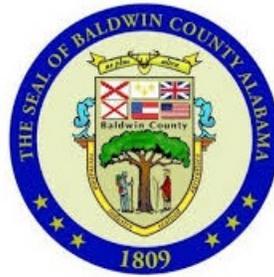


STATEMENT OF WORK (SOW)

BALDWIN COUNTY COMMISSION



October 18, 2016

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INTRODUCTION/BACKGROUND

Baldwin County Commission (BCC) has interest in the implementation of the Internet Quorum (IQ) application in an effort to streamline constituent response. In order to provide more timely feedback to the citizens of Baldwin County and improved customer interaction, the Baldwin County Commission will focus on building a content rich database which provides a simplified and more user-friendly approach for existing and potential elected officials and staff. It is imperative that BCC utilizes this application as a platform for communicating effectively any new developments, responses, recent news, and other industry specific information. BCC also realizes the importance of working with each department to develop tailored workflow and processes which IQ will allow the ability to do. In order to accomplish this, BCC seeks to outsource the design, testing, implementation, and training for the IQ application as a Software for Service (SaaS). BCC anticipates that its new application will move the county forward in its multi-tiered approach to providing prompt feedback to constituents and monitoring trends across the county. The legacy voter election data held by the County shall be converted and loaded into the IQ system. The County will conduct a review and verify that all legacy data is in IQ before Go-Live date. Leidos Digital Solutions Inc. (LDSI). (Contractor) shall perform the Scope as outlined herein.

Baldwin County Commission seek to provide timely responses in support of all inquiries that are sent in by constituents. These inquiries range from general to technical and usually are answered through traditional channels, but not in a uniform and manageable way that follows a Standard Operating Procedure (SOP). The service is currently fulfilled by a manual tracking process using Microsoft Outlook and labor intensive mechanisms. Baldwin County Commission seek to achieve “better tracking, documentation and communication with the citizens of the county” by implementing an automated communications tracking and business process tracking solution via the IQ Application. Secondly, Baldwin County Commission has a need to disseminate important information to public across the county. This information first must go through a structured approval process and needs to be fully vetted before officially being released to the public. This is currently being done via paper applications, email and spreadsheets. By having a streamlined process in place, the organization will work more efficiently and save time by reducing redundant work and having enterprise vision with user accountability at the desktop.

SCOPE OF WORK

The scope of work for the IQ Project includes all planning, execution, implementation, and training for an application for BCC. Each stage of the project will require approval from BCC before moving on to the next stage. The selected vendor must ensure it has adequate resources for designing, building, testing, and implementing the new application and is staffed for the training of BCC personnel as well. Specific deliverables and milestones will be listed in the Work Requirements and Schedules and Milestones sections of this SOW.

LDSI will conduct interviews with identified government representatives to define the end-state information management as well as reporting requirements and high level business process requirements that help to define a successful implementation. Specifically, LDSI will provide the following:

1. Install the latest version of Intranet Quorum (IQ) on a Software-as-a-Solutions (SaaS) environment to accommodate the best source code available at that time. This phase will require LDSI to provide the following:
 - a. Get approval from Baldwin County Commission.
 - b. Check the configuration of the IQ module
 - c. Work with the Baldwin County Commission CIS department to get the latest copy of the legacy data. As of 10/18/16 LDSI has not seen the data files.
 - d. Convert above data and load into the system to perform both a test and final data migration. NOTE: LDSI only estimated 40 hours for this task without seeing the data.
 - e. Create twenty (20) named user accounts with proper access rights based on findings from below.
2. Interview: Persons #1 through #20
 - a. Provide recommendations for workflow process and security based on interviews
3. Document workflow process and report requirements.
 - a. Baldwin County Commission will describe metrics to be captured.
4. Create process workflow templates and support development of IQ-enabled workflow process flows for five (5) processes. Examples are:
 - a. Email Process
 - b. Social Media Process
 - c. Telephone Process
 - d. Mailing Process
5. Provide Onsite Training
 - a. The size of government-provided classroom should have a maximum number of workstations equal to or less than fifteen (10).
 - b. Provide training to groups no larger than fifteen (10) students at a time.
 - c. Classroom training will include user navigation for managing IQ Messages, IQ Services as well as IQ training for the Outreach tool to work with BCC Social Media.
 - d. Provide Offsite Project Management.
 - e. Provide Onsite Extended Support (Post Training).
 - f. Provide Offsite Help Desk.

PERIOD OF PERFORMANCE

The stated goal is a production pilot as soon as possible after issuance of a BCC signed SOW and funded purchase Order. The project period of performance will be to 12 months starting after the first day of a fully executed SOW. All work must be scheduled to complete within the most expedited timeframe which is agreeable to by all parties. Any modifications or extensions will be requested through BCC and vendor contracting officers for review and discussion.

PLACE OF PERFORMANCE

The places of performance are BCC and LDSI facilities as needed.

WORK REQUIREMENTS

The requirements for IQ will be to discover the actual need, document the findings and implement the modernization described above in Section #3 (Document workflow process and report requirements).

Deliverables

LDSI will provide the following Deliverables to Baldwin County Commission:

- Documented job aids for using IQ in support of five (4) business processes. This will be captured as output from the BPA and delivered as “Quick Reference Guides” during training
- If standard reports from IQ do not meet the reporting requirement found during the BPA, then custom IQ Reports will be required. The off-the-shelf solution comes with over 60+ standard reports and newly enhanced analysis tools that usually meet most customer needs. There are no hours currently bid in this quote for Reports Discovery, Analysis and Building. Help Desk hours could be used is needed for this purpose.
- Library of outgoing standard letters or email format templates to contacts as well as citizens (from existing Microsoft Word and Excel sheets) in an edit ready format. The content will be a library of letter templates that can be used to edit and generate outgoing documents when responding to constituents regarding their issues or Agency announcement details. New Issues codes will be the driver of new letter response formats.

IQ Functional and Business Requirements

- Training environment ready to use for delegations as soon as possible
- In production pilot ASAP with a potential go live possibly as soon as December 1st
- Build up to 4 workflows/processes within IQ to support
 - Email Process
 - Social Media Process
 - Telephone Process
 - Mailing Process
- Training for all end users
- Ability to merge content to multiple form letters
- Ability to use mail merges to output documents or generate communications
- Ability to attach documents to the application
- Attach election results to associated boards
- Ability to receive reports with reference id via fax, email, or hardcopy
- Steps to email specific forms based on steps
- Have IQ integrate with each Commissioner’s Facebook “Fan Page” (not “personal” Facebook) account as well as their Twitter account. NOTE: IQ can only pull content from a Facebook Fan Page. This Fan Page can be administered by a personal Facebook account
- Output physical mail documents to include envelope

ACCEPTANCE CRITERIA

Acceptance shall be granted upon receipt of the above deliverables to Baldwin County Commission.

Compensation and Payment

The County will pay Leidos Digital Solutions Inc. (LDSI) for the performance of all activities necessary for, or incidental to the performance of work as set forth in this SOW. The amount is based upon the

estimated quote for services (Quote Number: 101816-BCC by John Magruder) below. Any changes in scope may result in additional charges for additional support.

LDSI's compensation for services rendered shall be based on a Time and Material (T&M) offerings and monthly cycled offerings. Estimates are calculated below. The County will pay LDSI within 30 days upon receipt of invoice.

**LDSI SaaS Hosted Solution for
Intranet Quorum
Price Estimate for
Baldwin County Commission
Communications Information Systems
October 18, 2016
Quote Number: 101816-BCC
Period of Performance: 11/1/2016 to 10/31/2017
Prices based on the Fully Executed Statement of Work (SOW) signed by both parties**

Part	Item Description	Note	QTY	Unit Price Per Month	Monthly Subscription Pricing Totalled	Annual
Software, Maintenance & Support						
GOV-U-IQCSL	IQ Cloud for State & Local Governments (includes IQ Core software with IQ Contacts, IQ Messages, IQ Services, IQ Events, and IQ Internet Suite (IMA, Extended Services), IQ Record-Level Security, and IQ Roles, also monthly costs include IQ Outlook Add-in, IQ Outreach, software Annual Upgrade Subscription maintenance, IQ e-Learning module and all ongoing hosting fees in a public Cloud environment <Named User Discount Level 20-49 Users> with Embedded Database.	1,7,8,9	20	\$ 85.00	\$ 1,700.00	\$ 20,400.00
GOV-U-SSLC	SSL Certificate (Annual)		5	1		\$74.27
Software, Maintenance & Support Sub-Total					\$ 1,700.00	\$ 20,474.27
One Time Set Up Fees						
GOV-U-MHVS	Managed Hosted Virtual Server - Installation	5,6,8	1	\$ 821.04		\$ 821.04
GOV-U-WSPLA	Windows Server STD SPLA - Installation	5,6,8	1	\$ 926.07		\$ 926.07
One Time Set Up Fees Sub-Total						\$ 1,747.11
Professional Services per Hour Estimates						
SDM-H-CAT-A	Blended Services for Labor Found in "Category A"	2,3,4,8,9,10,11	196	\$143.70		\$28,165.20
SDM-H-CAT-B	Blended Services for Labor Found in "Category B"	2,3,4,8,9,10,11	60	\$181.55		\$10,893.00
Professional Services Sub-Total						\$39,058.20
Travel						
Travel 1	Travel - Estimated for User Training Classes (3 consecutive days on-site)		2	1	\$1,419.00	\$1,419.00
Travel 2	Travel - Estimated for Extended On-site Support (2 consecutive days on-site)		2	1	\$1,183.00	\$1,183.00
Travel Sub-Total						\$2,602.00
Grand Total					\$ -	\$ 63,881.58

Notes:

- All IQ Core Licenses with embedded database and IQ Outlook Add-in Licenses are sold on a named user basis. IQ Connect is Per Account. Client will provide Microsoft Outlook 2007, 2010 or 2013 for each workstation with IQ Outlook Add-in. This implementation does not include configuration of Outlook Add-in unless all pre-requisites are already installed on the desktop.
- This Time & Material (T&M) service is offered using an hourly rate. Labor in excess of proposed hours will be made available, if required, at an additional cost. Estimate Only. Actual time will be billed. Repurposing of hours is allowed, but first must be submitted in writing and agreed to by both parties based on feasibility and relational calculations.
- Travel & Expenses are billed at actual cost or using Federal Travel Guidelines, whichever is the lesser. LDSI assumes that all on-site support will be provided at a government facility Minette, AL 36507 with flights into Pensacola, FL. This estimate is based on consecutive days of on-site support. However, if the Customer chooses to take any of these services in a "piece-meal" fashion, then additional trips will be required and estimate will change.
- Customer to provide suitable training facilities for up to 10 students per class. As proposed, classroom training includes IQ's Basics, Messages, and one (1) workflow template in the Service module. Custom tailored training materials are available if needed; however, this estimate is based on using our standard training materials. Knowledge transfer from upfront analysis to trainer is also included.
- This item is offered at a fixed price. This Fixed amount will be billed upon receipt of purchase order for all 12 months.
- The Managed Hosted Virtual Server resides in a secured shared environment. If the customer requires a dedicated environment, then LDSI will provide a revised quote.
- IQ Licenses are being offered at the 20-49 User Base Price Tier. This Fixed amount will be billed upon receipt of purchase order for all 12 months.
- The IQ SaaS Solution prices does include creation of 6 "drop down account", however it does not include custom integration to, or interface with other organizations using IQ or other legacy applications owned by the Customer. Custom integration pricing is available upon customer request and completion of a statement of work (SOW). NOTE: As potential future users are added, the amount of storage space may need to grow with the additional user load and large files uploads. Cost for new 20 user deployment are included in the monthly per user figure. Discounts shown on the Discount Tier are not linear because additional users may require more storage.
- Payment is due upon 30 days of start of period of performance.
- LDSI assumes one (1) workflow template will be built. The template will be for one repeatable business process (i.e. casework) and used by all users.
- Voter data files conversion costs are based on the file detail recently sent to LDSI for review

Work Sheet for Project Levels of Effort

Reference Number: 013015-CSJ				
		60	<<= "Category B"	
<i>Professional Services per Hour Estimates</i>		Quantity	Hourly Rate	Total
GOV-H-IPM	Estimated Project Manager/Supervisor (Remote - Off-site Service)	40	\$181.55	\$7,262.00
GOV-H-WKF	Installation of IQ System & Engineering (Remote Install - No On-site Installation) 5 Production Accounts + 1 Training Account	20	\$181.55	\$3,631.00
GOV-H-ITC	Estimated Information Technology Consulting (ITC) Business Process Analysis Workflow Consulting & System Configuration (off site via phone and webex) <1 Business Process - Not Complex>	48	\$143.70	\$6,897.60
GOV-H-ITC	Estimated Information Technology Consulting (ITC) for Business Process Debriefing to Trainer based On-site Visit Notes and Work template creation (Off-site) <1 Business Process - Not Complex>	8	\$143.70	\$1,149.60
GOV-H-CON	Data Conversion Straight legacy data conversion customer provided voter files	40	\$143.70	\$5,748.00
GOV-H-UTC	Estimated for User Training Classes Tier One Users (On-site Service) 3 days	24	\$143.70	\$3,448.80
GOV-D-TTC	Technical Training Classes (Equivalent to up to 0 days)	0	\$143.70	\$0.00
GOV-H-OSS	Estimated Extended On-site Support (2 days of On-site Service right 1 weeks after training)	16	\$143.70	\$2,299.20
GOV-H-HDS	Estimated Support Hours (Help Desk Remote - Off-site Service)	60	\$143.70	\$8,622.00
Professional Services Sub-Total		196	<=== "Category A"	\$39,058.20
<i>Travel</i>				

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General Notes:

Disclosure of Data Legend: This price estimate includes data that shall not be disclosed outside the State of Michigan (Government) and shall not be duplicated, used, or disclosed in whole or in part for any other purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of or in connection with the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained on all pages. In addition, the information contained herein may include technical data, the export of which is restricted by the U.S. Arms Export Control Act (AECA) (Title 22, U.S.C. Sec 2751, et seq.) or the Export Administration Act of 1979, as amended (Title 50, U.S.C., App. 2401, et seq.).

This material is not intended by Leidos to become a "record," within the meaning of 5 USCA 552a, and is entrusted to the government with the understanding that it will be returned if the government is unwilling or unable to maintain it as non-record material.

Leidos Digital Solutions Inc (LDSI) respectfully submits the following price estimate in response to the Government's request. The price estimate and information enclosed herein has been provided for planning and/or budgetary purposes only and should not be taken as a proposal or firm offer. The estimate provided herein responds to and reflects customer requirements as currently understood by LDSI. Should the requirements and/or timing change in any respect, it may be necessary for LDSI to modify its estimate. LDSI's acceptance of any contract that may result from the enclosed planning estimate is contingent upon the negotiation of mutually acceptable terms and conditions.

Freedom of Information Act Exclusion: The data furnished in connection with this document is deemed by Leidos Digital Solutions Inc. to contain trade secrets and commercial or financial information which is privileged and confidential under Title 5, United States Code, Section 552. Accordingly, such data shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate our product and services.

General:

- a. Leidos Digital Solutions, Inc. is pleased to submit this price estimate. On August 16, 2016, a subsidiary of Leidos Holdings, Inc. merged with the entirety of Lockheed Martin Corporation's Information Systems & Global Solutions (IS&GS) business, resulting in Leidos Innovations Corporation (the "Transaction"). This Transaction will not have a material impact on the technical, management or other performance of any contract resulting from this estimate. In connection with that Transaction, Lockheed Martin Desktop Solutions, Inc. (DUNS #15-324-9859, CAGE Code 1Y2P4, TIN 54-1315551), was formerly part of Lockheed's Martin IS&GS business, was acquired in its entirety by Leidos Innovations Corporation and was renamed Leidos Digital Solutions, Inc. (DUNS #15-324-9859, CAGE Code 1Y2P4, TIN 54-1315551). Besides the change in ownership and the name change, there were no changes to Lockheed Martin Desktop Solutions, Inc. as a result of the Transaction. All of the assets and experience of Lockheed Martin Desktop Solutions, Inc., including its key personnel, business processes, knowledge and experience, and past and present contracts, including past performance and experience, remain available to Leidos Digital Solutions, Inc. Accordingly, Leidos Digital Solutions, Inc. is the full successor-in-interest to Lockheed Martin Desktop Solutions, Inc. This Transaction will not have a material impact on the technical, management or other performance of any contract resulting from this estimate.
- b. All pricing subject to the terms and conditions of the Lockheed Martin Desktop Solutions, Inc. Intranet Quorum License Agreement and the Maintenance & Support Agreement
- c. Pricing valid for 45 days
- d. Please include Quote Number on any subsequent purchase order.

Terms and Conditions:

- a. Any change in scope, including an increase in total users, may result in additional charges for additional Support and Maintenance.
- b. Contract extension due to customer delays may result in additional fees.
- c. Unless otherwise defined, Inspection/Acceptance is defined as within 10 days of delivery. If any issues or defects arise within
- d. Travel and Expenses will be billed at actual cost unless otherwise specified on a duly executed order.
- e. Period of performance renewal begins no later than 30 days prior to the ending of the active period.

Any changes in scope or in assumptions listed herein for this project may result in additional charges to the State.

In Witness Whereof, the parties hereto, having read this SOW in its entirety, do agree thereto in each and every particular.

Approved
Baldwin County Commissioner's Office

Approved
Leidos Digital Solutions Inc.

Signature *Date*

Signature *Date*

Printed Name and Title

Printed Name and Title