



Allenstown, New Hampshire

Zobrio Fund Account RFP Response

Version 1

Submitted By:

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Diane Demers, Finance Director
Town of Allenstown
16 School Street
Allenstown, NH 03275

Dear Ms. Demers,

Thank you for the opportunity to present this cost proposal to the Town of Allenstown. We appreciate the time you took out of your busy schedule to meet with us recently. All of us on the Zobrio team look forward to working with you to implement a state of the art financial system.

Zobrio and our customers share a very strong sense of partnership. We really focus on providing products and services that meet the unique requirements of our clients. We offer both software and technical services and support to government organizations. We have a strong professional services team staffed with Certified Public Accountants, MBA's, and accountants, as well as staff members that have excellent experience.

Our unique abilities, best of market technologies, and cost effective approach to local government will definitely be an asset to the Town of Allenstown as we provide the best customer service and quality support in the industry. If you have any questions, please contact me at your convenience. I want to earn your business!

Sincerely,

David A. Penrod
Senior Account Executive
Zobrio



Executive Summary

After thoroughly reviewing your RFP and doing our discovery over the phone, Zobrio has a fairly good idea about the goals and expectations for this project. One thing that became very clear to us was the desire to use technology to improve processes and become more efficient. Government is being pushed to provide more information and services with less staff and budget. Technology is a vital part of the solution to this situation.

Providing solutions to local government using fund accounting software is our entire focus. We are not trying to be the total solution company. Some companies sell property tax, recording, and appraisal software along with their accounting software. Zobrio wants to be the best at one thing and we live this all day – every day.

Zobrio understands the timeline for this project. To meet this goal of going live on January 2, 2016, Zobrio recommends starting the implementation portion of the project right after Labor Day 2015. Prior to that time, we will have a kick off call and go over the deliverables of the contract. That call will set up our first on-site visit by our Software Application Consultant. They will spend time in your office learning your processes, collecting sample reports, doing their discovery work, finding out who is using spreadsheets for additional reporting, discussing any process changes you have in mind, and documenting how the software will be configured to meet your needs. The first deliverable from this meeting will be your detailed project plan with all activities documented with dates, who is responsible, and any expected outputs. Once the plan is in place, weekly conference calls will be held to keep everyone informed of the project status and any potential roadblocks.

There will potentially be several different interfaces for this project. Some of them are known right now and more will come to light during the discovery phase. In pricing this project, we have incorporated a set number of hours for interfaces. Until we start the project, this number is a best guess on our part. As we work through the project, it may become apparent that more hours are needed. At this point, a "Project Change Request" will be created by the project managers and both parties will sign off on the agreed changes and costs. All Zobrio bids are fixed price bids and this is one way the contract amount can change. The other way the price can change would be a request to add additional software or services not in the contract. Again, this would be documented and agreed to by both parties.

As an addendum to this document, I have attached a sample project plan and, if you desire, a sample Statement of Work. This will give you an idea of how Zobrio operates in a highly professional manner and uses a proven methodology on all projects.



Zobrio Company Background

Zobrio was formerly known as WTI Systems. In July of 2014 our name was officially changed to Zobrio. Organized in 1987, with the charter of providing quality technology solutions, backed by professional local support, Zobrio has a long standing relationship with many of our customers. We combine industry knowledge, technology and business expertise to create strategies and solutions that exceed client expectations and deliver measurable results. Zobrio maintains offices in Chicago, Boston, Springfield, Illinois, and our headquarters in St. Louis, Missouri. In addition to these offices, we have staff members located strategically around the country to provide support in all time zones. Our support team is available to you from 8:00 AM Eastern Time to 6:00 PM Eastern Time – Monday through Friday except company holidays.

Our professional training and support staff, most of whom are Certified Public Accountants, MBA's, and accountants, will work on the engagement. With over thirty years of providing software and services, the Town of Allenstown can be guaranteed the highest level of support, satisfaction and services. Zobrio currently has thirty-two full time employees. Of this group, nine are in customer support/implementation – over 28% of our employees. As our CEO constantly reminds all of us "We are all in customer support". Zobrio has over 600 customers across the United States. Our current client mix is about 55% government and 45% Nonprofit.

Fund Accounting

After our discovery meeting with you and going through the RFP, Zobrio is confident the Town of Allenstown will be a great fit for our proposed Abila MIP solution. Zobrio is a high level business partner with Abila and our staff is fully certified on all their products. This project will be a success because of your exceptional staff and our experienced team that thoroughly understands local government. Abila is based in Austin, Texas and has over 9,000 customers using the MIP software. They rely on business partners like Zobrio to sell and install the software for them. In the government marketplace, we are their preferred business partner.

Here are some links to web sites you might find useful:

www.abila.com

<http://www.abila.com/wp-content/uploads/2015/02/abila-mip-fund-accounting-overview-20150211.pdf>

<http://www.abila.com/wp-content/uploads/2014/09/abila-mip-fund-accounting-solution-module-overview.pdf>



Client References

City of Marion, Illinois

Contact: Mr. Steve Hale, CPA (618) 993-8575 treasurer@cityofmarionil.gov

They have been live on MIP since July 2014. They have been a client since 1998.

Population of Marion is just over 17,000 people

Annual revenues for the city is \$33,000,000

Website: www.cityofmarionil.gov

DeWitt County, Illinois

Contact: Dana Smith, County Clerk and Recorder (217) 935-7780 dsmith@dewittcountyill.com

They have been using MIP since 2010. They were sold the software by another company and the installation was never completed and the training was horrible. In July 2014 they contracted with Zobrio to finish up and we have delivered everything promised and are now contracted for additional training.

Population of the county is just over 16,000 people

Annual Revenues for the county is just over \$8,500,000

Website: www.dewittcountyill.com

Marshall County, Illinois

Contact: Jill Piper, Chief Deputy County Clerk and Recorder (309) 246-6325 cpiper@yahoo.com

They have been using MIP since 2009. They were sold the software by another company and were not receiving quality support. They contracted with Zobrio in September 2013 and have been extremely happy with our support and expertise.

Population of the county is just over 12,000 people.

Annual revenue for the county is just over \$7,800,000.

Website: www.marshallcountyillinois.com



Software Modules

According to your RFP, the following modules are required

This is based on a 4 concurrent user system with 10 executive view licenses.

- General Ledger
- Accounts Receivable
- Accounts Payable
- Positive Pay
- Bank Reconciliation
- Budget Management
- Data Import/ Export
- Fixed Assets
- Forms Designer
- Purchase Orders

Optional Software not requested in the RFP

- Dashboards
- Electronic Requisitions
- Scheduler



Software Pricing – installed on premise



Town of Allenstown, NH
 Zobrio Software Solution
 Financial Software for 4 full concurrent users
 Plus 10 executive view licenses

Module	One Time Fee	Year 1 Support	Year 2 Support*	Training Hours
General Ledger	\$3,995	\$1,238	Max 6% increase	8
Accounts Payable	\$2,495	\$773	Max 6% increase	8
Accounts Receivable Billing	\$2,195	\$680	Max 6% increase	2
Bank Reconciliation	\$1,195	\$370	Max 6% increase	2
Budget Management	\$1,995	\$618	Max 6% increase	4
Data Import/Export	\$1,195	\$370	Max 6% increase	2
Electronic Funds Transfer for Accounts Payable	\$1,195	\$370	Max 6% increase	1
Fixed Assets	\$2,595	\$804	Max 6% increase	4
Forms Designer	\$895	\$277	Max 6% increase	2
Positive Pay	\$1,495	\$463	Max 6% increase	2
Purchase Orders with Encumbrances	\$2,495	\$773	Max 6% increase	4
One Additional Full User	\$895	\$277	Max 6% increase	0
Ten Executive View Licenses	\$2,950	\$915	Max 6% increase	0
Less 25% software discount	-\$6,398			
Subtotal Financial Software	\$19,193	\$7,933		39

Conversion/Installation/Training	Estimated Hours	Costs
Onsite Discovery and Project Plan Initial Meeting	8	\$1,200
Software Install	5	\$750
Report Requirements	15	\$2,250
Interface Requirements	20	\$3,000
Data Mapping	30	\$4,500
Conference Room Pilot	24	\$3,600
Conversion	30	\$4,500
Training	39	\$5,850
Go Live Support	24	\$3,600
Post Go Live Support	24	\$3,600
Subtotal Conversion/Installation/Training	219	\$32,850

Grand Total First Year Investment \$59,970

Notes:

* indicates a maximum 6% annual increase for each year.

The actual increase will be 6% or the increase used the publisher - whichever is lower.



Zobrio wants to earn your business. Since you will be our first install in New Hampshire, we will do whatever it takes to make you a huge success. We want you to be our champion to all the other cities and towns in New Hampshire. Because of this, we are offering a 25% discount on the software costs. This will bring your software cost down by \$6,398. Your new software cost will be \$19,193.

All travel expenses will be billed at actual costs. Typical travel expenses are for mileage, food, airfare, and lodging.

Payment Schedule

Payment is based on the assumption that financials will be live on January 2, 2016. To meet this goal, the contract would need to be signed no later than July 2015.

<u>Event or Date</u>	<u>Amount</u>
Contract Signing	\$27,126
October 1, 2015	\$10,000
November 1, 2015	\$10,000
December 1, 2015	\$10,000
February 1, 2016	\$ 2,850



Hosted Solution Pricing

Town of Allenstown, NH

Zobrio Software Solution

Hosted Solution for 4 full concurrent users

Plus 10 executive view licenses

Module	Annual Fee	Year 1 Support	Year 2 Support*	Training Hours
General Ledger	INC	INC		8
Accounts Payable	INC	INC		8
Accounts Receivable Billing	INC	INC		2
Bank Reconciliation	INC	INC		2
Budget Management	INC	INC		4
Data Import/Export	INC	INC		2
Electronic Funds Transfer for Accounts Payable	INC	INC		1
Fixed Assets	INC	INC		4
Forms Designer	INC	INC		2
Positive Pay	INC	INC		2
Purchase Orders with Encumbrances	INC	INC		4
One Additional Full User	INC	INC		0
Ten Executive View Licenses	INC	INC		0
Subtotal Financial Software	\$19,944	INC		39

Conversion/Installation/Training	Estimated Hours	Costs
Onsite Discovery and Project Plan Initial Meeting	8	\$1,200
Software Install	5	\$750
Report Requirements	15	\$2,250
Interface Requirements	20	\$3,000
Data Mapping	30	\$4,500
Conference Room Pilot	24	\$3,600
Conversion	30	\$4,500
Training	39	\$5,850
Go Live Support	24	\$3,600
Post Go Live Support	24	\$3,600
Subtotal Conversion/Installation/Training	219	\$32,850

Grand Total First Year Investment	\$52,790
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Sample Project Plan

Sample Project Plan for Zobrio Customer			
Abila MIP Implementation Timeline			
January 2, 2016			
Status	Task Description	Resp	Date Complete
July, 2015			
	Kick-Off Meeting to review Project Plan and define schedules	All	
	Install MIP and Software		
	Chart of Account Review and Planning Session		
	- Review Financial Edge COA		
	- Determine segment structure needs		
	- Determine any restructuring of accounts necessary to meet reporting needs		
	- Determine Grant Management needs		
	- Determine Project Accounting needs including Capital projects costs		
	Identify		
	Build COA Import Files		
	- Export Chart from Financial Edge		
	- Map account changes		
	- Define changes		
	Import COA		
	- Provide training on COA maintenance		



	Configure General Ledger		
	- Discuss GL Configuration		
	- Review parameters		
	Configure Accounts Payable		
	- Discuss AP Configuration		
	- Review AP Requirements and Setup		
	- Review PO Requirements and Setup		
	- Review AP EFT Requirements and Setup		
	Import Vendors		
	- Extract Vendors from FundWare		
	- Review and cleanup vendor listing		
	- Import vendors		
	- Verify 1099 information		
	Define Banks		
	- Discuss Bank Configuration		
	- Review Configuration and Setup		
	- Configure AP EFT setup		
	Define Budget Process		
	- Discuss current budget process		
	- Establish workflow for new process		
	- Create approval routing scenarios		
	- Test approval routing scenarios		
	- Establish security protocols for budget process		
	- Establish over budget settings if necessary		
	- Determine Grant and Project budgeting requirements		



	Configure Accounts Receivable		
	- Discuss AR Configuration		
	- Review AR Requirements and Setup		
	- Review A/R invoices		
	- Review A/R statement requirements		
	- Establish process		
	Define Cash Management Process		
	- Establish sources and link to g/l numbers		
	- Determine departments for receipting purposes		
	- Establish bank reconciliation links		
	Define Check Forms		
	- Define AP Check Forms		
	Conference Room Pilot		
	- Review GL Configuration and testing		
	- Review AP Configuration and testing including PO and EFT		
	Payroll Conference Room Pilot		
	- Review Payroll Configuration and test payroll		
	- Test Direct Deposit		
	- Test Paystub Email		
	Budget Management		
	- Review Budget Configuration		
	- Setup Budget		
	- Setup Budget Reports		



	Fixed Assets		
	- Review Fixed Asset Configuration		
	- Import Assets		
	- Testing and Training on Asset Management and Depreciation		
	- Define Reports		
	Allocation Management		
	- Review and Configuration of Allocations		
	- Test and Train on Allocations		
	On - site Training		
	- General Ledger		
	- Accounts Payable		
	- Purchase Orders		
	- Budget Management		
	- Visual Analyzer		
	- Data Import/Export		
	- Cash Management		
	Finalize updates and testing		
	Develop Imports for History		
	Transfer Open Payables		
	GO LIVE January 2, 2016		



	- Go Live Support		
	Import History		
	Bank Reconciliation Support		



Sample Scope of Work for Project

The following is a sample of a Scope of Work for another recent project. If desired, one will be prepared for your project. Normally, this is done on the much larger deals with more interfaces and more integration.

Zobrio Solutions Implementation
Zobrio Client - CLIENT

Scope of Work

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Section 1. Document Control

1.1 Sign-off Control

Document Change Tracking

Provide name, date of changes and document Filename/version:

Name	Date	Filename/Version

Sign-off Control – ZOBRIO

Comments:

Name and Title: _____

Signature: _____ Date: _____

Sign-off Control – CLIENT



Comments:

Name and Title: _____

Signature: _____ Date: _____



Executive Summary

The objective of this project will be to provide tools and services to assist Zobrio Client hereinafter referred to as "CLIENT" on implementing the ZOBRIO Solution which includes Abila MIP Fund Accounting Financials, Microix Purchasing and Approval Routing, Payroll and Human Resources as well as Microix Time Entry with time clocks. The project includes the conversion of pertinent data from their legacy Fundware Financial and Payroll Systems, iVantage and Attendance Enterprise systems, as well as the vendor file from their legacy purchasing system named Venice.

As part of the project, several interface files will also need to be re-calibrated and /or created to use the Abila MIP API so that the Abila Import/Export Module can streamline the interfaces identified in the requirements section of the CLIENT RFP.

ZOBRIO proposes to begin this work in *February 2015*. We expect to have all of the financials complete and fully operational prior to **January 1, 2016**. We will plan to parallel Payroll and Human Resources in the fourth quarter of 2015 with an expected "go-live" date of January, 2016. The first quarter of 2016 will be dedicated to insuring that all the necessary modules, process flows, documentation and interfaces are all operational and successful.

Comment [s1]: AHEC needs to push the date.

ZOBRIO will provide project management services, consulting services, technical services, tools and templates to assist CLIENT. The activities and fees as detailed in this Statement of Work will not be modified without prior written approval of a mutually agreed upon change in the scope of work which will accompany a signed contract amendment.

ZOBRIO will provide to CLIENT a Project Implementation Methodology to install and bring the ZOBRIO Solution into "live" operation. The Methodology is based around a five-phase process that will allow CLIENT to be operational in the new target environment. The five phases are:

Phase 1: Overview and Discovery

Phase 2: Configuration

Phase 3: Training and Testing – conference room pilots

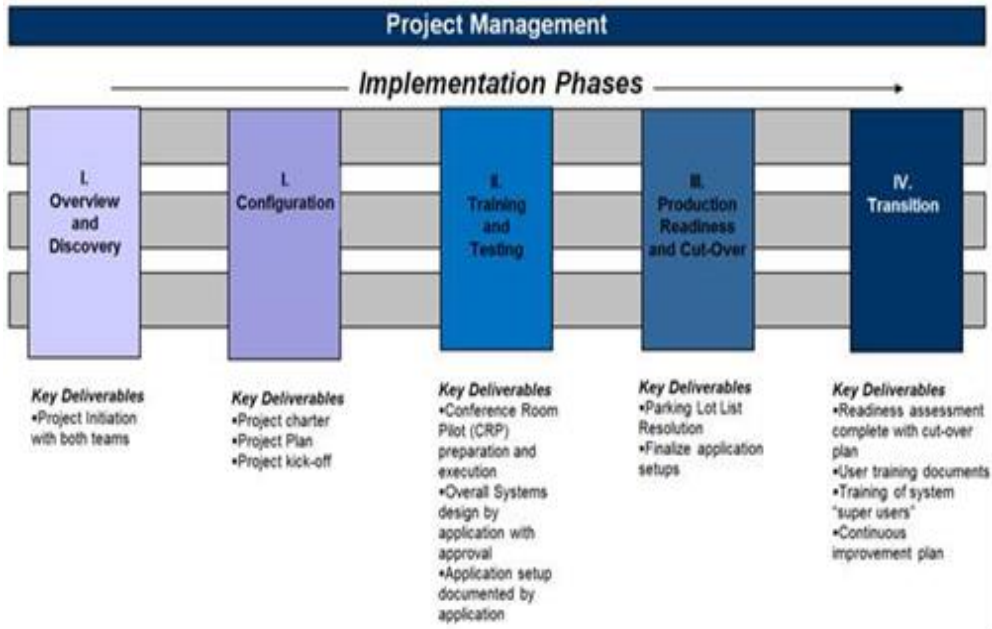
Phase 4: Production Readiness and Cut-Over

Phase 5: Transition



ZOBRIO and CLIENT's respective involvement and responsibilities related to the project are defined in this Scope of Work and in the Constraints and Assumptions sections set out below each phase.

The work and fees as detailed in this Scope of Work are on a Fixed Price – Fixed Effort basis. If a change to the scope of work has been determined, then the ZOBRIO Project Manager will prepare a Scope Change document that is signed by authorized officers on behalf of both parties and becomes an addendum to this Scope of Work. Sign off on a Scope Change and a signed contract amendment must be made before the changed work can begin. All dollars in this Statement of Work are quoted in United States currency. The Implementation Timeline is located in Section 11.





Implementation

3.1 Project Phases

Phase 1: Overview and Discovery

Purpose

The Initiation phase is the initial period when the project is being organized, the software is being setup and all CLIENT and ZOBRIO resources are scheduled. Initial Discovery sessions will be conducted with CLIENT representatives to determine what, if any, additional system configurations are required for this implementation. The Discovery sessions will also provide guidance on potential process changes that may facilitate this implementation.

During the Discovery Process, the ZOBRIO Consultant(s) will work to determine and document “how and why” CLIENT’s current business practices work so that a firm implementation and project plan can be created as the discovery portion of Phase 1.

During this phase of the work, ZOBRIO Consultants will all be able to make suggestions to enhance the way CLIENT does business in order to make use of all of the efficiencies the new Software Solution will bring to CLIENT’s organization. ZOBRIO will share their knowledge of best practices throughout each phase of the project. ZOBRIO has conducted some preliminary discovery work during this past 8 months and will re-visit those discussions at the kick off meeting.

There are seven (7) primary purposes of the Project Initiation Phase that ZOBRIO shall complete:

1. Establish the project structure and organize all the related tasks. This involves setting up the appropriate project controls, specifying specific resources, refining the project plan and ensuring that all relevant resources are scheduled. CLIENT will be responsible for providing and coordinating the physical facilities required for the Requirements Analysis Team workroom and Training room. A conference room or similar area is appropriate for the meeting space.

The size and number of staff members to participate in each session is dependent upon CLIENT. Zobrio will have 1-2 staff members on site during the initiation phase. Zobrio will require that CLIENT have key decision makers attending the sessions in the Project Initiation phase so that processes and decisions can be made during sessions. This includes easy access to photocopying, faxing, internet access, and whiteboards.

Comment [s2]: Please give more specifics on the requirements for such, e.g., what is needed, how many people, how long it is needed, etc.



2. Create the Month-by-Month Outline of Implementation Tasks and make adjustments as necessary based upon the schedules and input of the CLIENT Project Manager and Team.
3. Conduct a project kickoff session which will provide an overview of the modules for the CLIENT Team so that everyone understands the basic premise of each module and its associated capabilities.
4. Provide Discovery Sessions for each area (Financials, Purchasing, Payroll, Human Resources, Time Entry, and Hardware/Software Environment) to CLIENT project team. This step is dedicated to information gathering at all levels so that all requirements can be identified and documented. Each area will require its own session so that CLIENT staff members will not be tied up in meetings that are not related to their areas of expertise.
5. Provide revised Discovery Documents based on the Discovery Sessions and the decisions and timelines established for each of the modules to be implemented.
6. All of the initial discovery sessions will take place in this initial phase so that there are no "surprises" as the project is rolled out. It is always best to determine issues and concerns as early in the process as possible so that each area of concern can be adequately addressed prior to the actual configuration of the module. For example, the Payroll and HR discovery sessions will take place in this phase even though the "live" date for payroll isn't until January 2016.
7. Install ZOBRIO Solution Software including all necessary 3rd party software in the CLIENT environment providing a test, or sandbox environment, as well as a production environment for the Project Team to begin configuration and learning activities. CLIENT will have a test environment permanently.

Comment [s3]: Is this one session per area? What if it takes more than one session?

Comment [s4]: How long is testing environment available?

Deliverables:

ZOBRIO will provide the following deliverables as part of Phase 1:

Initial outline of tasks in a month-by-month layout

- Project Plan and Schedule
- Resource allocation plan for both teams
- Identification of CLIENT Project Leads based upon the topics and roles
- Software loaded and ready for configuration (includes test environment)



- Discovery sessions conducted for each area (Financials, Purchasing, Payroll, Human Resources, Time Entry, and Hardware/Software Environment)
- Discovery report by module outlining configuration items that will be provided during the implementation
- Module Review and Kickoff Session conducted
- Product discovery documentation for team leads completed

CLIENT will provide the following deliverables as part of the Phase 1:

- Documentation for all CLIENT Batch Processes, External interfaces, and user added applications, etc. that the new software solution will be replacing. Work/process flow diagrams for each of the essential processes within each area of the organization that is part of the upgrade effort. (For example: After hour processes and bank interfaces as well as day-to-day tasks and processes.)
- Work with the ZOBRIO Technical Installation Team members and the ZOBRIO Project Manager to install all hardware/software that may be required in preparation for the ZOBRIO Solution software installation using the Zobrio Solution Hardware/Software Requirements documents.

Phase 1. Constraints and Assumptions

1. It is the responsibility of CLIENT to provide a working hardware platform with sufficient capacity to load the ZOBRIO software. The hardware must be connected to any required network interfaces to provide user access to printing and terminal facilities in at least one (1) training location. A training location can be any area (conference room, etc.) that is large enough to hold the CLIENT staff members required in the training plus up to two (2) Zobrio staff members. Each CLIENT staff member will need a laptop/desktop that can connect to the CLIENT server where the Zobrio Solution Software has been installed. CLIENT will indicate to ZOBRIO that the hardware is ready for ZOBRIO activities prior to the start of any Technical Services work.
2. All required Windows Server(s), must be installed and operational.
3. CLIENT participates with ZOBRIO in the software installation process for the purposes of augmenting knowledge transfer.
4. CLIENT will order hardware (if required) in a timely manner in order to keep the project on track with the mutually agreed upon project plan.

Comment [TD5]: What are the requirements of the Training location? Can you please provide more details and ideas?



Phase 2: Configuration

Purpose

The purpose of the Configuration Phase is to create a configured Test Environment for the ZOBRIO Financials, Purchasing, Payroll, Human Resources and Time Entry Software. ZOBRIO Application Specialists will lead software configuration sessions involving the appropriate CLIENT business experts and together they will determine and implement the optimum table setup of the ZOBRIO Solution Software based on the functional requirements analysis. ZOBRIO will document requested product configuration changes.

Deliverables:

ZOBRIO will provide the following deliverables as part of the Configuration Phase:

- All Configuration Workshops completed and documented. Zobrio will be responsible for note taking and both parties will be responsible for follow-up assignments given (depending on whose personnel is assigned) during the Configuration Sessions.
- Data Conversion Requirements Document
- Interface Requirements Document for each of the interfaces specified in the RFP as required.
- Detailed conversion mapping documentation
- Reporting Specification Document

CLIENT will provide the following deliverables as part of the Configuration Phase:

- Will ensure CLIENT team identified for configuration and training are available on dates agreed to and scheduled
- Will provide and ensure all required Technical Staff are available on dates agreed to and scheduled



Note: ZOBRIO will deliver complete documentation for all custom development and interfaces to include (but not limited to) description of purpose, features and functionality, file formats, method of transmission (i.e., ODBC, file import/export, etc.) and user instructions. .

Comment [s6]: Changed to what was stated in the RFP document – Section 2.3.5.1 "Documentation" – page 23.

Phase 2: Constraints and Assumptions

1. Hardware and technical prerequisites will be put in place by CLIENT, in order to facilitate the installation of the ZOBRIO Software Solution.
2. CLIENT will provide a suitable work station(s) and file transfer device(s) for up to two (2) ZOBRIO staff members as well as Internet access for Email. CLIENT will provide remote connectivity (via the Internet) for ZOBRIO, without the use of any access method that would be incompatible with ZOBRIO's existing support infrastructure (i.e. VPN for CLIENT or proprietary hardware). Zobrio has used the following access methods dependent upon our client's environment and preferences: LOGMEIN and Zoom; RDC to Server; Team Viewer and Zoom.
3. ZOBRIO assists CLIENT to resolve issues and problems encountered in the set up and configuration of each module.
4. CLIENT will be responsible for providing and coordinating the physical facilities required for the project team workroom.

Comment [s7]: How many? 2

Comment [GR8]: How many in Zobrio team? 1-2 staff members

Phase 3: Training and Testing – Conference Room Pilots

Purpose

The purpose of the Training and Testing Phase is to test that the ZOBRIO Financials, Purchasing, Payroll, HR and Time Entry Management Systems' functionality will meet the business requirements of CLIENT.

This phase includes, but is not limited to: testing of all interfaces including, but not limited to accounts payable check processing, accounts receivable invoicing, payroll interfacing, general ledger, month end processing, reporting, System Administration training to technical staff, and End User training to CLIENT Staff and cut-over planning and support. CLIENT approval is required to accept each test.

Comment [s9]: Please provide additional details regarding testing.



Conference Room Pilots include testing the processes required in each area to insure that parallel processes are acceptable and any differences in the process results are identified and acceptable to CLIENT.

ZOBRIO Application Consultants will work with CLIENT to ensure the ZOBRIO Financials, Purchasing, Payroll, HR and Time Entry Software and hardware is operational and process knowledge is passed to CLIENT team.

Conference Room Pilot refers to the iterations of configuration that will take place to insure that the results coming from the new solution meet or exceed the requirements identified in the Request for Proposal CLIENT-15909-R ("RFP"). Test scenarios will be run and tweaked as needed until the appropriate data results in each of the named processes.

The Training and Testing Phase consists of the following activities:

Setup

A ZOBRIO Application Consultant will verify that the software functions and that the setup is correct based on a walk-through of CLIENT's business scenarios using discovery information provided by the ZOBRIO and CLIENT Discovery meetings. The Application Consultant will confirm expected results and fine-tune set up as needed.

Conference Room Pilot

A ZOBRIO Application Consultant will provide direction and assistance with the end-to-end system integration testing for each module of the solution (testing core functionality with customized interfaces and reports). Clean converted data from the legacy system is required for this testing so that we can determine that all processes are functioning as intended.

Cut-over Support

ZOBRIO will provide cut-over planning and support prior to the proposed go-live date. ZOBRIO and CLIENT will stage all aspects of the system in preparation for production cut-over, develop a production cut-over schedule, and conduct all production cut-over activities (including any manual conversion activities that are required).



Deliverables:

ZOBRIO will provide the following deliverables as part of the Training and Testing Phase:

- Verification and Fine Tuning of Setup
- Installation Audit to ensure Production version of Software is complete
- Train the Trainer Instruction

CLIENT will provide the following deliverables as part of the Phase:

- Staff a Train-The-Trainer (TTT) Meeting for testing and initial training by ZOBRIO
- Perform all end user training as required

Phase 3: Constraints and Assumptions

1. Zobrio will conduct a weekly review with CLIENT team should be performed to ensure the TTT training is happening as planned and any issues are identified during this phase.
2. CLIENT agrees to provide high-speed access and system logon credentials to enable ZOBRIO to access CLIENT's system should this be necessary for file transfer and to assist ZOBRIO to locate the cause of software issues during training.
3. CLIENT will provide suitable work station(s) and file transfer devices for up to two (2) ZOBRIO staff members as well as Internet access for Email. CLIENT will provide remote connectivity (via the Internet) for ZOBRIO, without the use of any access method that would be incompatible with ZOBRIO's existing support infrastructure (i.e. CLIENT's VPN or proprietary hardware).
4. ZOBRIO requires that CLIENT provide qualified resources that shall be responsible for meeting the mutually agreed upon project schedule.
5. CLIENT IT Staff Information Technology personnel must be available to maintain the test environment. The implementation phase requires management and may require periodic refreshment of all the ZOBRIO Financials Solution instances, as described during the product installation training.

Comment [s10]: How many of these will there need to be?

Mary Comments: The number of training sessions is dependent upon how AHEC would like to group the topics. For example, will AP and Purchasing be one session since Purchasing may feed the AP transactions. It is really dependent upon the discovery .

Comment [s11]: Will Zobrio be conducting the weekly review, or is this AHEC's responsibility?

Mary Comments: Zobrio will schedule the weekly calls to go over this item as this step is part of our project management methodology. We will be keeping an 'open items' list which will be a discussion topic each week.

Comment [s12]: How many?
Mary Comments: 1-2

Comment [TD13]: Again – need clarification on what is compatible. AHEC requires a secured access method.

Mary Comments: We just need access to an internet browser and our FTP site so that we can easily transfer files when necessary.

Comment [s14]: I assume this means AHEC's IT staff?
Mary Comments: Yes



Phase 4: Production Readiness and Solution Delivery

Purpose

The purpose of the Production Readiness and Solution Delivery Phase is to develop the final plans prior to moving into production. During the Cut-Over to production section of Phase 4, ZOBRIO will install the ZOBRIO Solution into the CLIENT production environment.

Working with CLIENT's Team, ZOBRIO Application Consultants will develop a plan for moving the ZOBRIO Software Solution into the production environment. CLIENT Project Team will work with the ZOBRIO Project Manager and Application Consultant(s) to develop a step-by-step Cut-Over plan.

Working with CLIENT's Team, ZOBRIO Technical Consultants will install the ZOBRIO Solution into the production environment.

Deliverables

ZOBRIO will provide the following deliverables as part of the Phase:

Work with CLIENT to develop a Cut-Over Plan Document to include Cut-Over Planning Assistance and Support to produce the Cut-Over Plan

During the Cut-Over to production section of Phase 4, ZOBRIO will install the ZOBRIO Solution into the CLIENT production environment.

CLIENT will provide the following deliverables as part of the Phase:

- Approve Cutover Plan Documentation
- Technical staffing support for Software installation in the CLIENT Production environment
- Technical staffing support to ensure ZOBRIO Software Solution is running in Production environment
- CLIENT project team for pre-production review of the ZOBRIO Software Solution Financials, Purchasing, Payroll, HR and Time Entry software in the new production environment



Phase 4: Constraints and Assumptions

1. Hardware and technical prerequisites will be in place by CLIENT, in order to facilitate the installation of the ZOBRIO Software Solution.

Phase 5: Transition

Purpose

The purpose of the Transition Phase is to provide a smooth transition into production and to ZOBRIO's Support / Help Desk, for ZOBRIO Software Solution.

ZOBRIO can provide extra training and coaching, support, outside of the current scope of this project as required during this phase and will be pleased to quote on these activities if requested.

Comment [s15]: Please provide examples of what this could be.

Mary Comments:
If AHEC would like to have us conduct more training to other groups of individuals within AHEC or do data entry or re-training if an AHEC staff member leaves unexpectedly, etc I really just wanted AHEC to know that we would be available for additional help outside of what we are planning if AHEC would need it.

Deliverables

ZOBRIO will provide the following deliverables as part of the Transition Phase:

Operational support as outlined in CLIENT specific project plan

Technical support as outlined in CLIENT specific project plan

Transition to ZOBRIO's Support / Help Desk

CLIENT will provide the following deliverables as part of the Transition Phase:

- Technical Staffing support
- Business operations support and end user coaching



3.2 General Constraints and Assumptions

1. It is the responsibility of CLIENT to provide a working hardware platform with sufficient capacity to load ZOBRIO software. The hardware must be connected to any required network interfaces to provide user access to printing and terminal facilities in at least one training location. CLIENT will indicate to ZOBRIO that the hardware is ready for ZOBRIO activities prior to the start of any Technical Services work.
2. CLIENT will provide Internet connections access to the system, tested and approved by ZOBRIO, prior to ZOBRIO coming on-site. ZOBRIO assumes that prior to coming on site for any particular activity; the platform will be operational to the extent required for that activity.
3. CLIENT participates with ZOBRIO in the installation process for the purposes of augmenting knowledge transfer.
4. CLIENT Information Technology personnel must establish regular backup procedures to secure the new operating environment. ZOBRIO requires that CLIENT provides system housekeeping as soon as the system is turned over to CLIENT.
5. For ZOBRIO tasks specifically outlined in the SOW, ZOBRIO is responsible for the first installation and CLIENT is responsible for each installation thereafter, along with file and data conversion, changes in systems administration or operational procedures, changes in operating system setup and user access, changes in user procedures, changes in internal support and cutover to operation use.
6. CLIENT will ensure that all system users migrate to the ZOBRIO Financials browser interface at the time of Go-Live. Other forms of system access will not be supported by ZOBRIO.
7. ZOBRIO Technical Consultants will convert current year and summary leave balance data from CLIENT's Fundware system, iVantage system, and the vendor file from the Venice system.

Comment [s16]: In the RFP, Requirements Table, Requirement #1. T. AHEC required Zobrio to convert and input data needed from old systems into new system – we require more than the current year.
What are we supposed to do about historical data if you only convert current year? Are you suggesting that we continue to rely on FundWare and our other legacy systems? That is not what we envisioned.

Mary Comments:
We can't agree to **all** data because a lot of the detail on the data will not electronically convert from FundWare to MIP because of the way it is created and stored in both databases systems which is why we have tried to be as specific as possible. The Master files for the chart of accounts, the vendor master files and employee master files are stable. The summary numbers for the GL, vendors, and employee records are also good. We will definitely need your staff to identify some of the data especially in the iVantage and Venice Systems which is why we will need your staff to create the flat file layouts in some cases .

We really are one of a very limited group of experts in FundWare conversions in the country which is why we want to set expectations here and not use the term 'all'.

AHEC does own their FundWare software so we can place a hyperlink within the process manager of MIP that will allow an end user to bring up the FundWare software and review historical data.



3.3 Technical Requirements

Hardware Installation

CLIENT, or their agent, will manage and coordinate the installation of the server hardware (if necessary), and software and services by any third party vendor managed under separate contract. This includes:

- Responsibility for all hardware and system software to be implemented
- Responsibility for the server footprint and necessary space within the data center to accommodate the hardware configuration
- Responsibility for cabling and installation of the server hardware configuration including connection to the main power supply and uninterruptible power supply (UPS)
- Responsibility for server installation and training services (Note: that CLIENT is responsible for installing or upgrading to ZOBRIO supported versions of operating systems).

CLIENT will arrange for a third party provider under separate contract to conduct hardware platform, operating platform, and operating procedure training if necessary. ZOBRIO will coordinate project start-up activities with CLIENT's schedule for hardware delivery and installation if necessary. CLIENT will notify ZOBRIO when the hardware has been delivered, certified and accepted by CLIENT and ready for software installation.

It is essential that CLIENT contact ZOBRIO and confirm that all the appropriate hardware has been delivered and configured in advance of the ZOBRIO employee's departure from St. Louis. ZOBRIO will not commence the services until CLIENT has notified ZOBRIO that all appropriate hardware has been delivered and configured.

CLIENT will connect the server hardware to CLIENT's existing network.

CLIENT will provide the network infrastructure required to support connectivity between CLIENT's server environment and CLIENT's desktop environment. CLIENT will implement and maintain a high-speed connection for remote access to CLIENT's server environment by the ZOBRIO product support center.



Remote Access

Remote access, as defined below, must be available before the ZOBRIO software is installed at CLIENT. ZOBRIO requires remote access to the ZOBRIO applications on CLIENT's network and Internet access to ZOBRIO's support servers to download files during and after installation.

Privileges that are required on the server to complete the installations should be provided to ZOBRIO.

At any time, Pre and Post Go-live, ZOBRIO support personnel may require remote access to the ZOBRIO applications in order to resolve any issues with CLIENT's system or setup.

5. At a minimum, CLIENT must be willing to establish remote connectivity (via the Internet) for ZOBRIO, without the use of any access method that would be incompatible with ZOBRIO's existing support infrastructure (i.e. CLIENT's VPN or proprietary hardware). ZOBRIO has used the following access methods dependent upon our client's environment and preferences: LOGMEIN and Zoom; RDC to Server; Team Viewer and Zoom

Comment [s17]: Again, please see comment regarding clarification on remote access methods and 24/7 access. What security protocols will be used?

Mary Comments: I added the connectivity tools we have used in the past.

Any training and installation workstations must also have high-speed access to the Internet prior to the time of installation and during the entire configuration process.

3.4 ZOBRIO Project Management Methodology

ZOBRIO will provide a Project Manager through all phases of the project for each of the ZOBRIO software modules.

While ZOBRIO has agreed to jointly administer the Master work plan, ZOBRIO does not assume CLIENT's responsibility for management of its obligations set forth herein, or the management of other vendors and suppliers retained by CLIENT.

ZOBRIO will assist CLIENT's Project Manager by providing advice, attending scheduled meetings at agreed-upon intervals, and reporting at weekly and monthly intervals on the progress of ZOBRIO deliverables as documented in this Scope of Work

The **ZOBRIO Project Manager** will be responsible for the following tasks:

- Establish ZOBRIO resource allocation and provide ongoing management of such resources in order to meet the dynamic needs of the CLIENT's project schedule.
- Manage all contract documentation.



- Develop and manage a written Master Project Work Plan that incorporates the management of all project activities in consultation with CLIENT's Project Manager. ZOBRIO and CLIENT will collaborate to develop the initial written Project Work Plan. The Project Managers will assume overall responsibility for ongoing administration of the Project Plan including delivery, establishment of controls, and tracking of the Project Plan.
- Manage delivery of contracted software and services pursuant to the contract and/or change orders to the contract, which includes ensuring that all such commitments are included in the Project Work plan.
- Provide to CLIENT monthly reports on the project's schedule and budget.
- Track all configuration and reporting deliverables and ensure that these are specified, reviewed and approved by the appropriate CLIENT representatives before work is undertaken.
- Serve as the central point of contact for all Project Team members to facilitate information gathering and act as the central facilitation point for resolution of any problems or issues.
- Monitor Project Progress and prepare a monthly Risk Assessment reflecting project progress, risks and strategies for risk mitigation.

Deliverables:

The ZOBRIO project manager is responsible for the following deliverables:

1. ZOBRIO resource scheduling
2. Project Work Plan including Milestones
3. Weekly and Monthly project status reports
4. Contract and Change Orders (delivery, scheduling and compliance)
5. Project Budget status reporting (part of monthly status reports)
6. Approved specifications for all configuration and reporting deliverables when necessary



Project Scope and Change Management

Successful implementation of this software requires a coordinated effort by ZOBRIO and CLIENT. Each party contributes an essential piece of the project: ZOBRIO will provide the product knowledge, the methodology and the implementation expertise; CLIENT will provide the business knowledge, appropriate implementation team members and timely business decisions.

By carefully managing all aspects of this project, ZOBRIO, and CLIENT will be able to implement the system on time. To achieve this, CLIENT will provide a Project Manager responsible for the direction of CLIENT's employees and policies on this project. ZOBRIO will provide a Project Manager responsible for planning and coordinating all ZOBRIO deliverables under the signed contract.

The key to the success of this implementation approach is executive and management commitment on the part of CLIENT and ZOBRIO. All management teams must work together to manage the scope of the project and to quickly address project risks and resolve issues brought to them by the CLIENT and ZOBRIO Project Managers.

The ZOBRIO Project Manager will prepare an initial project plan outline. Together, CLIENT and ZOBRIO Project Managers will refine the project plan so that it meets the specific requirements of the CLIENT implementation. ZOBRIO will document the project plan and both parties will sign off on it during the initiation phase of the project.

The Project Managers will conduct regular progress reviews of the project and milestones and adjust the Project Plan as required. This review will occur weekly at the start of the process and may expand to bi-weekly or once a month dependent upon a schedule determined and agreed upon by both the ZOBRIO and the CLIENT Project Managers.

For the purpose of clarification, a scope change will be defined as any material change to the project implementation methodology that impacts the project cost and delivery schedule. Should a scope change be necessary the change order will be priced in accordance with the then rates as outlined in the contract. Such scope changes shall become an addendum to this Scope of Work via a signed contract amendment.



3.5 Project Teams

The CLIENT Project Manager is responsible for the overall direction of the project. ZOBRIO will provide a Project Manager responsible for planning and coordinating of all ZOBRIO deliverables described in this scope of work. Together, the Project Managers will develop a project plan that will outline the appropriate timeframe for this implementation. The project managers will conduct regular progress reviews of the project.

Either party may request the removal of a project team member for reasonable cause, and the other party will make every effort to remove the individual and replace him/her with another resource within a reasonable period of time. Staffing issues will be resolved between the Project Managers. Please note: CLIENT shall consider ZOBRIO’s project team “Key Personnel” and therefore essential to the work being performed. ZOBRIO shall immediately notify CLIENT in writing prior to replacing “Key Personnel”. Replacement personnel must have the same skill level and qualifications, or better, than the personnel they are replacing. CLIENT must approve the replacement personnel in writing prior to new personnel commencing work and the change must not delay the project. CLIENT’s approval of replacement Key Personnel shall not be delayed nor unreasonably withheld. ZOBRIO shall take commercially reasonable action to transfer their “departing” personnel’s project knowledge to the ZOBRIO’s substitute personnel to ensure continuity of services performed.

Comment [s18]: This language was in the RFP – section 1.50
Mary’s comments: we agree

CLIENT Project Team

CLIENT will need to identify the following resources (CLIENT may choose to use any combination of resources) to the project teams:

Project Manager The Project Manager must be capable of initiating appropriate changes to the hardware, software, personnel and processes, if required. The Project Manager will be essential in ensuring that CLIENT resources and deliverables are managed properly.

Business Analysts/Trainers Business Analysts are CLIENT employees with sufficient experience and authority to fully participate in the design of business rules and the configuration of CLIENT Information System. Business Analysts are



chosen from each of the business areas covered by the new system. Business Analysts are assigned to the project on a dedicated basis. Business Analysts will also become key persons in providing end-user training. The following functional areas will need to be covered (one individual may provide support in more than one functional area):

Finance Representative(s) 1 to 3 people. This person(s) will be key contributors in regards to determining any Chart of Accounts restructuring, ensuring that the business needs are met and that all Finance requirements are being properly managed for the CLIENT implementations. The Finance representative(s) will participate in the GL Configuration/ Setup and Conference Room Pilots with the ability to support and make business decisions for the Payroll and HR group. Due to the high level of involvement in this project, at least one dedicated representative is needed. Whether 1, 2 or 3 participants are needed depends on how CLIENT has organized its Finance group, the particular skill sets of the potential team members, and employee availability. The Finance Representative(s) may also be required to access and coordinate the participants from each of the departments that are implementing the MIP Financial Software.

Payroll/HR and Time Entry Representative(s) 1 to 3 people. This person(s) will be key contributors in regards to determining any Employee Setup, Human Resource Process and Time Entry process, ensuring that the business needs are met and that all the Payroll & HR requirements are being properly managed for the CLIENT implementations. These representative(s) will participate

in needs assessment, process flow, configuration and the Setup and Conference Room Pilots with the ability to support and make business decisions for the Payroll and HR group. Due to the high level of involvement in this project, at least one dedicated representative is needed. Whether 1, 2 or 3 participants are needed depends on how CLIENT has organized its Payroll/HR group, the



particular skill sets of the potential team members, and employee availability. The Representative(s) may also be required to access and coordinate the participants from each of the departments that are implementing the MIP Time Entry Software.

Accounts Payable Representative

This person must participate fully in the Configuration/Setup Workshop and the Conference Room Pilot to provide business knowledge and make business decisions with regards to the implementation of the AP Module. As well, this person will participate in the Acceptance Testing as it pertains to this module, and will involve others on an as needed basis.

Purchasing Representative

This person must participate fully in the Configuration/Setup Workshops, provide business knowledge and make business decisions with regards to the implementation of the Purchasing Module. As well, this person will participate in the Acceptance Testing as it pertains to this module, and will involve others on an as needed basis.

Systems Analyst or IT support

CLIENT should provide IT support for different aspects of the project. Depending on the skill sets available, this support may be provided by one or several people. This person(s) will be key in regards to providing the following assistance to the project team:

- Environmental setup support (e.g. network connectivity, workstation problems).
- Hardware issue resolution (printer problems).
- Instance management of ZOBRIO's applications.

Legacy System Analyst

The Legacy System Analyst should be very familiar with CLIENT's legacy Fundware Financial and Payroll systems and the business



processes supported by the systems. This individual will be committed for the full length of the conversion project. This staff member:

- Should be completely familiar with CLIENT's Legacy system and the related business processes.
- Will assist in analyzing all conversion related technical issues and strategies with relation to the Legacy system.
- Will be in constant contact with ZOBRIO's Conversion Resource(s) in order to revise all technical issues and strategies and their impact to the conversion.

The ZOBRIO Project Team

Zobrio will provide the following resources as members of our CLIENT Implementation team:

Project Manager

A Project Manager from ZOBRIO will be responsible for managing the implementation of the ZOBRIO Solution as identified in the contract. Zobrio will provide a main Project Manager as well as an associate Project Manager. The ZOBRIO Project Manager(s) will work closely with CLIENT Project Manager to ensure that the project is completed on time.

Application Consultants

The Application Consultants are the on-site/webinar application specialists who run the configuration workshops, configure the system and provide acceptance testing support. Different Application Consultants may be involved in the implementation of each of the different ZOBRIO software products, but all must have experience with Fundware.

Data Conversion Specialist

The Data Conversion Specialist is responsible for running the initial data conversion workshop and preparing the data conversion plan



and must have experience with FundWare.

- Will do the analysis, design, development, unit testing and integrated testing of all conversion applications and modules.
- Will perform audits on converted data at various project milestones.
- Will relate conversion technical issues to the Project Manager.

Technical Consultant

The Technical Consultant is the specialists who will ensure that the all software is loaded and configured such that the ZOBRIO Solution software is able to operate properly.

Software Installation

The following software products (with associated functionality) will be installed:

ZOBRIO Software Solution – MIP Financials, Payroll, Human Resources & Time Tracking.

- General Ledger
- Grant Management included in GL segmentation
- Project Accounting included in GL segmentation
- Cost Accounting/Cost Allocation
- Financial Management Reporting and Analysis
- Budget Preparation/Control (Includes Microix Budget Processing)
- Accounts Receivable (Including Billing & Reporting Modules)
- Cash Receipting on Premise
- Accounts Payable
- Positive Pay for Accounts Payable
- EFT for Accounts Payable
- Purchase orders
- Encumbrances



- Purchasing (Requisition & Purchase Order Microix Processing)
- Capital & Fixed Assets Management (Includes non-depreciable tracking)
- Human Resources
- Payroll (Includes Emailing Paystubs & EFT)
- Time & Attendance (Microix Electronic Time Tracking & Clocks)
- Positive Pay for Accounts for Payroll
- Bank Reconciliation
- Data Import/Export
- Forms Designer
- Advanced Security
- Visual Analyzer Dashboard
- Scheduler

Travel Expenses

All travel expenses will be billed at actual expenses and are estimated at \$xxx. Travel expenses include the following items:

- Airfare
- Lodging
- Meals
- Transport
- Parking (if required)



Project Travel Policy

General

ZOBRIO personnel will be reimbursed for expenses incurred while traveling on business for the project.

All expenses, other than Meals, must be supported with receipts.

If ZOBRIO personnel agree to stay over a weekend at CLIENT site or at another location other than their home resulting in a savings, the ZOBRIO personnel will be reimbursed for weekend accommodations/car rental/meal expenses providing the trip comparisons are approved by their Project Manager.

Administration of all travel bookings will be coordinated between the ZOBRIO and CLIENT Project Managers.

Airfare

All airfares must be for coach/economy class on the least costly, safe carrier who offers a reasonable schedule. Zobrio employees will decline all travel insurance. ZOBRIO personnel are expected to plan their flights as far in advance as is practical, permitting the use of discounted fares. Although frequent flyer program points can be accumulated for personal use, ZOBRIO personnel are required to place economy of travel ahead of maximizing travel points in making transportation decisions.

Accommodations and Meals

ZOBRIO personnel must arrange the least costly hotel capable of providing safe and convenient housing for business travelers (web booking, work desk in room, high speed internet included, breakfast included, etc.). A per diem allowance of up to \$50.00 USD per day may be claimed for meals.

Ground Transportation

ZOBRIO personnel must rent a compact car. An appropriate, larger vehicle can be rented when the number of persons to be transported requires it. Gasoline costs associated with the use of rental cars



will be reimbursed. ZOBRIO personnel are requested to refuel rented cars prior to returning them to the rental company. Zobrio personnel will decline the collision damage insurance. ZOBRIO personnel **will** refrain from drinking alcoholic beverages when operating a vehicle in connection with their duties.

Parking costs, tolls, mileage to and from the airport which are incurred while traveling on business are reimbursable.

Data Conversion

Conversion Process Overview

ZOBRIO's Conversion Methodology is a comprehensive and proven process designed to facilitate the complete and successful conversion of data from CLIENT's legacy systems: Fundware, iVantage, and the vendor file from Venice into CLIENT's new Zobrio MIP Software Solution.

The Methodology is comprised of a series of phases, each containing several tasks that perform specific functions or units of work within the scope of the conversion process.

1. **Data Export:** In most cases ZOBRIO will use an application tool known as Monarch which bypasses our application screens and allows uploading data via Excel to the ZOBRIO tables in our system.
2. **Data Import - Loading Legacy Data:** The ZOBRIO conversion team is very fluent in moving data from Blackbaud's FundWare applications into Abila's MIP Fund Accounting Software. ZOBRIO shall import the data from CLIENT's legacy systems: Fundware, iVantage, and the vendor file from Venice. The ZOBRIO Team will work with CLIENT's staff to determine the specific layout and mapping of the data.
3. **Data Manipulation:** Monarch will be used to manipulate data and load the staged data into CLIENT's new MIP Financials tables. Filtering and translation takes place in this stage.

ZOBRIO and CLIENT Joint Responsibilities:

Data Mapping

The Data Mapping Analysis document defines the mapping between CLIENT's legacy databases (FundWare, iVantage, and the vendor file from Venice) and the ZOBRIO Financials and Payroll/Human Resource Interface files. The mapping analysis will be delivered to CLIENT in accordance with the approved Project Plan for review and acceptance before the Data Conversion begins.



ZOBRIO Responsibilities:

Data Conversion Plan

The Data Conversion Plan defines the details of the conversion process, responsibilities of each party related to Data Conversion, effects of configuration on the conversion, specific business rules identified during implementation and decisions that affect the conversion. The Data Conversion Plan will be delivered to CLIENT in accordance with the approved Project Plan for review and acceptance before the Data Conversion begins.

Data Conversion Scope - The data included within the scope of the data conversion is as follows:

General Ledger Distribution Code Master: General Ledger Chart of Accounts including the distribution Code Master including funds, department, accounts, projects, etc..

Accounts Payable Vendor Master: Conversion of Vendor Master file for Accounts Payable and Purchasing. There are two vendor files identified in this project: a vendor file from the CLIENT legacy FundWare software as well as the vendor file from the CLIENT legacy Venice Purchasing solution.

Accounts Receivable Customer Master: Conversion of Customer Master file for Accounts Receivable from the CLIENT legacy FundWare software

Fixed Assets Master: Import of the fixed asset master file (including historical cost and depreciation elements) from the CLIENT legacy FundWare software.

Payroll: Import of the Employee Master file from the CLIENT legacy FundWare Payroll software

Human Resources: Import and consolidation of the Employee Master file from CLIENT legacy software (FundWare and iVantage)

Comment [MM19]:
Mary comments: We agree to Employee Master files from AHEC legacy FundWare and iVantage software but cannot agree to convert ALL data or all historical data. This is the same problem as above. If AHEC owns iVantage we can establish a hyperlink back to it as well from the process manager within MIP.

Reports

Reporting Requirements Analysis

ZOBRIO will deliver the ZOBRIO Software Solution Financials and Payroll/Human Resources standard core reports along with the MIP report customization tools ZOBRIO Professional Services Implementation standard core reports for each of the applications.



Custom Reports

Information for Customized Reports will be supplied by CLIENT and ZOBRIO will configure of the following reports and forms:

Financial Statements including Trial Balance, Income Statement, Revenue Statement and Expense Statement

Budget Statement

Fixed Asset Register

Accounts Payable Check

Accounts Receivable Invoice

Purchase Order Form

Payroll Check Form

Dashboards

Documentation

ZOBRIO will provide the following documentation:

Standard system and end-user documentation for all ZOBRIO Software Solution products included in this scope of work.

CLIENT will create and provide the following documentation:

Any CLIENT specific process and end user documentation that deviates from the standard Zobrio Software Solution standard documentation.

Required Interfaces

The ZOBRIO Project Manager and Team will work closely with the CLIENT Project Manager and subject experts on the CLIENT team to create the required interfaces listed in the CLIENT RFP. The order in which the interfaces will be created will be based upon a mutually determined schedule as part of the

Comment [s20]: Please provide more information – this is too vague. Please note, however, that the RFP required the following with regard to documentation: **Complete documentation must be provided for all custom development and interfaces to include (but not limited to) description of purpose, features and functionality, file formats, method of transmission (i.e., ODBC, file import/export, etc.) and user instructions.**

Mary's comments: We can agree to this requirement.



project plan. The Zobrio MIP Solution also provides export tools that may assist in the creation of the desired interface list.

Comment [s21]: Some of the desired interfaces are missing from the list below. In Zobrio's response to the RFP, it was indicated that some of the desired interfaces were included in your proposal, but they aren't listed here. Please correct.

Mary's comment: We need to review the desired list and determine which ones outside of this list we can do. It is really the flat file layouts of the desired ones that we are concerned about. We believe we can handle some of the desired interfaces but we are uncomfortable with agreeing to the list with so little information within the RFP which is why we chose to include the HR one in this list and we didn't include the others. We can also just add in the comments from our original documents. I did that below so I think we should consider using the table below so that we have it all in one place.



APPENDIX B

Required/ Desired

			Required/ Desired
CORE	State	Ongoing batch feed from new ERP G/L to CORE - as needed	Required
ACH	UKN	Export to bank for ACH deposits & Positive Pay - as needed	Required
Check Reconciliation	UKN	Import from Bank for check verification Monthly configuration of bank account information needed for reconciliation	Required
Venice	SQL	One time load - Vendor File	Required
CitiDirect	Flat File	Weekly import to new ERP G/L	Required
iVantage	UKN	Implementation-dependent	Required
Attendance	Flat File	Ongoing interface to new ERP HR-Payroll	Required
Benefit Solver	State	Ongoing import & export feeds to new ERP HR module - Zobrio can work with CLIENT to develop an interface at a later date. Professional Services have not been allocated to this project	Desired
Xire	Flat File	Monthly feed of classified benefits	Required
PERA	Flat File	Monthly feed to PERA	Required
Unemployment	Flat File	Quarterly feed to State	Required
401	Flat File	Monthly feed of 401 contributions	Required
457	Flat File	Monthly feed of 457 contributions	Required
Family Support	Flat File	Bi-weekly or monthly feed to State	Required
TIAACREF	UKN	Bi-weekly or monthly feed to Vendor Retirement Provider – CLIENT will need to provide Zobrio with a flat file layout in order to determine if we can create this interface	Desired

Comment [MM22]:

Mary Comments: Stacy I just copied in the table directly from Appendix B and then moved in comments from our last documents so they would be in one place. Based upon the flat file layouts from AHEC, we may be able to swap out some of the desired ones we thought we could not do for some we can do. Our only concern is if AHEC can provide the flat file layouts in readable data format with the necessary data included since we are not in control of the data. We also acknowledge that SQL database to SQL database interfaces may be easier than interfaces that are not between SQL databases. We will work closely with the AHEC team to create and/or provide support for the creation of as many of the desired formats as possible along with the required formats.

Comment [MM23]:

Mary Comment:

Stacy I was mistaken that we know Benefit Solver when we talked. I have put the information from our questions document into the table. It doesn't mean that we can't or won't do it because we can possibly swap some of the desired ones around based upon what the flat file layouts require.



Sidewalk	Flat File	Ongoing daily batch feed to new ERP G/L & A/P	Required
EMS	SQL Server	Batch feed to new ERP A/R – CLIENT will need to provide Zobrio with a flat file layout in order to determine if we can create this interface	Desired
TMA	SQL	Batch feed to new ERP G/L & Project Module	Required
CCM	MS Access	Batch feed from Early Learning Package to new ERP A/R – Zobrio can work with CLIENT to develop an interface at a later date. Professional Services have not been allocated in this project	Desired
T2 FLEX	Flat File	Ongoing daily batch feed to new ERP G/L	Required
Telecom	MS Access	Batch feed to new ERP A/R- Zobrio can work with CLIENT to develop an interface at a later date. Professional Services have not been allocated in this project.	Desired
Mail Services	Pitney Bowes	Batch feed to new ERP A/R	Desired
EnergyCap	UKN	Ongoing batch feed to new ERP G/L	Required



Supplemental Services

Additional services may be made available at the negotiated rate specific to the CLIENT RFP if CLIENT requires a change in the scope of work. Any change in the scope of work requested by CLIENT would require a signed change control document and signed contract amendment.

CLIENT can request supplemental services through the project Change Control process.

Rates: \$175.00/hour USD (guaranteed rate for five (5) year term)

Standard Support and Extended Support

Standard Support and Extended Support

Standard Support for CLIENT will be from 7:00AM to 6:00PM Mountain Time, Monday – Friday excluding the standard Zobrio holiday schedule.

Comment [s24]: Why is Standard Support included in this section? It is not "Supplemental Services."

Mary's Comments – I agree but didn't see another quick place to put it and I wanted to make sure it was somewhere for both of us.

Just added this new heading so that it is easy to find and I want to include the holiday schedule because our staff will be unavailable unless they are on extended support discussed below. If it says 'floating' we will have staff available for you, it just may not be your Zobrio Project Manager

ZOBRIO 2015 HOLIDAY SCHEDULE		
<u>Holiday</u>	<u>Date</u>	
New Year's Day	Thursday , January 1, 2015	
Martin Luther King, Jr. Day	Monday, January 19, 2015	FLOATING
Good Friday	Friday, April 3, 2015	FLOATING
Patriots Day	Monday, April 20, 2015	FLOATING



Memorial Day	Monday, May 25, 2015
Independence Day (celebrated)	Friday, July 3, 2015
Labor Day	Monday, September 7, 2015
Thanksgiving Day	Thursday, November 26, 2015
Friday following Thanksgiving Day (full day)	Friday, November 27, 2015
Christmas Eve (half day)	Thursday, December 24, 2015
Christmas Day	Friday, December 25, 2015
New Year's Eve (half day)	Thursday, December 31, 2015

Extended Support is available to ZOBRIO customers when software support is required outside of Standard Support hours.

Extended Support Services can be arranged by contacting your Project Manager. At least 48 business hours' notice should be given to guarantee support staff availability.

Extended Support will be provided by a ZOBRIO employee(s) equipped with a pager or cell phone. ZOBRIO employees providing the on-call service will have dial-in capabilities to the ZOBRIO offices and, if possible, to the Customer's system.

The following are rates for Extended Support Services, per ZOBRIO employee on call (carrying a pager or cell phone):

For work performed in response to a pager/cell call, the following rates apply:

US\$250/hour for each hour or portion of an hour spent time by ZOBRIO staff on actual problem resolution. There is a minimum charge of \$200 per day for any pre-arranged support service.

Comment [s25]: Please explain this in more detail.

Mary's comment: We would like to schedule extended support when possible. If we cannot schedule because it is an emergency situation, then we accept that fact and will offer support if requested. We have not been in a situation that has required emergency after hours support that I am aware of.

Comment [s26]: Why isn't this the \$175 rate?

Mary's comments: We have to pay our staff additional rates if outside of standard time.



Continuance

The above Project Services fees include project management, technical services and implementation assistance as described. In the event that CLIENT unreasonably extends the project beyond these dates or requests work beyond the scope as specified in this Scope of Work, CLIENT agrees that additional fees for Project Management and other required Implementation Assistance along with reimbursement for related travel and living expenses incurred may apply. These proposed fees would be mutually considered and agreed between ZOBRIO and CLIENT as a result of a Scope Change document and signed contract amendment.

CLIENT’s vision for the implementation timeframe allows for phasing of the requirements of the project:

- 1) Phase I is defined as all features (minimum of G/L, A/P and A/R) necessary to “go-live” January 1, 2016.
- 2) Phase II is defined as all features necessary to “go-live” with HR and Payroll January 1, 2016 and allow for a three (3) month parallel testing of the system beginning October 1, 2015.
- 3) Phase III is defined as the remaining features/modules to be completed within the first quarter of 2016 or not later than 03/31/2016.

Milestones and Payment Plan

Milestones and associated payments:

- 1) Final Terms & Conditions Contract Signature.

All Software & will be ordered and invoiced.

Payment Required: \$xxx

Year One Annual Maintenance will be invoiced: \$xxx

Note: Software and Maintenance are required by the publisher.

- 2) Completion of Kick-off Meeting and Project Plan Established for all modules and all 3 phases to be completed by March 31, 2015.

Payment Required: \$xxx

Actual Travel Costs invoiced as incurred.

Comment [s27]: We'll need to go over costs as they don't seem to be matching the BaFO.

Comment [s28]: We cannot pay for the software until it is received.



- 3) Completion of Zobrio Solution Overview and Discovery Sessions completed onsite at CLIENT for all modules and all 3 phases to be completed by April 30, 2015.

Payment Required: \$xxx

Time Clock Purchase: \$xxx

Actual Travel Costs invoiced as incurred.

- 4) Completion of conversion files mapped and master files converted for all modules and all 3 phases to be completed by June 30, 2015.

Payment Required: \$xxx

Actual Travel Costs invoiced as incurred

- 5) Completion of solution configuration established and conference room pilots established for Phase 1. Phase I is defined as all features (minimum of G/L, A/P and A/R) necessary to "go-live" no later than October 1, 2015

Payment Required: \$xxx

Actual Travel Costs invoiced as incurred

- 6) Completion of solution configuration established and conference room pilots established for Phase II. Phase II is defined as all features necessary to "go-live" with HR and Payroll January 1, 2016 and allow for a three (3) month parallel testing of the system. The best time of the year to "go-live" with Payroll and HR is January 1; however, we can also plan to "go-live" at the start of any new quarter. We believe it is important to complete quarter-end reporting in one system before going live on another system. Parallel processing is not required for the entire 3 month period. Parallel processing means that we must parallel long enough to test any unusual payroll situations within a month.

Payment Required: \$xxx

Actual Travel Costs invoiced as incurred.

- 7) Completion of solution configuration and conference room pilots established for Phase III. Phase III is defined as the remaining features/modules to be completed within the first quarter of 2016.

Payment Required: \$xxx Actual Travel Costs invoiced as incurred.



- 8) Grand Total Payment for Year One (1) is estimated to be \$xxx which matches the contract Term Year 1 Maximum Payments to Contractor. The only reason for the estimate is because travel costs are estimated at \$xxx but will be billed at actual cost to CLIENT.
- 9) Grand Total Payment for Year One (1) without travel costs is \$xxx



Zobrio Assumptions

1. Zobrio intends to use the "Train the Trainer" approach. We will train the 4 key individuals and they will train all the end users. Zobrio will be available to assist if there are training hours still available. Otherwise, training can be done at our current hourly rate (as of April 10, 2015 it is \$165 per hour).
2. Post go-live support is limited to the first thirty days after the go-live date.
3. Zobrio will train the users on report creation. As part of the training, Zobrio will assist with the creation of up to five custom reports currently used. Zobrio can be contracted to create specialized custom reports at our current hourly rate.
4. Any requests outside the scope of the RFP will be handled by a Change Order Request. Both Zobrio and the Client's Project Manager will sign off on the Change Order Request form.
5. All expenses related to on-site visits are billable. These are typically for mileage, meals, airfare (if applicable) and hotels.
6. A payment schedule will be agreed to and become part of the contract.
7. The number of potential interfaces and their complexity is not well defined in the RFP. After the discovery phase and after identifying specific interfaces, a Change Order Request will be created if this work exceeds the planned twenty hours.
8. Any optional software purchased by the client will result in additional charges for the software, maintenance, implementation, and training.
9. Re-training of staff due to new hires, leave of absence, or other causes will not be covered under the training hours in the RFP.
10. It is the responsibility of the client to provide data to Zobrio in a mutually agreeable file format.
11. Zobrio will have remote access to the software for the duration of the project.
12. The client will be responsible for installing all software updates after the initial install. During the implementation phase, Zobrio will assist to train the key personnel on installing the updates.
13. Changes to the agreed upon Project Plan Documents and Software Configuration may result in Change Order Requests.