

Lee's Summit V10 Upgrade
Statement of Work

July 10, 2016

SUBMITTED BY:

ciber[®]

Prepared for:

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City of Lee's Summit, MO



LEE'S SUMMIT
MISSOURI

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Revision History

Date	Version	Description of Revision
7-22-16	1.0	Initial SOW

Protection of Confidential Information

This document contains confidential and proprietary information concerning Ciber’s business, services, technology, operations and methodology. If and when the Agreement (defined in Section **Error! Reference source not found.** below) has been signed by both Ciber and Customer, “**Confidential Information**” is defined in the Agreement, and Ciber and Customer agree that all Confidential Information in this SOW is proprietary to Ciber, and is subject to, and will be handled according to, the terms and conditions in the Agreement regarding Confidential Information.

If the Agreement has not been signed by both parties at the time of receiving this SOW, by receiving and retaining this SOW, Customer agrees that, until the Agreement is signed by both parties:

- (a) For purposes of this SOW, “**Confidential Information**” means all non-public technical or business information in this SOW or disclosed by Ciber to Customer in connection with this SOW;
- (b) the Confidential Information is proprietary to Ciber;
- (c) To the extent permitted by law, Customer will protect the Confidential Information using the same procedures and requirements by which it protects its own proprietary and confidential information;
- (d) Unless otherwise required by law, Customer will not disclose, in whole or in part, the Confidential Information to any person, firm, corporation, association or other entity;
- (e) Customer will not make use of the Confidential Information for its own purposes or benefit without the prior express written consent of Ciber; and
- (f) Unless otherwise required by law, Customer will not knowingly make the Confidential Information available, in whole or in part, to current or potential competitors of Ciber or to other organizations unrelated to Customer.

If Customer is a governmental entity that must comply with requests to disclose this SOW in accordance with open/public record laws, Ciber agrees that Customer may disclose the Confidential Information to the extent necessary to comply with the applicable open/public record laws. Ciber has identified information which constitutes trade secrets and provided that information to Customer upon execution of this Agreement.



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1. Introduction

This Statement of Work (“**SOW**”), effective on <<SOW Date>>, is incorporated into and is subject to the terms and conditions of the << Master Services Agreement or Actual Agreement Name>> (the “**Agreement**”) between Ciber, Inc. (“**Ciber**”) and City of Lee’s Summit (“**Customer**” or “Lee’s Summit”) dated <<MSA Effective Date>>. Any inconsistency between this SOW, implementing documents incorporated into this SOW, the Agreement, or any purchase orders or supplemental agreements, shall be decided in this order of precedence:

- (a) any approved Change Orders (defined in Section 5.3.1 below) and implementing documents to the SOW in order from the most recent to the earliest date;
- (b) the SOW;
- (c) Initial Request for Proposal #2016-124 response submitted by Ciber to City, attached hereto and made a part of this Agreement and Ciber’s responses to Questions posed by City attached hereto and made a part of this Agreement.
- (d) the Agreement;
- (e) purchase orders and supplemental agreements.

Any capitalized terms that are not defined in this SOW will have the meanings given in the Agreement.

2. Scope

Lee’s Summit utilizes the Infor Lawson suite of products to support certain financial and human capital management functions of the organization. Lee’s Summit has a requirement to upgrade to version 10.x of the Infor Lawson system and applications to promote system compatibility and continued functionality. This SOW details the effort involved, as well as the responsibility of each party contributing to the project.

This section describes the Services that are In-Scope and work that is Out-of-Scope for this SOW.

2.1. In-Scope Services

Ciber shall provide the Services described in this Section 2.1 for the computing environments, operating and application systems and other parameters listed in Sections 2.1 and 0 (collectively, the “**Services**”).



Application Upgrade		
Task	Hours	Notes
DESIGN		
Technical Analysis		
Application Upgrade Strategy	-	None. Standard upgrade process will be used.
Custom Development Upgrade Analysis	-	Client responsible reviewing impact of application upgrade on all custom development, including interfaces, reports, flows, etc.
Project Team Training		None
Business Process Design & Modeling		
Upgrade Setup and Oversight	26	Create Source productline, install and update upgrade software, review overall process with client.
Initial Upgraded Application Data	28	Execute initial upgrade of application and environment data through completion of review prior to testing. Establishes data upgrade timing baseline as well as identification of data integrity issues to be resolved. Also provides data for modification and other technical migrations.
BUILD		
	-	None. Standard upgrade process will be used.
Modification Migration	112	see Technical Development Detail below
TEST		
Integrated Test		
Integrated Test Upgrade Execution	22	Re-execute application and environment upgrade for testing cycle
Integrated Test Issue Resolution	20	Ciber will provide remote issue resolution support. Client to execute all testing.
User Acceptance Test		
User Test Upgrade Execution	22	Re-execute application and environment upgrade for testing cycle
User Test Issue Resolution	16	Ciber will provide remote issue resolution support. Client to execute all testing.
Detailed Cutover Planning	8	Input into overall cutover and contingency plan
ACTIVATE		
Live Production Cutover	8	Support for upgrade execution, cutover and reconciliation
Live Production Cutover - Remote	22	Remote support for upgrade execution, cutover and reconciliation
Post Cutover Support	24	Post cutover support
Totals	308	



Technical Development Detail		
(included in the totals above)		
<i>Custom Development Migration</i>	<i>Hours</i>	<i>Notes</i>
Smart Office Customizations	-	Client Responsibility
LBI Migration (Dashboards, Reports, Smart Notes)	-	Client Responsibility
Database Customizations	-	Client Responsibility
IPA Migration	24	Address errors out of migration process
Design Studio Form (Pcard)	8	
Outbound to Cashiering System	4	Ciber is only support/SME
Inbound from Cashiering System	16	
Inbound from SIRE	4	Ciber is only support/SME
MHC Interface	4	
Inbound from SIRE	4	Ciber is only support/SME
LSO to LBI	24	Access LBI through LSO
LBP to LBI	24	Reporting off of LBP through LBI
Custom Migration Total	112	
Technical Development Totals	112	



Install & Environment Services		
Task	Hours	Notes
DESIGN		
System Preparation & Support		
Windows LSF10 Installation	92	2x LSF10 Installation. Includes Self-Service applications and current ESP & MSP. TLS configuration included.
BSI	16	2x BSI Installations.
Ming.le Installation	36	2x Ming.le Installations on new SharePoint servers.
Core Landmark Installation and Federation	57	2x Landmark installations. Includes WebSphere install, LDAP bind, and Federation based on 1000 users. Required for Landmark products below.
Infor Process Automation Installation	9	2x Process Automation installations. Includes conversion tool for initial Processflow migration
Talent Management Installation	-	No Talent Management installations
Contract Management & Strategic Sourcing	-	No Contract Management & Strategic Sourcing installations
Landmark Supply Chain Management	-	No Landmark Supply Chain installations
TLS Configuration	32	2x TLS Configuration
LBI Installation	55	2x LBI installations.
EDI Professional (for use with punchout)	24	2x EDI Professional installations. Trading partner setup is not included.
Smart Reconciliation	8	2x Smart Recon installations.
ION	-	No ION
Fax Integrator	-	No Fax Integrator
Smart Office Installation	73	2x Smart Office installations. (Double Upgrade)
Cash & Treasury Mgmt	-	No Cash & Treasury Mgmt
Close & Reconciliation	-	No Close & Reconciliation
Recall Management	-	No Recall Management
Expense Management	-	No Expense Management
dEPM	-	No dEPM installations
Procurement Punchout	36	2x Procurement Punchout
Enterprise search	16	2x Enterprise search
Installation Lead and QA	117	Leadership and Issue Resolution for the above installs
BUILD		
Quality Assurance & Smoke Testing	8	Environment documentation and QA with Smoke Testing
Operational Support	10	Client responsible for administration of application and server. Ciber to provide assistance as needed.
Totals		
	589	



Project Planning & Management	
Task	Hours
PLAN	
Project Management Plan	
Project Director	8
Project Manager	24
Installation Planning	4
Project Work Plan	
Project Director	-
Project Manager	-
Change Management Lead	-
Other Initiation Activities	
Project Director	-
Project Manager	-
Project Administrator	-
Change Management Lead	-
PROJECT MANAGEMENT	
Project Director	8
Project Manager	125
Project Manager - Global	-
Project Administrator	8
CHANGE MANAGEMENT	
Change Management Plan	-
On-going Change Manager	-
Totals	177



The following chart identifies responsibilities for Ciber and for Lee's Summit during each project phase along with work products for each phase.

PROJECT PLANNING		
Objectives	<ul style="list-style-type: none"> Define scope, goals, roles, tasks, and timing Align project plans and outcomes with project objectives Address Key Performance Indicators (KPI) and include in the plan 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Conduct Project Initiation Call Create project schedule based on agreed upon dates and deliverables Define major milestones and timelines based on requirements and Lee's Summit availability Assign required consulting resources to the project Configure PMRx Project Portal for access by all team members 	<ul style="list-style-type: none"> Project Initiation Project Schedule PMRx Project Portal
Lee's Summit	<ul style="list-style-type: none"> Attend required planning sessions, including both project management, functional and technical resources Provide input for the City resource and staff availability, including significant conflicts with other initiatives and projects. Schedule and Conduct formal Project Kick-off meeting Establish and assign full Project Team and agree on respective roles 	<ul style="list-style-type: none"> Project Kick-off Meeting

PROJECT MANAGEMENT		
Objectives	<ul style="list-style-type: none"> Manage the Project through all phases Execute the Project Plan and Schedule Align project results to meet stated business objectives of the City of Lee's Summit 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Monitor and control project scope and progress Manage all Ciber Project Team resources Manage project issues log via PMRx Identify bottlenecks and work to resolve Product status reports and attend Status Meetings Provide budget reports including budget to actual for hours and cost, by task 	<ul style="list-style-type: none"> Budget vs. Actual Reports Status Reports Change Request Documents as needed Decision documents as needed Risk abatement plans as needed



PROJECT MANAGEMENT		
Objectives	<ul style="list-style-type: none"> • Manage the Project through all phases • Execute the Project Plan and Schedule • Align project results to meet stated business objectives of the City of Lee's Summit 	
Lee's Summit	<ul style="list-style-type: none"> • Monitor and update project schedule • Monitor and control project scope and progress against milestones • Manage all City Project Team resources • Identify bottlenecks and work to resolve • Schedule and lead Status meetings • Schedule and lead steering meetings • Manage any 3rd Party relationships and issues 	<ul style="list-style-type: none"> • Project Schedule Updates • Status Meeting Agendas • Status Meeting Minutes • Steering Meeting Agendas, Minutes, and Committee Updates • Issue/Risk Tracking Logs • Lee's Summit Team and Overall Project Status Reports

SYSTEM PREPARATION AND INSTALL CHANGE MANAGEMENT		
Objectives	<ul style="list-style-type: none"> • Provide a fully operational system • Provide system support throughout the project 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> • Provide a pre-install checklist for new hardware and/or software install requirements • Provide guidance to Lee's Summit on count and sizing of servers required • Install Lawson software 	<ul style="list-style-type: none"> • Software Installation • Software Installation Documentation • Pre-Installation Documentation
Lee's Summit	<ul style="list-style-type: none"> • Procure, install and configure hardware including network and desktop hardware. • Provide any Database installs, updates, configuration or support • Install any City PC updates required such as browser updates or desktop software. • Setup core project team users with access to the system and configure Lawson security roles and classes 	<ul style="list-style-type: none"> • Installed and Operational Database • Operational System

BUSINESS PROCESS AND TECHNICAL ANALYSIS		
Objectives	<ul style="list-style-type: none"> • Integrate functional team with consultants • Verify business process list • 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> • Determine initial application data load strategies 	<ul style="list-style-type: none"> • No Work Products



BUSINESS PROCESS AND TECHNICAL ANALYSIS		
Objectives	<ul style="list-style-type: none"> Integrate functional team with consultants Verify business process list 	
	ACTIVITIES	WORK PRODUCTS
Lee's Summit	<ul style="list-style-type: none"> Identify technical development impact of upgrade 	<ul style="list-style-type: none"> Business and Technical Requirements Current state documentation

PROJECT TEAM EDUCATION		
Objectives	<ul style="list-style-type: none"> Conduct knowledge transfer to the Project Team to provide understanding of the potential of the new system Enable the Project Team to navigate through the enhancements 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> No Activities 	<ul style="list-style-type: none"> No Deliverables
Lee's Summit	<ul style="list-style-type: none"> Attend Lawson application security and admin Project Team training prior to System Modeling and Design activities Review version differences documentation from Lawson Software 	<ul style="list-style-type: none"> Project Team Education Classes

SYSTEM MODELING AND DESIGN AND CONFERENCE ROOM PILOT (CRP)		
Objectives	<ul style="list-style-type: none"> Establish new settings and processes and document decisions reached for future-state use Provide documentation of relevant processes Identify all interfaces, conversions and enhancements required 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Execute the Initial Application Upgrade Execute the Initial Environment data upgrade and migration Document the upgrade configuration 	<ul style="list-style-type: none"> Upgraded Application Data Migrated Environment Data (See Addendum 1 for detail) Upgrade Configuration Documentation
Lee's Summit	<ul style="list-style-type: none"> Review the initial upgrade and new version of the software Initiate script development for Testing Phase 	<ul style="list-style-type: none"> No Deliverables



SYSTEM CONFIGURATION, SETUP AND, SUPPORT		
Objectives	<ul style="list-style-type: none"> Finalize Security Design Establish application and environment readiness for development, testing, and activation 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Provide mentoring to Lee's Summit on topics such as: <ul style="list-style-type: none"> Periodic (not day-to-day) system administration or maintenance activities that change due to the Landmark component or v10 (holistic) How does the patching process change with v10 & Landmark Addition/removal of product lines & data areas 	<ul style="list-style-type: none"> No Deliverables
Lee's Summit	<ul style="list-style-type: none"> Validate hardware Complete Lawson application security configuration 	<ul style="list-style-type: none"> Fully configured application Fully configured application security

TECHNICAL DEVELOPMENT		
Objectives	<ul style="list-style-type: none"> Provide technical solutions for interfaces, conversions, automations, reports, and other technical enhancements 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<p>For all development items within Ciber's scope per cost estimate detail.</p> <ul style="list-style-type: none"> Create Designs required for technical development Develop and Unit test Process Flows, Interfaces, Design Studio, other enhancements, and reports. Process flow detail included as Addendum 2 	<p>For all development items within Ciber's scope per estimate detail.</p> <ul style="list-style-type: none"> Designs for Technical Development Unit Tested Custom Development
Lee's Summit	<p>For all development items not included within Ciber scope per estimate detail.</p> <ul style="list-style-type: none"> Create Designs required for technical development Develop and Unit test Process Flows, Interfaces, Design Studio, other enhancements, and reports. Process flow detail included as Addendum 2 	<p>For all development items not within Ciber scope per estimate detail.</p> <ul style="list-style-type: none"> Designs for Technical Development Unit Tested Custom Development

END-USER DOCUMENTATION		
Objectives	<ul style="list-style-type: none"> Create documentation of processes at end-user level Establish materials for end-user training 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> No Activities 	<ul style="list-style-type: none"> No Deliverables



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END-USER DOCUMENTATION		
Objectives	<ul style="list-style-type: none"> • Create documentation of processes at end-user level • Establish materials for end-user training 	
	ACTIVITIES	WORK PRODUCTS
Lee's Summit	<ul style="list-style-type: none"> • Create training materials based on system design and configuration documentation • Document all non-Lawson processes, policies, and procedures as required. • Create final end-user training plan 	<ul style="list-style-type: none"> • End User Process Documentation • Courseware for each class • End-user Training Plan

INTEGRATED TEST		
Objectives	<ul style="list-style-type: none"> • Validate system modules function together as designed • Check data integrity under known situations 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> • Perform integrated test application data load • Participate in application testing cycles • Resolve Ciber assigned issues 	<ul style="list-style-type: none"> • Test Application Data Load • Draft Cutover Plan
Lee's Summit	<ul style="list-style-type: none"> • Test and verify application data load • Prepare system for integrated test • Test and verify security setup • Create test scripts • Execute Integrated Test scripts • Resolve City assigned issues • Document issues and resolutions 	<ul style="list-style-type: none"> • Configured application, environment and security • Application Test Plan • Security Test Plan • Test scripts • Executed test scripts • Issue Log with resolutions

USER ACCEPTANCE TEST		
Objectives	<ul style="list-style-type: none"> • Validate system functionality meets documented end-user requirements 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> • Perform user acceptance test application data load • Participate in application testing cycles • Resolve Ciber assigned issues 	<ul style="list-style-type: none"> • Test Application Data Load • Draft Cutover Plan
Lee's Summit	<ul style="list-style-type: none"> • Test and verify application data load • Prepare system for user acceptance test • Test and verify security setup • Create and execute User Acceptance Test scripts • Resolve City assigned issues • Document issues and resolutions 	<ul style="list-style-type: none"> • Configured application, environment and security • Application Test Plan • Security Test Plan • Test scripts • Executed test scripts • Issue Log with resolutions



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DETAILED CUTOVER PLANNING		
Objectives	<ul style="list-style-type: none"> Document and plan the transition to new system Anticipate and minimize risks 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Identify Cutover Plan and Schedule Identify contingency plans Document cutover and contingency plans. Perform Readiness Assessment 	<ul style="list-style-type: none"> Cutover and Contingency Plan Readiness Assessment
Lee's Summit	<ul style="list-style-type: none"> Participate in Cutover, Contingency and Readiness Assessment meetings Review and approve Readiness Assessment and Cutover and Contingency Plan 	<ul style="list-style-type: none"> Cutover and Contingency Plan Approval Readiness Assessment Approval

END-USER TRAINING		
Objectives	<ul style="list-style-type: none"> Educate end-users how to use and can benefit from the system Educate administrators in system maintenance 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> No Responsibilities 	<ul style="list-style-type: none"> No Deliverables
Lee's Summit	<ul style="list-style-type: none"> Provide training for all users and administrators 	<ul style="list-style-type: none"> End User Training

LIVE PRODUCTION CUTOVER		
Objectives	<ul style="list-style-type: none"> Bring the system into operation 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Perform production application data load Provide consulting support 	<ul style="list-style-type: none"> Production Application Data Load
Lee's Summit	<ul style="list-style-type: none"> Perform final verification of proper application, security and environment setup according to cutover plan Perform data validation Utilize live system 	<ul style="list-style-type: none"> Verified application, security and environment setup Validated data Integrated system with daily business functions operational

POST CUTOVER SUPPORT		
Objectives	<ul style="list-style-type: none"> Resolve critical system issues quickly with minimal business interruption 	
	ACTIVITIES	WORK PRODUCTS
Ciber	<ul style="list-style-type: none"> Provide functional application and environment support for up to one month beyond the live date or through the first month end close, whichever occurs later Resolution of all Ciber assigned issues occurring within the warranty period agreed to in the contract 	<ul style="list-style-type: none"> Post cutover support
Lee's Summit	<ul style="list-style-type: none"> Acts as primary contact for internal support requests and issues Coordinate with Lawson Software for support as provided for in the City / Lawson Software maintenance contract 	<ul style="list-style-type: none"> Internal support



Ciber will conduct up to two conference calls with Lee's Summit for the purpose of understanding the City's needs regarding a budget planning system. Ciber will provide verbal guidance to the City as a result of the conference calls. There will be no charge assessed to the City for this service.

Out-of-Scope

Work not specifically listed above as In-Scope, is considered Out-of-Scope for this SOW. Any question regarding project scope will be reconciled by following the order of precedence as detailed in Section 1, Introduction, of the SOW. Ciber and Customer shall address alterations to the scope of this SOW through the Change Process described in Section 5.3 below.

The following are specifically not within the scope of this SOW:

1. Implementation of Infor d/EPM or any other budget planning application.

3. Acceptance Management

Acceptance by Customer of the project's Services and Work Products means that the Services and Work Products have been completed in accordance with this SOW.

Ciber and Customer will agree upon acceptance criteria for the Services and each Work Product. Acceptance criteria must be documented as part of the Project Management Plan or Deliverable Expectation Document (DED) developed during the planning efforts of the project. Upon completion and approval by both parties, the Project Management Plan and/or DED shall be incorporated into the SOW by this reference. The parties agree to the following Acceptance Management process:

1. The Ciber Project Manager will submit an acceptance form for each completed Work Product or each completed portion, Phase or milestone of the Services and Work Products (as applicable) to the designated Customer approver.
2. Customer approver will accept or reject the Services and/or Work Product within five (5) business days from the receipt of the acceptance form from the Ciber Project Manager.
3. If Customer approver does not accept or reject the Work Products and/or Services within five (5) business days from the receipt of the acceptance form from the Ciber Project Manager and does not communicate a reasonable timeframe in which a decision will be made, the Work Products and Services will be considered accepted.
4. If Customer rejects any Services or Work Product, the cause for rejection and all non-conformities and defects to be addressed must be documented by Customer and provided to Ciber for Ciber to correct or revise. Any Services and Work Products are deemed complete upon re-performance



and/or resubmission of the corrected or revised Services or Work Product by Ciber to Customer.
Further corrections or revisions will be addressed under the Warranty provision of the Agreement.

The following Customer person(s) has been designated as the approver of Work Products and Services for the project:

Name: Cathy Loveland

Title: Assistant Director, Application Management Services

4. Work Approach

This section defines Ciber's approach to managing and delivering the Services and Work Products under this SOW.

4.1. Project Management

Ciber will plan, execute, control, and communicate the progress of the project using the Ciber Project Management Methodology (CPMM).

Ciber's PMRx® Project Portal will be used to track project progress, information, and artifacts; and to capture, track, and communicate the overall status of the project.

4.2. Delivery Method

Ciber's IMPACT Methodology will be used to provide management of the solution delivery process.
Technical Environment

Ciber will depend upon the technical environment described below in order to perform the Services and Work Products in this SOW.

Table 1: Technical Environment

Description: Platform, Vendor, Version	Provisioning Responsibility
Hardware:	Microsoft-based servers
Software:	Infor Lawson
Network Connectivity:	Lee's Summit will:



Table 1: Technical Environment

Description: Platform, Vendor, Version	Provisioning Responsibility
	<ul style="list-style-type: none"> • Provide VPN or other remote network access to project development and test environments, and to other system environments necessary for the project, for all project members requiring access to perform their tasks. • Provide application access to applicable systems for project members. • Assign a point of contact or define a process for gaining access and resolving access issues.
<p>Project Portal: Ciber's PMRx® Project Portal will be used to store and manage project documentation (e.g., work plans, status reports, and non-code Work Products).</p>	<p>Ciber will provide the PMRx® Project Portal site and manage access for all team members.</p>

4.3. Work Location

Ciber will perform the Services remotely from Ciber offices and Ciber consultant home-based offices. Ciber will also perform work at Lee's Summit office at 220 S.E. Green Street Lee's Summit, Mo 64063.

4.4. Work Schedule

Ciber has defined the schedule and price based upon an average 40-hour work-week, recognizing Ciber holiday and personal leave policies for project team members, including Ciber and Customer team members. However, the project may have peak periods where the project team will be expected to work outside normal business hours. Standard Customer holidays that differ from the seven (7) holidays observed by Ciber will be scheduled work days for consultants.

The standard project work-week for consultants working at the Customer facility is Monday through



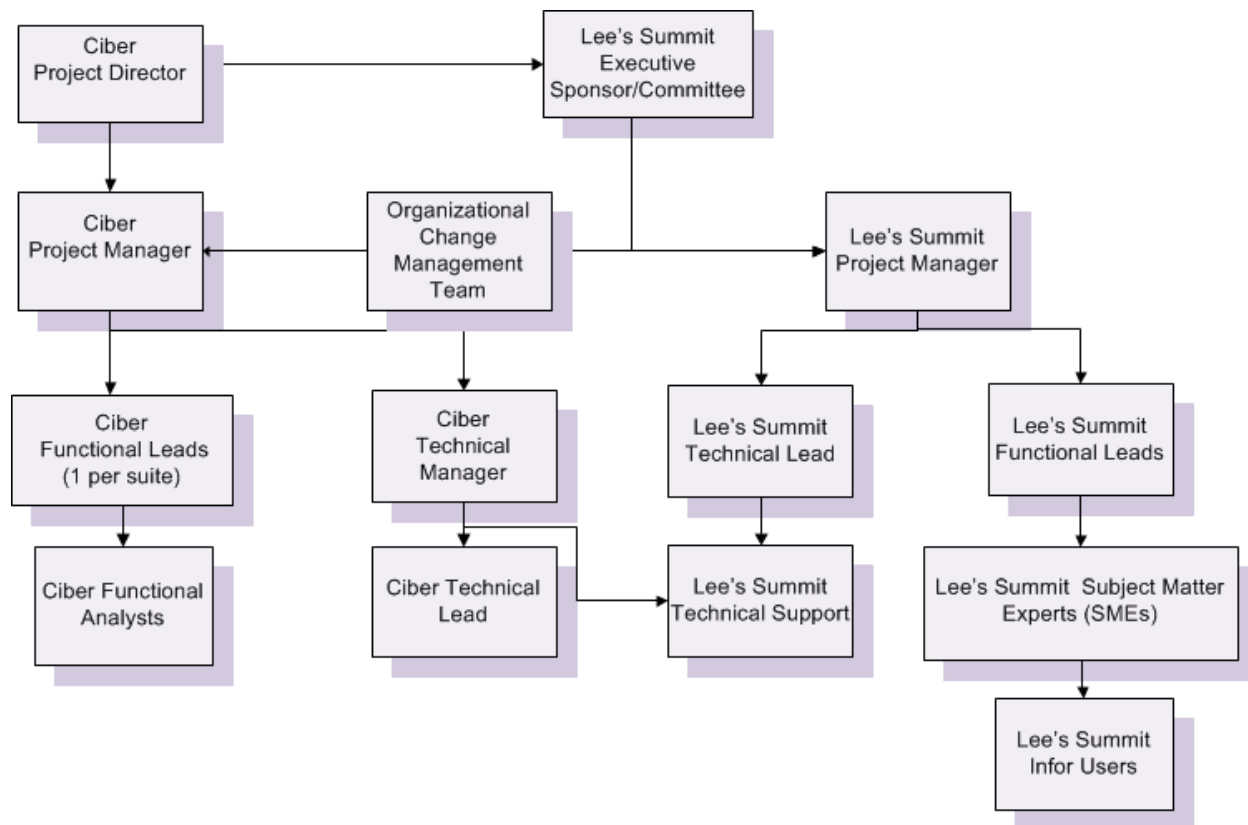
Thursday, with four days onsite. The work-week is defined as 4-4-5— 4 nights and 4 days at Customer facility and a 5th day at a remote work location as necessary to complete the work week. Work-site arrival time on Mondays will be no later than 9:00 AM local time, with work-site departure no earlier than 3:00 PM local time on Thursday. Work-site arrival and departure times Tuesday and Wednesday will be 8:00 AM – 5 PM local time. The consultant’s work-week includes up to four (4) hours per week travel time. Customer and Ciber may agree to modifications to the work week for individuals or specific work groups.

5. Project Organization and Governance

5.1. Project Organization

The organization chart below depicts the key project roles and the anticipated communication channels for the project.

Figure 1: Project Organizational Chart





5.2. Issues Management

Throughout the Term of this SOW issues may arise requiring further information or a decision for resolution. The project team’s objective is to resolve all issues at the lowest level possible. When an issue cannot be resolved at the project team level, the following escalation path will be followed. Each contact shall have the amount of time indicated in the “Response Time” column for bringing resolution to the issue, prior to the issue being escalated to the next contact level.

Table 2: Escalation Contacts

	Ciber	Customer	Response Time
First Level Contact	Ciber Project Manager	Lee’s Summit Project Manager	Three (3) business days
Second Level Contact	Ciber Project Director	Lee’s Summit CTO	Three (3) business days
Third Level Contact	Ciber Sr. Director of Service Delivery	Lee’s Summit Director of Administration	Three (3) business days

Should no resolution be reached after following this escalation path, either party may terminate this SOW as a termination for convenience subject to the Early Termination provisions below, and/or refer the dispute to the dispute resolution process defined in the Agreement, if any, and exercise any other rights and remedies available at law or in equity.

5.3. Change Process

The following Change Process will be used to manage all alterations to this SOW. Examples of alterations include but are not limited to: changes in scope, to Work Products (including accepted Work Products), to the schedule and to costs occurring for any reason, including failure of Customer to fulfill its roles and responsibilities, unforeseen events, delays caused by Customer, and inaccurate assumptions and dependencies. Ciber will not perform services not described in this SOW until a Change Order has been approved.

5.3.1. Change Request Process

1. Either party may notify the other of requested changes by completing a “**Change Order**” (“**CO**”) form which provides justification for the change and the proposed impact to the scope, schedule, and cost.
2. If Customer has initiated the CO, Ciber will respond to the CO with the impact to the scope, schedule and cost, also referred to as a CO in this process.
3. The Customer approver will approve or reject the requested Change Order within five (5) business days from the receipt of the CO form.



4. If the Customer approver does not approve or reject the requested Change Order within five (5) business days from the receipt of the CO form and does not communicate a reasonable timeframe in which a decision will be made, the requested Change Order will be considered deferred:
 - a. The CO status will be logged, tracked and managed as a 'deferred' request.
 - b. Services will progress without incorporating the requested change into the work plan.
 - c. Where an approval or rejection decision is necessary for the Services under this SOW to progress, Ciber and Customer will use the Issues Management process above.
5. For COs outside the stated project scope, Customer will authorize budget allowance and payment, on a time and materials basis, for Ciber to perform the initial analysis of a requested change.
6. Ciber shall coordinate any changes in hardware, network, software, configuration, or Services with Customer. Customer may defer the change based on impact to business operations.
7. Ciber and Customer shall work in good faith to resolve disputes regarding the In-Scope or Out-of-Scope classification of work, using the Issues Management process above.

5.3.2. Change Order Approvals

The following persons are responsible for obtaining signature approval of Change Orders for the engagement:

Customer Name: Cathy Loveland

Ciber Name: Brian Beckman

Customer Role: Lee's Summit Project Manager

Ciber Role: Sr. Director, Service Delivery

5.4. Unforeseen Conditions and Events

If unforeseen conditions are discovered or unforeseen events occur that materially affect the original scope of work, Ciber will work with Customer to adjust the scope, cost and schedule of this SOW using the above Change Process or to terminate this SOW without penalty.

5.5. Delays and Extensions

Ciber has a limited ability to mitigate the impact of delays caused by Customer or by acts of God. Ciber's rates, prices, and schedules do not include a contingency for the cost and schedule impacts of such delays.



Ciber will notify the Customer promptly upon discovery of any delay caused by Customer or caused by acts of God or by Ciber. In all cases, Ciber will communicate the nature of the delay, and the associated time and costs. Ciber will assume responsibility for the completion of the Services set forth in the Statement of Work provided that, (a) customer promptly satisfies all of its responsibilities and assumptions under this Statement of Work; (b) Ciber's performance under the Statement of Work is not delayed or if delayed, through Act of God or Customer; and (c) the terms in the Statement of Work are not materially altered. As part of this responsibility, the parties shall take commercially reasonable steps necessary to ensure that each party completes its tasks set forth in the project plan by the date(s) specified. Should project delays be caused by Ciber's actions, Ciber will not invoice client for hours in addition to those agreed to in the SOW that may be required to account for the Ciber-caused delay, assuming the same scope. Should the delay be the fault of the Customer, or an Act of God, Ciber will work with Customer to mitigate the cost and schedule impacts; however, Ciber will be entitled to adjust the schedule accordingly and shall inform Customer of any charges for additional work caused by such delays. Ciber will submit a Change Order for required cost and schedule adjustments. Ciber will negotiate any Change Order to address the cumulative impacts of subsequent delays caused by customer.

6. Ciber Roles and Responsibilities

6.1. Ciber Roles

The following main roles listed in Table 6 will be provided by Ciber. Ciber will seek customer approval before temporarily or permanently removing, re-assigning or replacing consultants. If approved by Customer, Ciber shall replace any assigned consultant with a consultant possessing equivalent skills, experience and qualifications as those outlined in the proposal to the customer. Customer will not unreasonably withhold approval for a staffing change, provided that the departing Ciber consultant is replaced by a resource who, in Ciber's opinion, possesses equivalent skills, expertise and qualifications.

If Customer has concerns about the skills, qualifications or suitability of any of Ciber's consultants assigned to provide Services hereunder, Customer shall promptly notify Ciber of the specific concerns. Customer and Ciber shall cooperate to correct the situation and resolve Customer's concerns promptly.



Table 3: Ciber Personnel

Role	Role Description
Project Director	<ul style="list-style-type: none"> • Assigns and provides direction to the Project Manager. • Serves as point of escalation for the Project Manager.
Project Manager	<ul style="list-style-type: none"> • Manages all Ciber work efforts as defined in the Statement of Work. • Coordinates and directs day-to-day activities for Ciber team members. • Acts as a main point of contact for Lee's Summit's upgrade project. • Makes Ciber decisions/approvals in conjunction with the Lee's Summit's project manager. • Manages the transfer of knowledge and deliverables between on-site and off-site teams. • Coordinates the Project Change Management process. • Provides Ciber project management deliverables and attends project team meetings at a level determined by Ciber and Lee's Summit project leadership and in accordance with the project management budget. • Track and manage PMRx project issue log
Technical Lead	<ul style="list-style-type: none"> • Provides technical leadership and oversees overall technical solution & quality. • Provides overall technical direction for the solution as defined in the SOW. • Provides installation leadership and QA. • Facilitates knowledge and deliverable transfer between Ciber teams and Lee's Summit. • Provides Upgrade setup and oversight, detailed cutover planning and Live Production Cutover and Post Cutover support. • Provides remote support for upgrade execution, cutover and reconciliation.
Infor Lawson Certified Global Installer	<ul style="list-style-type: none"> • Executes installation of version 10.x.



6.2.Ciber Responsibilities

Ciber is responsible for the following:

Table 4: Ciber Responsibilities

Area	Project Responsibilities
Off-site Team Communication	<ul style="list-style-type: none"> • Administer a communication plan with the off-site work groups and the on-site project team. • Provide voice communication access, including conference call capabilities, to off-site team members.
Compliance with Lee's Summit's Business Policies	<ul style="list-style-type: none"> • Know, understand and comply with Lee's Summit business policies and processes related to the project and the team's conduct.
Knowledge Transfer to Lee's Summit	<ul style="list-style-type: none"> • Collaborates with Lee's Summit in the development of a knowledge transfer plan. • Provides documentation and access to subject experts regarding the knowledge to be transferred according to the plan. • Resolves issues regarding the transfer of knowledge.

7. Customer Roles and Responsibilities

Ciber will rely upon Customer to provide the following roles and responsibilities in order for Ciber to perform the work described in this SOW. If, during the execution of this SOW, roles and responsibilities defined herein cannot be fulfilled by Customer, Ciber and Customer shall negotiate budget, schedule, or scope changes to address the deficiency.



7.1. Customer Roles

Customer will provide the following roles to facilitate the performance of work under this SOW.

Table 5: Lee's Summit Roles

Role	Role Description
Executive Sponsor	<ul style="list-style-type: none"> • Defines organizational and reporting relationships. • Approves and allocates the necessary resources for the project. • Approves and accepts all project related contracts and deliverables.
Project Manager	<ul style="list-style-type: none"> • Manages all Lee's Summit's work efforts that are not assigned to Ciber. • Coordinates and directs day-to-day activities for Lee's Summit's team members. • Maintains project plan • Monitors project execution against the project plan. • Integrates and maintains an overall project plan that incorporates all sub-plans of Lee's Summit's, Ciber, and any other entities involved in the project. • Acts as a primary point of contact for Lee's Summit's. • Accepts or Rejects Ciber's Deliverables.
Subject Matter Expert (SME)	<ul style="list-style-type: none"> • Supports the creation and signoff of the functional requirements, as well as other business level documents (e.g., test plans, UAT testing). • Participates in scope definition and project planning activities. • Performs project activities according to project plan. • Reports weekly status, issues and potential risks to the project managers. • Ensures that information provided to project team is up-to-date and accurate.



7.2. Lee's Summit Responsibilities

Ciber will rely upon the following Lee's Summit responsibilities to perform the work described in this SOW

Table 6: Lee's Summit Responsibilities

Area	Project Responsibilities
Project Resources	<p>Lee's Summit shall ensure that all Lee's Summit resources are available for project tasks as defined in this SOW and the Project Management Plan or other communicated schedule of activities. Lee's Summit shall ensure that assigned personnel have the skills to execute their assignments, have the authority to perform the work and make decisions, and that they fully participate in completing the effort of each task. Lee's Summit shall ensure that its personnel do not have other responsibilities outside of this project that affect their ability to perform their project assignments in a timely manner.</p> <p>Other Lee's Summit projects that are currently underway or may start during this project will not limit the availability of the resources, facilities, or technical infrastructure assigned for this project.</p>
Project Information	<p>Lee's Summit shall ensure that all information and data supplied to Ciber with respect to this project is complete, clean and accurate. Incomplete, inaccurate or erroneous information may impact the project scope, budget and/or schedule.</p>
File Back-up	<p>Lee's Summit will maintain current comprehensive back-ups for all files, data, and programs that could be affected by the Services and implement procedures for recovering and reconstructing any files, data, and programs affected by the Services</p>



Table 6: Lee's Summit Responsibilities

Area	Project Responsibilities
Policies	Lee's Summit will provide Ciber with a copy of all policies, standards and regulations applicable for these Services, and provide an initial training class for Ciber team members. Ciber will comply with such policies, standards and regulations and mutually agree with Lee's Summit on any aspects that are not applicable or are outside of Ciber's scope of work.
Vendor Management	Lee's Summit will monitor progress of Lee's Summit vendors contributing to the project and resolve issues regarding vendor performance and/or Work Products. Lee's Summit is responsible for impacts to the project due to vendor performance issues.
Software Licenses	Lee's Summit has sole responsibility for compliance with all software license agreements, including payment of fees and providing access, developer licenses (if applicable) and user licenses to Ciber personnel in order to fulfill its responsibilities under this SOW. Lee's Summit must maintain a current support and maintenance agreement with the software vendor during the term of this SOW. Ciber does not provide any warranties for third party software or products.

8. Customer Project Reserve

The following table lists the risks that have been initially identified for this project that could affect the planned scope, schedule, or budget. Throughout the life of the project, Customer should consider a reserve fund to address these risks and others that arise. If necessary, the parties will address scope, schedule, and budget changes resulting from risks using the Change Process. A reserve for budget and schedule change is not included in Ciber's price or in the estimated schedule.



Table 7: Project Risk Events

Risk Event	Potential Impact	Mitigation Strategy
New Landmark Technology	Differences can impact the ability to resolve issues and can extend the duration of technical development.	Ciber's Landmark IPA workshops for admins and developers to prepare the Lee's Summit IT staff for this transition.
Application Functionality	Product knowledge is critical to prepare the Lee's Summit team for system test. Lack of trained resources will impact the quality of the system testing.	Identify areas of weakness in product knowledge that currently exist, and areas where Lee's Summit would like to take further advantage of existing Lawson functionality. Ciber is certified to deliver any application training needed at Lee's Summit, and it is delivered by the project team consultants.
Issue management	Inefficient handling of issues can impact the project quality, budget, and duration.	Ciber utilizes a centralized PMRx SharePoint site that allows us to create a central collaboration point for project issues and deliverables. Lee's Summit will be provided full user access to this secured, hosted site at no additional cost. The project team's communication plan will be revisited frequently to ensure the team is communicating effectively.
Lee's Summit SME user availability and competing projects	If key resources are not available to execute system tests and resolve issues, the duration of the project and the quality of the test will be impacted. Competing Lee's Summit initiatives will also impact the duration of the project.	SME involvement in project planning will allow the team to create a project schedule that the team can commit too. Accounting for additional responsibilities and utilizing Ciber's experience with similar projects will allow the team to create a schedule that works for everyone.



Ming.le User Interface Change	Some Ciber customers have difficulty adjusting from Portal to Ming.le. This can impact the quality and timeline of the project.	Ciber offers a Ming.le Overview workshop which is delivered remotely. Lee's Summit can take advantage of this and record the session to help with the transition to Infor Ming.le.
Project Scope expansion	If the project scope is not clearly understood and communicated to the project team, the project budget and timeline can be impacted.	Ciber works during the project planning session to make sure project leadership understands the project scope, and that it is communicated effectively to team members.
Executive sponsorship	Project quality, scope, budget, and timeline.	The lack of involved executive sponsors from Ciber's customer can impact the project in many ways. Ciber works to partner with our customer to make sure this important part of the communication plan is in place.

9. Dependencies

Ciber will rely upon the following dependencies to perform the work described in this SOW

9.1.Data Protection

9.1.1. Ciber's Facilities; Ciber's Responsibilities

"Ciber's Facilities" shall mean Ciber's network environment, systems, software, equipment, premises, operations, and any other Ciber-owned and/or Ciber-managed facilities. With respect to any Services under this SOW that Ciber performs within Ciber's Facilities, and any Customer data processed, used or located within Ciber's Facilities in connection with Ciber's Services under this SOW, Ciber shall maintain, and require its personnel providing the Services to follow the following technical, procedural, and physical safeguards, which may be updated from time to time without notice to the Customer, for the protection and security of Customer's data (**"Ciber's Security Procedures"**):

- a) Ciber's Employee Handbook



- b) Ciber's Information Security Policy Handbook
- c) Ciber's Information Security Awareness Training
- d) Customer's Information Security policies and procedures as communicated to Ciber
- e) Maintaining current anti-virus protection on Ciber Facilities
- f) Additional security measures may be implemented depending on the type of work to be performed. All additional security measures must be documented in a written security plan and approved by both Ciber and the Customer.

With respect to Customer's Facilities (defined below) and any Services performed and any data processed, used, accessed or transmitted in or from Customer's Facilities, Customer shall have the responsibilities described below, and Ciber shall comply and require its personnel providing the Services to comply, with all Customer's Security Procedures (defined below) that are communicated to Ciber.

Ciber is entitled to rely on the established and agreed safeguards and is not responsible or liable for (a) failure of Customer to implement the required and appropriate safeguards and protections for Customer's Facilities and Customer's data, materials, and Confidential Information, (b) the acts or omissions of Customer, or any third party, including liability for any security breach or unauthorized access to data or information caused in any way by those parties; (c) any data breach, security incident, unauthorized disclosure of Confidential Information or the like that occurs even though Ciber is complying with Customer's Security Procedures and/or Ciber's Security Procedures; or (d) force majeure.

9.1.2. Customer's Facilities

"Customer's Facilities" shall mean Customer's network environment, systems, software, equipment, premises, operations, and any other Customer-owned and/or Customer-managed facilities. With respect to any Services under this SOW that Ciber performs in Customer's Facilities, and any Customer data processed, used, accessed, transmitted or located in or from Customer's Facilities in connection with Ciber's Services under this SOW, Customer is responsible for all physical, administrative, technical, procedural, network, and electronic data protection and other safeguards as are necessary for the protection, security, and confidentiality of any Customer Confidential Information and any data, as required by Customer's operations and applicable law for its Facilities, operations and data, including without limitation, providing appropriate notices and systems of records required under applicable laws (collectively, **"Customer's Security Procedures"**). Customer is responsible for compliance with all legal requirements with respect to Customer's Facilities. Ciber shall comply, and require its personnel providing the Services to comply, with all Customer's Security Procedures that are communicated to Ciber, while Ciber provides Services in Customer's Facilities.



9.1.3. Remote Access

If any Ciber personnel require remote access to Customer's Facilities to perform any Services under this SOW, Customer is responsible for creating a secure platform for remote access by such Ciber personnel. At a minimum this will consist of (a) the maximum allowed encryption supported by both Customer and Ciber for a VPN tunnel and (b) a terminal services environment secured and controlled by Customer with remote access granted to Ciber. This will allow for all Work Products and data to remain onsite in Customer's Facilities and in full control of Customer. At no time will Customer grant unencrypted remote access to Ciber. Ciber will follow Customer's documented access control procedures to gain remote access to Customer's Facilities. As part of Customer's Security Procedures, Customer will provide VPN and terminal services tools, and the necessary network and environment logins to ensure that Ciber consultants will never have remote access to Customer's data except through those tools and logins. Ciber consultants will use those tools and logins for both onsite and remote access, and will not have access to any Customer data, except through those tools and logins.

10. Project Price

Except as otherwise stated in this SOW, invoice and payment terms for this project are subject to the terms and conditions of the Agreement. Ciber may suspend work on this SOW without penalty if Customer fails to pay undisputed overdue amounts to Ciber within 30 days of Ciber's written notice specifying the undisputed amounts.

Ciber has relied on the accuracy and completeness of the information provided by Customer to estimate and price the scope of this work.

All work defined within this SOW will be performed and invoiced on a Time & Materials (T&M) basis, exclusive of any applicable taxes. Applicable taxes will be invoiced in addition to these fees. Customer will deduct 4% from each payment as retainage. Retainage will be paid back to Ciber within 15 days of project completion. Project completion is defined as go-live date plus 30 calendar days, or after first month end close, whichever comes latter.

Services will be rendered at the following rates. Estimated hours and amounts are indicative and may change based upon the actual work performed.



	Installs & Upgrade		PM & CiberGems		Project Totals	
	Hours	Amount	Hours	Amount	Hours	Amount
PLAN & MANAGEMENT						
Project Management			141	\$ 27,440	141	\$ 27,440
Project Planning			36	\$ 7,280	36	\$ 7,280
Change Management			-	\$ -	-	\$ -
DESIGN						
System Preparation & Support						
Software Installation	571	\$ 61,940			571	\$ 61,940
Business Process & Technical Analysis						
Process & Technical Analysis	-	\$ -			-	\$ -
Security Requirements Definition					-	\$ -
Business Process Calibration (BPC)						
Brown Paper Process (As-Is)					-	\$ -
Application Design (Stage 1)					-	\$ -
Process To-Be Development & Workshop					-	\$ -
Application Design (Stage 2)					-	\$ -
Reporting Requirements					-	\$ -
Project Team Education	-	\$ -			FIXED	\$ -
Business Process Design & Modeling						
Pre-Pilot Activities	54	\$ 5,820			54	\$ 5,820
Conference Room Pilots					-	\$ -
System Design	-	\$ -			-	\$ -
Executive Reporting Requirements					-	\$ -
BUILD						
System Configuration & Setup	10	\$ 2,000			10	\$ 2,000
Operational Support	18	\$ 1,600			18	\$ 1,600
Technical Development	112	\$ 19,040			112	\$ 19,040
End User Documentation					-	\$ -
End User Courseware					-	\$ -
TEST						
Integrated Test	42	\$ 2,100			42	\$ 2,100
User Acceptance Test	38	\$ 1,900			38	\$ 1,900
Detailed Cutover Planning	8	\$ 1,360			8	\$ 1,360
ACTIVATE						
End User Training					-	\$ -
Live Production Cutover	30	\$ 2,460			30	\$ 2,460
Post Cutover Support	24	\$ 4,080			24	\$ 4,080
T&M Services Total	907	\$ 102,300	177	\$ 34,720	1,084	\$ 137,020
Tools & Workshop Totals (Fixed Price)				\$ -		\$ -
Expenses Total				\$ 6,960		\$ 6,960
Project Total	907	\$ 102,300	177	\$ 41,680	1,084	\$ 143,980



Table 8: Labor Rates

Resource Type	Rate
Project Director	225
Project Manager	200
Tech Manager	200
Tech Lead	170
Upgrade Specialist	170
Installer	200
Global Lead	75
Global Consultant	50

All travel and project related expenses incurred by Ciber will be billed at Ciber's actual cost to Customer utilizing Ciber's standard travel and expense guidelines. Ciber will provide Lee's Summit detailed receipts of all travel related expenses. All billed hardware and software expenses will include a 5% administration fee.

Estimated travel costs are based on the following calculations and estimates:

Estimated Number of trips : 4	Estimated Value
Expenses per trip:	
Air	\$500
Hotel	\$600
Car	\$250
Per Diem	\$330
Misc. (Parking, taxi, fuel, etc)	\$60
<i>Total estimated per trip</i>	<i>\$1,740</i>
Grand Total Estimated Travel	\$6,950



Cancellation of Scheduled Activities

With respect to any activities under this SOW that have been scheduled, Customer will provide at least ten (10) days' advance written notice to cancel any such scheduled project activity that involves any Ciber team member. If a ten-day notification is not received, Customer will be invoiced for the costs equal to any unrecoverable expenses, such as travel cancellation fees, and 50% of the billable Services for each resource involved in the activity, for up to ten days per resource of Services that would have been provided if not canceled. This applies to both future scheduled activities and activities already in progress for this SOW. This applies only to cancellation of specific activities that are part of the overall Services under this SOW, and does not apply to cancellation or termination of substantial portions of, or all remaining, Services under this SOW. The provisions of the Agreement and any specific early termination provisions of this SOW govern cancellation or termination of this SOW in whole or in part, or all remaining activities hereunder.

Early Termination

Either party may terminate this SOW for convenience upon 60 days advance written notice.

In the event that the Services under this SOW are halted or cancelled before the Services are completed, Ciber will present an invoice to Customer for all hours worked that were not previously invoiced. Customer will pay Ciber for all undisputed fees resulting from Services performed, Work Product provided and expenses incurred through the date of termination, including charges for materials ordered by Ciber that cannot be returned for a full refund.

11. Commencement Date and Term

This SOW will be binding upon the parties effective as of the Effective Date stated in the Introduction.

Ciber shall provide the Services pursuant to this SOW commencing on <<Month>> <<Date>, 20xx. The Term of this SOW begins on the Effective Date continues through <<Month> <<Date>, 20xx, unless otherwise terminated in accordance with the Agreement or this SOW. The parties may agree to renew this SOW using the Change Process.



12. Approvals

IN WITNESS WHEREOF, the parties have executed this SOW on the date or dates indicated below.

BY:

BY:

Brian Beckman
Sr. Director, Service Delivery

<<Customer Representative Name>>

<<Customer Representative Title>>

Ciber, Inc.

<<Customer Name>>

Signature

Signature

Date

Date



Addendum 1 – Migrated Environment Data

The following is a list of items than can be migrated from the current 9.0.1 Production environment to the 10.0 environment. Ciber and Lee’s Summit will work together on the migration decisions.

Item	Description	Dev	Prod	Go Live
LDAP Group	LDAP Group information that determines the Groups tied to the User records.			
LDAP Custom Attributes	Custom Attributes on the user RM records.			
LDAP Users	LDAP User information is extracted from the Production LDAP and uploaded v10. This includes the RM data and the identity information.			
GEN user profiles	Users data stored in GEN database.			
Gen Data	This includes groups like Printer Group, User Groups, Distribution Groups, Job Queue Groups, Job Queues.			
Printers	Printer definitions as defined in Lawson (prtdef), not printers defined at the hardware / Windows OS			
Job Definitions	Job definitions for Batch Jobs where the parameter forms have changed between application release forms means the jobs will need to be redefined.			
Recurring Job Definitions	Recurring job definitions need to be skipped or loaded all stopped to prevent them from running immediately.			
Job History	Job history (stored in the GEN QUEUEDJOB table) provides users with a log of past jobs run in the Lawson job scheduler. This includes files stored in \$LAWDIR/system/joblog			
Reports	Historical Reports (as seen in Print Manager) can be manually copied from 9.0.1 to 10.0 and loaded into the 9.0.1 print manager. This includes files stored in \$LAWDIR/print. There may be issues with old reports in Smart Office or displaying in pdf format.			
Work files	The \$LAWDIR/<productline>/work directory can be migrated. Any tmp files will be deleted after migration.			
User Tokens	Custom tokens (defined in tokendef) to allow scripts to run in the jobscheduler can be migrated.			
Bookmarks	Custom Bookmarks stored in LOGAN database can be migrated to the new system.			
Design Studio Forms	Lawson Design Studio can be migrated. Will need to be evaluated for changes in 10.0.			
Portal Roles	Custom Portal roles can be migrated, but will need to be evaluated for changes in 10.0			
Custom User Data	User .xml files can copied to the new system to maintain some preferences (e.g. Portal Shortcuts). Requires Bookmarks to be migrated.			
ProcessFlow	Process Flows can be converted to IPA. The flows will need to be evaluated to ensure migration correct and no changed needed in 10.0. – May be done by installers			
Processflow Data	Processflow configuration data can be migrated to the LPA server. – May be done by installers.			
Lawson Security	Lawson Security Migration will include migrating the application profile, any custom security classes in the delivered profiles (ADM, ENV, GEN, LGN) can also be migrated. Any custom roles only in the delivered roles and any customizations to delivered security classes will need to be manually recreated in 10.0. Security should be evaluated for any new/changed forms in 10.0			



Addendum 2: Process Flows

Custom Process Flows					
Seq	Name	Nodes (excluding start & stop)	Level	Purpose	Responsible Party
1	AddAPAttachName	17	Intermediate	Updates the comments made on AP30.2 with the persons name instead of login id	Selected Vendor
2	CISLawCktoUtl	1	Basic	Updates a table in our Water Utility SQL database with refund check information from Lawson	City Staff
3	CISLawReftoLaw,	7	Basic	Queries out refund information from our Water Utility SQL database and write to a file used to interface with Lawson	City Staff
4	CISUtilReftoLawNU	6	Basic	Similar in scope to the record above for CISLawReftoLaw	City Staff
5	CISUtilReftoLawNUx	7	Basic	Similar in scope to the record above for CISLawReftoLawNU	City Staff
6	NTUserNames	10	Basic	Process Flow which populates the custom COLS_USERS table	City Staff
7	UpdateGL190	2	Basic	Updates the fields on the GL190 & GL146 forms for the recurring job definition for GL190 & GL146 (under Lawson id)	City Staff
8	UpdatePR295	1	Basic	Updates the start and end date fields on the PR295 form for the recurring job definition for PR295 (under Lawson id)	City Staff
9	UpdateAC190	1	Basic	Updates the Post Through Date field on the AC190 form for the recurring job definition for AC190 (under Lawson id)	City Staff
10	UpdateHR155	6	Basic	Updates the HistoryDate field on the HR155 form for the recurring job definition for HR155 (under Lawson id) and runs the HR155 job and sends emails.	City Staff
11	apinvapprovalT4	57	Complex	Accounts Payable Invoice approval process flow	Selected Vendor
12	jeapproval	46	Complex	Process flow for journal entry approval	Selected Vendor
13	overshipclrdT1	24	Intermediate	Auto-Releases receiver if the overshipment message has been cleared & notifies requester of release.	City Staff
14	poovershipT1	21	Intermediate	When over-receiving has occurred, notify requester, providing instructions to them on actions to take	City Staff
15	reqapprovalP1	1	as a set, complex	Requisition Approval (1 of 3) - Runs the transaction program ZQ10.1, which creates new workunits, and runs flow reqapprovalP2.xml	Selected Vendor
16	reqapprovalP2	37	as a set, complex	Requisition Approval (2 of 3) - Main requisition approval process	Selected Vendor
17	reqapprovalP3	9	as a set, complex	Requisition Approval (3 of 3) - Sends notification to other departments when their accounting unit(s) were used on a requisition on a line with a split distribution, which was approved by another department.	Selected Vendor

Ciber is responsible for migration from Process Flow to IPA. Ciber will address any issues for these process flows regarding the configuration. Customer is responsible for unit testing and system testing for all process flows. Any process flows not in this chart are Customer's responsibility



LEE'S SUMMIT
MISSOURI

Lawson V10 Upgrade

Statement of Work



Attachment 1 – Ciber’s RFP Response Document, dated 6/3/2016



FINAL Ciber
Response to Lee Surr



LEE'S SUMMIT
MISSOURI

Lawson V10 Upgrade

Statement of Work



Attachment 2 – Ciber’s Response to Questions from Lee’s Summit – Dated 6/24/2016



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