

***This document is a draft Scope of Services/Technical Specifications for a future non-competitive contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.
This is not an advertisement.***

Miami-Dade County, Florida

Project Title: Manitou Bold System Upgrade

SCOPE OF SERVICES

INTRODUCTION

The Scope of Work (SOW) covers the delivery of professional services related to the migration from SIMS to Manitou (set up of primary and secondary server, data conversion for 1000 accounts) and is estimated based on requirements provided by the County wherein specified Company resources will be assigned to provide specifically the services and modules detailed in this contract agreement. This agreement covers the delivery of professional services related to Virtual Operator and is estimated based on system requirements provided by the County wherein specified Company resources will be assigned to provide specifically the services and modules detailed in the SOW documented scope. This SOW covers the delivery of professional services related to PBX Standard and is estimated based on system requirements provided by the County wherein specified Company resources will be assigned to provide specifically the services and modules detailed in the SOW documented scope. This SOW covers the delivery of professional services related to Warm Replication and is estimated based on system requirements provided by the County wherein specified Company resources will be assigned to provide specifically the services and modules detailed in the SOW documented scope.

Services delivered subject to this Scope of Work will generally follow the Phases described below. Additional detail will be provided as part of the project plan delivered in Phase 2

Phases	Description
Phase 1- Initiation	Definition of stakeholders Setup of project tools Introduction call
Phase 2-Planning	Implementation process presentation Scope adjustment and finalization Creation and delivery of initial project plan
Phase 3- Execution	Installation, data conversion, application training, technical consulting & integration
Phase 4 - Delivery & Transition	Delivery of production conversion 30-day transition from professional services to customer support Post implementation services delivery
Phase 5 - Project close	Project Documentation is finalized Complete transition to customer support Project retrospective

PROFESSIONAL SERVICE HOURS

The following professional service hours by service type are included in this SOW.

Qty	Unit	Item	Definition
1	EA	Data Conversion	Programming for existing customer conversion. Service to move customer information from an existing system to Manitou.
15	Hour	Project Management Services	Include an assigned project manager to lead the project with the County and work as point person to coordinate the implementation

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			services with a defined County representative. The responsibilities of the Contractor include but not limited to Project plan creation and effectuation; Project scheduling and resource planning.
50	Hour	System Consulting	Installation of products, services and system connectivity checks
24	Hour	Application Consulting	Contractor's responsibilities include assistance to identify crucial areas of business process improvement and assist with transformational efforts with the various product offerings from Bond Group. Offerings include and are not limited to: -comprehensive end-ser virtual training setup and application training for Bold Group product offering -business process assessments -process improvements and change management Customer (County) is responsible to identify specific areas and agenda for training.

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