SUPPORT

DELIVERABLE 3: CONFIGURATION

MaintStar will provide the Configuration of MaintStar LMS to support the requirements defined in the developed screen and data conversion mapping documentation.

MaintStar will perform the following tasks:

- **Configure System:** Work with the City and designated support consultants to configure MaintStar LMS as defined in the developed screen and data conversion mapping documentation.
- **Knowledge Transfer:** Provide support in the demonstration of the configuration process to City staff so that they may learn through observation.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Make available the appropriate City users and SMEs to:
 - Participate in configuring the system to learn about the system.
 - Work with MaintStar to verify the system has been configured as required in the associated screen and data conversion mapping documentation.
 - Provide timely and appropriate responses to MaintStar's request for information

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Review and approve the base implemented configuration of MaintStar LMS as documented in the approved developed screen and data conversion mapping documentation.

BUILD

The build stage includes the data conversion, development of interfaces, and custom report development. It comprises all the additional critical activities outside of the core configuration. Similar to Configuration, the City and their designated support consultants involvement in each step is critical to ensure success.

DELIVERABLE 3: LEGACY DATA CONVERSION ANALYSIS

The required data mapping effort will be conducted by MaintStar staff in conjunction with City personnel and their designated support consultants. MaintStar will work in partnership with appropriate City staff and their designated support consultants, to prepare for the migration of data from the City's legacy system(s) to MaintStar's Cloud LMS Development Environment.

MaintStar will perform the following task:

- **Data Specification:** Provide consultation to City personnel in mutually agreed upon requirements and mapping of the City's legacy data into MaintStar LMS.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Provide staff knowledgeable with the legacy data to assist in the data migration/conversion effort.
 - Provide MaintStar with a data mapping outline for conversion for their input.
 - Provide timely and appropriate responses to MaintStar's request for information.
- MaintStar will provide guidance and consultation in the City's mapping of legacy data to MaintStar LMS staging tables.
- The City maintains responsibility for data quality assessment and/or data cleansing.
- The conversion process will execute up to three (3) iterations of the data conversion with testing of the converted data after each conversion run. If additional conversions are required and project schedule permits, additional conversion can be conducted upon mutual agreement

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- All data elements have been identified and confirmed by the City for conversion from the legacy system to MaintStar LMS.

DELIVERABLE 4: LEGACY DATABASES EXTRACT, TRANSFORM, LOAD: MAINTSTAR LMS

MaintStar will extract, transform and load (ETL) appropriate legacy data (databases or file based) into the MaintStar LMS Development Environment.

MaintStar will perform the following, working in partnership with appropriate City staff and their designated support consultants, to convert the data from the City's legacy databases data to MaintStar LMS Cloud Development Environment:

- **Extract, Transform and Load:** MaintStar will ingest appropriate legacy data into the MaintStar LMS Development Environment.
- **Validation:** Provide confirmation documentation during each conversion test to verify data is being transferred correctly.
- **Planning:** Work with the City and their designated support consultant to plan and execute the final data conversion.
- **Conversion:** MaintStar to provide guidance on data elements that cannot be mapped.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Maintain responsibility for data quality/data cleansing.
 - Provide staff knowledgeable with the legacy data to assist in the data migration/conversion effort.
 - Validate/test the converted data.
 - Provide access to appropriate SMEs or system owners as needed throughout the conversion process.
 - Provide timely and appropriate responses to MaintStar's request for information.

- Facilitate mapping effort and map the data.
- Provide access to legacy data for the mapping tool.
- The conversion process will execute up to 3 iterations of the data conversion with testing of the converted data after each conversion run. If additional conversions are required and the project schedule permits, additional conversions can be conducted upon mutual agreement.
 - Each data conversion will include up to three test runs.
- The City will provide resources to accurately assess the quality of legacy data to be converted and take mutually acceptable measures to improve the quality of the data to meet project requirements.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Legacy data has been converted to MaintStar LMS Cloud Development Environment and confirmed by the City.

DELIVERABLE 5: INTERFACES – ESRI, MICROSOFT, AMAZON IVR, PAYMENTUS, ORACLE FUSION

The City will use ESRI as a source for address, parcel, owner information, asset details, etc. The City will be responsible for all working portions of this interface as they pertain to ESRI whereas MaintStar will be responsible for all portions as they pertain to MaintStar. MaintStar will perform the following tasks in partnership with City staff:

- **Data Gathering:** Conduct interface analysis sessions with the City to determine requirements.
- **Interfaces Requirements:** MaintStar will produce standard interface documents for ESRI ArcGIS and Microsoft Exchange. Maintstar Project Plan will include interface requirements for Paymentus, Amazon Connect and Oracle Fusion.
- **Create GIS Service:** Create and maintain a GIS service to be utilized by the interface.
- **Assist in testing and debugging:** Assist the City with testing and debugging of the interface.

ASSUMPTIONS AND CITY RESPONSIBILITIES

- The City will:
 - Provide the necessary information needed to assist in developing the ESRI Interface Specifications document.
 - Provide interface data in the format(s) specified by the MaintStar team including:
 - Validate proper data is being pushed to MaintStar LMS module.
 - Assist in the interface specification development and data mapping process between MaintStar LMS module and ESRI GIS.
 - Review and approve the ESRI Interface Specifications document.
 - Allocate the time for qualified personnel to test the interface for acceptance and ensure the data is pushed successfully according to the ESRI Interface Specifications document.
 - Create test data for and certify interface before the start of User Acceptance Testing (UAT).
 - Provide timely and appropriate responses to MaintStar's request for information.

- The purpose of all interfaces will be limited to an exchange of data

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Review and approval of the ESRI Interface Specifications document.
- Demonstration and approval of the completed interface as per the requirements detailed in the ESRI Interface Specifications document.
- MaintStar LMS is fully operational with the City's GIS interface

DELIVERABLE 6: REPORTS

Reports are defined as anything that can be printed from the system, including but not limited to, reports, forms, queries, documents, notices, and correspondence the City wishes to print or export as identified during configuration analysis. Reports and exports will be developed using Queries/SSRS/Word-TBS.

In support of report development, MaintStar will perform the following tasks:

- **Optional Custom Reports (if requested)**
 - **Analysis:** Work with key City Stakeholders to identify reports to be developed as part of the implementation.
 - **Specifications:** Provide Report Design Specification document as the basis for developing in-scope reports.
 - **Development:** Based on Reports Design Specification document, develop all in-scope reports.
 - **Training:** Train City staff on Queries/SSRS/Word-TBS in support of the City authoring their own reports. After the appropriate training on the database and Queries/SSRS/Word-TBS report writing tool is completed, the City staff will be able to handle additional and future report requirements.
 - **Knowledge Transfer:** Mentor the City throughout the process of developing in-scope reports, providing opportunity for knowledge transfer.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - If option is selected for custom reports:
 - Make available the appropriate key staff and content experts to participate in the Report Design Specification document development and validation activities.
 - Provide Timely and appropriate responses to MaintStar's request for information.
 - Provide electron copies or mockups of reports.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- City validation of the output of reports based on specifications and confirmation reports are operational in MaintStar LMS.

READINESS

DELIVERABLE 7: ON-SITE 5 DAY TRAINING

MaintStar will provide training for City staff that focuses on the administration, maintenance, and augmentation of the MaintStar LMS configuration. MaintStar's goal is to educate City resources on all aspects of MaintStar to ensure the City becomes self-sufficient once the project ends.

MaintStar may be requested by the City to provide the following training in support of the implementation in this SOW:

- **On-Site Training:** MaintStar is providing five (5) days on-site training. The City will provide the facilities and determine the best use of this time based on the facilities and number of staff to be trained by role and skills required. MaintStar will provide all training artifacts and guides needed for trainees. If additional time for on-site training is required, MaintStar can optionally provide this.
- **Core Team Training:** One day course, this course will give City staff the knowledge they need about MaintStar LMS prior to going into the Analysis and Configuration phases. It will familiarize them with the terminology, basic to advanced concepts, possibilities of automation, and other relevant MaintStar LMS information. The audience should consist of the team that will be most involved in the Analysis and Configuration sessions and are working with the MaintStar team on making decisions.
- **MaintStar Admin Training:** day course, generally after Analysis, which includes information on skill sets needed for Administrative level role played by the City. City will become full familiar with these concepts so they may either completely build out the City on their own or assist in business analysis and process design. Participants will also learn how to manage the day to day operation of MaintStar LMS and perform minor ongoing system enhancements and changes.
- **MaintStar End User Training:** day course conducted close to the go-live date. Participants will learn the processes within MaintStar LMS and how to navigate to the appropriate information and update as needed. MaintStar can quote training if needed.
- **MaintStar Optional Reports Query Builder/Jasper Training:** day course, generally conducted following the Analysis phase. The skill sets learned are essential for any report development role played by the City.

MaintStar will also provide the following:

- **Scheduling:** Coordinate with the City to define the training schedule and logistics (the City will be responsible for the scheduling of participants).
- **Documentation:** Deliver standard training documentation in a format that can be used to customize the documentation.

ASSUMPTIONS AND City RESPONSIBILITIES

- Training is limited to 15-20 participants per course. By Mutual agreement, the MaintStar trainer and City may modify the class size.
- The City will:
 - Support the training with City and designated support consultant participating in the training session applying actual work processes.

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- Identify all trainers and engage them with the project team as early as possible in the schedule to develop their knowledge of the system.
- Arrange the time and qualified people for the training who are critical to the project's success.
- Manage the scheduling of all City attendees.
- Documents delivered by MaintStar to the City will be valid for LMS and the version the City is trained on.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Execution of requested training course and receipt of training documentation.

DELIVERABLE 8: USER ACCEPTANCE TESTING (UAT)

MaintStar will assist the City in the testing and validation of the configuration and its readiness to be migrated to Production. The testing effort will require a significant time investment by the City and the coordination of resources is critical. At this point in the implementation process, the City can further evaluate individual components and functionality of the configuration. (i.e., functional and/or unit testing) and can also evaluate to ensure that the interrelated parts of the MaintStar configuration are operating properly (i.e., integration testing).

MaintStar will assist the City as needed by providing support and facilitating the completion of UAT including the following tasks:

- **Issue Resolution:** Address and rectify issues discovered during the UAT process as the City staff executes testing activities.
- **Structure tracking log:** Develop an issue log to track the progress of testing.
- **Test Plan:** Collaborate with City to advise on the creation of UT test plan and associated test scripts.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Provide technical and functional user support for Pre- and Post-Production Planning, execution, and monitoring
 - Assist in the development of a Pre-Production checklist that details the critical tasks that must be accomplished before moving to Production.
 - Make available the appropriate City key users and content experts to participate in user acceptance testing as designed and managed by the City
 - Provide timely and appropriate responses to MaintStar's request for information.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Completion of pre and post live support following the contractual scope
- The production system is in use by the City on a daily basis.

DEPLOY

DELIVERABLE 9: PRODUCTION SUPPORT

Production support transpires when MaintStar LMS moves from the Development Environment to the Production Environment. The go-live date will be agreed to by both MaintStar and the City. In the days before moving to Production, MaintStar will assist in final data conversion and system validation.

As part of Production Support, MaintStar will perform the following tasks:

- **Pre-Production Checklist:** Assist in the development of a Pre-Production checklist that details the critical tasks that must be accomplished before moving to Production.
- **Cutover:** Provide resources to support the move from the Development Environment to the Production Environment. MaintStar will provide resources during pre-production deployment and cutover operations and will provide resources for post-production support.
- **System Configuration Migration:** With assistance from the City, lead the effort to transfer the system configuration and any required data from Support to Production.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Allocate appropriate staff to this effort to ensure the system is operating per signed specifications and ready for the move to production.
 - Develop the User Acceptance Test scripts.
 - Identify and document any issues encountered during UAT and provide them to MaintStar to resolve.
- Provide timely and appropriate responses to MaintStar's request for information.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- Completion of Deployment and City Acceptance of UAT.
- A fully validated system that is ready to move to the Production Environment.

DELIVERABLE 10: POST DEPLOYMENT SUPPORT AND TRANSITION TO MAINTSTAR SUPPORT

MaintStar will provide Go-Live assistance to address issues and provide consultative advice immediately following the move to Production for daily use by their annual maintenance agreement.

As part of Post Deployment Support MaintStar will perform the following tasks via their annual maintenance agreement for the cloud-based system:

- **Support:** Provide post-production support for MaintStar developed configuration and components.
- **Issue Identification:** Assist with the identification of post-production issues and identify issues to be resolved by MaintStar.
- **Troubleshooting:** resolve issues on the list; address issues that may arise related to the deliverables in this SOW. Help City staff answer questions associated with using MaintStar LMS and advice in training issues.

ASSUMPTIONS AND City RESPONSIBILITIES

- The City will:
 - Provide technical and functional user support for post-production support and monitoring.
 - Develop and maintain a post-production issues list.
 - Provide timely and appropriate responses to MaintStar's request for information.
 - Ensure appropriate project leadership and ongoing support staff participants in the handoff call with MaintStar Support.

ACCEPTANCE CRITERIA

This deliverable will be considered complete when the following is executed:

- City signoff / acceptance of the system based upon completion of services described in this SOW.
- MaintStar's agreement of the contractual agreements for maintenance of the Cloud based system