



# **CENTRAL**SQUARE

## **TECHNOLOGIES**

**STATEMENT OF WORK (SOW)**

**Fort Frances, ON**

**Upgrade to Dynamics GP2018**

*Confidential and Proprietary*

# Statement of Work (SOW)

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## Schedule Version Control

Date	Revision	Author	Comments
8/17/2020	1.0	Michael G.	Original Quote

## 1.0 Project Description

This document is the Statement of Work (SOW) for Upgrading Dynamics GP. This SOW is solely related to the services expressly identified in Quote # Q-06496 for Fort Frances, ON. CentralSquare will provide assistance in successfully upgrade the Client's current version being GP2016. The SOW is an attachment incorporated as part of the Quote signed by CentralSquare and the Customer, and all actions directed herein shall be performed in accordance with the Agreement.

## 2.0 Project Scope

The overall Project Objective and Scope include the following:

### Project Management

CentralSquare will provide a Remote Project Manager (RPM) who will manage the project and work closely with the Customer Project Manager to oversee the project. Throughout the project, the RPM will keep the project organized from the CentralSquare perspective, on schedule and on budget. Both CentralSquare and Customer will assign Project Manager with the requisite skills and leadership authority within the organization to effectively accomplish the goals and complete the scope of the services in this SOW. CentralSquare's RPM in collaboration with the Customer's Project Manager will develop a project schedule. CentralSquare has include RPM hours to cover this project. Duties to include:

- Monitor and report overall progress (duties of both your organization and CentralSquare)
- Immediately notify respective Project Managers of any issue that could delay the project
- Supervise respective Project Teams and resources.

### Technical Engineer

CentralSquare will provide a Remote Technical Engineer whose duties will include the following:

- Upgrade current version of reports and scripts
- Create a temporary testing environment of the updated version of the products
- Make **minor** changes to reports and scripts as deemed in scope by Engineer
- Upon Client's approval; Upgrade Live database

### Business Consultant

CentralSquare will provide a Remote Business Consultant whose duties will include the following:

- High level review of any new functionality and features based on the Client's current module base

### Client Responsibilities

The Client will provide requirements on or before date provided in project plan. Requirement are as follows:

- Complete User Acceptance Testing
- Update provided Issues and Actions Log and provide to Project Managers per schedule
- Work with CentralSquare Project Team on issue resolution
- Provide approval to go to live

**Anything not specifically designated in this SOW should be considered out of scope and not part of this project.**

### Technical Requirements

[https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/MDGP2018\\_System\\_Requirements](https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/MDGP2018_System_Requirements)

## Client Software

Add-On Modules	Integrations	Notes
<input type="checkbox"/> WorkTech	<input checked="" type="checkbox"/> Utility Meter Reading	
<input type="checkbox"/> Virtual City Hall	<input type="checkbox"/> PCard	
<input type="checkbox"/> FRx	<input checked="" type="checkbox"/> Cash Receipt Import	
<input checked="" type="checkbox"/> Management Reporter	<input type="checkbox"/> eBank Reconciliation	
<input type="checkbox"/> Paramount <ul style="list-style-type: none"> <li><input type="checkbox"/> SQL Security</li> <li><input type="checkbox"/> Active Directory Security</li> <li><input type="checkbox"/> Receiving Transactions</li> </ul>	<b>Integration Suite</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> General Ledger</li> <li><input type="checkbox"/> Accounts Receivable</li> <li><input type="checkbox"/> Accounts Payable</li> </ul>	
<input type="checkbox"/> Anyview Creator	<input checked="" type="checkbox"/> Pre-Authorized Payments	
<input checked="" type="checkbox"/> HRISMyWay	<input checked="" type="checkbox"/> Electronic Funds Transfer <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Accounts Payable</li> <li><input type="checkbox"/> Accounts Receivable</li> </ul>	
<input type="checkbox"/> Path 5 – Parks and Rec		
<input type="checkbox"/> F9		
<input type="checkbox"/> Business Portal		
<input checked="" type="checkbox"/> eOne SmartList Builder		
<input type="checkbox"/> eOne Extender		
<input type="checkbox"/> Rockton Auditor		
<input type="checkbox"/> MICR Mekorma		
<input type="checkbox"/> Questica		
<input type="checkbox"/> JoeSoftware PENNY		
<input type="checkbox"/> REACH		

## 3.0 Service Deliverables

The following outlines the proposed services deemed necessary for a successful implementation of this project and represents a good-faith estimate based on our knowledge at time of the Agreement.

Engagement	High Level Tasks	Deliverables
Planning and Project Initiation	<ul style="list-style-type: none"> <li>➤ Kick-Off Meeting</li> <li>➤ Detailed Scope and Contract Review</li> <li>➤ Assignment of Project Team</li> </ul>	<ul style="list-style-type: none"> <li>➤ Communication Plan</li> <li>➤ Issues/Tasks Tracking Report</li> <li>➤ Project Schedule</li> </ul>
Software Installation	<ul style="list-style-type: none"> <li>➤ Remote installation of application software(s) on server</li> <li>➤ Access to upgraded application from workstations</li> </ul>	<ul style="list-style-type: none"> <li>➤ Testing Environment with upgraded software</li> </ul>
Implementation and Configuration	<ul style="list-style-type: none"> <li>➤ Upgrade current LIVE Environment</li> <li>➤ Complete integrations to 3<sup>rd</sup> Party Products</li> <li>➤ Upload upgraded reports</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upgraded LIVE Environment</li> </ul>
Data Conversion	<ul style="list-style-type: none"> <li>➤ Upgrade report dictionary as required</li> <li>➤ Upgrade scripts as required</li> </ul>	<ul style="list-style-type: none"> <li>➤ Reports for testing</li> </ul>
Test	<ul style="list-style-type: none"> <li>➤ <b>Client</b> to test all processes and customizations</li> <li>➤ Issue Resolution</li> </ul>	<ul style="list-style-type: none"> <li>➤ Resolve inscope issues per debriefing session</li> </ul>
Training	<ul style="list-style-type: none"> <li>➤ End User Training on new functions and features</li> </ul>	<ul style="list-style-type: none"> <li>➤ High level understanding of new functions and features</li> </ul>
Transition	<ul style="list-style-type: none"> <li>➤ Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>➤ Not Applicable</li> </ul>

### 3.1 Service Estimates and Assumptions

Service/Task Description	Service Role	Estimated Hours
Report Conversion	Technical Engineer	4
Create Testing Environment	Technical Engineer	8
What's New Review	Business Consultant	4
Debrief / Issue Resolution	Business Consultant	3
Upgrade Live Environment	Technical Engineer	8
Project Management	Project Management	6
<b>Total Estimated Service Hours:</b>		<b>33</b>

- Estimated Hours may include non-client facing time required for session prep and follow-up
- This is an estimate only and additional time may be required depending on the task. If the time required to complete the project is less than 10% the project will proceed with the overage; if the time required to complete the project is more than 10% above the original estimate, a work order will be required.
- Customer will designate a representative as the Project Manager. The Project Manager will be the primary point of contact for project coordination throughout the project.
- Both the Customer and CentralSquare will furnish resources with appropriate skills and experience to assist as needed to fulfill the responsibilities herein.

Authorized Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_