

PROJECT AGREEMENT

Between Health Sciences Administration
and Office of Information Management for the
Implementation of Bacteria Tracking Software
5/01/08

This project agreement describes the understanding between Health Sciences Administration (Business Owner) and Office of Information Management (OIM) concerning installation, customization, deployment, and support of the Bacteria Tracking software for Medical Affairs, Office of Animal Welfare & Comparative Medicine.

This agreement hereby authorizes work to begin on the project, and will remain in effect until the product is deployed, at which time an ongoing support agreement will be finalized.

I. VISION, SCOPE, AND PROJECT DESCRIPTION

This project upgrades the business owner's existing animal use protocols software package to the vendor's new Web-based version. The upgrade allows research staff all over campus to view information about their protocols and account status, and to place animal orders. In addition, the product is being transferred onto UW Technology maintained servers dedicated to this product.

The scope of the project includes the following:

- Install modules for software, providing functionality for animal use protocols (Bacteria Tracking).
- Make the Web portion of this application available to 500 users so they can submit and view their IACUC protocol and account status and place orders.
- Transfer server management and ongoing server support to UW Technology.
- Evaluate and, if possible, implement UW standards for user authentication and authorization management.
- Assist the business owner with the technology, using best practices for software implementation.

II. DELIVERABLES / MILESTONES

Successful completion of this project will result in implementation of the Web-based product on UW Technology maintained servers. Principal investigators and their designees will have much more information at their fingertips than before, which will aid the administration of their research. Servers maintained by UW Technology will provide the security and availability necessary for this enterprise-wide application.

The estimated duration of the development/installation of this project is six months. Among the first steps of the project will be a detailed project plan and refined schedule. Other deliverables and milestones are:

- Hardware sizing
- Failover/high-availability definition and configuration
- Server(s) purchase and configuration
- Software installation for development, test and production environments

PROJECT AGREEMENT EXAMPLE

- Integration with UW authentication system
- Integration with UW authorization management system
- Package configuration to fit UW
- Development of support procedures and support documentation
- Load testing (if required)
- Software and data migration

III. APPROACH

USER/Non-USER:

Although this project will not be utilizing the USER approach, it will be soliciting input from customers and process partners.

After being trained in the administrative functions of the package, the business owner will configure the Web screens to meet the needs of this institution. The business owner will get feedback from campus users prior to go-live. Campus user feedback also will be used to determine the appropriate level of user training to prepare and deliver.

Build vs. Buy:

The decision to buy the current package upgrade to web-based version is a logical and cost-effective one since the users are familiar with the product, the administrators are happy with the vendor, and the upgrade version provides the functionality desired.

IV. STRUCTURE AND OVERSIGHT

A. Project Management

- The business owner will assign a Project Manager (PM) responsible for coordinating the overall project, the activities of the business team within the scope of the project, and for managing the project budget. The project manager also will serve as the primary contact with the software vendor, recognizing that the Technical Project Lead (TPL) also will interact directly with their technical team.
- OIM will assign a Technical Project Lead responsible for coordinating the activities of the OIM team within the scope of the project.
- There will be a project steering committee whose members will include the PM, the TPL, and appropriate representatives of OIM and Comparative Medicine.

B. Change Management

- Change requests will be formally transmitted from the Project Manager to the Technical Project Lead and will be reviewed and approved by the steering committee prior to initiation of work.
- Any disagreements, including conflicts in terms of project scope or expectations, will be mediated by the steering committee.

C. Status Reporting

- The PM will provide periodic status reports to the I-MAC using the I-MAC-provided format, as requested by the I-MAC.

V. ROLES AND RESPONSIBILITIES

A. Business Owner Responsibilities

1. Purchase and administer the vendor's new Web-based upgrade to existing software, including communications (non-technical) and payments to the vendor, other related contractual services, and license purchase and renewal.
2. Conduct user training.
3. Configure the product as desired using the product's administrative tools.
4. Manage and administer all user accounts and application support responsibilities, such as staffing a help desk.
5. Resolve any application problems with the vendor.
6. Manage the project budget.

B. OIM/UW Technology Responsibilities

1. Assist in and support the deployment of the vendor-supplied Bacteria Tracking software product on UW Technology servers according to the approved I-MAC proposal dated 11/01/05 (Attachment C), including communications with the vendor over requirements and technical issues.
2. Supply infrastructure services required for implementation of the product, including network implementation services, server purchase on the business owner's budget, server setup, and server rack space in the UW Technology data center.
3. Provide support for vendor customization of the product for authentication and authorization processes.

VI. FINANCIAL TERMS FOR INITIAL PROJECT SERVICES

A. Funding approved and available for this project is

- Initial project: \$111,910
- Ongoing support: \$90,040/year

B. OIM will recharge to the project budget

- Documented time and material costs for staff assigned to this project, including allocable indirect costs and fringe benefits.
- Documented costs of server and network hardware and software necessary for this project.

C. A preliminary estimate of these charges is detailed in Section 4.0 of the attached Implementation of Bacteria Tracking Software I-MAC proposal (Attachment C).

VII. ONGOING SUPPORT

Ongoing Technical Support

- A.** Ongoing technical support begins with the vendor-supplied Bacteria Tracking software product's deployment to production (implementation).
- B.** Ongoing service levels and support costs for application support services and infrastructure services will be refined prior to deployment and will be delineated in the ongoing support agreement that will supersede this project agreement.
- C.** Upgrades and version releases for vendor-supplied software products will be reviewed and applied as necessary/appropriate. OIM/UW Technology staff effort to assist the vendor with such upgrades will be recharged as an application support service.

Ongoing Customer Support

- A.** Business owner will provide all customer support needs.

VIII. TERMINATION OR REVISIONS

PROJECT AGREEMENT EXAMPLE

- A. This project agreement may be terminated by either party with 90 days advance written notice.
- B. This project agreement expires when the product goes into production, at which time an ongoing support agreement will go into effect.
- C. Modifications will be reflected by signed addenda to this document.
- D. This document may be modified only in writing signed by all parties.

This project agreement becomes effective July 1, 2006.

Health Sciences Administration

By _____ Date _____
Name _____ Title _____

Office of Information Management

By _____ Date _____
Name _____ Title _____

Budget Office

By _____ Date _____
Name _____ Title _____

APPENDIX

- 1. Glossary of terms

ATTACHMENTS

- A. Budget document – initial project costs
- B. Budget document – ongoing support costs
- C. I-MAC proposal (11/01/05)

Appendix 1 - Glossary of Terms

Application support services

Application support services are the activities necessary to identify and correct application errors or to make business owner-requested modifications/customizations to the product or interfaces to the product (which may require approval by the I-MAC).

Infrastructure services

Infrastructure services are the activities that support the operation and integrity of the service. Typically they:

- Server management, upgrades, and security patches.
- Daily backups of operating system and server software.
- Additional billable system troubleshooting, upon request.
- Scheduled equipment replacement.
- Monitoring of operating system performance and availability.
- Resolution of system outages during normal business hours (8 am to 5 pm, M-F).
- Hardware maintenance.

Ongoing support

Ongoing support consists of infrastructure services and application support services

Scheduled equipment replacement

All server equipment is scheduled for an anticipated replacement life cycle of three years. The costs for replacement will be recharged to the Business Owner and will be in addition to regular monthly charges for infrastructure services.

USER approach

The USER approach is a high-involvement project methodology that engages end users and technical developers in an iterative software development and outreach approach throughout the project lifecycle. Driven by the end user, the software products resulting from this approach have a history of successful roll outs.

End-user participation is structured to include:

- Process improvement team
- User task group(s)
- Dedicated technical developers

The USER approach utilizes a matrix management structure, a neutral Project Manager, and, in general, is best utilized when automating processes that cross organizational boundaries and impact a diverse group of stakeholders.

If you are considering the USER approach and would like to learn more about it, please contact Jeanne Marie Isola at 206-685-0903.

PROJECT AGREEMENT – ATTACHMENT A
Between Health Sciences Administration
and Office of Information Management
For Initial Project Costs of
Bacteria Tracking Software

This project agreement Attachment A describes the financial terms between Health Sciences Administration and Office of Information Management (OIM) concerning installation, customization, deployment and support of the Bacteria Tracking software for Medical Affairs, Office of Animal Welfare & Comparative Medicine.

I. SUMMARY OF FINANCIAL TERMS FOR INITIAL PROJECT SERVICES

- A.** Funding is approved and available for initial project services in the amount of \$111, 910.
- B.** Responsibility for managing the project budget will reside with the Business Owner.
- C.** OIM will recharge the following to the project budget or other budget as designated by Business Owner:
 - 1. Documented time and material costs for effort expended on behalf of this project, including allocable indirect costs and staff fringe benefits.
 - 2. Documented costs of server and network hardware and software necessary for this project.
 - 3. All recharges will be accomplished by issuance of monthly CTIs/ISDs against the budget number designated.
 - 4. Anticipated variances of more than 10% to the estimate below will be communicated by the Technical PM to the Project Manager

II. IMPLEMENTATION COST ESTIMATE

The following table summarizes estimated expenditures by type:

Fiscal Year	Type of Expenditure	Estimate
FY 2006	OIM/UW Technology resource support	\$ 61,600
FY 2006	Start-up hardware and software costs	\$ 20,860
FY 2006	Vendor training costs	\$ 27,900
FY 2006	Vendor installation (off-site)	\$ 1,550
Total estimated implementation costs		\$ 111,910

Note: Software purchase costs are not included, because the software already has been purchased by the department.

PROJECT AGREEMENT – ATTACHMENT B
Between Health Sciences Administration
and Office of Information Management
For Ongoing Support Costs of
Bacteria Tracking Software

This project agreement Attachment B describes the financial terms between Health Sciences Administration and Office of Information Management (OIM) concerning ongoing production support and maintenance services for the Bacteria Tracking software for Medical Affairs, Office of Animal Welfare & Comparative Medicine.

The estimates provided below are for planning purposes only. Ongoing service and support costs will be refined prior to final production deployment and will be outlined in the ongoing support agreement that will supersede the project agreement and this Attachment.

I. SUMMARY OF FINANCIAL TERMS FOR ONGOING SUPPORT

- A.** Funding approved and estimated for ongoing support and maintenance for this project is \$90,040 per year.
- B.** The support budget will reside with the Business Owner who will be responsible for managing it.
- C.** OIM will recharge to the support budget or other budget as designated by the Business Owner:
 - Documented time and material costs for staff assigned to this project, including allocable indirect costs and fringe benefits.
 - Documented costs of server and network hardware and software necessary for this project.
- D.** A preliminary estimate of these charges is detailed below.
- E.** All recharges will be accomplished by issuance of monthly CTIs/ISDs against the budget number designated.

II. ONGOING SUPPORT AND MAINTENANCE ESTIMATE

The following table summarizes estimated expenditures by type (as estimated in original proposal dated 11/01/2005).

Fiscal Year	Type of Expenditure	Estimate
FY 2006	Software maintenance (500 users)	\$ 55,000
FY 2006	UW Technology hardware and software maintenance	\$ 1,440
FY 2006	OIM/UW Technology resource support	\$ 33,600
Total estimated annual costs		\$ 90,040

III. TERMS FOR ONGOING PRODUCTION SUPPORT AND MAINTENANCE SERVICES

- A.** Ongoing support begins with product deployment to production, and it consists of infrastructure services and application support.

PROJECT AGREEMENT EXAMPLE

- B.** Infrastructure services are the activities which support the operation and integrity of the service, which typically include:
- Server management, upgrades, and security patches.
 - Daily backups of operating system and server software.
 - Additional billable system troubleshooting, upon request.
 - Scheduled equipment replacement.
 - Monitoring of operating system performance and availability.
 - Resolution of system outages during normal business hours (8 am to 5 pm, M-F).
 - Hardware maintenance.
- C.** Equipment replacement - The product is being installed on servers dedicated to it alone. All server equipment will be scheduled for an anticipated replacement life cycle of three years. The costs for replacement will be recharged to the business owner and will be in addition to regular monthly charges for infrastructure services.
- D.** The costs for application support services will be recharged to the business owner and will be in addition to regular charges for infrastructure services. Application support services are the activities necessary to identify and correct application errors or to make business owner-requested modifications/customizations to the product or interfaces to the product (which may require approval by the I-MAC).
- E.** Upgrades and version releases for vendor-supplied software products will be reviewed and applied as necessary/appropriate. OIM/UW Technology staff effort to assist the vendor with such upgrades will be recharged as an application support service.
- F.** Note on Excluded Support: this application uses Visual FoxPro database which UW Technology does not support. The vendor is responsible for the database until which time it is converted to SQL Server.