



Statement of Work
for
Microsoft D365 Finance and Operations
End User Training

Statement of Work: D365 Training Delivery

D365 End User Training is to be provided to over 250 City of Redmond employees. The training consultant will provide interactive training and video's, reference guides, and a document with frequently asked questions (FAQS) for each class. Training documentation will be used for the initial implementation of the D365 but should also be written to be used for ongoing training with little or no editing required.

Courses to be trained are as follows:

- D365 Introduction - Intro to Dynamics (Class Number: D365-101)
- Procure to Pay – Purchasing (Class Number: D365-P2P-1)
- Invoices – Invoice Submission (Class Number: D365-P2P-2)
- ProCard – City of Redmond Credit Cards (Class Number: D365-P2P-3)
- ALE's – Posting ALEs (Class Number: D365-ALE)
- AR – Invoicing Customers (Class Number: D365-INV)
- AR – Receiving Funds (Class Number: D365-REC)
- CIP/Operational Projects – CIP/Operational Projects in D365 (Class Number: D365-PRJ)

Objectives:

The primary objective of D365 training program is to train City of Redmond staff on the new D365 system.

This training will:

- Provide relevant information and explanations of how to navigate through the D365 system.
- Develop ownership and buy-in from employees and stakeholders.
- Increase the efficiency of work coming into Finance from the end users.

Scope of Work

Train end users on D365 system addressing all class courses defined below:

- D365 Introduction - Intro to Dynamics (Class Number: D365-101)
 - Learning Objectives
 - Why is D365 being installed?
 - Basic Navigation and Functions
 - Detailed Content
 - Navigation
 - Task Recorders
 - Export/Open in Excel
 - Attachments

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- Personalization's
- Resources

- Procure to Pay – Purchasing (Class Number: D365-P2P-1)
 - Learning Objectives
 - New Purchasing Model
 - Encumbrances
 - How to submit a requisition
 - Approval Process
 - Purchasing Process from PR to Receiving
 - How to receive goods/services
 - Detailed Content
 - Purchasing
 - Purchasing Workflow
 - Purchasing on Projects
 - Receiving

- Invoices – Invoice Submission (Class Number: D365-P2P-2)
 - Learning Objectives
 - Where Invoices should be sent
 - How invoices are processed
 - How to approve invoices
 - Detailed Content
 - How do invoices get into the D365
 - How invoices are processed
 - Approving Invoices

- ProCard – City of Redmond Credit Cards
 - Learning Objectives
 - ProCard holder responsibilities
 - How to update each line
 - How to attach backup
 - How workflow works
 - How to approve items (approvers)
 - Detailed Content
 - Reconciling ProCard Expenses
 - Adding Dimensions
 - Splitting Lines
 - Backup Rules and how to attach
 - Workflow Approvals

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- Note: ProCard functionality will be via Concur and some training materials will be provided by the vendor. This SOW would apply to supplemental materials identified as needed by the City of Redmond that are not included in SOW with Concur.

- ALE's – Posting ALEs
 - Learning Objectives
 - How to interact with Data Management
 - How to submit an ALE
 - How the ALE is Approved
 - Detailed Content
 - Creating ALE's
 - Data Management
 - ALE Workflow

- AR – Invoicing Customers
 - Learning Objectives
 - When to ask for Billing Codes
 - How to Initiate an Invoice
 - The Approval Process
 - How Funds are Received
 - Detailed Content
 - New Billing Codes and Classifications
 - Creating an Invoice
 - Invoice Approval Workflow

- AR – Receiving Funds
 - Learning Objectives
 - Find an Invoice
 - Find a Public Defender Invoice
 - Process Funds from Collection Agency
 - Detailed Content
 - Same as Learning Objectives

- CIP/Operational Projects – CIP/Operational Projects in D365
 - Learning Objectives
 - How to setup projects
 - How budgets function now
 - How adjustments will be made
 - Reporting from the system
 - How project purchases are made

- Detailed Content
 - Project Setup
 - Project Budgets
 - Project Adjustments
 - Project Reporting
 - Project Purchasing

Deliverable Materials

The following deliverables will be provided to City of Redmond:

- The following training and materials to be provided for each class (outlined above) as follows:
 - Phase I Deliverables (Sept 1, 2022 – March 1, 2023) 630 hours
 - Interactive Training Classes
 - Recorded Training Class Sessions
 - Phase II Deliverables (March 1, 2023 – May 2023) 400 Hours
 - Interactive Training Video's
 - Reference Guides
 - FAQs

Consultant Responsibilities

- Train City of Redmond staff on D365 per the Training Learning Objectives defined in the scope of work.
- Create interactive training classes and videos
- Record all training classes
- Create and provide training reference guides
- Create and provide FAQs

City of Redmond Responsibilities

- Coordinate training sessions with Contractor
- Communicate and Schedule all Training Classes with Staff
- Review and Approve Training Class Materials and Video's

Fee Schedule

Hours worked will be itemized and invoiced as worked. The total value for the Services pursuant to this SOW shall not exceed \$123,600 unless otherwise agreed to by both parties.

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Item Description	Number of Resources	Hourly Rate	Number of Hours
Training Services and Consulting- Phase I	1	\$120.00	630
Training Services and Consulting- Phase II	1	\$120.00	400

Upon completion of this Performance Period, Contractor and Client will have the option to renew this agreement for an additional then-stated number of hours at the then-current hourly rate for those resources identified.

Bill To Address	Client Project Manager	Client Cost Center
City of Redmond Attn: TIS PMO MS:3SFN 15670 NE 85th St Redmond, WA 98052	Wanda Norman	

Out-of-Pocket Expenses / Invoice Procedures

Client will be invoiced monthly for the consulting services. Invoices are due upon 30 days of receipt of invoice. Out of pocket expenses must be approved before incurred.

Contractor shall provide Client with sufficient details to support its invoices, including time sheets for services performed, expense receipts and justifications for authorized expenses, unless otherwise agreed to by the parties.

Completion Criteria

Contractor shall have fulfilled its obligations when the following occurs:

- Contractor accomplishes the Contractor activities described within this SOW, including delivery to Client of the materials listed in the Section entitled "Deliverable Materials," and Client accepts such activities and materials without unreasonable objections.

Cancellation

Contractor and/or Client has the right to cancel services or deliverables not yet provided with 30 business days advance written notice to the other party.

If contractor cancels the contract, all materials produced at time of termination will be turned over to the City of Redmond.

Assumptions

Assumptions are that the Contractor is very experienced with creating D365 training classes, training reference materials, FAQs and interactive training videos.

Project Change Control Procedure

The following process will be followed if a change to this SOW is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project.
- A written Change Authorization and/or PCR must be signed by both parties to authorize implementation of the change.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

Client Name

Company Name

By: _____
Name:
Title:

By: Deana L Davis
Name: Deana L Davis
Title: Owner/Training Director