

## New Point Electronic Solutions

### Oracle Fusion HCM Statement of Work



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## Overview

Newpoint E solutions has recently approved the Fusion HCM Project in support of its strategic plan to enhance rapid service activation. This Statement of Work (SOW) is intended to document the scope, roles, responsibility, tasks and timeframe for the implementation of the Fusion HCM System. This project is a blue print to improve and integrate the business processes more broadly around the integrated ERP Software applications.

## Assumptions

- Services will be provided during normal business hours from Monday through Friday, 08:00AM – 5:00PM, relative to the Client's time zone.
- For purposes of this Agreement, the following holidays are observed: New Year's Day, Independence Day, Good Friday, Easter Monday, Cassinga Day, Workers Day, Ascension Day, Africa day, Heroes Day, International Human Rights Day, Christmas Day and Family Day.
- Upon the conclusion of the engagement it will be expected that Client will use off-site managed service for ongoing operational support.
- Newpoint E Solutions cannot be held liable for delays due to circumstances within the Client's control, or other delays due to unavailability of personnel, equipment, restructurings or reorganizations of the Client.
- Product defects, deficiencies and faults cause unexpected delays that impact project schedules and completion dates.

## Change Management Process

Newpoint E Solutions follows a structured methodology with respect to managing unexpected scope changes, including project delays. Such scope changes may be encountered in projects such as this one. If items requiring a scope change are identified, the following are the high-level steps that we will follow to discuss these with Client and Client' management:

- Discuss and confirm need for additional work with the Client.
- Identify additional tasks and objectives associated with the scope change.
- Estimate the work effort associated with the additional tasks and objectives, or the impact of any delays encountered.
- Based on the work effort and/or the delay cost impact estimate, determine the impact in terms of time and cost on schedule and budget, including contingency.
- Use contingency budget, if possible.
- Draft a new statement of work if the estimates:
  1. Will result in additional costs of more than 10% of the estimate
  2. Require additional resources
  3. Affect the project schedule or budget

## Project Objectives

Newpoint E solutions has undertaken the implementation of ERP Software to fully and efficiently utilize the software and to realize the full potential of the comprehensive human resources applications and payroll. There is a consensus among users, management, and that the current applications do not fully exploit the potential for productivity improvements and enhanced system capabilities available today. Newpoint E solutions wishes to conduct substantial elements of its current human resources, time reporting and payroll operations using the ERP Software. It is understood that the (CLIENT) plans to implement the packaged software with minimal customizations while leveraging and incorporating the public sector best business practices during the project.

## Scope of Work

The scope of work for the Fusion HCM project includes all planning, execution, implementation, and training for a new a HCM system. Each stage of the project will require approval from the client management before moving on to the next stage. The selected client must ensure it has adequate resources for testing, and implementing the new system and is staffed for the training of Fusion HCM as well. Specific deliverables and milestones will be listed in the Work Requirements and Milestones sections of this SOW.

## Period of Performance

The period of performance for the fusion HCM Project is four weeks. All work must be scheduled to complete within this timeframe. Any modifications or extensions will be requested through Newpoint E Solutions and client contracting officers for review and discussion.

## Place of Performance

The selected client for the Fusion HCM project will perform a majority of the work at its own facility. The client will be required to meet at Newpoint E Solutions' facility once per week (day and time TBD) for a weekly status meeting. Additionally, all project gate reviews will be held at Newpoint E Solutions' facility and attended by the client.

Newpoint E Solutions will provide and arrange for meeting spaces within its facility for all required client meetings. Once the project reaches the training phase, all training will be conducted at the client's facility.

## Work Requirements

As part of the Fusion HCM project the client will be responsible for performing tasks throughout various stages of this project. The following is a list of these tasks which will result in the successful completion of this project:

### **Implementation Phase:**

- Present written status at weekly meeting

### **Training Phase:**

- Newpoint E Solutions will provide training in accordance with approved training plan provided
- Present written status at weekly meeting

### **Project Handoff/Closure:**

- Newpoint E Solutions will provide the client with all documentation in accordance with the approved project plan
- Newpoint E Solutions will present project closure report to client for review and approval
- Client will complete the project requirements checklist showing that all project tasks have been completed
- Present written status at weekly meeting



## Milestones

The below list consists of the initial milestones identified for the Fusion HCM project:

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Activity
SOW Release
Client Selection Review
Period of Performance Begins
Project Implementation Review
Implementation Complete
Training Complete
Project Completion Review
Project sign off and final handover

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For the Fusion HCM project the acceptance of all deliverables will reside with Newpoint E Solutions' Project Manager.

The Project Manager will maintain a small team in order to ensure the completeness of each stage of the project and that the scope of work has been met. Once a project phase is completed and the client provides their report/presentation for review and approval, the Project Manager will either sign off on the approval for the next phase to begin, or reply to the client, in writing, advising what tasks must still be accomplished.

Once all project tasks have been completed, the project will enter the signoff/closure stage. During this stage of the project, the client will provide their project closure report and project task checklist to Newpoint E Solutions' Project Manager.

The acceptance of this documentation by Newpoint E Solutions' Project Manager will acknowledge acceptance of all project deliverables and that Newpoint E Solutions' has met all assigned tasks.

Any discrepancies involving completion of project tasks or disagreement between Newpoint E Solutions' and the chosen client will be referred to both organizations' contracting offices for review and discussion.

## Training Services

The training scope of work includes full and formal class room training. Training will consist of the following key activities:

- Determine who needs training on what.
- Determine curriculum and scheduling.
- Newpoint E Solutions to customize the training material to defined business processes.
- Coordinate the training program to ensure maximum attendance and value from the training.
- Organize and publish a training schedule, inform staff of where and when their attendance is required.
- Deliver the training according to the schedule.
- Review and improve of the training throughout the duration as needed
- Hand over Manuals after Final Training



## Acceptance

This Statement of Work ("SOW") is entered on ("Effective Date") by and between Newpoint E solutions and ("Client").

### Client

Approved by:

\_\_\_\_\_

<Approvers Name>

<Approvers Title>

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

### Newpoint E Solutions

Approved by:

\_\_\_\_\_

<Approvers Name>

<Approvers Title>

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