

**DBITS STATEMENT OF WORK (SOW)
FOR
WEB-BASED APPLICATION FOR ENTRY
OF VENDOR SALES REPORTS INTO
DATA WAREHOUSE**

***Technology Category: Application
Development***

***Texas Department of Information
Resources***

**Sistema Technologies, Inc.
DBITS Contract DIR-SDD-1998**

**Statement of Work (SOW) for
Web-based Application for Entry of Vendor Sales Reports into Data Warehouse**

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1. Introduction

The terms of DBITS Contract DIR-SDD-1998, Application Development Category, shall apply to this Statement of Work (SOW).

This SOW outlines the deliverables and timeline to be performed by Sistema Technologies, Inc. (“Sistema”) for DIR in providing application development services in the establishment of a new Web-based application that will allow for the entry of monthly Vendor Sales Reports (VSR) by a vendor or DIR personnel and the electronic submittal and real-time, automated validation of this data through a secure portal to DIR.

This document also captures the current understanding of the scope and time estimation, describes the approach, and contains details of the activities and responsibilities for both parties in accordance with the deliverables and associated tasks mentioned in the SOW for Web-Based Application For Entry of Vendor Sales Reports Into Data Warehouse dated July 31, 2015 and Sistema’s SOW response dated August 19, 2015.

2. Project Goals

This project is to develop and deploy a web-based application that allows vendors to electronically submit monthly VSRs through a secure portal on the DIR website. This application for submitting sales data requires vendor authentication and data validation before allowing the vendor sales report to be submitted.

The application must be scalable to allow submitted sales spreadsheets that include only a few rows of data to hundreds of thousands of rows of data. The vendors with no sales are required to submit VSRs, and in turn these zero VSRs are loaded into the warehouse. Phase 1 of the project will include a simple and automated method for vendors to submit a VSR with zero sales. Phase 2 of the project will be the submittal of VSRs with sales data.

When accepting a validated VSR, the application must provide an automated response to the vendor with the calculated administration fees based on the sales reported and any associated late fees (due date is generally 15th day of the following month that the sales took place). For VSRs that cannot be validated, the system should provide the vendor with the details regarding what automated checks failed and a warning that any new submission after 15th day of the following month that the sales took place will still be subject to late fees.

An audit log file must be kept for all successful and failed submissions for auditing purposes. This will help support late fee additions that DIR has assessed.

System approved VSRs will automatically be stored in multiple locations for historical and data processing purposes. A solution that utilizes Microsoft SharePoint is preferred, since DIR’s web portal is based on SharePoint currently.

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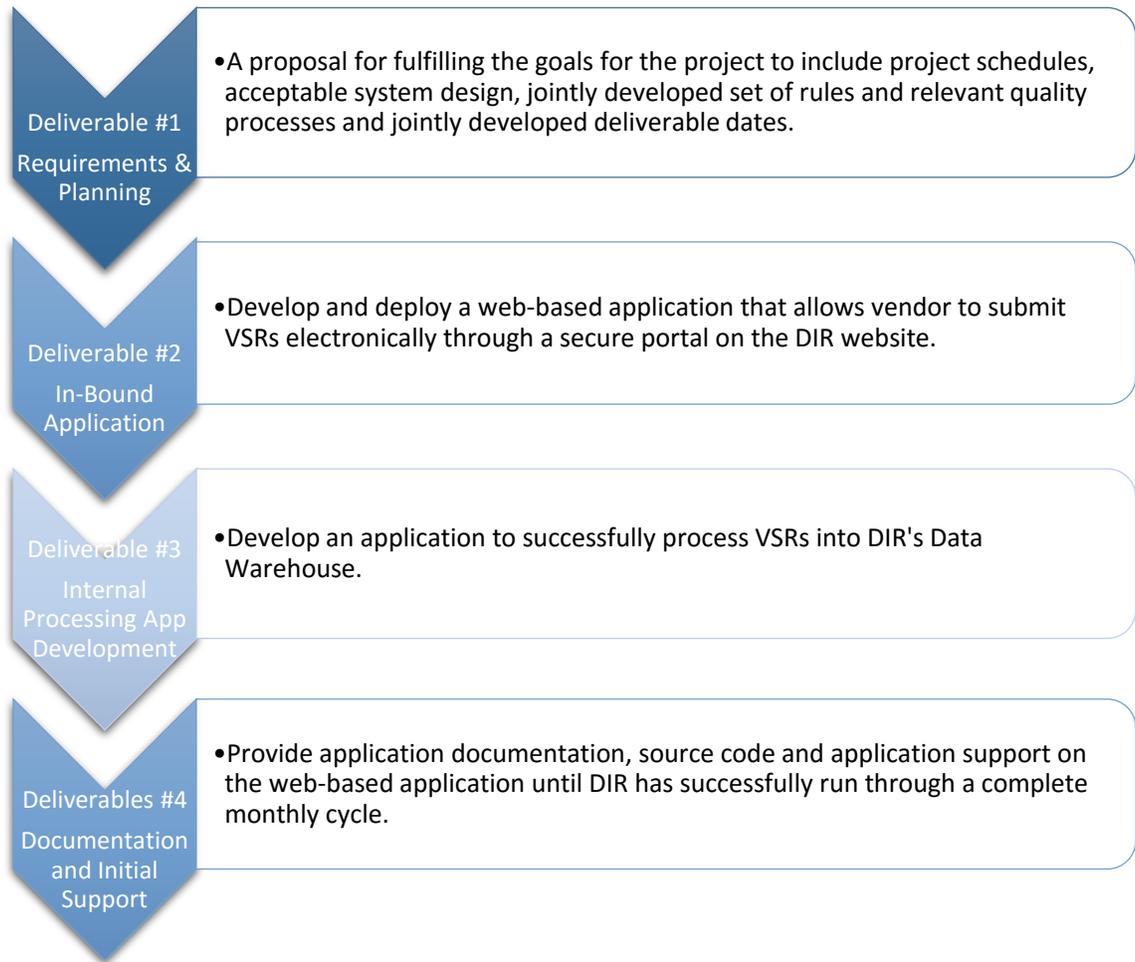
3. Assumptions

1. Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the DIR contract manager or designate.
2. All deliverables must be submitted in a format approved by the DIR contract manager.
3. DIR and Sistema will jointly agree to relevant quality processes such as change management and risk and issue management
4. If the deliverable cannot be provided within the scheduled time frame, Sistema is required to contact the DIR contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall risks to the project.
5. A request for a revised schedule must be reviewed and approved by the DIR contract manager before placed in effect. Contract Terms and Conditions may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.
6. DIR will complete a review of each submitted deliverable within a mutually agreed to number of working days from the date of receipt.
7. A kickoff meeting will be held at a location and time selected by DIR where Sistema and its staff will be introduced to the DIR project team.
8. DIR will provide the following:
 - a. A template that all vendors must use in submitting a VSR
 - b. All validation rules necessary in accepting a submitted VSR
 - c. All acceptance test scenarios, data and infrastructure needed to install and run tests
9. Both Sistema and DIR will be responsible for the Project Management activities for the entire period.
10. DIR will ensure that the requisite DIR Subject Matter Experts (SMEs) are made available to Sistema resources during the engagement period for the timely completion of tasks.
11. DIR will provide access to necessary infrastructure and network access to Sistema personnel working on site at DIR.
12. Resolving hardware and network issues for production and test environment will be the sole responsibility of DIR.
13. Scope of the project does NOT include software installation, installation related issues, etc.
14. Developing endpoints in the SharePoint/Salesforce for portal integration is OUT of scope.
15. Setup and/or configuration of SharePoint and Salesforce is OUT of scope.
16. Risk/assumption with respect to the DIR needing to get equipment/environmental setup.

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4. Deliverables

The following graphic summarizes the deliverables Sistema will be providing to DIR in the development of a web-based application to process VSRs. Sistema understands the requirements of each of the deliverables and shall comply.



Deliverable #1 – Requirements & Planning

1. A proposal for fulfilling the goals of this project and agreed to by DIR.
2. Project schedules to be achieved by Sistema.
3. Acceptable system design that will allow application to be hosted on DIR servers.
4. Jointly develop with DIR TSO personnel a complete set of rules and formats of documents that will be acceptable to the developed application. Example Rules that may be included but not limited to:

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- a) All required fields populated correctly
 - b) DIR Contract Number (based on lookup table)
 - c) Valid date formats and number formats as applicable
 - d) Customer Names (based on lookup table)
 - e) Quantity times Unit Price = total amount (or total is calculated)
 - f) Sale date is valid for reporting period (yes/no)
5. Jointly develop relevant quality processes that will apply, such as change management, acceptance, and risk and issue management.
 6. Jointly develop deliverable dates for development deliverable and agree to Service Level penalties for non-performance.

Deliverable #2 – In-Bound Application Development

1. To develop and deploy a web-based application that allows vendors to submit monthly VSRs electronically in real-time through a secure portal on the DIR website. The VSRs may be supplied as an Excel Spreadsheet, CSV file, or a XML formatted document. The Vendor will be supplied with a common template to be followed for each of these types of submission.
2. Application must allow the vendor submitting a VSR to complete the metadata at the top of the form and to submit a zero sales report.
3. This application for submitting sales data requires vendor authentication and data validation before allowing the VSR to be submitted.
4. The application will review all vendor supplied content against a set of rules jointly developed by DIR and Sistema as Deliverable #1.
5. If the VSR supplied meets all rules and formatting the application should:
 - a) Based on the date of the transaction and amount of each transaction in the submitted report, the application will look up from a data table the proper administrative fee percentage and calculate an estimated administrative fee total for the submitted report. The estimated total will be added to metadata set at the top of the report.
 - b) The application will process an acknowledgement message which includes the estimated fee percentage for the entire submitted report on screen and via email to Vendor submitting the VSR. The VSR will then be stored in a location provided by DIR for further processing.
6. If the VSR supplied does not meet all rules and formatting, the submitting vendor will receive a rejection notice on the screen and via email detailing the errors that caused the VSR's rejection.
7. For all successfully and unsuccessfully submitted VSRs, a log entry will be made into

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a process log for future audit purposes.

8. Documentation of the application sufficient for ongoing maintenance and enhancement by DIR.
9. Successfully complete User acceptance testing of Rules Validations, applications notifications, and overall application Accessibility Standards.
10. Post-production support for one-month.

Deliverable #3 – Internal Processing Application Development

1. Develop application to process successfully received VSRs into DIR's Data Warehouse.
2. Based on the Extended Price, the administrative fees and dates are calculated and an estimated admin fee due is listed along with the ability for the vendor to download the report (allowing vendor to check differences in the admin fees per line item).
3. Screen for DIR personnel to make corrections, working exceptions and loading if needed for each imported file.
4. Screen for DIR personnel to finalize and close a month.
5. Ability to suspend loading or the ability to allow data for the next month to load while the current month is audited and closed for the month.
6. For all successful and unsuccessful transactions submitted to Data Warehouse, a log entry will be made into a process log for future audit purposes.
7. For all successful and unsuccessful transactions submitted to Data Warehouse, a notification on screen and via email will be sent to appropriate DIR assigned personnel.
8. Develop Reporting sufficient to provide the following (all Reports should be able to be downloaded into an Excel spreadsheet and/or csv format):
 - a) Summary Report with drill down capabilities of all successfully submitted and Data Warehouse recorded VSRs
 - b) All Zero Sales VSRs for any requested time period
 - c) Lists of all Vendors who have not submitted or attempted unsuccessfully to submit a VSR for any requested time period
9. Successfully complete User Acceptance Testing (UAT) of transfer of data to Data Warehouse, logging, applications notifications, and overall application Accessibility Standards.

Deliverable #4 – Documentation and Initial Support

1. Application documentation

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2. Application source code
3. Application support on all applications until DIR has successfully run through a complete monthly cycle

5. Project Work Plan

The following Project Work Plan describes Sistema's approach for conducting the development of the automation work per Section 4. of this SOW. It includes a project timeline and resource-loading plan.

Project Timeline					
Segments	1	2	3	4	5
Start Dates	14/Sep/15	19/Oct/15	01/Nov/15	01/Dec/15	24/Dec/15
Deliverable 1 - Requirement Gathering	Req.				Holidays
Deliverable 1- Design Document	A&D				
Deliverable 2- In Bound Application		Development and Unit Testing			
Deliverable 2 - In Bound Application			System Testing		

Project Timeline									
Segments	5	6	7	8	9	10	11	12	
Start Dates	24/Dec/15	04/Jan/16	18/Jan/16	01/Feb/16	29/Feb/16	07/Mar/16	21/Mar/16	20/Apr/16	
Deliverable 2 - In Bound Application	Holidays	UAT							
Deliverable 2			Deploy						
Deliverable 2				Support					
Deliverable 3- Internal Processing Application			Development and Unit Testing						
Deliverable 3					System Testing				
Deliverable 3							UAT		
Deliverable 3								Deploy	
Deliverable 3								Support	
Deliverable 4 - Documentation & Support					Documentation				
UAT Testing Support									
Warranty Support								Warranty	Warranty

6. Resources

The following describes Sistema's approach for resources that will be necessary to

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complete this project.

Resource loading								
Months	1	2	3	4	5	6	7	8
Dates	14/Sep/15	01/Oct/15	01/Nov/15	01/Dec/15	01/Jan/16	01/Feb/16	01/Mar/16	01/Apr/16
Business Analyst	1	0.5	0.5	0.25	0.25	0.25	0.25	0
Project manager	0.5	0.5	0.5	0.5	0.5	0.25	0.25	0.25
Tech Lead	1	0.5	0.5	0.5	0.5	0.5	0.25	0.25
Sr Developer	0.5	1	1	1	1	1	0.25	0
Salesforce Consultant		0.1						
Sharepoint Consultant		0.1			0.1			
SAP BODS Consultant		0.1			0.2			
Tester	0	0.5	1	1	1	0.5	0	0

7. Activities

The following describes activities set forth by Sistema with a plan following a ‘build-test-integrate-test-demo” cycle for this project.

Iteration	Phase	Sistema Activities
Iteration 0 – PREPARE	Requirements Walkthrough & Elaboration Participants: DO, PO, TO, BO	<ol style="list-style-type: none"> Walk through the use cases and mockups presented in this proposal with the DIR Stakeholders Present the risks and assumptions listed in this document for each scope item Ensure every ‘risk’ is addressed and the same is documented as either out of scope or as a requirement Develop additional use cases with the help of DIR users Identify Business Rules and special UI requirements etc. Develop Mock ups for necessary screens
	Re-estimate and Reorganize Participants:	<ol style="list-style-type: none"> Identify all new scope items that are not included in this proposal but identified as necessary Estimate every item individually and develop effort, cost and schedule estimates Present the new estimates to DIR for approval

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	DO, PO, TO, BO	<ol style="list-style-type: none"> 4. DIR will pick and choose the items that they want 5. Consolidate all the selected items and the original scope into cohesive use cases 6. Obtain Sign off on scope, cost differential and schedule
	Architecture/ Design Participants: DO, PO, TO	<ol style="list-style-type: none"> 1. Perform an impact analysis on the existing codebase 2. Develop a technical design for the functionality 3. Identify the coupling needs with the existing DIR Systems' Code base

Iteration 1 – USE CASE 1	Data Migration Participants: PO, TO; DEV	<ol style="list-style-type: none"> 1. Identify the data elements that need to be migrated 2. Prepare the data model 3. Migrate the data into the new database
	Test Case Design Participants: PO, BO; Tester	<ol style="list-style-type: none"> 1. Develop Test Cases and Conditions for all the scenarios applicable for the use cases 2. Review the test cases with DIR business users 3. Identify and fulfill the data requirements
	Development Participants: PO, TO; DEV	<ol style="list-style-type: none"> 1. Write Code to meet the requirements and comply with the design 2. Develop Unit Test Cases 3. Execute Unit Test Cases 4. Validate interfaces with the existing code base.
	Integration Participants: PO, TO; DEV	<ol style="list-style-type: none"> 1. Integrate the code from this iteration with the other iterations within this track 2. Integrate the code from this iteration with a copy of the latest production code 3. Identify and fix conflicts
	System Testing Participants: PO, BO; Tester	<ol style="list-style-type: none"> 1. Execute all the test cases developed in test case development step 2. Identify Defects 3. Perform Defect Tracking and Management 4. Perform and necessary retesting
	Regression Testing Participants: PO, BO, TO	<ol style="list-style-type: none"> 1. Execute a regression test bed. 2. Ensure that the new code has not broken any existing functionality 3. Identify test cases from this release that need to be used as regression test cases in the future releases
	Demo Participants:	<ol style="list-style-type: none"> 1. Perform a detailed walk through of the functionality for the DIR users 2. Answer any “how to” questions

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	DO, PO, BO, TO	3. Record the demo to help attendees and absentees in the future
	Demo Feedback Participants: DO, PO, BO, TO	1. Collect a sign off for every demo. 2. Collect any feedback from business users 3. Hash out the feedback with the DIR project sponsor to identify if any scope change needs to be done 4. Make necessary changes to future iteration plans (bugs to fix) or new iterations as new scope items are added
OTHER ITERATIONS	Same as iteration 1.	These phases will be repeated as many times as required for the track (i.e., some tracks might require more iterations, and others might require fewer iterations)
FINAL ITERATION	Same As Iteration 1 Participants: DO, PO, BO, TO	All the steps done in iteration 1 are executed in this iteration also
	Final Regression Participants: DO, PO, BO, TO	1. In this phase, a big regression suite is run to ensure that the entire DIR system is still intact after the changes for the entire functionality are made 2. Any breaks are identified and fixed here
	Final UAT Participants: DO, PO, BO, TO	1. The system is release into final UAT for DIR testers to test and ensure that the system meets their requirements 2. Any variations are evaluated in conjunction with the DIR Project sponsor
	PRODUCTION RELEASE Participants: DO, PO, BO, TO	The code is finally moved to production

8. Project Schedule

Estimated Delivery Schedule

Sistema shall provide the deliverables in accordance with the estimated schedule and completion dates listed in the chart below:

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No.	Item	SOW Section	Estimated Schedule and Completion Date	Recipient
1	Requirements & Planning	5	10/18/2015	DIR
2	Application Development	5	01/18/2016	DIR
3	Internal Processing Application Development	5	03/21/2016	DIR
4	Documentation and Initial Support	5	03/21/2016	DIR

Delivery Conditions & Schedule

1. Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the DIR Project Manager or designate.
2. All deliverables must be submitted in a format approved by the DIR Project Manager.
3. All deliverables must have acceptance criteria established and a time period for testing or acceptance and will be mutually established by DIR and Sistema.
4. If the deliverable cannot be provided within the scheduled time frame, Sistema is required to contact the DIR Project Manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project.
5. A request for a revised schedule must be reviewed and approved by the DIR Project Manager before placed in effect. Contract Terms and Conditions may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.
6. DIR will make a reasonable effort to complete a review of each submitted deliverable within seven working days for the date of completion. Failure of DIR to complete review of a deliverable within seven days does not constitute acceptance of the deliverable.
7. A kickoff meeting will be held at a location and time selected by DIR where Sistema and its staff will be introduced to the DIR project team.

9. Reports and Meetings

1. Sistema shall provide the DIR Project Manager with weekly written progress reports of this project. These are due to the DIR contract manager by the close of business on specific day of each week throughout the life of the project to be determined prior to final execution of this SOW.
2. The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
3. The progress report shall identify any problems encountered or still outstanding with an explanation of the cause and resolution of the problem or how the problem will be resolved.

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4. Sistema will be responsible for conducting weekly status meetings with the DIR Project Manager. The meetings will be held on specific day of each week at a time and place so designated by the DIR Project Manager - unless revised by DIR to be determined prior to final execution of this SOW. The meetings can be in person or over the phone at the discretion of the DIR Project Manager.

10. Period of Performance

The period of performance anticipated for this project is August 2015 through August 2016. The period of performance may be extended for up to an additional twelve (12) months upon written agreement of both parties.

11. Invoices

Invoicing and Payments will be made in accordance with Appendix A of the DIR Contract DIR-SDD-1998.

12. DIR-Furnished Equipment and Work Space

While development may be done anywhere, access to the DIR environment for deployment and test purposes may only be done through DIR issued equipment. DIR will provide equipment when necessary to accomplish deployment and testing.

13. Pricing

Sistema is providing a full, fixed price with all necessary expenses included for all Deliverables.

Deliverable No.	Deliverable Name	Price
1	Requirements & Planning	\$105,056.64
2	Application Development	\$144,452.88
3	Internal Processing Application Development	\$153,207.60
4	Documentation and Initial Support	\$ 35,018.88
	SOW Total	\$437,736.00

14. Point of Contact

All communications must be directed through the following Point of Contacts:

Department of Information Resources (DIR)

Allan Martin, Assistant Director Digital Government – Information Technology Services
Texas Department of Information Resources
300 W. 15th Street, Suite 1300
Austin, Texas 78701
Office: (512) 463-5973
Email: allan.martin@dir.texas.gov

Aiko Neill, Contract Manager – Technology Sourcing Office
Texas Department of Information Resources

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This Statement of Work (SOW) is executed to be effective as of the date of last signature. This SOW is submitted under the terms and conditions of the State of Texas DIR Deliverables-Based Information Technology Service (DBITS) Contract DIR-SDD-1998 dated December 20, 2012.

Sistema Technologies, Inc.

Authorized By: signature on file

Printed Name: Joe Vallejo

Title: President

Date: 08/26/15

Texas Department of Information Resources

Authorized By: signature on file

Printed Name: Janet Gilmore

Title: Director of Digital Government/IRM

Date: 8/27/15

Office of General Counsel: signature on file

Date: 08/27/15