**Statement of Work (SOW)**

**Team Two Financial**

**November 2016**

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# **Introduction/Background**

Strategic Interventions (SI) is a consulting and training firm which provides IT and Human Resources consulting, customized training programs and strategic consulting. They have identified a need for a new financial system. However, careful consideration must be taken to observe the rate changes of clients. The project will start on October 1st 2016 and finish by December 23rd 2016, to ensure the new system is fully operational by January 1st 2017. Weekly and bi-weekly status reports will be given to all stakeholders in an effort to ensure communication is flowed down properly. A solid working together partnership with IT is crucial in order to ensure seamless transition into the new finance system.

Cost of initial installation cannot exceed $400k and SI has allocated $20k to incorporate some training, for a total software budget of $380k.

# **Scope of Work**

The scope of work for the FinanceMaster Project includes all planning, execution, implementation, and training of the new financial system for SI. The vendor, FinanceWorks, will be responsible for the design and function of the new system, which includes identifying the modules which best fit SI’s current process flow and meet the firm’s needs. In addition, the vendor will provide all documentation for customized codes and processes for installation and training. Each stage of the project will require approval from SI before moving onto the next stage. FinanceWorks must ensure it has adequate resources and personnel for design, installation, training, and project completion of the financial system to perform the work without problems or delays.

# **Period of Performance**

The work will be performed from October 1st 2016 and will be completed by December 23rd 2016 to ensure that the new system will be operational by January 1st 2017. Specific deliverables, milestones, and deadlines are listed in the Work Requirements and Schedules and Milestones sections of this SOW.

# **Place of Performance**

The selected vendor, FinanceMaster, will perform a majority of the work at its own facility for the financial software systems project. The vendor will be required to meet at SI facility once per week (day and time TBD) for a weekly status meeting. Additionally, all project gate reviews will be held at SI’s facility and attended by the vendor. SI will provide and arrange for meeting spaces within its facility for all required vendor meetings. Once the project reaches the training phase, all training will be conducted at SI’s facility.

# **Work Requirements**

As part of the FinanceWorks Project the vendor will be responsible for performing tasks throughout various stages of this project. The following is a list of these tasks which will result in the successful completion of this project:

***Kickoff:***

* Vendor will create and present detailed project plan including schedule, WBS, testing plan, implementation plan, training plan, and transition plan
* Vendor will present project plan to SI for review and approval

***Design Phase:***

* Work with SI to gather requirements
* Develop code and interface based on collected requirements
* Develop design proposal for SI review and approval
* Present written status at weekly meeting

***Build Phase:***

* Vendor will complete all coding for approved site
* Vendor will provide SI with a detailed testing plan
* Vendor will include all content provided by SI on new interface
* Vendor will conduct testing on code before pushing to SI for End User and UAT testing
* Vendor will resolve any coding and site issues identified in testing
* Vendor will compile a testing report to present to SI for review/approval
* Present written status at weekly meeting

***Implementation Phase:***

* Vendor will implement the new interface onto SI servers
* Vendor will begin providing 24x7 support at this point forward until the end of the period of performance
* Present written status at weekly meeting

***Training Phase:***

* Vendor will provide training in accordance with approved training plan provided in the kickoff
* Present written status at weekly meeting

***Project Handoff/Closure:***

* Vendor will provide SI with all documentation in accordance with the approved project plan
* Vendor will present project closure report to SI for review and approval
* Vendor will complete the project requirements checklist showing that all project tasks have been completed
* Present written status at weekly meeting

# **Milestones**

The below list consists of the initial milestones identified for the project. Please, note: only main milestones are identified.

1. Statement of Work Review
2. Gather Compliance Requirements
3. Gather Technology Requirements
4. Gather Functional Requirements
5. Analyze All Requirements
6. Re-review Design Approach
7. Build System Prototype
8. Obtain Approval from Project Owners
9. Set up Development and Test Environments
10. Develop Code/Interface
11. Test Code/Interface
12. Set up and Execute Functional Testing
13. Set up and Conduct End User Training
14. Set up and Execute User Acceptance Testing
15. Move to Production
16. Close the Project
17. Obtain Project Completion Sign-offs
18. Archive Project Documentation

# **Proposed schedule**

The proposed schedule below includes standard M-F workdays only. The schedule takes into account standard holidays for the period of October 1st 2016 to December 31st 2016, and low or no staff in critical areas for the time period December 23rd to December 31st. All deadlines fall on a work day.

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Timeline** | **Deadline** |
| Statement of Work Review | October 3-6 | October 6 |
| Gather Compliance Requirements | October 7-14 | October 14 |
| Gather Technology Requirements | October 7-14 | October 14 |
| Gather Functional Requirements | October 7-14 | October 14 |
| Analyze All Requirements | October 17-20 | October 20 |
| Re-review Design Approach  *Time for re-adjustments after requirements analysed in depth* | October 21-24 | October 24 |
| Build System Prototype | Oct 25 - Nov 3 | November 3 |
| Obtain Approval from Project Owners | November 4 | November 4 |
| Set up Development and Test Environments | November 7-10 | November 10 |
| Develop Code/Interface | November 11-23 | November 23 |
| Test Code/Interface | Nov 28-Dec 5 | December 5 |
| Set up and Execute Functional Testing | December 5-9 | December 9 |
| Set up and Conduct End User Training | December 5-9 | December 9 |
| Set up and Execute User Acceptance Testing | December 12-16 | December 16 |
| Move to Production | December 19-23 | December 23 |
| Close the Project | January 1 2017 | January 1 2017 |
| Obtain Project Completion Sign-offs | January 1 2017 | January 1 2017 |
| Archive Project Documentation | After Jan 1 | After Jan 1 |

# **Acceptance Criteria**

For the FinanceWorks Project the acceptance of all deliverables will reside with SI’s CEO, Bill D’Angelo and Sam Hirschberg, Director of IT Planning and Implementation. The IT Manager, Eric Gilmore, will maintain a small team of advisors to ensure the completeness of each stage of the project and that the scope of work has been met. Once a project phase is completed and the vendor provides their report/presentation for review and approval, the IT manager will either sign off on the approval for the next phase to begin, or reply to the vendor, in writing, advising what tasks must still be accomplished.

The project phases will ensure a transition of completion and acceptance.

Once all project tasks have been completed, the project will enter the handoff/closure stage. During this stage of the project, the vendor will provide their project closure report and project task checklist to SI’s CEO, Bill D’Angelo and Sam Hirschberg, Director of IT Planning and Implementation. The acceptance of this documentation by SI’s CEO and Director will acknowledge acceptance of all project deliverables and that the vendor has met all assigned tasks.

Any discrepancies involving completion of project tasks or disagreement between SI and the chosen vendor will be referred to both organizations’ contracting offices for review and discussion.

Project acceptance will be determined once all project phases have been completed.

# **Other Requirements**

At this point in the project there are no other requirements that have been identified.

**Acceptance**

Approved by:

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Approvers Name:

Approvers Title:

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# **Revision History**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Change Description** |
| 1.0 | 11/17/2016 | Evan Gay | Document created |
| 1.1 | 11/19/2016 | Aleksey Kramer, Annika Noreen, Shukura Worth, Diana Powell, Evan Gay | Document updated and finalized. Document formatted. |
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