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## Statement of Work

### D365 KeyBank Integration Project

March 2025

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This document has been prepared by HSO as a guide for the services to be provided by HSO.

This document and all services performed by HSO hereunder are and shall remain subject to the provisions of the underlying agreements between HSO and Client.

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## Revision History

Version	Section	Content Change	Date
1.0	All	Initial Release	3.10.2025



## Acronyms

Abbreviation	Definition
ADO	Azure DevOps
BCM	Business Control Model
BPA	Business Process Analysis
BR	Business Release
BRD	Business Requirements Document
CRP	Conference Room Pilot
D365	Microsoft Dynamics 365 Finance and Supply Chain
DRA	Document Routing Agent
ERP	Enterprise Resource Planning
FDD	Functional Design Document
GS	HSO Global Services
IDD	Integration Design Document
LCS	Lifecycle Services
RDD	Report Design Document
RSAT	Regression Suite Automation Tool
SBD	Solution Blueprint Document
SME	Subject Matter Expert
UAT	User Acceptance Testing



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## 1. BACKGROUND

This Statement of Work (SOW) is governed by the Master Services Agreement (MSA) by and between City of Redmond and HSO Enterprise Solutions LLC dated 10/09/2020.

City of Redmond is live on Dynamics 365 Finance and Operations and would like assistance from HSO on an integration to KeyBank. To streamline vendor payment disbursement, they want to utilize KeyBank interface. KeyBank will disburse vendor payments and send back information to D365. This will give a more automated solution to vendor payments and bank reconciliation.

## 2. SCOPE OF SERVICES

### 2.1 D365 KeyBank Integration

The scope of this SOW is as follows:

1. Add additional features to the standard D365FO vendor payment journal functionality:
  - a. Create a new method of payment called "KeyBank". All vendors who will process through Key bank interface should have "KeyBank" as method of payment. In addition to KeyBank as a method of payment, we need to create a method of payment such as Check, ACH, Credit card etc., and will be used when files come back from KeyBank as actual method of payment disbursed to vendors.
  - b. Users create vendor payment journals using a generic payment mode in D365FO.
  - c. D365FO generates KeyBank "Integrated Payables" file.
    - i. The file will be generated according to the KeyBank specification provided
      1. "KeyBank – FIS ERP AGNOSTIC STANDARD v2b File Specs.xlsm"
  - d. Azure integration automates uploading the "Integrated Payables" file to KeyBank portal.
    - i. The generated Integrated Payables file will integrate into KeyBank hosted SFTP location.
  - e. KeyBank processes the vendor payments on CoR behalf.
    - i. KeyBank determines the actual payment mode.
    - ii. KeyBank remits the payments.
  - f. KeyBank generates "Payables Payments Processed" file for CoR to retrieve.
    - i. This file contains payments that were processed, the payment method used for each payment and other details.
  - g. Azure integration automates retrieval of the "Payables Payments Processed" file
    - i. On a recurring schedule, retrieve "Payables Payments Processed" as they arrive in KeyBank SFTP site.
    - ii. Submit files to D365FO recurring job.
  - h. D365FO
    - i. Custom tables, forms and data entity to receive, store and present data.
      1. Payments processed data is associated with originating payment journal.



2. Modify bank reconciliation process to reconcile KeyBank payments to bank statements.
  - a. Payments processed data is available to consider in bank reconciliation process.

## Deliverables

- FDD (Functional Design Document) for the D365FO extension work and also describing the business processes spanning to/from KeyBank endpoints.
- TDD (Technical Design Document) for the D365FO extension work.
- IDD (Integration Design Document) for the integration.

## Client Responsibilities

- Work with HSO to configure KeyBank integration to D365FO.
- Provide HSO native ADO accounts to assist with testing.

## Key Assumptions

- HSO will consult City of Redmond IT resources to consider any policies/preferences regarding the deployment of Azure infrastructure components necessary for the integration.
- The city of Redmond will provide HSO with the necessary access to deploy Azure resources required to support the integration and framework.
- HSO understands City of Redmond may prefer to deploy some sensitive components themselves under the guidance of HSO. If this is the case, the City of Redmond will facilitate access to key individuals and working sessions to ensure timely completion of the overall engagement.
- Note the IDD may be consolidated into the TDD document.

## 2.2 Project Management

HSO will have minimal project management on this project. The project manager's role and responsibilities for the implementation will be the following:

- Manage HSO resources' tasks and schedule.
- Resolve project issues and constraints.
- Review deliverables and seek City of Redmond's approval.
- Create and seek Change Order approvals.

## Key Assumptions

- All components of this implementation will be remote – if onsite is required, additional change order will be issued.



## 3. TIMELINE AND COSTS

### 3.1 Timeline

The initiative is expected to take 8-10 weeks from the start of this SOW but will be primarily dependent on the availability of resources CoR and KeyBank resources. The expected timeline does not consider or include time spent collaborating with and waiting for approvals and testing from KeyBank.

### 3.2 Implementation Costs

HSO is estimating the following services under this SOW. This is a time and materials estimate, only hours worked will be billable to City of Redmond.

Resource Type	Activity	Hours	Rate/hr	Total
Sr. Project Manager		40	\$250.00	\$10,000.00
Cloud Technical Solution Architect		6	\$250.00	\$1,500.00
Sr. Technical Solution Architect		76	\$275.00	\$20,900.00
Cloud Lead Technical Consultant		12	\$230.00	\$2,760.00
Sr. Functional Solution Architect		20	\$275.00	\$5,500.00
Lead Functional Consultant		60	\$230.00	\$13,800.00
Lead Technical Consultant		168	\$230.00	\$38,640.00
<b>Total</b>		<b>382</b>		<b>\$93,100.00</b>

The estimate provided is for HSO Professional Services and does not include any software licensing or subscription costs for City of Redmond. If there are additional requirements or unexpected issues more time may be needed with HSO Professional and will be handled via a Change Request (CR).

### 3.3 Expenses

The expense policy agreed to by the organization and the Master Service Agreement will be followed during the performance of this SOW.

### 3.4 Payment Terms

The expense policy agreed to by the organization and the Master Service Agreement will be followed during the performance of this SOW.

All work proposed and executed will be assumed to be performed on time and materials (T&M) basis. The estimates do not include reasonable travel time and expenses, which will be billed separately. Project cost estimates do not include customer resource costs.



## 4. ASSUMPTIONS

### 4.1 General

- The City of Redmond will provide system access to the HSO team.
- Times mentioned in this document are estimates, extra time will be requested and only executed after customer approval.
- City of Redmond must stay engaged through the defined period of these tasks, and decisions are made in a timely fashion.
- City of Redmond will follow the HSO Excellerate™ project methodology as described.
- HSO will determine with City of Redmond when HSO resources would need to be onsite for certain project activities. Remote access will be provided to accommodate resources when offsite, as needed.
- Any requests for approval (e.g., milestones) that are not replied to, in writing, within five (5) business days will be deemed as approved and the project will continue according to plan. E-mail confirmations will be acceptable.
- Any changes, enhancements, or issues will be handled through HSO's standard Change Control process.
- Project cost estimates do not include customer resource costs.
- Invoicing and cancellations pertaining to this Statement of Work are governed by The General Terms and Conditions Agreement between HSO and City of Redmond.

PLEASE NOTE THAT ANY REQUIREMENTS THAT ARE NOT EXPLICITLY STATED WITHIN THIS STATEMENT OF WORK MAY BE DEEMED OUT OF SCOPE AT THE FULL DISCRETION OF HSO. ANY ITEMS DEEMED OUTSIDE OF SCOPE WILL BE MANAGED THROUGH THE CHANGE CONTROL PROCESS.





5. ACCEPTANCE

By executing this signature page each of the parties agrees it has read, understood and agrees to be bound by all the terms and conditions of this SOW.

While there may have been many discussions prior to the completion of this document, it is assumed that any item not explicitly contained herein is not a part of the scope of the project. Any changes to the project will be initiated through a change order process.

City of Redmond	HSO Enterprise Solutions, LLC
Signature:	Signature: <div>DocuSigned by:  60DBEC771305418...</div>
Printed Name:	Printed Name: Manpreet Kalsi
Title:	Title: Executive Vice President
Date:	Date: 3/12/2025   9:20 AM EDT