

## Laserfiche Statement of Work

### Texas A&M System Offices – Contract Management

This Statement of Work ("SOW") defines the professional services ("Services") that Laserfiche will provide for Texas A&M System Offices ("Customer") in connection with the Contract Management project. This SOW is made a part of the Enterprise Software License and Professional Services Agreement between Laserfiche and Texas A&M University dated September, 1 2012.

Much of the work will be done in conjunction with Texas A&M IT ("TAMU IT") since they will be hosting the repository and supporting the system after it goes live.

### Project Scope and Objectives

Customer seeks to implement a Laserfiche Forms solution for the Contract Management process.

The following workstreams are included in the Services.

Workstream	Major Activities
1. Install/Configure Contract Management	1.1 Install and configure Contract Management Business Process in up to two environments at Texas A&M. The out of the box business process modules are provided in Appendix A of this document.
2. Deploy Contract Management Business Process	2.1 Perform gap analysis of features provided in Contract Management Business Process and how Texas A&M System Offices wants service contracts to be managed  2.1.1 Provide checklist functionality to support tracking of administrative tasks during the contract generation and review stage  2.1.2 Support multiple levels of contract approval based on contract amount for each Texas A&M entity  2.2 Modify Contract Management Business Process to match Texas A&M System Offices requirements

## Project Approach: Major Activities and Tasks

To complete this project, Laserfiche will employ a five-phase implementation approach, as shown in the diagram below. Each phase includes ongoing project governance, project management, and weekly status reporting. During *Phase 2: Development* status meetings will be supplemented with software demonstrations on a bi-weekly basis. As part of project governance activities, Customer and TAMU IT acceptance of deliverables for each phase is required prior to starting the next phase.



The remainder of this document includes the major activities and deliverables for each phase.

### Phase 1: Requirements/Design



#### Major Activities

This phase consists of the establishment of project practices and templates, as well as the creation, review, and approval of a Requirements and Design document. Specific major activities/tasks for this phase include:

1. Conduct a project kick-off meeting with Customer and TAMU IT and its key personnel.
2. Develop a project plan for the engagement.
3. Conduct three to five workshops and interviews over a one-week period with the project executive sponsor, IT administrators, and subject matter experts (e.g., Contract Administrators) to confirm requirements.
4. Draft a Requirements and Design document by using information gathered in the workshops and interviews. The document will include:
  - A plan to install and configure the Contract Management Business Process.
  - A plan to build out a Laserfiche Forms solution using the Contract Management Business Process for four Texas A&M entities: System Offices, Kingsville and Prairie View A&M.
  - A plan to customize the out of the box Contract Management Business Process to meet Texas A&M requirements.
    - A plan to build out a checklist to support the contract generation and approval process. Note that this checklist is for administrative purposes only and will not interact with the out of the box Contract Management Business Process.
    - A plan to build approval processes based on the value of the contract. Each Texas A&M entity may have a separate approval process based on the value of the contract.
    - The following conditions must be met regarding changes to out of the box business processes. If these conditions cannot be met, project costs may increase.
      - Approval routing will not change except for the use case identified above.
      - Template field names cannot be modified.
      - Existing drop down list values cannot be modified.

- Template fields can be added to any given document; template fields cannot be removed.
- Display names of form fields can be modified; variable names cannot be modified.
- Form fields can be added to a form; form fields cannot be removed.
- Business processes rely on the original entry id (TOCID) of the folder where the contract is stored. The folder name can change but the documents contained in the folder must relate back to the original entry id (TOCID) of the folder.
- Status fields in either template fields or form fields cannot be modified.
- CSS and JS changes are supported on the Laserfiche Forms provided the above requirements are met.

5. Review the Requirements and Design document and make updates based on Customer and TAMU IT feedback.

#### **Major Deliverables**

**Deliverables for Requirements/Design will include:**

- **Requirements and Design Document:** A high-level Customer requirements and design document on the installation and configuration of the system.
- **Project Plan:** A high-level project plan that contains tasks, as well as the estimated hours and duration for each task.
- **Status Report Template:** A template that summarizes completed activities for the period; planned activities; project-related issues that could impact scope, budget and timing; and other information. This template captures key decisions with Customer on scope areas.

## Phase 2: Development



### Major Activities

This phase consists of implementing the solution in accordance with the Requirements and Design document created in Phase 1. Specific major activities/tasks for this phase include:

1. Coordinate with Customer and/or TAMU IT to obtain VPN access to the network.
2. Install software required by the Services.
3. Develop and configure the solution per the specifications set forth in the Requirements and Design document.
4. Provide periodic solution demonstrations to Customer and TAMU IT to obtain feedback.
5. Develop a Test Plan to conduct testing in the next phase.

### Major Deliverables

Deliverables for Development will include:

- **Test Solution:** Laserfiche Forms solution deployed in Customer's Test environment hosted by TAMU IT per the Requirements and Design document and solution demonstrations.
- **Test Plan:** Test scripts to be used by Laserfiche and Customer to test system functionality.

## Phase 3: Testing



### Major Activities

This phase consists of a coordinated effort between Laserfiche, Customer, and TAMU IT to test the system. Specific major activities/tasks for this phase include:

1. Test the system using the Test Plan and remediate issues as necessary.
2. Coordinate with TAMU IT to onboard users.
3. Provide guidance to Customer and TAMU IT personnel who will perform User Acceptance Testing (UAT).
  - Address issues identified during UAT that are in scope for the Services.
  - New or modified requirements will be addressed in a separate SOW to minimize impacting the project timeline.
4. Obtain Customer and TAMU IT approval of the solution in the Test environment.
5. Prepare for training and go-live.

### Major Deliverables

Deliverables for Testing will include:

- **Deployment-Ready Solution:** Laserfiche solution that is tested for functionality by Laserfiche, Customer, and TAMU IT, which will be ready for promotion to the Production environment.

## Phase 4: Deployment



### Major Activities

This phase consists of deploying the upgraded and updated system to the Production environment. Specific major activities/tasks for this phase include:

1. Provide a train-the-trainer approach for training end-users and administrators on the developed solution.
2. Promote the solution to Customer's Production environment. Specifically:
  - Promote Laserfiche Forms environment from Test to Production.
  - Promote the form and workflows to the Production environment.
  - Promote folder structure, security, and metadata to the Production environment.
3. Address production-specific issues that occur.
4. Inform Customer and TAMU IT that the system is available and in a go-live production state for end-users to use the system.

### Major Deliverables

Deliverables for Deployment will include:

- **Training:** A User Training Plan and onsite training for Customer and TAMU IT to train end-users and administrators.
  - **Administrator Training:** Training provided to TAMU IT related to supporting, maintaining, and configuring the system after project closeout for topics specific to this SOW.
  - **User Training:** Training provided to Customer on how to use the deployed Contract Management system.
- **Deployed System:** Laserfiche system deployed to the Production environment.
- **System Documentation:** Project documentation on the administrative aspects of the system.
- **End-User Documentation:** Project documentation which end-users can follow to understand how to use the system.



## Phase 5: Transition to Support



### Major Activities

This phase consists of transitioning the system to Customer system administrators and TAMU IT, and providing knowledge transfer. Specific major activities/tasks for this phase include:

1. Perform post-deployment support activities.
  - Provide guidance to Customer and TAMU IT on monitoring and documenting issues that may arise.
  - Coordinate with Customer administrators for up to five business days to help diagnose and resolve identified issues.
2. Transfer day-to-day system maintenance to Customer.
3. Walk Customer and TAMU IT through the System documentation created in the Deployment Phase.
4. Introduce Laserfiche Support services to Customer's post-project support team via an email.

### Major Deliverables

Deliverables for Transition to Support will include:

- **Closeout Notification:** An email that contains a high-level summary deliverables provided by Laserfiche to Customer, to be acknowledged by Customer indicating final acceptance of the system.

### Customer Responsibilities






The following are Customer responsibilities for the Services. *Customer must initial each item to provide their acknowledgement.*

Please note the section below for TAMU IT project responsibilities. Many of the items are repeated on both lists; these items refer to responsibilities for both Customer and TAMU IT.

1. **WN** Customer will make available, and provide access to necessary personnel within two to three business days to ensure project success, including:
  - a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
  - b. Subject matter specialists (e.g., Contract Administrators) to provide information on Customer's contract management business process.
  - c. Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan. Any delays in UAT may involve additional hours or fees.
2. **WN** Customer will work with Laserfiche to provide any necessary technical resources and support. This includes:
  - a. Performing system testing, integration and user acceptance testing.
    - i. As part of the upgrade to the latest version of Laserfiche Forms, any preexisting forms and workflows will be tested by the customer and TAMU IT.
  - b. Providing requested documentation and acceptance of key deliverables within two to three business days. If Customer does not respond in writing to Laserfiche's request for acceptance within five business days of Laserfiche's request, or Customer does not reasonably refuse such approval within the five-day period, Customer will be deemed to have accepted.
3. **WN** Customer administrators must use one of the following web browsers: Internet Explorer 10 or higher, Microsoft Edge, Firefox (latest version), or Chrome (latest version).
4. **WN** Customer end-users must use one of the following web browsers: Chrome (latest version), Safari (latest version, Mac only), Firefox (latest version), Internet Explorer 8 or higher, Edge, or Opera.
5. **WN** Customer will manually create and maintain all of the teams that are required for business process approvals that correspond to the teams in the process workflow diagrams.
6. **WN** Laserfiche will employ a train-the-trainer methodology for end-user training. Customer will be responsible for training their end-users. In addition, Laserfiche will provide administrative training for TAMU IT.

### Texas A&M IT Responsibilities

The following are TAMU IT responsibilities for the Services. *TAMU IT must initial each item to provide their acknowledgement.*

1.  TAMU IT will make available, and provide access to necessary personnel within two to three business days to ensure project success, including:
  - a. A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
  - b. IT functions that cover system administration, database administration or help desk in accordance with existing TAMU IT procedures.
2.  TAMU IT will work with Laserfiche to provide any necessary technical resources and support. This includes:
  - a. TAMU IT will provide development/QA and production Laserfiche environments to support this project. At a minimum, the environments must be running Laserfiche 10.1. The environment must include instances of Laserfiche Server, Laserfiche Forms, Laserfiche Workflow and Laserfiche Web Access. Additional modules may be required during the requirements gathering phase.
    - i. Laserfiche will review and confirm the environments meet specifications.
  - b. Facilitating the process to provide timely access and user credential to Customer network, applications, database and related resources, including:
    - i. Remote access
    - ii. LDAP named user licenses
    - iii. Schema and sample data
    - iv. Service accounts to write to Customer's SQL database, hosted by TAMU IT
      1. This SOW does not cover reducing the size of the existing Laserfiche 9.2 Forms database after process completion.
      2. TAMU IT will be responsible for hosting Customer's Forms database.
      3. Should TAMU IT decide to migrate the Forms database and/or reduce its size with the help of Laserfiche, that work would be covered in a different SOW.
  - c. Providing configured Test and Production environments that closely mirror one another.
  - d. Performing and testing backups of the Laserfiche configuration, database and other systems as needed.
  - e. Performing system testing, integration and user acceptance testing.
    - i. As part of the upgrade to the latest version of Laserfiche Forms, any preexisting forms and workflows will be tested by the customer and TAMU IT.
  - f. Providing requested documentation and acceptance of key deliverables within two to three business days. If TAMU IT does not respond in writing to Laserfiche's request for acceptance within five business days of Laserfiche's request, or TAMU IT does not reasonably refuse such approval within the five-day period, TAMU IT will be deemed to have accepted.
3.  TAMU IT administrators must use one of the following web browsers: Internet Explorer 10 or higher, Microsoft Edge, Firefox (latest version), or Chrome (latest version).
4.  TAMU IT will be responsible for licensing the technical environments and Laserfiche components within the master contract.
5.  Laserfiche will provide administrative training for TAMU IT.



6. **P** TAMU IT will ensure that the latest version of Laserfiche Rio 10.1 is running in both the test and production environments.

### Key Assumptions

The following are key assumptions for the Services. *Customer must initial each item to provide their acknowledgement.*

1. **WN** The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or change order.
  - a. Any on-site work will be performed at the Customer's offices in College Station, TX.
  - b. Beyond minor changes to the Contract Management Business Processes as outlined in Phase I of this document, Texas A&M will deploy the out of the box software.
  - c. This project is for managing one contract type, service contracts. Additional contract types are out of scope.
  - d. Support for contract reporting and billing notifications will be scoped in a future phase of this project.
  - e. Checklist functionality is purely for the Contract Administrator's recordkeeping purposes and does not need to trigger any workflows or be involved in any business processes.
2. **WN** Any delays and additional hours incurred because of Customer's failure to fulfill its responsibilities will be billed to Customer.
3. **WN** Customer will share responsibility with TAMU IT for determining records management strategy. Laserfiche will not handle routing documents out of the shared Contract Management repository.
  - a. Templates and fields in the Contract Management repository will not be in conflict in that environment since they are being created by Laserfiche. Customer will therefore be responsible for resolving template/field conflicts in Customer's repository, should issues arise.

**Professional Services Pricing**

The table below represents the level of effort required for this project, including both onsite and offsite Professional Services work. This project will be billed on a time-and-materials basis. Reasonable out-of-pocket expenses (e.g., meals and ground transportation) will be billed as incurred, and will not exceed 15% of the Professional Services fees without prior approval.

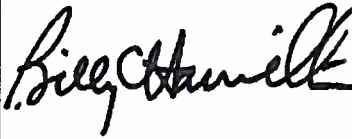
Phase	Description	Rate	Est. Hours	Estimated Cost
1	Requirements/Design			
2	Development (non-programming)			
3	Testing			
4	Deployment			
5	Transition to Support			
PM	Project Management			
TRV	Travel			
<b>Total</b>				

**Payment Plan**

All Services will be performed in accordance with this mutually accepted SOW. The project described in this SOW will be billed on a monthly basis for costs accrued. Invoices are due upon receipt. Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of Laserfiche's control will go through a change order process and will be approved by Customer.

### Statement of Work Approval

By signing this document, Customer agrees that the proposed approach satisfactorily addresses all items in scope for the project.

Customer Approval (one signee required)			
	Billy Hamilton	Exec Vice Chancellor CFO	6-8-16
Signature	Name	Title	Date

Laserfiche Approval (one signee required)			
Jeffrey Huang	Digitally signed by Jeffrey Huang DN: cn=Jeffrey Huang, o=Laserfiche, ou=LFC, email=jhuang@laserfiche.com, c=US Date: 2016.06.15 10:01:52 -07'00'	Director	
Signature	Name	Title	Date

## Appendix A: Contract Management Business Process

This appendix outlines the core modules that are provided as part of the Contract Management Business Process.

Module	Description	Business Value
<b>New Contract</b>		<p>A clear, step-wise process for taking a contract from idea/draft to execution</p> <p>Ownership of the new contract process by an individual</p>
<b>Contract Legal Review</b>		<p>Ownership of the contract in each stage of the review process</p> <p>Communication and notes about any concerns with the contract</p> <p>Assignment of any re-submissions for review to the same reviewer to reduce required knowledge transfer</p>
<b>Evidence of Insurance Review</b>		<p>Ownership of the contract in each stage of the review process</p> <p>Communication and notes about any concerns with the contract</p> <p>Assignment of any re-submissions for review to the same reviewer to reduce required knowledge transfer</p>

Module	Description	Business Value
<b>Contract Termination</b>		<p>Consistent termination process so that every termination follows the same process</p> <p>Automates field updates of the contract with the termination</p>
<b>Contract Renewal</b>		<p>Maintains a Renewal task to ensure that there is ownership of the review process, separate from drafting and negotiating the renewal.</p> <p>Automatically copies over the metadata from previous contract to the new/renewed contract</p> <p>Places a shortcut as reference to the previous contract (i.e., the renewal is an addendum)</p>
<b>Initiate Contract Business Process</b>		<p>Ensures that the business process task is performed on an actual contract entry</p> <p>Allows either starting the process from within the client or in Forms</p>



Module	Description	Business Value
<b>Contract Search</b>		<p>Allows batch processing of contracts (i.e., selecting all contracts that need renewal)</p> <p>Allows a view of all contracts with a specific constraint</p>
<b>Automated Renewal Notification</b>		<p>Automates renewal notifications of upcoming expiring contracts</p>