



Information Technology Department

5WH- Analyst on Demand Support for OneSolution Finance

CAR Form Description: Analyst on Demand Support for OneSolution Finance

What: This engagement is for ad hoc services in place of staff augmentation performed by Koa Hills Consulting to support CentralSquare's OneSolution.

Who: Office of Information Technology

Where: Remotely with Office of Information Technology

When: 2/1/2025 - 7/31/2025

Why: To supplement resources for day-to-day operational support of the County's OneSolution Financials and Payroll system when issues arise. For post Workday go-live, this is primarily for final federal reporting and access to detailed information on HR and financial history. OneSolution and its historical data will be replaced once an adequate solution is determined.

Additional Information:

The service allows IT to request ad hoc services from Koa Hills Consulting, including:

- Financial, Human Resources, Payroll application support
- Report and workflow development
- Project Management
- Security updates
- System consultation

Item/Description

Qty

Units

Total

Analyst on Demand

900 hours

\$171,000.00

Total \$ 171,000.00

Maintenance: Software Hardware FY: 25 Renewal: Budget Amount: 365,000.00

DIR Contract Yes No

Charge to account: 2901159115 5481000

Submitted by: Darleen Grandison

Date: 1/8/2025

Koahills Consultanting 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	Service Request	Mode	Not Assigned
Status	Open	Level	Not Assigned

Requester Details

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

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

Emails to Notify -

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

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@galvestoncountytx.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	-



KoaHills
CONSULTING



Scope of Work

Galveston County - Analyst On Demand

1 Introduction

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

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

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

4 Project Assumptions

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

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

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

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

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 **Mark Henry, County Judge**

Date **January 17, 2025**

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

Email _____