



## Information Technology Department

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5WH-

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CAR Form Description:

What:

Who:

Where:

When:

Why:

Additional Information:

<u>Item/Description</u>	<u>Qty</u>	<u>Units</u>	<u>Total</u>
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Total \$

Maintenance: Software    Hardware    FY:    Renewal:    Budget Amount:

DIR Contract    Yes    No

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Charge to account:

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Submitted by:

Date:

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# Koahills Consulting Time and Material for Analyst on Demand

Requested by Grandison, Darleen on Jan 8, 2025 03:23 PM | Approval Status : Not Configured

## Request Details

Request Type	<b>Service Request</b>	Mode	<b>Not Assigned</b>
Status	<b>Open</b>	Level	<b>Not Assigned</b>

## Requester Details

Requester Name	<b>Grandison, Darleen</b>	Asset	-
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Site	<b>Base Site</b>	Category	<b>Software</b>
Group	<b>Business Office</b>	Sub Category	<b>Financial Systems</b>
Technician	<b>Not Assigned</b>	Item	<b>OneSolution</b>

Created Date	<b>Jan 8, 2025 03:23 PM</b>	Responded Time	<b>Not Configured</b>
Due by date	<b>Jan 16, 2025 03:23 PM</b>	Completed Time	<b>Not Configured</b>
Response Due Date	<b>Not Configured</b>		

Emails to Notify -

Created By	<b>Grandison, Darleen</b>	Department	<b>Information Technology</b>
Template	<b>Ad-Hoc Service</b>	Service Category	<b>Ad-Hoc</b>
SLA	<b>6 Day Resolution</b>		

## Description

Analyst on Demand for CentralSquare OneSolution Finance  
2/1/25 - 7/31/25  
171,000.00 for 900 hours

## Requester Details



**Grandison, Darleen**  
darleen.grandison@galvestoncountytexas.gov

Employee ID	E09864
Phone	+14097705342
Mobile	-
Job Title	IT Business Systems Manager
Site	Base Site
Department	Information Technology
Reporting Manager	Martinez, Chris
Test	-

## Assets belonging to the User

Name	Product	Product Type	Asset Type	Product Manufacturer	Warranty Expiry Date
fch2049f6t2	UC Conference Phone - 8841	Desktop Phones	Asset	Cisco	-
79826M3	Latitude 5421	Workstation	Asset	Dell Inc.	-
6BWH2R3	WD19S	Docking Station	Component	Dell	-
4LMS2H3	U2722D	Monitor	Component	Dell	-
2NMS2H3	U2722D	Monitor	Component	Dell	-



## Scope of Work

### Galveston County - Analyst On Demand

## 1 Introduction

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This Statement of Work (“SOW”) between the County of Galveston, hereby known as “Customer”, and Koa Hills Consulting, hereby known as “Koa Hills”, describes tasks and initiatives relating to the needs at the County of Galveston.

This document outlines the following:

- Scope of services
- Estimated period of performance
- Project assumptions
- Acceptance criteria
- Change control process
- Estimated project costs

## 2 Scope of Services

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Initiatives or tasks not described in this SOW are agreed to be out-of-scope and not included in the SOW. Either party may communicate change requests to the other party through the Change Order Process in section 6. The scope for this SOW is defined below.

### 2.1 Organizational Scope

The organizational scope includes all Customer departments, divisions, or other functional areas that use the current ERP solution.

### 2.2 Geography and Language Scope

The geographical scope includes the United States and the County of Galveston. Koa Hills will schedule team members either to be onsite or to be available remotely, as appropriate.

### 2.3 User Scope

The user scope includes all of the Customer’s active users of the current ERP solution.

### 2.4 Analyst on Demand (AOD) Scope - 900 hours

The AOD service allows the Customer to request ad hoc services from Koa Hills Consulting, including:

- Financials application support
- HR-Payroll application support
- Security updates
- Report development
- Workflow development
- System consultation

Koa Hills will also provide project management related to the AOD services noted above. Key tasks to be performed by Koa Hills include:

- Facilitate discovery process

- Setup and manage tasks in Intervals tracking system
- Identify, schedule, and manage Koa Hills resources
- Ensure that Koa Hills project deliverables are fulfilled
- Monitor the progress of project tasks
- Track the project budget
- Serve as the initial escalation point for all project issues

### 3 Period of Performance

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The estimated Period of Performance of this project will begin on **2/1/2025** and end on **7/31/2025**.

### 4 Project Assumptions

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Assumptions are factors that are considered to be known as true by the Customer and Koa Hills when planning for this project. The list of assumptions made for this project are as follows:

- The Customer has the will and the authority to enter into the project.
- Adequate funding will be available to complete the project.
- The Customer will provide required resources and fulfill Customer's project responsibilities.
- The Customer will continue to provide strong, effective executive sponsorship for the project.
- The Customer will provide adequate, qualified staff resources to complete the project.
- The Customer will furnish and maintain the necessary infrastructure for the project to Koa Hills and to the Customer's users, including but not limited to:
  - Remote and local network access
  - Connectivity to all ERP servers and applications

### 5 Acceptance Criteria

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Customer and Koa Hills will follow best practices throughout the project and mutually identify criteria for completion of the project. The overall scope of work will be considered complete when one or more of the following criteria are met:

- Koa Hills has delivered the agreed-upon hours
- Customer and Koa Hills agree that no further assistance is needed

### 6 Change Control

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In the event that either Koa Hills or the Customer identifies an activity or objective that is beyond the scope set forth in this SOW, the parties agree to take the following steps:

1. Notification should be provided to the other party which announces the change requested. The following details should be provided as part of an official Change Request:
  - Change requested - Description of the scope change needed, including details on how the change relates to project objectives and the impact to the project if the change is not applied.
  - Estimated project impact - Estimated impact of the change to the project, including work effort, deliverables, and impact to the overall project timeline.
  - Estimated cost - Consolidated estimate which identifies additional costs to implement the change, including labor, hardware, software, or other expenses.
2. If the Change Request is acceptable to all parties, it should be executed by representatives for Koa Hills and the Customer. Once this is complete, work on the Change Request can be started. Any

additional costs will be billed according to rates established in section 7.

## 7 Project Costs

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Task Description	Hours	Rate	Cost
Analyst On Demand - 2/1/25-7/31/25 (150hr/mo)	900	\$190	\$171,000
<b>Total Estimated Cost of Services</b>			<b>\$171,000</b>

**Quotation Notes:**

- This quote is valid for 90 Days.
- Hours are billed as incurred.
- **The hours listed in this quote are an estimate based on current information. If during the project we forecast the hours will be exceeded, then the Customer will be notified and a change order will be completed.**

Please confirm your acceptance of this quote by signing below:

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Please provide an email address where you would like invoices to be sent:

Email \_\_\_\_\_