

**LAWSON**

Lawson Software Americas, Inc  
Statement of Work

For

Fort Bend County

Template Version  
File

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5/27/11 original returned to Ray W at IT

# LAWSON

## Approval

Version Control:

All changes to the SOW will follow the Project Change Control Procedure. All changes must be made to this SOW through an authorized Change Order.

Approval:

The undersigned hereby approve this SOW and acknowledge that it supersedes any previous versions.

For Lawson Software Americas, Inc

John D. Cole  
(Authorized Signature)

JOHN ANGELO  
(Printed Name)

PUBLIC SECTOR SERVICES DIRECTOR  
(Title)

5/27/2011  
(Date)

Attest:

Dianne Wilson  
Dianne Wilson, County Clerk

For Fort Bend County

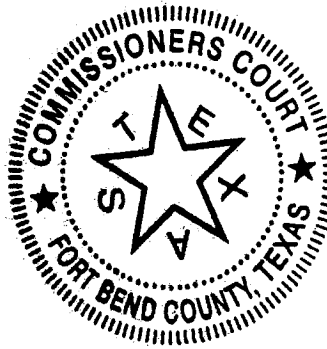
Robert Hebert  
(Authorized Signature)

Robert Hebert  
(Printed Name)

County Judge  
(Title)

Approved: May 24, 2011

May 27, 2011  
(Date)



## AUDITOR'S CERTIFICATE

I hereby certify that funds are available in an amount not to exceed \$ 431,906.00 to accomplish and pay the obligation of Fort Bend County in the foregoing matter.

Robert Ed Sturdivant  
Robert Ed Sturdivant, County Auditor

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## Statement of Work

This Statement of Work ("SOW") is part of the Lawson Master Terms and Conditions as amended, Master Services Agreement or other services agreement previously signed by Lawson and Fort Bend County, (or their respective affiliates), and in effect (the "Lawson Master Terms and Conditions"), and is entered into by the Lawson Group company(s) named below and Fort Bend County (collectively, the "Parties"), and is effective as of the date signed by Lawson ("Effective Date"). This SOW is an "Order Form" and is governed by and does not amend the Lawson Master Terms and Conditions. Capitalized terms not otherwise defined in this SOW have the same meaning as contained in the Lawson Master Terms and Conditions.

This SOW and any Change Order approved under this SOW, defines the scope of work to be performed by Lawson and Fort Bend County (the "Project") and is the controlling document between Lawson and Fort Bend County with regard to the Project, including roles and responsibilities.

Any changes in scope shall be made to this SOW using the Project Change Control Procedure, as described in this SOW.

## 1. Project Background Information

The purpose of this Project is to provide Lawson consulting to assist Fort Bend County with upgrading the Lawson applications listed in Section 3.1, and identify the tasks to be accomplished by each party.

### 1.1 Current Application Landscape

Refer to table in Section 3.1.

## 2. Project Scope

The estimated effort for the activities described in this Section 3 is based on information given to Lawson by Fort Bend County, Lawson's experience with Fort Bend County since August 1, 2006, and the key assumptions detailed in this SOW. Any additional information may require revision of the level of estimated effort required to complete the activities and is subject to the Project Change Control Procedure.

### 2.1 Proposed Application Landscape

This Project includes the migration from Oracle to SQL Server along with the upgrade of the applications listed in the table below to current generally available versions and patches for the following:

Environment: 1-Production + 1-Test/Train	Current	New
Lawson System Foundation	9.0.0.4	9.0.1.7
Landmark	9.0.0.2	9.2.1.4
Applications	Current	New
Lawson Financial Management, Supply Chain Management (including Punch-out and PO Fax/EDI), Supplier Order Management, Human Resources Management	9.0.0	9.0.1.5
Budgeting & Planning	9.0.1	9.0.1.1

Strategic Sourcing	9.0.1	9.0.4
Supplier Order Management		9.0.4
Business Intelligence	9.0.1	9.0.4.1
eRecruiting	5.8.4.0	5.8.6.0

## Proposed Application Landscape Assumptions:

1. For all applications listed above, each will be implemented with the latest generally available Lawson version at the time of software delivery.
2. During each respective Maintenance Period, Lawson will provide:
  1. "Mainstream Maintenance," which includes Maintenance pursuant to the Support Operations Handbook for: (1) each Release of a Lawson-Maintained Product for at least 36 months after general availability of that Release and (2) the immediate prior Release of that Lawson-Maintained Product for at least 36 months after general availability of the subsequent Release; and
  2. "Extended Maintenance," which includes limited Maintenance pursuant to the Support Operations Handbook of a Release of a Lawson-Maintained Product for at least an additional 24 months after termination of Mainstream Maintenance for that Release. Extended Maintenance is subject to an additional Maintenance fee, and excludes new Releases and certain other components of Mainstream Maintenance.
3. See Appendix E for a complete list of applications.

## Applications out of scope:

All applications not specifically defined as in scope are assumed to be out of scope.

## 2.2 Organizational Scope

Fort Bend County organizational units currently live on Lawson Software are included within the scope of the Project.

## 2.3 Geographic Scope

The Project will be conducted at Fort Bend County. This Project and all Fort Bend County site efforts by Lawson engaged personnel will take place at Fort Bend County. Some Project work may be undertaken remotely by Lawson.

## 2.4 Project Scope

The scope of the Project includes Lawson assisting or performing the following tasks, as identified in the project plan to be mutually agreed upon:

1. Install software listed in Section 2.1 and products listed in 2.5 to current generally available versions. Apply all generally available and necessary MSP and ESP updates to the PRD environment prior to production go-live.
2. Fort Bend County will be responsible for applying all DEV and PRD patches after the initial installs.
3. Migrate data and security (with exception of LBI security and Vendor Self Service data) from Oracle to SQL Server with the exception of eRecruiting and Landmark/Strategic Sourcing. eRecruiting will remain on an Oracle database. eRecruiting data migration will be from Oracle to Oracle. Landmark/Strategic Sourcing data will not be migrated.

4. Review and communicate documented application version differences per Section 3.
5. AR/BL and Strategic Sourcing application training per Section 3.
6. Remote business consultant assistance as requested during testing per Section 3.
7. Fort Bend County testing to validate that product functionality works as designed per Lawson authorized documentation.
8. Validation that issues identified in **Appendix A** can be resolved with a mutually agreeable workaround or within the software (remediated/solved) and that the resolutions are documented and explained to Fort Bend County. Fort Bend County will be responsible for any setup and testing of the Lawson consultant prescribed solution.
9. Go Live assistance per Section 3.

## 2.5 System Technology Scope

The System Technology Scope is as follows:

1. Conduct a Technology meeting with Fort Bend County to discuss and review the following:
  - Review hardware/application landscape.
  - Review system sizing.
  - Review pre-installation checklist.
  - Discuss upgrade process.
2. Lawson will install LSF9/Landmark server technology (1 instance- Test, 1 instance- Prod)

### Install Lawson Components:

Lawson System Foundation: <ul style="list-style-type: none"> <li>• Environment</li> <li>• Websphere Application Server Network Deployed</li> </ul>
Lawson Landmark
Lawson Business Process Management: <ul style="list-style-type: none"> <li>• Process Flow Integrator</li> <li>• Design Studio</li> </ul>
Lawson Enterprise Performance Management: <ul style="list-style-type: none"> <li>• MS Add ins</li> </ul>
Lawson Financial Management, Supply Chain Management including Punch-out and PO Fax/EDI), Human Resources Management
Lawson Strategic Sourcing
Lawson Supplier Order Management
Lawson Budgeting and Planning
Lawson eRecruiting
Lawson Business Intelligence
Lawson User Interface
Lawson Business Management Application Training data
Lawson Environment and Application Maintenance Pack – latest available
Connect the Lawson Application instances to the RDBMS created by Fort Bend County
BSI Tax Factory

### Install Third Party Components required for LSF9, including:

Lawson supplied compiler
Lawson supported Web server – if not installed by Fort Bend County
LDAP

Bouncy Castle
Crystal Reporting Application Services

**Create:**

Install Verification document
All standard install routines

3. Lawson will install software in Test environment.
4. Lawson will execute upgrade programs per Section 2.1
5. Fort Bend County will migrate production interfaces, reports, workflows, alerts, and Design Studio form modifications
6. Lawson will update the Cash Receipt customization.
7. Lawson will replace MKS Toolkit with Lawson UNIX Utilities (LUU)
8. Lawson Professional Services will work with Lawson Development, per Appendix E, in support of the installation and data migration process. Lawson Professional Services is committed to executing the installation and data migration process in a timely fashion that does not jeopardize the estimated project cost or project schedule
9. Repeat steps 3-8 for Production.
10. Lawson will assist Fort Bend County with configuring ESS to be accessible outside the County firewall.

## 2.5.1 System Technology Assumptions

- Fort Bend County will be responsible for the tasks identified as customer requirements in the Preinstall Guides for each Lawson Product Suite, LSF9, Landmark, LBI, LBP and eRecruiting.
- Fort Bend County will install and maintain all Hardware and Operating Systems and networking infrastructure required by the Project based on the project plan.
- Fort Bend County will ensure that all Windows Servers will be defined within the current DNS Domain and this domain will be the primary domain for the servers.
- Fort Bend County will install the Database Server(s) and associated RDBMS software and update it to the Lawson specified version with the Lawson specified fix packs.
- Fort Bend County is not replacing the eRecruiting database server. Fort Bend County will upgrade the Oracle version from the existing 10g to the version required for the latest version of eRecruiting which is 11g.
- Fort Bend County will be responsible for creating Lawson required databases on the database server(s) based on the project plan.
- Fort Bend County will create and maintain all Databases required for the Project and maintain security as per Lawson Documentation.
- Fort Bend County will be responsible for their network infrastructure performance and the scalability of their hardware.
- Fort Bend County's hardware was based on Lawson's minimum technical requirements as specified in the Lawson server sizing documentation..
- Lawson will configure all products listed in Section 2.5 numbers 2, 6 and 7. Lawson will review the configuration with Fort Bend County. Lawson will assist Fort Bend County with configuration adjustments as requested.
- Fort Bend County will create and maintain all required Unix/Windows user ids required for the Project.
- Fort Bend County will be responsible for Server, Workstation, and Database Backups and any required restores or recoveries during the Project.
- Fort Bend County will be responsible for installing and maintaining any Virtualization Technology (e.g., VMWARE(TM) or MS Hyper-V(TM)) used in the Project.
- Fort Bend County will be responsible for downloading all the software from Lawson and 3rd party download sites as identified in the Pre-Install guide and meetings.

- Fort Bend County will be responsible for installing 3rd Party software such as Java, RDBMS, Perl, C++ runtime, and other software discussed and agreed upon in the pre-Install meetings.
- Fort Bend County will be responsible for any modifications/customizations required for the Project to the custom interfaces, process flows, smart notifications, Design Studio forms and reports. Lawson will provide technical guidance, as requested.
- LBI Scorecard will be installed but Scorecard customization is not part of current project plan.
- Lawson will only install the Landmark Runtime Component of the Shared Technology Platform. Installation of Lawson Talent Management and Lawson Workforce Scheduler are not part of the current project plan.

## 2.6 Data Migration and Conversions

Lawson will perform a single successful Fort Bend County data migration for PROD and TEST (two in total) for the software listed in Section 2.1 with the exception of Strategic Sourcing/Landmark per Section 2.4. Additional data conversions and migrations are not in the scope of this Project.

## 2.7 Development

There are no new customizations, interfaces, reports, workflows, alerts or data access included in the scope of this Project. Fort Bend County will be responsible for reviewing and changing custom interfaces, reports, workflows, alerts, Design Studio forms or data access to work with the upgraded software. Lawson will provide technical guidance, as requested. Lawson will update the Cash Receipt customization for any changes required to work with the upgraded applications.

## 2.8 Go Live Support Scope

Go live support is all work required to execute the go-live and post go-live support for the period of time described in the table below. Go live is defined as the first time an application is available to process a transaction for live production purposes. Go Live Support will terminate under this SOW based on the earlier expiration of a) the hours listed below for the Application suite, or b) 60 calendar days after the 1st Go Live day for the Application suite or product.

Activity	Budget	Responsible
Go-Live Support – Sys. Admin	40 Hours	Lawson System Consultant
Go Live Support - HCM	40 hours	Lawson Business Consultant
Go Live Support - EFM	40 hours	Lawson Business Consultant
Go Live Support - SCM	40 hours	Lawson Business Consultant
Go Live Support – LBP	40 hours	Lawson Business Consultant
Go Live Support - Strategic Sourcing	40 hours	Lawson Business Consultant
Go Live Support - eRecruiting	40 hours	Lawson Business Consultant



## 3. Deliverables

The following deliverables are included in the scope of the Project.

### Description of Deliverables:

- Project Management – 50% for estimated 5 month project (400 hours).
- Technical Project Management – 8 hours per week for estimated 5 month project (160 hours).
- Global System Consultant – Remote PSSC installation of all software as listed in Section 2.1 with exception of eRecruiting on test and production hardware (360 hours).
- System Consultant – Remote installation of eRecruiting software on test and production hardware (74 hours).
- System Consultant:
  - Migration of Fort Bend County data as defined in Section 2.4
    - One successful migration of data on test servers (64 hours)
    - One successful migration of data on production servers (56 hours)
  - Product line copy recommendations/testing (40 hours)
  - Total of 160 hours.
- Technical Consultant – Technical assistance with review and testing of interfaces, process flows, smart notifications, Design Studio form modifications and reports (40 Hours)
- Train Fort Bend County regarding Strategic Sourcing Process Flows and reports.
  - Technical Consultant - Landmark/Strategic Sourcing Process Flow Workshop(16 Hours)
  - Business Consultant - Landmark Lawson Spreadsheet Designer Training (8 hours).
- Global Technical Consultant – Remote - update the Cash Receipt customization for any changes required to work with the upgraded applications (138 hours). Cash Receipt will be upgraded as is in it's current working form. Modifications to the Cash Receipts customization, not identified in Appendix A, are outside the scope of this SOW.
- Business Consultant review, documentation and communication of core HCM/ESS/MSS differences, recommendations to use any new functionality, and review and validate remediation/resolution of issues identified in **APPENDIX A** (80 hours).
- Business Consultant review, documentation and communication of core EFM differences, recommendations to use any new functionality, and review and validate remediation/resolution of issues identified in **APPENDIX A** (80 hours).
- Business Consultant review, documentation and communication of core SCM differences and recommendations to use any new functionality (40 hours).
- Business Consultant review, documentation and communication of LBP differences, recommendations to use any new functionality, and review and validate remediation/resolution of issues identified in **APPENDIX A** (40 hours).
- Business Consultant - Strategic Sourcing training combined with design/setup recommendations, implementation assistance, and review and validate remediation/resolution of issues identified in **APPENDIX A** (160 hours).
- Business Consultant review, documentation and communication of eRecruiting differences and recommendations to use any new functionality (40 hours).
- Business Consultant – EFM AR/BL training combined with design/setup recommendations (40 hours).
- Remote Business Consultant assistance during HCM testing (60 hours).
- Remote Business Consultant assistance during EFM testing (60 hours).
- Remote Business Consultant assistance during SCM testing (20 hours).
- Remote Business Consultant assistance during LBP testing (20 hours).
- Remote Business Consultant assistance during Strategic Sourcing testing (20 hours).
- Remote Business Consultant assistance during eRecruiting testing (20 hours).
- Business Consultant support for HCM Go Live (40 hours).
- Business Consultant support for EFM Go Live (40 hours).
- Business Consultant support for SCM Go Live (40 hours).
- Business Consultant support for LBP Go Live (40 hours).

- Business Consultant support for Strategic Sourcing Go Live (40 hours).
- Business Consultant support for eRecruiting Go Live (40 hours).
- System Consultant support for Go Live (40 hours)
- Basic configuration of Supplier Order Management
  - Business Consulting (40 hours)
  - System Consulting (16 hours)

## Completion Criteria

- Software installation completed – Lawson pre-defined smoke tests successfully completed and documented, Lawson delivered programs/code successfully installed and compiled.
- Fort Bend County data migration completed per Section 2.4.
- Fort Bend County testing to validate that product functionality works as designed per standard Lawson Documentation..
- Remediation/resolution for each issue in **APPENDIX A**, identified, communicated and documented.
- Closing procedures have been completed, as documented in Section 9.

## 3.1 Deliverable Acceptance

Upon completion of a Lawson Deliverable, Customer shall have the right to review and accept the Lawson Deliverable provided by Lawson to Customer under this SOW, pursuant to the project schedule.

### Deliverable Acceptance Testing

Following Lawson's written notification to the Customer that Lawson has completed a Lawson Deliverable identified in this SOW, Customer shall have a period of five (5) business days (the "Deliverable Acceptance Period") to determine whether such Lawson Deliverable conforms to the deliverable acceptance criteria identified in the chart below (the "Deliverable Acceptance Criteria"). Within that time period, the Customer Project Manager is to notify the Lawson Project Manager in writing (email is considered acceptable for this notice) that Customer accepts or rejects the Lawson Deliverable. If the Customer's Project Manager has not notified the Lawson Project Manager within the Deliverable Acceptance Period, then the Lawson Deliverable will be deemed to be accepted.

If the Customer deems that the Deliverable does not conform to the Deliverable Acceptance Criteria, the Customer's Project Manager shall, within the Deliverable Acceptance Period, give Lawson's Project Manager written notice that specifies in detail the deficiencies from the Deliverable Acceptance Criteria for that Deliverable ("Rejection Notice"). Lawson will notify the Customer Project Manager if additional detail is required, and Customer will provide such additional detail within two (2) business days. Lawson will use reasonable efforts to respond in five (5) business days with either a cure for any such deficiencies in the rejected Lawson Deliverable or explain why Lawson disagrees with the Customer's deemed deficiency. After completing such cure, Lawson shall resubmit the rejected Lawson Deliverable for the Customer's review and testing as set forth above in this Section 3.1. The Deliverable Acceptance Testing process may be conducted no more than two (2) times per Lawson Deliverable. However, the second Deliverable Acceptance Period following the initial rejection of a Lawson Deliverable is extended to ten (10) business days. If acceptance of a Lawson Deliverable has not occurred after two (2) attempts, the Parties will create a mutually acceptable plan to cure the deficiency.

### Deliverable Acceptance Criteria

Criteria	Details
Project Schedule	<ul style="list-style-type: none"> <li>• The project schedule will contain all the activities required to complete the project.</li> <li>• Reasonable work estimates will be used at the lowest level of activities defined.</li> </ul>

Criteria	Details
	<ul style="list-style-type: none"> <li>Activity dependencies will be established (predecessors/successors).</li> <li>Lawson and Customer resources will be assigned at the lowest level of activities defined.</li> </ul>
Lawson written Deliverables	<ul style="list-style-type: none"> <li>The requirements of the Lawson Deliverable are met as stated in the completion criteria in Section three of the SOW.</li> <li>The Lawson Deliverable complies with the Lawson format using the Lawson standard templates.</li> <li>The Lawson Deliverable is consistent with other Lawson Deliverables already approved.</li> <li>The Lawson Deliverable meets the general review criteria (e.g., pages numbered, free of formatting and spelling errors, clearly written, no incomplete sections, etc.).</li> </ul>
Lawson Training/workshop Deliverables	<ul style="list-style-type: none"> <li>Customer participant surveys are completed and returned by class/workshop participants.</li> <li>A follow-up plan based upon participant feedback is created by the Lawson and Customer Project Managers and submitted to Lawson and the Customer's Steering Committee for approval.</li> </ul>
Lawson Installation Deliverables	<ul style="list-style-type: none"> <li>Completed installation exit document approved by Customer.</li> </ul>
Lawson Configuration Deliverables	<ul style="list-style-type: none"> <li>System configuration is complete per the application configuration documentation.</li> </ul>

Lawson will attach, as Appendix D, a sample copy of the Deliverable Acceptance Document and a sample invoice(s) to be used throughout the project.

## Key Assumptions:

- 1) To help ensure that the anticipated timeframes are met, Lawson assumes that final deliverables are fully reviewed and accepted by Fort Bend County within five (5) working days of receipt of written notice by Fort Bend County.
- 2) Fort Bend County will assign an experienced full time Project Manager.
- 3) Lawson will assign an experienced Project Manager.
- 4) Fort Bend County understands that the Lawson Business Consultants will review, document and communicate the differences in the new release, validate the open issues, and explain options or mutually agreeable workarounds with the updated software. The Fort Bend County team will then be responsible for the actual setup, test planning/preparation, testing and go live preparation for all modules. Lawson Business Consultants will provide remote assistance as requested during the testing.
- 5) Fort Bend County will be responsible for testing the Cash Receipts customization.
- 6) Fort Bend County understands that the Lawson Business Consultant will train Fort Bend County staff on the AR and BL modules and provide design/setup recommendations during the training. Fort Bend County will be responsible for all AR/BL setup and testing.
- 7) Fort Bend County understands that the Lawson Business Consultant will train Fort Bend County staff on the Strategic Sourcing module and provide design/setup recommendations during the training. Fort Bend County will be responsible for all Strategic Sourcing setup and testing.

### 3.2 Project Roles

The project team incorporates the following roles. Lawson and Fort Bend County will provide resources to fulfill the following roles.

<b>Role Fort Bend County</b>	<b>Role Lawson</b>
Project Sponsor	Practice Director
Fort Bend County Project Manager	Lawson Project Manager
Fort Bend County Functional Leads	Lawson Business Consultant(s)
Fort Bend County Technical Lead	Lawson Systems Consulting Manager
Fort Bend County Technical Experts	Lawson System Consultant(s) and Technical Consultant(s)
Key Users	Lawson Business Consultant(s) and Technical Consultant(s)
End Users	Lawson Business Consultant(s)
System Administrators	Lawson Systems Consultant(s)
Programmers/Analysts	Lawson Technical Consultant(s)
Lawson Security Officer	Lawson Technical Consultant

**Key Assumptions and Responsibilities:**

- (1) Both full and part-time team members assigned to the Project by Fort Bend County will be thoroughly knowledgeable about the current business practices in their respective areas and capable of performing their appropriate Project roles.
- (2) Both full and part-time team members assigned to the Project by Lawson will be thoroughly knowledgeable about the product functionality and technical attributes of the product, and capable of performing their appropriate project roles. Lawson will provide professional qualifications for all consultants prior to consultant engagement with Fort Bend County.
- (3) The Fort Bend County and Lawson project team resources will be assigned to the Project in accordance with the requirements outlined above. Any anticipated changes to the project team must be communicated to the steering committee within five working days, which will evaluate the impact of any project team replacement on the Project's schedule and cost.
- (4) The Fort Bend County and Lawson project team members must be suitably knowledgeable in their area of responsibility and must be regarded by the organization as experts in their field.
- (5) Additionally, it is anticipated that any support from other Fort Bend County personnel and resources will be available to the project team as requested according to the project schedule (infrastructure, network, desktop support, web-based programming) when required and will not detrimentally impact the project schedule.
- (6) Fort Bend County will be responsible for maintaining the documentation for the Project in a project repository.
- (7) Lawson technical consultants will provide the following additional technical documentation:
  - a. Instructions for product line copies
  - b. Instructions to setup ESS behind the Fort Bend County firewall
- (8) Lawson and Fort Bend County will create the original project schedule. Fort Bend County PM will maintain the project schedule, issues list, test plan and go live plan with input from the Lawson team. Lawson PM and Fort Bend County PM will communicate regularly, at least once a week, to discuss project status and updates to the project schedule. Weekly status reports will be provided by the Lawson PM and sent to the Fort Bend County PM.

- (9) Fort Bend County PM will be responsible for all Fort Bend County resource scheduling to ensure project timelines are met.
- (10) Fort Bend County will be responsible for any scripts needed for testing.
- (11) Fort Bend County will be responsible for storing any training material delivered as part of the upgrade Project.
- (12) Fort Bend County will be responsible for hardcopy printing of any of the softcopy documentation delivered as part of the Project.
- (13) Lawson assumes that Fort Bend County will provide appropriate office facilities to all full-time and part-time team members assigned to the core Project team as may be required from time to time. This includes, but is not limited to, office space, work desks, networked computers, , team meeting rooms, networked printers, photocopier, telephones, stationery, whiteboards, and internet and VPN connection and so on in order to facilitate the effectiveness of the Project team. Lawson consultants will furnish laptops for their work efforts, and the laptops will utilize a valid virus protection software product which shall be up to date at all times.
- (14) Lawson's personnel will have access to the office facilities only when Fort Bend County staff accompanies the Lawson personnel.

## 4. Project Schedule and Plans

### After Hours Working

From time to time Fort Bend County may request that consultants work outside of normal business hours, excluding previously agreed upon weekends and holidays. Should this be the case then the following rate modifier will apply.

	Rate Modifier
Unscheduled Weekends and Public Holidays	2.0 times the scheduled rate

### Key Assumptions:

- (1) The Project is estimated to last 5 months (excluding Fort Bend County hardware installation and preparation time). The Lawson Project Manager and Technical Project Manager budgets are based on this timeframe. Extensions to the Project may increase these budgets.
- (2) Fort Bend County will notify Lawson in writing when the hardware and infrastructure is ready for the project to commence
- (3) The schedule is based upon timely advice from Lawson and decisions made by Fort Bend County. Any delays by either party can impact the schedule and budget for the Project.
- (4) Fort Bend County and Lawson project team members do not change without review and approval by Lawson and Fort Bend County.
- (5) Fort Bend County and Lawson will dedicate resources necessary to support the agreed upon project schedule.
- (6) Lawson will have remote access to Fort Bend County's network and systems as necessary to support the activities planned for the Project.

## Staffing Estimates

Fort Bend County Staffing Levels Estimate					
Project Schedule	Month				
Area/Position	1	2	3	4	5
<b>Cross Phase Resources</b>					
Project Management	1.00	1.00	1.00	1.00	1.00
<b>Total Cross Phase Resources</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>
<b>Functional Resources Supporting the following Applications</b>					
Enterprise Financial Management		2.00	2.00	2.00	2.00
Human Capital Management/ESS/MSS		2.00	2.00	2.00	2.00
Supply Chain Management		0.25	0.50	0.75	0.75
AR/Billing		1.00	1.00	1.00	1.00
Strategic Sourcing		0.75	0.50	0.50	0.50
Supplier Order Management			0.50	0.50	0.50
LBP		1.00	1.00	1.00	1.00
eRecruiting		0.50	0.50	0.50	0.50
<b>Total Functional Resources</b>		<b>7.50</b>	<b>8.00</b>	<b>8.25</b>	<b>8.25</b>
<b>Technical Resources</b>					
System Administrator	1.00	1.00	1.00	1.00	1.00
Security Administrator	0.25	0.25	0.25	0.25	0.50
DBA	0.50	0.50	0.25	0.50	0.50
Programmers (Interfaces)		2.00	2.00	1.00	1.00
Process Flow/Smart Notes		1.00	1.00	0.50	1.00
Design Studio		1.00	0.50	0.50	0.50
LBI/Custom Reports		2.00	2.00	1.00	1.00
<b>Total Technical Resources</b>	<b>1.75</b>	<b>7.75</b>	<b>7.00</b>	<b>4.75</b>	<b>5.50</b>
<b>Total Projected FTE by Month</b>	<b>2.75</b>	<b>16.25</b>	<b>16.00</b>	<b>14.00</b>	<b>14.75</b>
<i>Note: estimates start with the Test hardware already in place and do not include network/server staffing estimates</i>					

Lawson Staffing Levels Estimate					
Project Schedule		Month			
Area/Position	1	2	3	4	5
<b>Cross Phase Resources</b>					
Project Management	0.50	0.50	0.50	0.50	0.50
Technical Project Management	0.20	0.20	0.20	0.20	0.20
<b>Total Cross Phase Resources</b>	<b>1.25</b>	<b>0.70</b>	<b>0.70</b>	<b>0.70</b>	<b>0.70</b>
<b>Business Consultants</b>					
Enterprise Financial Management		0.50	0.20	0.20	0.25
Human Capital Management/ESS/MSS		0.50	0.20	0.20	0.25
Supply Chain Management		0.25	0.10	0.10	0.25
AR/Billing		0.25			
Strategic Sourcing		1.00	0.10	0.10	0.25
Supplier Order Management			0.25		
LBP		0.25	0.10	0.10	0.25
eRecruiting		0.25	0.10	0.10	0.25
<b>Total Functional Resources</b>		<b>3.00</b>	<b>1.05</b>	<b>0.80</b>	<b>1.50</b>
<b>Technical Consultants</b>					
System Consultant - Software Install	1.25		0.25	1.00	
System Consultant - Migration		0.40			0.40
Technical Consultant - Cash Receipt		0.80	0.10	0.10	
Technical Consultant - Product line copies - ESS outside Firewall			0.25		
Technical Consultant - Development assistance		0.25			
Technical Consultant - Sourcing Flows/Add-ins		0.25			
Technical Consultant - Supplier Order Management			0.10		
<b>Total Technical Resources</b>	<b>1.25</b>	<b>1.70</b>	<b>0.70</b>	<b>1.10</b>	<b>0.40</b>
<b>Total Projected FTE by Month</b>	<b>2.50</b>	<b>5.40</b>	<b>2.45</b>	<b>2.60</b>	<b>2.90</b>

## 5. Project Budget

For eight (8) months after the effective date of this SOW, Lawson will provide Fort Bend County, pursuant to this SOW, the following Lawson standard services on a time and materials basis and provide Deliverables defined in this SOW at the Hourly Service Fee Rates listed below (the "Services").

Services	Estimated Service Hours		Hourly Service Fee Rate		Estimated Total Services Fees in USD
Project Manager	400	X	\$192.00	=	\$76,800.00
Technical Project Manager	160	X	\$169.00	=	\$27,040.00
Global Technical Consulting	138	X	\$100.00	=	\$13,800.00
Global System Consulting	360	X	\$100.00	=	\$36,000.00
System Consultant	290	X	\$197.00	=	\$57,130.00
Business Consultant	824	X	\$169.00	=	\$139,256.00
Business Consultant (Punch List Support)	160	X	\$150.00	=	\$24,000.00
Technical Consultant	40	X	\$197.00	=	\$7,880
Total Hours	2,372				\$381,906.00

Fees are limited to the hours and amounts stated above. Any additional services not defined in Project Scope (Section 2) that are requested through the Project Change Control Procedure outlined in Section 8, for eight (8) months after the effective date of this SOW will be billed at the Hourly Service Fee Rates listed below.

Services	Hourly Service Fee Rate
Project Manager	\$210.00
Technical Project Manager	\$180.00
Global Technical Consulting	\$100.00
Global System Consulting	\$100.00
System Consultant	\$197.00
Business Consultant	\$190.00

After the Close of this Project as outlined in Section 9, the then current list rates will be in effect for any future services provided by Lawson



## Key Assumptions:

- (1) All service fee estimates exclude all expenses.
- (2) Fort Bend County will not be invoiced for any travel time incurred by Lawson consultants.
- (3) All expenses incurred by Lawson consultants will adhere to the Fort Bend County Travel Policy (Appendix C).
- (4) The budget assumptions are based upon the resource commitments defined in the roles section of the SOW.
- (5) Implementation approach changes and additional work not described in this SOW will be managed via the Project Change Control Procedure.
- (6) Fort Bend County is responsible for the payment or reimbursement of all applicable VAT taxes and other Taxes. All Service Fees and other expenses are exclusive of VAT taxes and other Taxes.
- (7) If there is any conflict between the following paragraph and Paragraph 33 of the Master Terms and Conditions, as amended, the following paragraph shall control with regard to the SOW:

It is expressly understood and agreed that Fort Bend County has available the total maximum sum of funds hereinafter certified available by the County Auditor of Fort Bend County for the purpose of satisfying Fort Bend County's obligations for the Services under the terms and provisions of this SOW; that notwithstanding anything to the contrary, or that may be construed to the contrary, the liability of Fort Bend County as to payment under the terms and provisions of this SOW is limited to this sum, plus additional amounts of funds from time to time certified available pursuant to Sections 111.061 through 111.073 of the Local Government Code, as amended, for the purpose of satisfying Fort Bend County's obligations under the terms and provisions of this SOW; and that when and if all the funds so certified are expended for the purpose of satisfying Fort Bend County's obligations under the terms and provisions of this SOW the sole and exclusive remedy of Lawson is to terminate the agreement after providing the number of hours stated in this SOW, as amended through any written Change Orders.

## 6. Commercial Terms

Fort Bend County may elect to reschedule or cancel scheduled Services, but if Fort Bend County provides Lawson fewer than 5 business days advance written notice of rescheduling or cancellation (for time and materials Services), Fort Bend County shall pay Lawson the Services Fees for each business day that Lawson did not receive 5 business days advance notice, where such fees could not be reasonably avoided by Lawson. If Fort Bend County elects to reschedule or cancel any on-site Services, Lawson may invoice Fort Bend County for any expenses that cannot reasonably be avoided by Lawson (e.g. penalties for changing airline or hotel commitments)

## 7. General Project Assumptions

The following general assumptions apply to this SOW.

- (1) Lawson will have remote access to Fort Bend County's network and systems as necessary to support the activities planned for the Project.
- (2) Project team members from Lawson and Fort Bend County will use a Lawson Project data repository which will be provided by the Fort Bend County for Project issues and Project documentation.
- (3) Lawson employees and subcontractors will generally perform a 4-day, 10-hours per day, weekly work schedule. Work hours to be determined and mutually agreed upon. Offshore (Global) resources will be available as necessary in order to support the project schedule.

## 8. Project Change Control Procedure

Deviations that arise during the proposed Project will be managed using the Project Change Control Procedure outlined below.

Effectively managing change is critical to the Project's success and is in the interests of both Lawson and Fort Bend County.

Changes could include, but are not limited to, changes in resource allocations, costs, timing, scope, or deliverables. As Project changes arise, the following change request process will be utilized.

If either Party believes that a change to this SOW is desirable, such Party shall issue to the other Party a written change request ("Change Request"):

In the case of a Fort Bend County-initiated Change Request, within seven business days following its receipt of such Change Request from Fort Bend County, Lawson shall provide Fort Bend County a written statement describing in detail:

- (a) any additional Services to be performed as a result of the Change Request,
- (b) the estimated cost associated with such additional Services; and
- (c) any other information relating to the Change Request that may reasonably be requested by Fort Bend County (collectively, a "Change Response")

Fort Bend County shall respond within seven business days to any Lawson-initiated Change Request per the change process documented within the Change Request.

If Fort Bend County approves a Lawson-initiated Change Request, or accepts a Change Response in writing, such Change Request, or such Change Response, as applicable, shall be deemed to be a "Change Order." Any duly executed Change Order shall be attached to this SOW as Appendix B

If Fort Bend County rejects a Lawson-initiated Change Request, or any Change Response, Lawson and Fort Bend County shall proceed to fulfill their obligations as originally agreed under this SOW.

The applicable Lawson Project Manager and the applicable the Fort Bend County Project Manager shall be authorized to administer the Change Order. The Project Schedule shall be adjusted accordingly for each Change Order.

## 9. Closing Procedure

The Project described in this SOW will be closed 60 days after the go-live date; (the "Closing Date") assuming the following conditions are met:

1. There are no Critical issues open (defined below), and
2. The Critical issue has been logged prior to the pre defined closing date

A "Critical" issue is:

1. a serious error that causes an application to stop working, or a fault in the system that cannot be avoided by working in a different way
2. a functional deficiency in meeting the Completion Criteria in Section 3.

## 10. Appendix A: Fort Bend County Functional Punch List

Item No.	Department	Issue	Lawson Comments
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No Functionality			
Core Application			
1	ESS/Human Resources	No verification process during ESS that the employee acknowledges and agrees to the change they have entered.	Discussed on conference call 1/20/11 - a custom form/popup can be created to contain this message. Provided information on how to find the instructions in Lawson manuals. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County can make the customization if they elect this option.
2	Human Resources	No functionality to code employee in multiple positions or to track deleted positions.	Discussed on conference call 1/20/11 - reviewed Lawson's position management functionality and options (personnel actions - PA52 and how to setup multiple positions). Provided information on how to find the instructions in Lawson manuals. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
3	Human Resources	HR11 does not allow for multiple e-mail addresses, rehire dates, termination dates, full service time.	Discussed on conference call 1/20/11 - how to setup history tracking and reporting and discussed the options for storing multiple email addresses in some user fields. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
4a	Human Resources / Training	Start and end dates do not appear anywhere for employees to see when the session starts and ends.	Discussed on conference call 1/20/11 - the setup on the TR screens should allow this data to be seen on the ESS screen. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
4b	Human Resources /	There is nowhere for employees to see a synopsis of the session before they	TR202 Course Catalog Extract can be run to create a file that can

	Training	sign up for the session.	be imported into Word Processing to create a detailed course catalog. Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
4c	Human Resources / Training	No means to generate an automatic email to remind employees of a session they have signed up for.	Discussed on conference call 1/20/11 - Fort Bend County can create a custom Smart Note to do this. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
4d	Human Resources / Training	Not able to delete courses or sessions that are no longer valid.	Per Fort Bend County, a patch is available to resolve this, but has not been applied. Fort Bend County to test after upgrade.
5	Payroll	Need effective end dates for pay rate in order to process the rate change in the middle of a pay period.	According to Fort Bend County, this is not an issue anymore. Out of scope
6	Payroll	Cannot make activity fund adjustments.	Discussed on conference call 1/20/11 - recommended that Fort Bend County look at HR10 and topic PO and look at Activity, maybe defined as a default and do not override. Change to allow override and this may take care of it. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
7	Payroll	Does not provide required functionality to send alert or notification to employee and supervisor when vacation or compensation time accrual maximum is approaching.	According to Fort Bend County, this is not an issue anymore. Out of scope.
8	Payroll	Does not provide required functionality to notify specified users when comp time accruals exceed limits.	According to Fort Bend County, this is not an issue anymore. Out of scope.
9	Payroll	System does not allow us to void and reissue a check all in one step (void original, assign new check number, etc.) even in prior year.	Discussed on conference call 1/20/11 - discussed how PR86 will do this. Fort Bend County also said they were comfortable with their process as it. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and

			recommend an approach. Fort Bend County will complete any setup and testing needed.
10	Payroll	System does inform Payroll staff which full-time employees do not have hours entered for the current payroll.	Discussed on conference call 1/20/11 - discussed how to use PR136 for this purpose. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
11	Payroll	System does not provide required functionality to receive notification when an employee has not been paid for pay period and is not on established leave.	Discussed on conference call 1/20/11 - discussed how to use PR136 for this purpose. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
12	Payroll	Unable to clear records from PR135	Discussed on conference call 1/20/11 - Fort Bend County worked with GSC and was told that it was a ghost record and needed a paint screen to get rid of the record. Fort Bend County will do this which will resolve this issue.
13	Payroll	No Garnishments history. No history when one is end dated at one amount and changes to a new amount, unable to make a final payment on a student loan without the system calculating percentage.	Discussed on conference call 1/20/11 - reviewed how to turn on audit trail on HR10 to track the history on these fields, also explained PR277 Garnishment History report which has some of this information. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
14	Payroll	No Deferred compensation history. No history saved when one is end dated at one amount and changes to a new amount.	Discussed on conference call 1/20/11 - reviewed how to turn on audit trail on HR10 to track the history on these fields, also explained PR275 Deduction History report which has some of this information. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.

15	Risk Management	"Life Events" and "Dependent" tabs in Employee Self Service. No comments field under "Life Events" and "Dependent" in EMSS to refer employees to Risk Management for benefit purposes (required documents).	Discussed on conference call 1/20/11 - explained how to add a splash screen in ESS to put these comments. Provided information on how to find the instructions in Lawson manuals. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
16	Risk Management	No mechanism to handle Late Entrants.  a. Late entrants need to be held for approval by Risk Management b. Annual enrollment – multiple start dates, varies by employee (plan changes and late	Out of scope
17	Risk Management	Section 125 Healthcare Reimbursement / Dependent Care Reimbursement Fees. If employee chose healthcare/dependent care reimbursement, there must be an administrative fee tied to the election	Discussed on conference call 1/20/11 - Discussed how to phrase the wording on the form so that the employees would know this wasn't an option. Then setup the plan with a default voluntary deduction to take the fee. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
18	Risk Management	There is no field to enter the "end time" for the end of an enrollment period on the BS01 screen, along with the end date.	Discussed on conference call 1/20/11 - Fort Bend County needs open enrollment to stop at a certain time like 5pm - currently ends at the end of the day (midnight). System cannot do this automatically, but Fort Bend County could manually shut it off at that time. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
19	Risk Management	There is no "effective date" field in BN17 in order to set up changes to the dependent child requirements. Those changes cannot be made in advance, without changing the current dependent child status. An effective date would allow for those changes to	Out of scope

		be entered in advance and applied to the upcoming benefit year.	
20	Risk Management	Need to have option for not re-entering benefit every year for those employees choose to keep the same plan. Current system will require all employees to enter the annual enrolment; even for those would like to keep the same plan as previous years. It is not only causing extra effort for the employees, but also hard for Risk Management to trace/audit those actually change the plan.	Out of scope
21	Risk Management	"Benefits Enrollment" and "New Hire Enrollment" options/screens in EMSS	Out of scope
22	IT	Employees and retirees cannot access Employee Self Service (ESS) module ONLY via computer outside County network (e.g., at home)	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
23	IT	There is no mechanism to copy "data only" from production to test environment without using database tool (such as Oracle commands).	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
<b>LBP (Budget and Planning)</b>			
1	Budget	Lack of real-time integration of other Lawson Applications in production to LBP (Workforce).	LBP doesn't automatically pull any data from other Lawson applications. However, the LBP administrator can pull data on demand. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
2	Budget	Inability to edit an Adjustment to Budget (ATB) after it's approved.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
3	Budget	There is no flexibility of creating reports to meet County needs.	Crystal Reports is the tool to use. Provided Fort Bend County with the LBP Custom Report Manual. Fort Bend County to develop and test any custom reports desired.
4	Budget	No audit trail to track the changes as a time line.	Lawson consultant will validate the issue with Fort Bend County and explain options with using budget versions to determine if this meets the needs. Fort Bend

			County will complete any setup and testing needed.
<b>eRecruiting</b>			
1	Human Resources	We cannot use GroupWise to email applications.	Out of scope
2	Human Resources	No tracking device to see who an application was emailed to.	Out of scope
<b>Not Functioning Properly</b>			
<b>Core Application</b>			
1	Human Resources	When a making change on PA02 and change "Update employee, requisitions" from an N to a Y, we receive the error "updates incomplete". System will not automatically update the employee record immediately anymore after this error popup. GSC states there was a patch to fix the error.	Per Fort Bend County, a patch is available to resolve this, but has not been applied. Fort Bend County to test after upgrade. Discussed on conference call 1/20/11 - discussed option of using PA102 to process updates in batch rather than immediately if there is a large number of updates. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
2	Human Resources	System will not take the marriage or divorce date which is prior to the effective date or the current grade and step schedule. Employees are forced to use a recent date instead of the actual date to change the marital status or name.	Discussed on conference call 1/20/11 - discussed how effective date works and that they may need to change the effective dates manually as needed or change all employees to the earliest hire date so that these types of changes can be made. During upgrade, Lawson consultant will discuss options and recommendations for manually changing effective dates as needed or a mass change to all employees to the earliest date. Also review process on use of effective date to make sure it is not just a one time clean up. Fort Bend County would do the clean up and any setup and testing needed.
3	Human Resources	Cumbersome workaround procedure for position changes. Due to some unresolved issue, GSC advised our Budget Office that any changes made to positions on PA02 need to correspond to changes on PA70 (HR will need to make a record on PA70 with the same effective date).	Discussed on conference call 1/20/11 - discussed PA70 and options on how to control the budget and how to allow going over the budget. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend



		However, once HR started doing this, we couldn't perform any actions to the employee in that position. HR receives the error, "Budget restrict rule does not allow variance".	an approach. Fort Bend County will complete any setup and testing needed.
4	Human Resources	System does not calculate accruals correctly based on County end-of-year maximum leave accrual policy. System has a limit for vacation and sick accruals but it still gives accruals which exceed the maximum causing payroll to make a manual adjustment.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
5	Human Resources	System does not calculate longevity correctly. Longevity is set up with the service rule of seniority, accrual rule of service date and eligibility rule of service date. Longevity is not crediting by seniority, but by original hire date causing some rehired employees to be receiving too much longevity pay. For some reason longevity will increase a month too early. Per GSC, there is a patch to fix the "increasing a month too early" issue.	Per Fort Bend County, a patch is available to resolve this, but has not been applied. Fort Bend County to test after upgrade.
6	Risk Management	"Current Benefits" tab in Employee Self Service. Fort Bend County calculates bi-weekly premium deductions based on 24 premium deduction cycles; however, Lawson calculates the premium deductions by 26 premium deduction cycles. Premium shown in "Current Benefits" is not the same as actual premium deducted from payroll.	Discussed on conference call - 1/20/11. Recommended a way to change this when setting up new benefits. It cannot be changed after the benefit has been used. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
7	Risk Management	Section 125 Pre-Tax/After-Tax Election in "Benefit" and "New Hire Enrollment" tabs in EMSS	Out of scope
8	Treasurer	CB80 will not clear the RTM transaction code. When we enter a returned check from the bank in CB46, we then run CB246 to list the returns that have been entered, but since July of 2008 the process is not letting them list to be cleared on CB80 under the RTM transaction code.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
9	Treasurer	CB80 can only clear the checks; all others have to be done manually. We were told in the beginning that the information from the bank would clear everything from files from the bank, but the only thing that will clear are checks. Deposits, ACH, transfers in and out, and interest will not clear.	CB80 is the method of manually clearing the checks. The upload method is when the bank sends a file that is uploaded into the system and with the use of CB185, it clears the checks. The balance of clearing is done manually done in CB80. The

		They have to be cleared manually.	system looks for a transaction number to tie the bank transaction to and the bank does not have that number for deposits and transfers. Many clients set up the deposits, transfers, etc as auto reconciling and then un-reconcile those that did not clear the bank by the end of the month. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
10	Treasurer	CB45 will not post the EFT automatically.	Sent email to Fort Bend County on 2/4/11 with setup instructions for CB45. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
11	Treasurer	No knowledge transfer for AR and BL modules.	Lawson consultant will conduct AR/BL training combined with design/setup recommendations.
12	Treasurer	No knowledge transfer of how the stale dating and escheating program work.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
13	Auditor	AC - burdens calculate daily making it too cumbersome to monitor.	Several Burdens are created every time GL190 is run. Possibly AC allocations could be used in place of burdens and then the user is control of when they are run. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
14	Auditor	AP - error when matching on MA60.3. If there are items more than one page, the "Error occurs outside the IOS while accessing Lawson application" message will popup; you just have to hit OK multiple times (up to 25 times) and the error goes away.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
15	Budget	FB111 does not appear to be building the Accounting Units properly. This is typically noticed at fiscal year end	Any time there is a change in AU and Accounts, FB111 needs to be run rebuild the groups.

		when we are trying to enter a high volume of transfers for the Information Technology and Property Equipment accounts. We receive an over budget error which leads us to using the FB111 for each department.	Recommend running the FB111 as part of the overnight schedule every night to keep the Edit Groups updated. During upgrade, Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed. According to Fort Bend County, this is not an issue anymore. Out of scope
16	IT	No direct mechanism in LS9 to convert ESS users to Core users. When we convert an ESS user to a CORE user, the user will be unable to login to the portal until we log into LAUA and change It's almost like we have to stimulate the user's account in LAUA every time we do this process. Otherwise, they will receive this error: "The Portal cannot load because it cannot initialize the single sign-on Component. System Administrator: please make sure your servlet container is running properly and/or SSO is installed."	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
<b>Strategic Sourcing</b>			
1	Purchasing	Sourcing does not work automatically as it supposed to work: a. Create event b. System to send vendor email notification of event created. c. Vendor submits quote. d. Buyers review and system tabulates. e. Buyers select vendor and system issues Purchase Order.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.
2	Purchasing	Vendor still have issues with registering even after instructing them to make changes to meet the system requirements.	Lawson consultant will validate the issue with Fort Bend County, explain options and recommend an approach. Fort Bend County will complete any setup and testing needed.

## 11. Appendix B: Approved Change Orders

Any duly executed Change Order(s) shall be attached to this SOW as Appendix B.

## 12. Appendix C: Fort Bend County Travel Policy

All expenses incurred by Lawson consultants will adhere to the Fort Bend County Travel Policy, a copy of which is included herein.