**Project Charter & Scope of Work (SOW)**

**Electronic Incident Management Software**  
**San Diego Convention Center Corporation – RFP #25-1063**

**1. Project Charter**

**Project Title:**

Electronic Incident Management Software Implementation

**Project Sponsor:**

San Diego Convention Center Corporation

**Project Manager:**

[Your Company Name] – [Project Manager Name]

**Project Purpose:**

To implement a **web-based, SaaS Electronic Incident Management Software** for the San Diego Convention Center’s Public Safety department, enabling real-time incident tracking, reporting, and analytics, as specified in **RFP #25-1063**.

**Objectives:**

* Deliver a **24/7 operational system** with 99.9% uptime.
* Meet all functional requirements in **Section 2 (Scope of Work)** of the RFP.
* Complete implementation by **February 1, 2026**.

**Key Stakeholders:**

| **Role** | **Responsibilities** |
| --- | --- |
| **Convention Center IT** | Approve design, UAT, and Go-Live. |
| **Public Safety Team** | Provide feedback during training/UAT. |
| **Vendor Project Team** | Develop, deploy, and support the system. |

**Budget & Resources:**

* **Budget:** [Total bid amount from Section 3 of RFP].
* **Resources:** 6 developers, 2 QA testers, 1 security specialist.

**Success Criteria:**

* 100% RFP functionality delivered on time.
* All users trained by **January 31, 2026**.
* Zero critical bugs post-Go-Live.

**Risks & Mitigation:**

| **Risk** | **Mitigation Plan** |
| --- | --- |
| Azure AD integration delays | Allocate backup API team. |
| UAT feedback delays | Extend timeline by 2 weeks (buffer). |

**Approvals:**

| **Name** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [SDCC Representative] | Director of IT | [✔️] | [Date] |
| [Vendor Representative] | Project Manager | [✔️] | [Date] |

**2. Scope of Work (SOW)**

**In-Scope Deliverables**

1. **Software Development:**
   * Web-based SaaS platform with:
     + Dispatch queue, incident reporting, and analytics dashboards.
     + Mobile compatibility (iOS).
     + Azure AD SSO integration.
2. **Implementation:**
   * Environment setup, data migration (if applicable), and testing.
3. **Training:**
   * On-site training for 60 users + electronic manuals.
4. **Support:**
   * 3-year SLA (bug fixes, updates).

**Out-of-Scope Items**

* Hardware procurement (e.g., iPads for field staff).
* Customizations beyond RFP requirements.

**Timeline (Key Milestones)**

| **Milestone** | **Date** |
| --- | --- |
| Project Kickoff | June 2, 2025 |
| Design Approval | July 15, 2025 |
| Alpha Build Ready | September 30, 2025 |
| UAT Completion | November 30, 2025 |
| Go-Live | February 1, 2026 |

**Acceptance Criteria**

* All RFP **Section 2 functionalities** tested and approved by Convention Center.
* Zero Sev 1/2 bugs at Go-Live.

**Payment Schedule**

| **Phase** | **Payment (%)** | **Trigger** |
| --- | --- | --- |
| Project Kickoff | 20% | Charter sign-off |
| Alpha Build Approval | 30% | UAT sign-off |
| Go-Live | 40% | System acceptance |
| 3-Month Post-Launch | 10% | SLA compliance verified |

**Change Management Process**

1. Request submitted via email to Project Manager.
2. Impact analysis (timeline/cost) within **3 business days**.
3. Approval required from **both parties** for changes.

**3. Attachments**

1. **RFP #25-1063** (Sections 1–3).
2. **Approved Design Mockups** (from Phase 2).
3. **SLA & Security Plan** (referenced in SOW).

**Prepared by:** CHABEZTECH LLC  
**Date:** [Submission Date]

**Note:** Aligns with RFP requirements for **"implementation, training, and support"**. Amendments require written approval.