



STATEMENT OF WORK

**City of West Allis, Wisconsin**



**Enterprise Asset Management**

**AssetWorks EAM**

**June 8, 2018**



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## Introduction

AssetWorks is pleased to partner with West Allis, Wisconsin (West Allis) for a successful implementation of the AssetWorks Enterprise Asset Management (EAM) system. This Statement of Work identifies the tasks required for the implementation of the AssetWorks EAM solution and is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

AssetWorks recommends West Allis use AssetWorks' expertise and consulting resources to ensure a timely and cost effective implementation. AssetWorks offers a variety of services ranging from workflow re-engineering to general business and technical consulting.

This section includes our complete response to the scope of work associated with the implementation of the proposed solution. This scope addresses the following items, as requested in the City's RFP document.

- Project management approach
- Project team discussion, including roles and responsibilities
- Detailed overview of our standard implementation approach
- Detailed activity/task timeline
- Discussion of training approach
- Discussion of data conversion approach
- Discussion of interface development approach
- Discussion of testing approach
- Listing of deliverables and documentation for each task

To best facilitate the implementation, AssetWorks urges West Allis to formally identify a focal point for each of the critical business groups who will participate in or be affected by the project implementation. This involvement must come from all parties. These focal points should be both technically qualified and knowledgeable of their groups' business practices. These individuals will be responsible for spearheading the system configuration, data mapping, and workflow tasks to ensure a feasible and effective production roll-out.

The AssetWorks team will provide West Allis with niche expertise in industry consulting, technical consulting for integration and data conversion, effective training for a wide variety of roles and functions, and project management and documentation to ensure the highest quality implementation.

Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and West Allis will discuss these changes in good faith at their earliest opportunity.



## WBS 1.0 Project Management, Planning and Requirements

### Project Team and Kick-off Activities

AssetWorks recommends West Allis appoint a core project team with representatives from all functional or operational areas of West Allis's business. This core group must have the authority and charter to make appropriate decisions regarding the implementation. The core group representatives should have complete knowledge and familiarity with West Allis's operations and objectives, and will form the majority of the roll-out team later in the project. The West Allis project team will define their roles and responsibilities and establish project standards and controls.

West Allis will appoint a dedicated Project Manager, Subject Matter Project Leads, and supporting personnel from the designated West Allis functional and operational areas. The West Allis Project Manager will lead the overall West Allis project team and be responsible for the West Allis personnel and resources on the project. The Project Leads will be responsible for the configuration and implementation of AssetWorks EAM and for facilitating decisions among the core maintenance group.

AssetWorks will work with the West Allis project manager to review AssetWorks' standard project management processes, which are based on the Project Management Institute's PMBOK® guides and standards. The process will include tools used for status reporting along the lines of integration, scope, time, resource, communications, cost, risk, quality, and procurement. The Project Managers will also define the schedule for project status meetings and communication channels.

Once the project management plan is in place, AssetWorks will prepare and facilitate a project kick-off meeting. The kick-off meeting will consist of an introduction to the product and project for West Allis's core implementation team. The meeting will review the project scope and time line as well as review the roles of each team member and expectations for project participation.

After the kick-off meeting, AssetWorks will work with West Allis's project manager to finalize the project plan based on information that was discussed at the kick-off meeting.

#### **Deliverable for Project Kick-off**

- Project Management Plan, including
  - Project roster
  - Communication plan
  - Responsibility matrix
- Project kick-off meeting
- Revised project plan

### Project Management and Oversight Services

AssetWorks will provide project management and oversight services to execute the project plan. The AssetWorks' project manager will coordinate all AssetWorks project activities. AssetWorks will provide the following project management services:



- Coordination of project resources and work so that milestones are met in an efficient manner; tasks will be designed so as to reasonably minimize implementation time and cost while taking into consideration resource and time constraints such as West Allis staff availability
- Serve as the main point of contact for the West Allis project manager
- Provide updates to the work plan and project budget every month
- Ensure quality deliverables
- Communicate and resolve project related issues and risks

AssetWorks will assign a senior-level program manager to provide additional subject matter expertise, monitor the project resources and budget, and ensure quality delivery of services. This manager is West Allis's first escalation point for any issues arising during the project.

The AssetWorks Project Manager will monitor the project resources to ensure quality delivery of services and that the deliverables are completed on time and in accordance with the project requirements.

**Deliverable for Project Management Services**

- Relevant status reports, issues log, and meetings regarding AssetWorks EAM.



## WBS 2.0 Requirements Assessment

### Initial Requirements Validation

AssetWorks will conduct workshops with each of the major asset management and maintenance groups within the City, who are participating on this implementation to review the requirements listed within the RFP documents. The review of requirements will be a precursor to the Functional Design process to follow. After reviewing the City's requirements matrix with West Allis staff, AssetWorks will map the requirements to the existing functionality of the AssetWorks EAM application. AssetWorks will document which modules, screens, reports or Ad Hoc Queries will satisfy each requirement. This process will enable AssetWorks to either validate our assumptions from our initial review of the RFP documentation, or to make revisions and refinements.

As a result of this review AssetWorks will be in a position to work with West Allis to finalize the priorities for certain requirements, determine which requirements will be addressed with the out-of-the-box capabilities, or which requested capabilities may be satisfied with changes to work flow by the City. As part of this process AssetWorks will review the possible points of integration with other City systems, and work with the City to finalize the specific needs and priorities for interfaces. This process will enable AssetWorks to validate assumptions and work with the City to finalize the scope of interface development, and prepare a final scope and budget for integrations for the new AssetWorks system.

AssetWorks will prepare a report that identifies the primary requirements, provides recommendation on how to accomplish those with the available software, will identify specific needs for legacy data, and data development to support system configuration, and will document the required integrations for the future system.

#### **Deliverable for Requirements Definition and Review Services**

- Fit/Gap Requirements Report
  - Recommendations for data migration and configuration
  - Recommendations for reports and defined queries
  - Recommendations for interfacing to other system



## WBS 3.0 System Setup Services

### Hardware and Software Acquisition and Installation

#### Software Installation and Setup<sup>1</sup>

##### AssetWorks Software Installation preparation

AssetWorks will work with West Allis to correctly size the AssetWorks EAM database and ensure the West Allis network environment is ready for the new system. Further, AssetWorks will collaborate with West Allis to ensure that the necessary security protocols are followed during the installation and configuration of the AssetWorks software components. AssetWorks fully understand the security sensitive nature of some of the data being stored in and used by the AssetWorks EAM solution, and will facilitate the effective protection of this critical and sensitive information. This will include database deployment and backup procedures. Once the AssetWorks EAM solution is deployed and in operations, it will be the responsibility of West Allis to follow the agreed upon and implemented security procedures.

##### Database creation and software installation

AssetWorks will assist in creating the test (or development) and production AssetWorks EAM databases. AssetWorks requires the use of web conferencing software to support AssetWorks' troubleshooting efforts throughout the project. If AssetWorks must perform this effort while on-site, there may be additional costs.

AssetWorks will work with West Allis to install the software on the server. West Allis should devise a procedure to upgrade AssetWorks EAM when AssetWorks makes new releases available. It is recommended that West Allis document the procedure for making new versions of the Desktop Administrative software available to all appropriate users. West Allis should install the Client Desktop application so that each user runs it from a local LAN segment or from the local workstation. AssetWorks recommends the former for ease of support.

##### Deliverable for Software Installation Services

- Installation of two environments of AssetWorks software

#### System Set-up Training and Guidance

West Allis should involve each division within the participating City departments to provide input on the critical implementation decisions related to system setup. Decisions made during this phase of the project will have a **direct effect** on the work flow in the roll-out of AssetWorks EAM.

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<sup>1</sup> Should West Allis opt for a vendor-hosted solution, this task would be confined to just the setup of the hosted software environment. For a vendor-hosted solution, AssetWorks would provide the hardware and RDBMS software setup services as well.





This group must have the authority and charter to make appropriate decisions regarding the AssetWorks EAM implementation. The group representatives should have complete knowledge and familiarity with the operation, including parts inventory and procurement.

AssetWorks will lead a three- or four-day session to train the West Allis staff to effectively define and gather the appropriate coding conventions for asset numbering, asset classes, repair codes, PM schedules, PM parameters, PM checklists, and other items. Following the initial setup training session, AssetWorks will facilitate the loading of this information with West Allis staff through a series of on-site and remote working sessions. The set-up tasks will facilitate the work flows in West Allis's operation. System set-up consulting is very much a dialogue and exchange of information where West Allis's project team will plan the overall integration of AssetWorks EAM into West Allis operation under the guidance of AssetWorks' application experts.

West Allis's preparation for this engagement includes the assimilation and distribution of relevant asset, inventory and maintenance data prior to the initial session. The goal for these working sessions is to achieve at least 90% of the standard coding schemes and business practices required for system roll-out.

## **Finalize data definition, and processes**

West Allis will take action items from the System Setup Consulting to finalize the definition of all relevant AssetWorks EAM data elements and work processes, including asset management, maintenance, parts management, procurement, and other job functions. West Allis's deliverable for this task is complete documentation of West Allis's definitions for all applicable AssetWorks EAM data elements. This deliverable is a critical prerequisite to the development of the training material for the roll-out. AssetWorks will work with West Allis to prepare this documentation.

AssetWorks will work with the team to configure AssetWorks EAM per the discussed work flow. This configuration will build on the setup defined with the West Allis core team and will focus on specific decisions, such as location options, department settings, etc. This task will occur as soon as possible after the System Setup Consulting engagement.

### **Task Assumption**

In order to facilitate the identification and input of the coding conventions, West Allis will have all existing coding convention information available at the start of the system setup workshop. These conventions will include reason and fault codes, work accomplished codes, task codes, location codes, employee information, user groups, and authorizations, etc.

### **Deliverable for System Setup Consulting Services**

- Coding structure and data definition workshop(s)

## **WBS 4.0 Data Conversion Design Services**

### **Data Conversion Preparation**

As with the Setup activities, Data migration activities will rely on the specific subject matter expertise of the various areas of responsibilities within West Allis implementing the solution. Thus, Agency asset and configuration data will be migrated to support those groups participating in the implementation.



The objective of these data loading services is to process data from the applicable West Allis asset data sources and map the data into AssetWorks EAM. It is anticipated that this will include data from the existing systems and data stored in stand-alone databases, Excel data tables, and the West Allis GIS database. West Allis will provide samples of the data from the groups participating in the implementation as soon as possible. Using these samples, the team will define exactly what data will be loaded and define a data mapping approach to bring the data into AssetWorks EAM. AssetWorks will help West Allis finalize the data mapping and identify the specific sources for each data element.

### **Data Conversion Procedures and Assumptions**

AssetWorks will determine the necessary data required to make the system operational (e.g., asset data, current assignments and locations, etc.) and then identify, in conjunction with West Allis staff, what data will be available from current systems, and what data West Allis may have to develop or enter. Once the data conversion specifications are completed, AssetWorks will provide guidance and facilitation to West Allis staff in populating AssetWorks EAM with approved and “clean” West Allis data.

The asset data inventories anticipated to be part of this project include:

- Trees
- Landscape Beds
- Streets
- Intersections
- Alleys
- Sidewalks
- Water Main
- Hydrants
- Sanitary Sewer
- Storm Sewer
- Street Lights
- Alley Lights
- City Controlled Intersections w/ Signals
- Intersection w/ Flashing Beacons
- Intersections w/ Stop Signs
- Intersections w/ Regulatory & Yield Signs
- Non-Controlled Intersections
- City Owned Parking Lots
- Parking Meters
- Parking Stalls
- Water Storage (3 locations)

Additionally, AssetWorks anticipates working with West Allis to include inventory and material management functions to support the maintenance and reporting activities associated with managing and maintaining the above listed assets to be migrated to the new AssetWorks EAM system.



## Format of Loaded Data

AssetWorks assumes that all West Allis data files are or will be formatted to facilitate uniform electronic loading. AssetWorks requires that West Allis supply all loading data initially in a tabular Microsoft XML Spreadsheet 2003 format, which will be used for loading the cleansed and reconciled asset and configuration information into the AssetWorks database as part of a batch loading process. AssetWorks will provide the appropriate XML data loading templates to West Allis, and will provide training and guidance to West Allis staff on how to populate the legacy data into the template to ensure successful loading of the data to the AssetWorks EAM database.

AssetWorks will work with West Allis to map existing data values to the appropriate fields within the AssetWorks data, as well as collaborate with West Allis to identify gaps in the existing data as it relates to either system required values within AssetWorks, or to newly identified business needs. This mapping exercise will guide the development of the appropriate data loading templates, which will be provided by AssetWorks. As part of this effort, it is anticipated that West Allis will migrate and apply as many of the legacy data coding value as appropriate to facilitate the commonality of data organization between the legacy and the new systems, and to facilitate future asset history reporting.

AssetWorks will provide guidance to West Allis on the population of the loading template in advance of the conversion of those data elements that map into AssetWorks EAM. This will include both the legacy Asset data as well as data developed to support system setup and configuration. Data that does not map into AssetWorks EAM will be evaluated for need and usefulness. If the data is required, AssetWorks will work with the Agency to identify the appropriate associations of the data elements, and define and load this data as additional attributes, or as subsystem component information for the associated asset records. Further, only data elements that can be entered on an AssetWorks EAM screen are part of this loading.

Data that is already formatted and managed within the Agency's GIS database will be loaded directly from GIS. This will include relevant Feature Class information, spatial location information, or other location relevant information managed within the GIS database.

## Data Loading Testing

After AssetWorks and West Allis have jointly documented the data mapping and data load process, AssetWorks will facilitate the testing of West Allis's data. These tests will validate the data migration strategy that the team defined in earlier stages. This process may require involvement from the West Allis Information Technology personnel in addition to participation by Public Works and Water/Wastewater staff.

AssetWorks will guide and train West Allis to load samples of the data for review and validation purposes. AssetWorks will assist the West Allis Project Manager and Team in the validation process. AssetWorks will guide West Allis in loading the data based on the rules defined earlier in the project. Data will be loaded into the development environment and validated by West Allis before being converted into the production environment.

## Task Assumptions

In order to facilitate the loading of data, and train West Allis staff to administer and operate the AssetWorks system in the future, Assetworks will provide guidance to West Allis staff throughout the data compilation, loading, and validation process. West Allis staff will perform the bulk of the tasks to complete this effort.



The sample data for each of the data elements to be batch loaded to the new system will be provided to AssetWorks at the project kick-off meeting. This is necessary to facilitate the development of the data loading plan and data mapping templates. Should the provision of the sample data sets be delayed, this will result in a delay to the delivery of the project.

#### **Deliverable for Data Conversion Services**

- Data Conversion Plan
- Data Loading Templates
- Data Loading and Validation Training

## **WBS 5.0 Interface Design and Development Services**

### **Interface Development Preparation**

AssetWorks standard procedures for developing interface design specifications include the following tasks:

- Create a preliminary specification/interface design plan including data mapping and interface rules and testing scenarios (use cases)
- West Allis project team reviews the preliminary specification/interface design plan
- AssetWorks reworks the specification/interface design plan as required
- West Allis project team provides final approval of the specification/interface design plan

AssetWorks and the West Allis project team will develop a mutually acceptable plan and schedule for the work to be completed and identify the resources and timeframe required for the development efforts. AssetWorks assumes West Allis will involve the appropriate staff to reach consensus and decisions on all interface specifications during the discussion and according to the proposed timeline. When interfacing to applications such as GIS or ERP systems, AssetWorks makes use of XML data streams. Using XML, external applications access MAXQueue, the AssetWorks EAM integration module, to interact directly with the AssetWorks EAM components in real-time, applying all of the standard AssetWorks EAM business rules and processing logic. This has the same effect on the data as if it was manually keyed into a standard AssetWorks EAM page.

AssetWorks can create an on-demand or scheduled batch interface that uses text files to update or extract records in AssetWorks EAM. When AssetWorks EAM has been interfaced to export data to flat file legacy systems, programs are created that insert rows into the target transaction file. In some cases, intermediary staging tables are used in lieu of file transfers. Using MAXQueue, users can setup recurring schedules to execute individual interfaces. For inbound batch integrations, AssetWorks EAM looks in a standard file directory or to a staging table for incoming data. When data is found, AssetWorks EAM processes the data through MAXQueue in the same manner as the real-time interfaces. For outbound data, when the interface is executed, AssetWorks extracts the data into either a data file or a staging table.

In general, MAXQueue supports a wide range of communication methods and protocols and the ability for different topic subscribers to use different protocols and processes (example: a real-time purchasing interface



connecting to a SOAP server and pulling down XML documents, side-by-side with a batch-driven interface that uses FTP to pass a formatted text file). MAXQueue is separate from the base application code of AssetWorks EAM, allowing it to be installed in a customer's DMZ, allowing communication between internal databases and external vendor systems without compromising network security.

MAXQueue includes a user interface which may allow interfaces to be configured by customers and typically provides the customer with the flexibility to control when and how often interfaces are processed.

When a business event occurs in an AssetWorks product or in the external system, the other product receives pertinent data for further processing, storage, or both. Typically, the data has been completely processed in the initiating product before being passed and it is simply stored in the receiving product for reference purposes.

AssetWorks is willing to discuss alternative, more extensive integration options and designs with West Allis to ensure the optimum design for the interfaces. However, for the basis of this proposal, the following assumptions and designs have been incorporated as the basis for the quotes provided. The project team will define a detailed specification for each interface before any work begins.

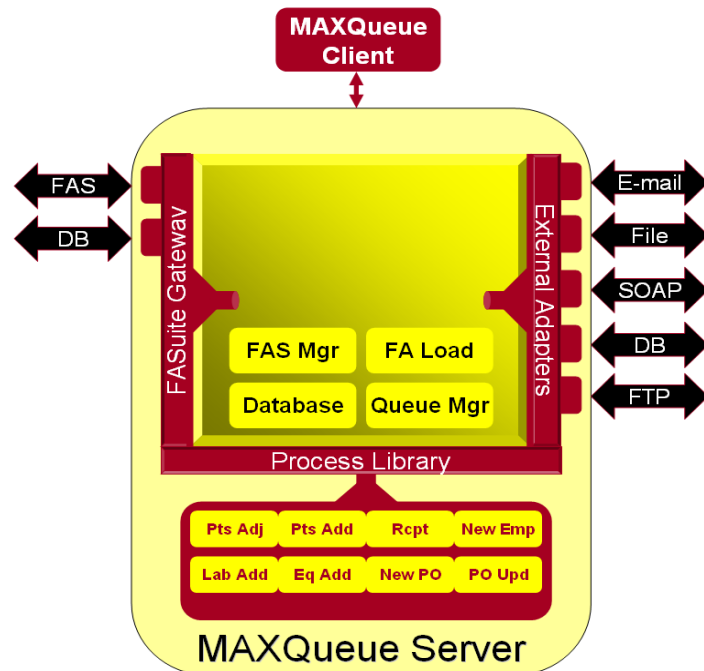
### **Interfaces Included in Scope**

West Allis has identified several possible interfaces to the proposed AssetWorks EAM solution. AssetWorks has not yet provided a preliminary budget estimate for these interfaces, and will work with West Allis to define and prioritize the interfaces to be included in the final scope of the implementation effort during the Requirements Validation activities defined under WBS element 2.0 above. The interfaces that West Allis has identified as desired within the RFP Document include:

**AP System Integration** - This interface will generate a file that will be consumed by West Allis' financial system to create the payment voucher for Commercial charges and PO receipts, and to create ledger entries for fuel postings. This will include work order commercial charges, direct commercial charges, purchase order receipts, and internal and external fuel tickets. This process would be triggered when the work order with the posting is closed.

### **Assumptions**

- Charges pulled will be based on date/time insert to account for any reversals
- All reversals must be done using standard process on the WO or fuel ticket, and will be based only on date/time.
- Work Order processes cannot include:



- Reopening work orders except to correct any transactions by creating a reversal
- Using overhead charges.
- West Allis will provide the services to have the A/P system load and process the file.
- One-way - Out of FA/EAM to a flat file
- All FASuite settings OOTB, no additional rules outside of application logic - basic rollup or tallying for file (ex: group by Vendor, or Location, or DEPT, etc)
- Standard **MAXQueue error handler, no additional processing rules for errors**

**Vendor Data Integration** - This interface would maintain the AssetWorks system by bringing over new or updated vendor records. This would maintain the status and details of Vendors that were batch loaded at the start of live operation, and as new Vendors are added would create those records in EAM as appropriate. This interface would be triggered on a scheduled basis.

#### **Assumptions**

- All supporting data will have been pre-loaded into the EAM system by West Allis, including (but not limited to):
  - Location
  - Store ID - if applicable
  - Repair Groups
- One-way - In to EAM from H.T.E via XML file or csv
- CREATE or UPDATE to 1 screen with ~10-20 fields being sent
- West Allis will provide the services to create the file to be consumed by MAXQueue.
- All FASuite settings out-of-the-box, no additional rules outside of application logic and what has already been included in the interface and what is mentioned in this quote.
- Standard MAXQueue error handler, no additional processing rules for errors other than what has been included in the interface and what is mentioned in this quote.

*Example: If any errors when creating based on Vendor Contract - a manual update after standard MAXQueue Errors*

**User-Employee-Operator Data Update (HTE) Integration** - This is a one-way interface to EAM from the West Allis HR system for employee information - including new and existing employees. This would maintain the status, location assignment, and standard charge rates of employees that were batch loaded at the start of live operation, and as employees are added would create those records in EAM as appropriate. This interface would be trigger on a scheduled basis, and would bring only data necessary to create a usable employee record into EAM. This would include the ID, Name, Assignment Location, work schedule, and standard charge rate.

#### **Assumptions**

- CREATE or UPDATE up to 3 EAM screens (Use, Employee, Operator) with ~10-20 fields per Screen.
- If the interface is to inactivate employee records, the link to the user record will be removed by the interface.
- Interface will link the user and operator records upon creation and user and employee records upon creation
- User group for the User record creation will default to an existing User Group for all records or will require manual update by West Allis.
- For fields to be populated on the User screen upon user record creation or update will either default to pre-defined values or records will already exist in EAM with a one-to-one relationship with what is being passed from the file including:
  - Location fields



- Vendor fields
- Report group - if applicable
- For fields required to be populated on the Operator screen upon operator record creation or update will either default to a pre-defined value for all or will exist in EAM with a one-to-one relationship with what is being passed from file including:
  - Department ID
  - Fuel card ID - if applicable
  - Fuel card pin - if applicable
  - Operator Authority fields
  - License information - if applicable
  - Motor Pools fields - if applicable
- For fields required to be populated on the Employee screen upon operator record creation or update will either default to a pre-defined value for all or will exist in EAM with a one-to-one relationship with what is being passed from file including:
  - Assigned Shop location
  - Department - if applicable
  - Account ID - if applicable
  - Company ID - if applicable
- All EAM settings out of the box, no additional rules outside of application logic.
- Standard MAXQueue error handler, no additional processing rules for errors.

**Petrovend Fuel Integration** - This interface would import fuel transactions from a file for the PetroVend fuel management system to be imported into EAM as internal fuel tickets. PetroVend will provide a text file on a daily basis for EAM to import each night. The file will provide information on the Equipment receiving fuel, the mileage/meter reading, the fuel quantity, and the tank the fuel was taken from in order to create a fuel ticket.

This interface will not create anything outside of Fuel Tickets.

#### **Assumptions**

- One-way - In to EAM
- Flat file
- Update to 1 screen with ~10-20 fields being sent
- All FASuite settings OOTB, no additional rules outside of application logic
- Standard MAXQueue error handler, no additional processing rules for errors

**Diggers Hotline Integration** - This interface would use the emailed requests to create a service request in EAM. This information will be sent to an email account MAXQueue will have access to monitor and process.

#### **Assumptions**

- West Allis will work with AssetWorks Professional Services to map the fields in the email to the EAM Service Request screen.
- The email must have consistent labelling in order for EAM to parse the data, otherwise the interface will error.
- One-way - In to EAM
- Update to 1 screen (Service Request) with ~10-20 fields being sent
- All FASuite settings OOTB, no additional rules outside of application logic
- Standard MAXQueue error handler, no additional processing rules for errors
- Email will not include an attachment, otherwise interface will error
- Email uses either an exchange or POP protocol



***Any additional features outside of the abovementioned or any changes that could change the behavior of the interface from original scope - including complex logic for data transformation - will require a re-quote.***

Additionally, as part of the Requirements Assessment effort, AssetWorks will work with the City to evaluate the need for the other interfaces and integrations. In some instances we may be able to accomplish the functionality directly from AssetWorks, or address the specific data sharing need via a report, rather than a formal interface development process. The need for reporting or further interfaces will be address in the Requirements Fit/Gap report completed as part of the Requirements Assessment under WBS Element 2.0.

## **GIS Integration**

The AssetWorks EAM solution offers out-of-the-box geospatial data management capabilities, which will enable West Allis to effectively load and use their current GIS information into the AssetWorks EAM asset inventory. AssetWorks EAM's spatial data management tools will enable West Allis to load their linear and location-based stationary assets, and effectively manage those assets, generate preventive maintenance plans, execute inspections, and create repair work requests and work orders as needed.

As part of our implementation effort, the AssetWorks team will work with West Allis to review the current GIS data management environment and collaborate to design processes and procedures to enhance spatial data management, identify additional spatial data needs for assets, and develop more enhanced tools for creating a comprehensive and synchronized spatial data maintenance program to facilitate the accuracy and consistency of information across both the current spatial data environment and the future AssetWorks EAM asset inventory.

In this manner AssetWorks would work with West Allis to enhance our compliance with the city's requirements, and identify best practices and strategies for enhancing the geospatial capabilities into the future as the system matures and more assets types are brought on-line and integrated into the asset management and maintenance work flows.

A further part of the implementation effort will include the design of processes, workflows, and tool for accessing, sharing, viewing, and reporting on asset information through a GIS-based portal. AssetWorks offers a built in spatial data viewing and query tool, which facilitates simple queries and map views within the AssetWorks portal environment. Additionally, the AssetWorks team will work with West Allis to define GIS-based tools for viewing spatial data, conducting more advanced queries, and for spatial reporting and thematic map viewing.

In this manner AssetWorks will provide options to the City users, once the solution is implemented for viewing and working with asset information by facilitating both simply viewing and querying, and enabled advanced spatial data operations against data stored both in the GIS database as well as within the AssetWorks EAM database.

### **Deliverable for Interface Design Services**

- GIS Interface and Data Processing Configuration





## WBS 6.0 System Configuration Services

### Configure Modules

AssetWorks will provide an orientation for the modules included within the software licensing portion of the proposal.

In addition, AssetWorks will consult with West Allis to configure the modules to facilitate the workflows for the maintenance, back office functions, and standard interfaces. Configuration includes, but is not limited to:

- Defining user groups and user access rights
  - Defining screen based user roles and rights
  - Defining field level rights
  - Assigning user groups for specific functions
- Creating automatic report schedules and distribution lists
- Deploy standard reports, which require no additional modifications or enhancement
- Initializing notifications to facilitate business processes
- Assisting with Dashboard layout and design
- Create custom, reusable ad hoc queries
- Modifying screen naming conventions and field data entry requirements
- Creating custom menus for specific user groups

### Configure Notifications

AssetWorks offers several out of the box notifications, which can be integrated into the module work flows to facilitate more effective use of the system. As part of this proposal AssetWorks will work with the Agency to configure up to 5 of the out of the box notifications for use.

### Configure GIS Integration

AssetWorks will provide technical development services to provide configuration for the integration of the West Allis GIS environment and the AssetWorks system. These configuration activities will be based on the results of the GIS Design activities. It should be noted that any changes or modification to the AssetWorks EAM system to support the development and configurations are not software customizations specifically for West Allis, but reflect an integration configuration design to support the unique data management environment and data management work flows in use by West Allis. Thus, these changes would be made to the base software and would be part of all future releases of the AssetWorks EAM software, thus facilitating future software upgrades.

### Deliverable for System Configuration Services

- Coding structure and data definition workshop(s)
- Configured modules
- Configured GIS data management

West Allis is responsible for all deliverables not specifically included above.



## WBS 7.0 System Testing Services

### Prepare Integrated Test Plan

AssetWorks will prepare a standard System Test Plan. The final test plan for West Allis will be developed based on the work flows identified within the Future State Business Process Report delivered under WBS 2.0. It is anticipated that some of the testing scenarios will include, but not be limited to:

- Verify the security and access control functions for several User Groups
- Add and modify asset primary information
- Add and modify parts primary information
- Open a repair order and a PM order/inspection for an asset
- Charge labour to the work orders and verify the charges/credits of hours and costs
- Charge inventory parts to the work orders and verify the charges/credits of quantity and cost as well as proper inventory relief
- Charge commercial charges to the work orders and verify the charges of labour and parts
- Close the repair and PM/Inspection orders
- Verify work order charges
- Adjust parts inventory both upward and downward
- Generate a sampling of standard reports
- Verify a sample of asset master records
- Verify a sample of part master records
- Create purchase orders and receive against open purchase order lines

### Execute Test Plan

AssetWorks will work with West Allis to load sample sets of West Allis data to facilitate integration and workflow testing. The objective is to be able to run through the various testing scenarios, validate the data and system configuration, identify areas for adjustments, and facilitate retesting.

AssetWorks will guide the designated West Allis system users through the various testing scenarios, to facilitate an effective test, and to validate and document any adjustments to configuration, or potential missing data elements. This test plan will be executed according to the schedule in the project plan.

As part of the testing effort AssetWorks will guide West Allis through both system testing and UAT. This will include preparing testing scripts for both system testing and UAT, making updates to the test plan following the system testing, and providing a testing report for both system testing and UAT, as well as developing a testing issues tracking log to facilitate configuration and data corrections based on the results of the testing, and facilitating retesting until all scenarios pass.



### **Document and provide test results**

AssetWorks will provide documented test results that include the test criteria and note the outcome of each test. The document will be in the form of an issues and actions log, which will facilitate making any corrections and retesting the scenarios requiring correction.

### **Deliverable for System Testing Services**

AssetWorks will provide the following deliverables:

- Written Test Plan.
- System Test scripts for AssetWorks EAM system testing.
- UAT scripts for AssetWorks EAM UAT testing
- Test results for AssetWorks EAM system testing.
- Test results for AssetWorks EAM UAT.

## **WBS 8.0 Training Preparation and Delivery**

### **Training Preparation**

The AssetWorks project team will develop and deliver a training program to provide AssetWorks EAM training for various types of West Allis users. The training will be role-based and will differ for trainees from the various organizational and functional areas. Each West Allis trainee will have the basic skills in the overall use of AssetWorks EAM and strong knowledge of how to use the application in his or her specific job function or area of expertise.

After the initial training, West Allis will provide all subsequent user training required in connection with new members entering the user community and on an ongoing basis. Any training materials, including presentation materials, delivered to West Allis will be delivered as electronic media in Microsoft Word or Microsoft PowerPoint format.

#### **Develop Training Plan**

AssetWorks will develop a training plan that describes training that will be delivered. AssetWorks will develop a plan that addresses the following topics:

- Assessment of required levels of training for West Allis's current Operations user roles and Trainer roles (see below)
- Samples of training media for each type of role described below (e.g., handouts, practice exercises, and screenshots with step-by-step instructions).

#### **Prepare Training Materials**

Once West Allis approves the Training Plan, the AssetWorks project team will customize training materials. AssetWorks training materials assume all users are familiar with a Windows environment; the AssetWorks training will not include any Windows or remedial computer training.



The training will cover work order functions; parts and labor posting functions; and other common features and transactions. The topics and work flows included in the training will be those finalized by the West Allis team during the BPA tasks. Any deviations in the defined and agreed upon work flow will cause delays and added costs to the training.

AssetWorks will provide a master electronic version to West Allis. West Allis will be authorized to use training materials for ongoing training within West Allis. All courses will consist of a combination of classroom and hands-on instruction. Training will include classroom and hands-on instruction through the use of the actual application.

**Training Delivery Services**

AssetWorks will provide on-site training to West Allis (as outlined above) in a classroom environment suitable for training. West Allis will be responsible for providing and preparing the training facility. AssetWorks will deliver the following training.

**System Administrator Training**

AssetWorks will provide System Administrator training for up to 5 users assuming West Allis’s training facility has a sufficient number of workstations for this training. These trainees will be responsible for supporting the AssetWorks EAM application from a technical or “back office” perspective. The training will cover the following areas of AssetWorks EAM:

<b>IT and System Administrator</b>	
Application logging and troubleshooting	Mobile device hardware and software
Report and Dashboard Development	System and User Interface Configuration
Application installation and upgrades	Interface troubleshooting
Users and User Groups	Batch Processing
Set-up Options	Table Management

**Train the Trainer Training**

AssetWorks will provide Operational training to the West Allis trainers. The topics and work flows included in the training will be those finalized by the West Allis team during the BPA. The City should remain especially sensitive to necessary last-minute procedural changes or clarifications based on end user feedback.

<b>Maintenance</b>	
System login	Work order look-up functions
Work order posting functions	Basic troubleshooting
Materials and parts functions for managers	Labour and time entry and management
Use of selected standard reports	Equipment Due for Service/Inspection Functions



**Asset Management**

System login	Warranty Management
Multi-Unit Projects and Campaigns	Class/Task information and PM/Inspection planning
Asset Acquisition and Disposal	State of Good Repair/Capital Planning functionality
Use of selected standard reports	Basic troubleshooting

**Inventory Management**

System login	Fulfilling Parts Requests
Part Primary Records and cross-references	Physical inventory, adjustments, transfers
Enterprise Purchase Orders	Purchase Order Receipts
Use of selected standard reports	Basic troubleshooting

West Allis will identify at least one “key user” at each group to closely support the cut-over, particularly after the training concludes. These individuals will be responsible for answering initial end user questions and, most importantly, implementing subsequent changes or alterations to the documented procedures. AssetWorks recommends that these “key users” be those that attended the trainer training sessions described above.

**Deliverable for Training Delivery Services**

AssetWorks will provide the following deliverables:

- Training Plan
- Training Plan for trainers and end users
- Training materials for trainers and end users
- Train the Trainer training classes
- System administrator training classes

**WBS 9.0 Implementation Support Services****Prepare for Cut-over**

AssetWorks will work with West Allis to stage and prepare for the system roll-out/cutover. This time includes final site testing of hardware and system readiness and review of procedures with user personnel.

**Cutover support**

When West Allis commences live operations using AssetWorks EAM, AssetWorks will be on-site to provide “go live” assistance for the West Allis maintenance operations. This step is critical to success. The AssetWorks and



West Allis team will provide refresher training and help to technicians, supervisors, inventory personnel and back office functions to make sure the transition is as smooth as possible. This on-site support could include data imports, report development, hands-on help for the users, etc.

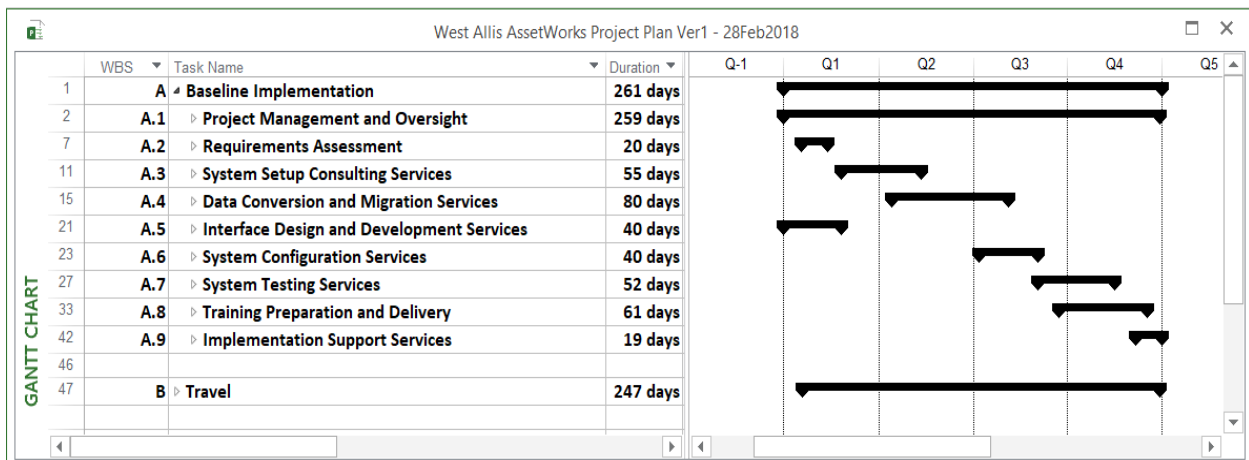
**Deliverable for Post-Implementation Support Services**

- Live production environment and operations

**Preliminary Timeline**

**Overview Schedule**

The following graph depicts the proposed timeline for this project. Please see the complete Microsoft Project document for a complete project plan, including a Gantt chart. A detailed preliminary project schedule is included at the end of this section.



## Assumptions

The following general assumptions apply to this proposal:

### **General**

All estimates have been provided based on a fixed fee effort.

This scope of work relates only to out-of-the-box features and functions for AssetWorks software. No customizations or enhancements are included other than those noted.

AssetWorks' consulting estimates do not include installation and/or configuration of any computer hardware and peripheral equipment. West Allis will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable).

West Allis will have all of the necessary and appropriate personnel at all of the meetings for the purpose of defining the requirements of the system.

West Allis will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for AssetWorks' Customer Support department.

All training sessions will be based on standard application training materials.

West Allis will implement this solution such that all assets will be in a single production AssetWorks EAM database.

AssetWorks will provide on-site training to West Allis (as outlined above) in a classroom environment suitable for training. West Allis will be responsible for providing and preparing the training facility.

This proposal includes only the interfaces stated in this Statement of Work. AssetWorks will provide estimates for other interfaces as may be required on an as-needed basis.

West Allis will receive all standard, out-of-the-box reports at no extra cost.

This Statement of Work does not include any costs associated with 3rd party vendors or software that may be needed to complete the implementation.

West Allis commits to training appropriate functional and technical resources as required.

West Allis is responsible for all manual data entry.

### **Project Management and Risk Factors**

The West Allis project manager will be responsible for obtaining any required authorizations, approvals and/or signoffs by West Allis related to project deliverables and project progression in a timeframe in alignment with the project work plan. Delays to this process as well as any West Allis tasks not completed within the work plan timeframe will be subject to the Change Order Management process, delayed deadlines, and increased services fees.



This Statement of Work does not include the expenses associated with West Allis or West Allis resources assigned to the project.

West Allis remains responsible for all integration effort not described in this Statement of Work.

The project schedule is contingent upon the timely attainment of external milestones that are outside of AssetWorks control. Examples include but are not limited to the acquisition of the requisite software licenses and hardware and the approval of requisite capital appropriation requests as required.

West Allis will have five days to review each deliverable. After five days, the deliverable will be deemed accepted. If changes are requested before the five days, AssetWorks will make the requested revisions, subject to scope, and then submit the final deliverable. There will not be multiple review cycles, unless otherwise mutually agreed.

Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and West Allis will discuss these changes in good faith at their earliest opportunity.

### **Infrastructure**

West Allis will provide a project work area and infrastructure at the centralized implementation location appropriate for the size of the combined West Allis/AssetWorks project team. This infrastructure should include desks, chairs, telephones, and workstations with network access to printers and to the applications and implementation databases.

System, server, and workstation backups are the responsibility of West Allis. This includes the development and execution of the system backups and recovery programs.

West Allis personnel assume the responsibility for applying software patches.

Acquisition, installation, testing, support, and tuning of any additional required application software, hardware, RDBMS, other software, peripherals and communications infrastructure will be the responsibility of West Allis.

West Allis will be responsible for deploying access to the AssetWorks EAM system and for providing all supporting software, hardware, and connectivity for the servers. The Web server must use Microsoft IIS.

The following information technology services are not included in this Statement of Work: network connections; telecommunications network(s); operating system, network and database administration; disaster recovery planning; the acquisition, installation, testing and tuning of any required hardware, operating software, peripherals and communications infrastructure.

### **West Allis Resources**

Assumes all West Allis project team resources will be committed to the project as of the project start date.

Assumes West Allis will provide the following resources to insure a successful implementation.

**Executive Steering Committee** –The role of the Executive Steering Committee will be to participate in setting the goals and scope of the project and to participate in periodic status meetings with the project team.

**Project Manager** - A Project Manager will be assigned with appropriate decision-making authority.





Subject Matter Experts - These resources will be considered part of the core project team and will participate in tasks including Project Team training. Often these experts consist of Functional Leads in their respective areas of expertise (e.g., Maintenance), as well as other supporting personnel from the various departments. The resources designated for these roles should have a good working knowledge of how West Allis processes are performed and understand the reasons for the current processes.

Technical Experts – A team of Technical Experts will be involved in the technical duties that come with an AssetWorks implementation. Examples include a Technical Lead for system administration, database administration, web administration, printer administration, software patches, etc.

