PALO VERDE COMMUNITY COLLEGE DISTRICT
BOARD OF TRUSTEES
Meeting Date: 1/19/16
AGENDA ITEM REQUEST

☐	Consent
☒	Action
☐	Information

AREA: Business
RESOLUTION TITLE: Lexmark Enterprise Software Professional Services

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BACKGROUND:
Statement of Work will allow Lexmark to upgrade our existing Perceptive Software Content Management solution (Image Now Imaging System) initially implementation was in 2010. Upgrade includes migration to new servers, upgrade software, remote testing and issue management, remote go-live support.

FISCAL IMPLICATIONS:
The statement of work will require $27,400.00 in the current year. This expenditure will be paid with categorical money.

RECOMMENDATION:
It is recommended that the board approve this statement of work.

Administrator Initiating Item:	College Council/Full Admin Review Date:
Russi Egan	

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Statement of Work

Palo Verde Community College District Inc.

Products and Solutions in Scope:

- Perceptive Content 7.x Upgrade (Prod/Pre-Prod)
  - After Hours Technical Execution (Prod)
- Migrate Perceptive Content (Prod/Pre-Prod)
- Technical Health Check

December 14, 2015

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Executive Summary: Overview

Lexmark Enterprise Software Professional Services and Palo Verde Community College District Inc (hereinafter "Customer") will work together to upgrade an existing implementation of Perceptive Content Enterprise Content Management solution

- Migration of one production and one non-production Perceptive Content environment to new servers.
- Perform an upgrade of the current production and one non-production Perceptive Content environment.
- Provide remote testing support and issue management.
- Provide remote go-live support.

Lexmark Enterprise Software Professional Services, Upgrade and Install Team, has been engaged by Customer to assist in the upgrade project. The main focus will be to assist with technical tasks to complete the required services while providing support as necessary. A Professional Services Project Manager and Consultant will be assigned to assist with the update process. These services will be provided as a fixed fee engagement to be completed in a 12 week window, additional fees may be required if the engagement is extended.

Opportunity 649780 has been created to quote services noted in this Statement of Work. Please reference quote document for estimates.

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Objectives

Professional Services
Environmental Review - C
Production Perceptive Content Environment Upgrade – C ▸ Create new Pre-Production servers ▸ Upgrade Pre-Production to 7 x ▸ Go-Live cutover Migration Production to new servers ▸ Go-Live cutover Upgrade Pre-Production to 7.x ▸ Update Technical Architecture to Active / Active Server mode ▸ Migrate Production to new servers (if necessary) ▸ Update Failover/Disaster Recovery ▸ After Hours technical execution for Go-Live
Testing Support/Issue Management – C
Custom Development Issue Management – SDE
Go Live Support – C

Deliverables

Deliverable	Lexmark	Customer
Weekly Project Status Reports		
During the course of the project, a weekly status report will be provided by the Perceptive Project Manager to communicate project schedule, budget variance, outstanding and completed items, and notable risks and issues	X	
Environmental Review		
Report outlining currently configured environment(s) and recommended architecture, based on technical specifications	X	
Migrate Production Environment		
Lexmark Enterprise Software will work with the customer to migrate one production Perceptive Content environment to new servers	X	X
Production Environment upgraded to 7.x		
Lexmark Enterprise Software will work with the customer to upgrade one production Perceptive Content environment to 7.x.	X	X

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Responsibilities

Lexmark Enterprise Software promotes customer independence by sharing and transitioning major project responsibilities with the customer. This approach exposes the customer to our project methodology which enables the customer to expand and evolve their solution with limited or no additional Professional Services.

The following Responsibilities will be shared or owned by the customer during the course of the project

Responsibility	Lexmark	Customer
Project Planning		
Through discussions with the Lexmark Enterprise Software Project Manager, the customer will be responsible for confirming the Statement of Work meets project expectations. Additionally, the customer is responsible for communicating timeline restrictions, deadlines, or other requirements related to the project plan	X	X
Project Resources		
The customer will be responsible for scheduling necessary resources and attending all scheduled design meetings. The customer will also be responsible for working independent of scheduled calls to complete deliverables and finalize requirements.		X
Server/Database Administration		
The customer will be responsible for supporting and maintaining the server hardware operating systems, required database(s), and network environment. Database maintenance should be performed regularly according to Lexmark Enterprise Software recommendations or as part of regular maintenance plans The customer is responsible for performing routine server backups and maintaining disaster recovery & contingency plans.		X
Product Installation and Configuration		
Initial product installations and configuration will be completed by the Lexmark Enterprise Software resources assigned to the project. The Lexmark Enterprise Software Consultant will be responsible for successful deployment of the software, but it is strongly recommended the customer System Administrator be available for shadowing and training.	X	X
System Administration and Maintenance		
Due to the enterprise architecture of Perceptive solutions, the customer will identify one or more System Administrator(s) who will have administration and management privileges for the entire Perceptive application environment. This resource will be expected to be involved closely with all phases of the implementation		X

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Customer Responsibilities

Customer will be responsible for training their end users on the upgraded version of Perceptive Content. Should train the trainer assistance be needed additional hours / services can be sold.

Below are the responsibilities Environment and Testing related the customer is responsible for.

Customer Environment Responsibilities
Perform full backup of INOW6 database and [DRIVE]:/inserver6 directory after shutdown and before the upgrade.
Run MSSQL/Oracle Inventory Script and send output results to the Project Manager
Complete the Hardware Profile Worksheet
If moving to 64-bit, procure hardware/VM and perform standard installation of the OS, drivers, and patches for the environment
If not already on version 1.7 or 1 8 of Java on WebNow server(s); install version 1.7 or 1.8 of the JDK on the WebNow server(s).
If not already on Tomcat 7 X or Tomcat 8 x; install Apache Tomcat 7.x or 8 x on the WebNow server(s).
Ensure client WebNow users' workstations meet Java requirements.
Upgrade MSSQL/Oracle if desired or needed to meet technical specifications ▸ SQL Ensure SQL Server Management Studio is installed. ▸ Oracle: Ensure SQL Designer o equivalent tool is installed
For MSSQL: The Server Authentication must be set to SQL Server and Windows Authentication Mode.
Disable scheduled tasks during the upgrade process
If moving from Report Server to Business Insight, create new database for Business Insight. Customer must create and follow Business Insight Install Guide.
Web Application Server must meet the Technical Specifications
Windows IIS, version 7 or 8.
Install Perceptive Content 7 x client software on all workstations
Provide new Hardware for the new Test Environment

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Customer Testing Responsibilites
Responsible for functional testing of the Perceptive Content product as it relates to their Perceptive Content Installation.
Test iScripts / routing rules / etc
Test alarms (if any exist)
Solution Testing – Responsible for solution testing which should include various test plans being executed that mimic production use cases
End User Testing – Lexmark Enterprise Software strongly recommends EUT in addition to Perceptive Content admin based solution testing to increase upgrade success
Should testing assistance be needed additional hours/services can be sold

Customer Training Responsibilities
End User Training – Responsible for training their end users on the upgraded Perceptive Content version
Should train the trainer assistance be requested additional services can be sold

Project Resources

To ensure successful implementation of quality solutions, Lexmark Enterprise Software dedicates internal resources and relies on dedicated customer resources to support all phases of the project. Project timelines and deliverables are dependent on the availability of both Perceptive and customer resources to meet objectives and provide information in a timely manner.

It will be the customer's responsibility to communicate any timeline requirements or expectations so the Perceptive project team can respond and schedule resources adequately

Lexmark Enterprise Software Resources
Account Executive (AEX)
The Account Executive will be responsible for maintaining contact with the project team throughout the phases of implementation.
Inside Sales Representative (ISR)
The Inside Sales Representative will support the Account Executive and be responsible for generating any necessary sales documents such as quotes or scope change requests
Quality Assurance (QA) Manager
The QA Manager will be an escalation point in Professional Services and contribute to all internal project QA checkpoints
Project Manager
A Project Manager will be assigned to manage project deliverables, schedules, milestones, budget, and resources The Project Manager will remain the primary point of contact for all customer interactions for all phases of the project.
Technical Architect
The Technical Architect is a n expert on the infrastructure required for Perceptive Content and will provide support with

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the installation, testing, and any troubleshooting of server components and Lexmark Enterprise Software . The Technical Architect will also prescribe hardware architecture during Scope and Plan, and contribute to internal project QA checkpoints

Solution Architect

The Solution Architect is a Lexmark Enterprise Software and solutions expert that will support design and implementation phases. The Solution Architect will be engaged as early as project negotiations and will also contribute to internal project QA checkpoints.

Consultant

Experienced consultants will be assigned to manage and complete design and implementation activities according to solution expertise and technical capability. Consultants will lead the internal QA checkpoints. The Project Manager will be responsible for assigning appropriate resources.

Solution Development Engineer (SDE)

- Solution Development Engineers are responsible for any custom development to support advanced solution processing. Custom development may be provided in the form of Perceptive Content iScript or eForms.

Customer Resources

Project Sponsor

The Project Sponsor is the customer resource that is responsible for the project at an administrative or executive level The Project Sponsor may be used as a point of escalation for scope and project management concerns

Project Manager

The Project Manager should be the main point of contact for all project-related communication and scheduling The Lexmark Enterprise Software Project Manager will be in close contact with the customer Project Manager to ensure timely delivery of all project milestones.

System (Application) Administrator

The System Administrator will be responsible for all Lexmark Enterprise Software enterprise configurations across all departments. The Lexmark Enterprise Software Consultant will provide hands-on training for the System Administrator to support solution testing and configuration. Generally, Lexmark Enterprise Software recommends that each System Administrator be provided system administration rights to Perceptive products. The System Administrator must be assigned before the environment installation will begin.

Server Administrator

The Server Administrator will be responsible for providing appropriate server access to consultants for product and software installation, configuration, testing and troubleshooting. The Lexmark Enterprise Software Consultant will provide hands on training for the Server Administrator to support Perceptive server environments. The customer is responsible for acquiring necessary server and hardware components, and for providing Lexmark Enterprise Software with necessary server access, to complete the objectives identified in this Statement of Work The customer is responsible for providing capture hardware.

Network Administrator

The Network Administrator will be responsible for providing appropriate network access to consultants for product and software installation, configuration, testing and troubleshooting The customer is responsible for acquiring necessary network infrastructure, and for providing Lexmark Enterprise Software with necessary network access, to complete the objectives identified in this Statement of Work.

AD/LDAP Administrator

The AD/LDAP Administrator may be required to assist in the configuration of User Replication Agent.

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Lexmark Enterprise Software Analysts (Super Users)

The Lexmark Enterprise Software Analyst will be responsible for all deliverables and decisions related to the represented solution. Lexmark Enterprise Software strongly recommends that one Analyst per solution be dedicated for the duration of the project. Ideally, Analysts will have some functional and some technical knowledge for their designated areas

Lexmark Enterprise Software End Users and Subject Matter Experts (SMEs)

- End Users will provide invaluable feedback on current state workflows, exceptions, and issues. End Users should be involved during design and implementation phases.

Services in Scope

The following section details Professional Services that will be provided as part of the scope identified above.

Technical Health Check

ImageNow Server

- Best practice review
- Overall system analysis
- Performance & Scalability analysis
- Worker thread review

Database Server

- Best practice review
- Maintenance plan review
- System review
- Table usage analysis

WebNow Server

- Best practice review
- Configuration/Settings Review

Remote Agent Server(s) (If applicable)

- Best practice review
- Overall system analysis
- Performance & Scalability analysis
- Worker thread review

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Future planning/architecture needs

- High level understanding of the customer environment – should include basic infrastructure review, and possibly basic usage review with app team
- Future growth assessment – Application team should provide worst case scenario for growth, including user counts, document counts, and document space usage.
- Define best practices for providing a highly available ImageNow infrastructure
- Define best practices for providing a highly scalable ImageNow infrastructure
- Architecture assessment

Environmental Review

- Review customer environment – to include infrastructure and usage review for the purposes of planning upgrade.
- Provide best practices documentation for providing a highly available Perceptive Content infrastructure
- Provide technical specifications documentation for Perceptive Content infrastructure

Migrate Production environments

- Environment will be set up on Perceptive Content v6 x (the upgrade to 7.x is described in the next paragraph)
- As per Perceptive's best practice, the new environment will be fully re—installed with all components in scope and all configurations and features from the current environment will be applied to the new environment. The upgrade to the latest version (7.x) is performed afterwards.
- Components will be installed in the same Software release and patch version as available in the current Production environment
- Components installed:
    - Perceptive Content Server
    - DataCapture : This product is end-of-life and no longer available for use with Perceptive Content 7.x. No efforts to migrate, update, or replace this product or its associated functionality are included in this Statement of Work.

Perceptive Content Upgrade to 7.x

I. Upgrade Production Environment

- Consultant will perform Pre-Production Environment creation and migration.
- Consultant will perform Pre-Production Environment Upgrade to Version 7.x
- Consultant will migrate Production Environment to new Hardware for Go-Live
- Consultant will perform Production Environment Upgrade to version 7 x for Go-Live
- Components Upgraded:
    - Perceptive Content Server
    - Database Schema on current DBMS
    - DataCapture · This product is end-of-life and no longer available for use with Perceptive Content 7.x. No efforts to migrate, update, or replace this product or its associated functionality are included in this Statement of Work.
    - 1 Perceptive Content Client (Customer will be responsible for additional Client upgrades)

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- Some upgraded components may have new features and functionality available in the new versions. Services to design and implement the new features and functionality are not included in this fixed fee upgrade project Additional services can be purchased to accomplish any solution modifications to include the new functionality.
- Pre-Production activities will occur during normal business hours only (8:00 AM CST – 5:00 PM CST Monday through Friday), and must be scheduled at least 2 weeks prior and is based on Lexmark Enterprise Software resource availability
- Upgrade will occur outside normal business hours only (see "After Hours" definition), and must be scheduled at least 2 weeks prior and is based on Lexmark Enterprise Software resource availability.

Implementation and Support

I. Implementation and Support – Pre-Production

- 3 day(s) of dedicated remote implementation and support will be provided during the Pre-Production Upgrade. These days of service will be provided consecutively, unless otherwise noted.
- Any issues not resolved during the dedicated testing time (Go-Live Support) window will be transferred to Global Support Services.
    - If break/fix issues transferred to Global Support are identified to require additional services to resolve, these issues will be reassigned to your Professional Services Project Manager to allow for scheduling of additional resources to work on said issue(s). Time to resolve these issues will not be applicable against the specified, dedicated days. Resources to resolve such issues will be assigned as available.
    - If such issues are identified outside of the time frame scoped for this project, as outlined in the Executive Summary, additional hours, billed as time and materials, may apply.

II. Implementation and Support -- Production

- 3 day(s) of dedicated remote implementation and support will be provided during the Production Upgrade. These days of service will be provided consecutively, unless otherwise noted.
- Any issues not resolved during the dedicated testing time (Go-Live Support) window will be transferred to Global Support Services
    - If break/fix issues transferred to Global Support are identified to require additional services to resolve, these issues will be reassigned to your Professional Services Project Manager to allow for scheduling of additional resources to work on said issue(s). Time to resolve these issues will not be applicable against the specified, dedicated days. Resources to resolve such issues will be assigned as available.
    - If such issues are identified outside of the time frame scoped for this project, as outlined in the Executive Summary, additional hours, billed as time and materials, may apply

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III. Issue Management

- Professional Services will provide support to the testing process and manage issues that are found with the solution and / or product.
- For product issues, the professional services team will coordinate with internal development, Global Support Services and QA resources to ensure that product issues have the appropriate priority assigned. We cannot guarantee timelines for issues that require a change to the product These issues will be transferred to Lexmark Enterprise Software Global Support Services.
- For solution issues, the professional services team will make recommendations on how to best resolve the issue by modifying the solution, in regards to break/fix issues Changes in product functionality are not break/fix. Changes in solution functionality, surrounding new product functionality, are not in scope
- For custom development issues caused by the upgrade, the professional services team will assist with code changes where professional services as the original author, in regards to break/fix issues. Changes in product functionality are not break/fix. Changes in custom development functionality, surrounding new product functionality, are not in scope.
    - AP Invoice eForms may require custom configuration and updating depending upon product release. Upgrading of this solution may require additional services not covered by this Statement of Work.
    - Code written by the customer or another 3rd party must be reviewed and updated by the customer or that 3rd party
    - Custom Business Insight, Cognos Reports written by the customer or another 3rd party must be reviewed and updated by the customer or that 3rd party.
- Testing support and issue management/troubleshooting must be scheduled and will be based on resource availability. Customer should log all issues encountered and work closely with the Lexmark Enterprise Software PM to schedule resources. If immediate attention is needed Global Support Services shall act as the on call resource when dedicated Professional Services resources are not scheduled.

Assumptions and Constraints

Specific assumptions and constraints will be determined pending discovery of unique requirements surrounding your business processes and IT environment. Assumptions and constraints will be identified and documented during the Plan phase and the Design phase described previously.

IV. Project Management

- Any services not explicitly identified in the "Services in Scope" section above will be considered out of scope; i.e. change management, process documentation, site readiness, internal communication, job role change analysis, and additional out of scope custom documentation. These services may be provided for additional services and will be represented in the form of a scope change.
- This Statement of Work assumes the customer will provide the appropriate resources and deliverables identified during all phases of the upgrade to maintain project timeline and schedule.
- The customer will be responsible for all hardware and network components of the Perceptive Content solution, including servers, network connectivity and performance, scanners, and front-line onsite help desk support.

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V. Fixed Price

- Lexmark Enterprise Software assumes this Statement of Work covers the efforts required to migrate one production environment to new servers and the upgrade of one production environment to Perceptive Content 7.x. The services provided under this Statement of Work shall be completed within 12 weeks of project commencement. Any services required past this timeframe shall be billed as incurred on a time and materials rate and are not covered by the original scope of this agreement.
- The below chart outlines the payment milestones for this engagement, and shows a breakdown of the payment percentage of the total due once each milestone has been reached.

7.x Perceptive Content Upgrade		
Payment Milestones	Payment %	Payment USD
Completion of Production Upgrade	50%	$27,400.00
TOTAL OF PROJECT	**100%**	**$27,400.00**

VI. Upgrade

- Customer will be responsible for all functional, solution, and performance testing following upgrades of each environment.

Miscellaneous

Project Terms and Considerations

- This SOW is valid for Customer's signature for ninety (90) days following the date set forth on the first page of this SOW unless otherwise agreed and stated herein. After such ninety (90) days, this SOW and the applicable pricing is subject to change. Specific assumptions and constraints will be determined pending discovery of unique requirements surrounding Customer's business processes and IT environment.
- Lexmark Enterprise Software will work with Customer to deliver the services contained in this SOW within the timeframes of the mutually agreed upon project plan identified during the plan phase of the project. In the event that Customer is responsible for delays in project delivery, causing timeline extensions and / or extended durations of events within the agreed upon project plan resulting in added services efforts, additional services costs may be presented in the form of a scope change as this extends the services effort contained within this SOW.
- Any services not explicitly identified in this SOW as services in scope will be considered out of scope Additional services may be represented in the form of a scope change.
- This SOW assumes that Customer will provide the appropriate resources and deliverables identified during all phases of the project to maintain project timeline and schedule.
- During the Plan Phase of the project, the Lexmark Enterprise Software Project Manager will work with Customer to identify specific requirements that will determine successful project completion and closure.

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- **Customers not performing a test project or not fully testing an environment understand and assume the risk associated with business process potentially affected by the new software.**
- Upon successful deployment and completion of agreed upon milestones, the Lexmark Enterprise Software Professional Services team will transition Customer and the Lexmark Enterprise Software solution to the Lexmark Enterprise Software Product Support team.
- All services performed by Lexmark Enterprise Software will be performed remotely during normal business hours (M-F 8 am-5 pm CST), unless otherwise noted.
- "After Hours" shall be defined to mean
    - Provide a Technical Resource After Normal Business Hours (8am to 5pm CST) or Over a Weekend
    - 16 Total Hours, Maximum of 8 Hours Each Day
    - Weekend Hours = 8am to 5pm CST Saturday and Sunday
    - 8 hours rest required between engagement time

- The travel related charges incurred by Lexmark Enterprise Software will be invoiced as a separate line item unless otherwise approved by the Customer. Such charges shall not exceed the standard travel and expense reimbursement rates established by Lexmark Enterprise Software for its employees.
- Cancellation requests received 10 or more business days prior to the first scheduled day onsite are accepted at no charge. Cancellation requests received 9 or fewer business days prior to the first scheduled day onsite are subject to a charge equal to 100 percent of the original scheduled time onsite. Any travel expenses resulting from the cancellation will be billed to Customer.
- A $2,000 reschedule fee will be assessed to customers who:
    - Submit cancellation requests less than 10 business days prior to a scheduled services appointment.
    - Are not ready to start services within 4 hours of the scheduled start time of any schedule services appointment due to customer resources (personnel, backups, etc.)
- The product and service warranties are described in the Master Software and Services Agreement (MSSA).

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Sign Off

Lexmark Enterprise Software and Customer agree to the above deliverables and responsibilities. Signatures on this document, as well as associated quote are required to execute the contract and begin any project engagement. If you have further questions please contact your Account Executive

The terms stated in this Statement of Work dated 12/14/2015 for the services from Lexmark Enterprise Software are accepted. Please consider this a mutual order commitment for such services. Your signature on this Statement of Work will create a binding agreement between you and Lexmark Enterprise Software upon such terms.

Customer Signature	Lexmark Enterprise Software Signature
Shelley Hamilton Customer Name (print)	Lexmark Enterprise Software Name (print)
Director of Admissions & Records Title	Title
12/14/2015 Signature Date	Signature Date

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