



## EXECUTIVE SUMMARY

**Pursuant to Broward College Policy 6Hx2-1.14 and Procedure A6Hx2-1.14, Dr. Donald Astrab exercised the authority delegated by the Board to execute a Fourth Amendment to the Master Service Agreement Statement of Work with Avaap USA LLC for post-production support related to the implementation of new Workday features and enhancements to assist in College operational needs. Fiscal Impact: \$39,775.00 (cumulative total \$117,275.00).**

**Presenter(s):** Raj Mettai, Chief Information Officer

### **What is the purpose of this contract and why is it needed?**

The purpose of this contract is to procure professional services to assist with the implementation of new Workday product features and enhancements related specifically to the Finance/HCM modules. New product features are made available through Workday b-annual releases and system updates. These services will include:

- Assistance with researching data related issues and root cause analyses
- Assistance with demonstrating new functionality and /or integrations
- Assistance with debugging and review of configurations/integrations
- Assistance with providing post production support of configurations or integrations

**What procurement process or bid waiver was used and why?** The College used the bid waiver exemption provided for the information technology resources in accordance with the Florida Administrative Code - FLDOE 6A-14.0734(2)(g) and College Procedure 6AHx2-6.34 which cites the following exception to the requirement to solicit competitive offers: Information technology resources defined as all forms of technology used to create, process, store, transmit, exchange and use information in various forms of voice, video and data, and shall also include the personnel costs and contracts that provide direct information technology support consistent with each individual college's information technology plan.

**Is this a budgeted expenditure from the budget established at the last June Board of Trustees meeting?** Yes.

**What fund, cost center and line item(s) were used?** FD100, CC0086, NFR-25-00002, GLC 65000.

**Has Broward College used this vendor before for these products or services?** Yes.

**Was the product or service acceptable in the past?** Yes.

### **Was there a return on investment anticipated when entering this contract?**

The return on investment is hard to determine initially. These services will allow for the implementation of new functionality more quickly, efficiently, and effectively while gaining additional knowledge and expertise for both the business office and information technology teams.

### **Was that return on investment not met, met, or exceeded and how?**

Yes, our return on investment was met by continuing operations of the system.

**Does this directly or indirectly feed one of the Social Enterprise tactics and how?** This is not applicable.

**Did the vendor amend Broward College's legal terms and conditions [to be answered by the Legal Office] if the College's standard contract was used and was this acceptable to the Legal Office?**

The General Counsel's office has reviewed the agreement and any deviation to the College's standard terms has been deemed acceptable.

**FISCAL IMPACT:**

Description: \$39,775.00 from BU202, CC0086, FD100, PG000164, NFR-25-00002. Cumulative total \$117,275.00

<b>09/23/24</b>	<b>CC0086 · ERP Support</b>	<b>(\$39,775.00)</b>
	NFR-25-00002	

**Raj Mettai**

Raj Mettai, Chief Information Officer

9/24/2024

APPROVAL PATH: 12538 Avaap USA LLC - Workday Support and Advisory Services (Amendment #4)

 **Workflow**  Synchronize Routing  Edit View  Add Work Item

Stage	Reviewer	Description	Due Date	Status	
1	Alina Gonzalez	Review & Approve		 Completed	
2	Raj Mettai	CIO Review		 Completed	
3	Donald Astrab	Chief Operating Officer		 Completed	
4	Natalia Triana-Aristizabal	Contracts Coordinator		 Completed	
5	Orlando Aponte	Procurement Approval		 Completed	
6	Christine Sims	Budget Departmental Review		 Completed	
7	Rabia Azhar	CFO Review		 Completed	
8	<b>Legal Services Review Group</b>	Review and Approval for Form and		 Completed	
9	<b>Electronic Signature(s)</b>	Signatures obtained via DocuSig 		 Completed	
10	Natalia Triana-Aristizabal	Contracts Coordinator		 Completed	
11	Board Clerk	Agenda Preparation		 Pending	
12	District Board of Trustees	Meeting	12/10/24 11:00 AM	 Pending	

**Statement of Work**

This Statement of Work (“SOW”) is subject to all terms and conditions of the Master Services Agreement (“MSA”) between Avaap U.S.A. LLC (“Avaap”) and Client (defined in table below). All terms of the MSA, including the Broward College Supplemental Addendum – General, are incorporated herein by this reference. Terms not defined in this SOW are defined in the MSA and form an integral part of the same. In the event of a conflict between the terms of the MSA and the terms of this SOW, the terms of the MSA shall control unless specific terms of this SOW are expressly intended to modify specific inconsistent terms of the MSA, in which case, such modification shall be valid only for this particular SOW.

<b>Client</b>	<b>The District Board of Trustees of Broward College, Florida</b>
<b>MSA Date</b>	<b>05/24/2022</b>
<b>SOW #</b>	<b>SOW003</b>
<b>Project Name</b>	<b>Broward AMS 2024-2025 Support</b>

**Responsible Parties**

For this project effort, the following individuals will be responsible for all communication, deliverables, and accountable to their respective organizations in meeting the terms of this SOW.

Avaap Account Executive		Client Project Sponsor	
Name:	Deborah O’Laughlen	Name:	James Jones
Phone:	703-303-5755	Phone:	
E-mail:	Debbie.olaughlen@avaap.com	E-mail:	Jjones15@broward.edu



## 1. AMS Lifeline Hours Scope

Avaap will provide Avaap Consultant(s) who are Workday Certified Resource(s) in accordance with this SOW to provide the following Services for Client:

Workday Support Services	
Standard Lifeline Support	<p>Client’s bucket of Lifeline Hours are flexible and can be used to support the following across HCM and Financials:</p> <ul style="list-style-type: none"> <li>• Workday Support and Troubleshooting</li> <li>• Break-Fix</li> <li>• New Functionality Review</li> <li>• Workday Solution Optimization</li> <li>• Reconfiguration Support</li> </ul>
Advisory Services	<p>Lifeline Hours can be positioned to support strategic activities including the following:</p> <ul style="list-style-type: none"> <li>• Strategic Roadmapping</li> <li>• Organizational Change Management Services for End Users (Employees and Managers)                             <ul style="list-style-type: none"> <li>○ Job Aides, Micro-Videos</li> </ul> </li> <li>• Governance: SDM Support Model, Change Control Process, Case Management</li> <li>• Plan for on-going Workday training rolled into overall corporate training program(s)</li> <li>• Documentation of Business Processes</li> </ul>
Release Management	<p>Avaap Consultants can provide the following services to support the two (2) Workday Releases each year:</p> <ul style="list-style-type: none"> <li>• Preparation Guide/Data Sheet including list of audit reports Client needs to run, key dates associated with</li> </ul>





	<p>Release Drops, Release Checklist, Preview Testing and Post- Feature Release Checklists</p> <ul style="list-style-type: none"> <li>• Detailed showcase of specific release features requested by Client</li> <li>• Change Impacts to Workday tenant</li> <li>• Personal Review per Release for selected major SKUs</li> </ul>
<p>Integrations</p>	<p>Ongoing and new integrations needs:</p> <ul style="list-style-type: none"> <li>• Integrations Health Check</li> <li>• Monitoring Health of Integrations</li> <li>• Integrations Development (EIB and Studio)</li> <li>• Deployment of Integrations into Production Tenant</li> </ul>
<p>Reporting</p>	<p>Reporting needs across HCM, Financials, Student, Adaptive and System Administration:</p> <ul style="list-style-type: none"> <li>• Report Development</li> <li>• Report Reviews</li> <li>• Prism</li> <li>• Advanced Reporting (e.g. BIRT)</li> </ul>
<p>Knowledge Transfer for Functional Users</p>	<p>Knowledge transfer via system walkthroughs, integration reviews, bi-annual release support including regression testing &amp; configuration updates and other activities to help Client better understand its existing Workday tenant setup or tasks scheduled for deployment.</p>
<p>Testing Services</p>	<p>Avaap Consultants can be engaged in the following services:</p> <ul style="list-style-type: none"> <li>• Debugging</li> <li>• Regression testing</li> <li>• Review of configuration/integrations prior to deployment to production</li> </ul>



Specialized Services	<p>Avaap can provide services related to more recent technology solutions:</p> <ul style="list-style-type: none"> <li>• Extend</li> <li>• Strategic Sourcing</li> <li>• Peakon</li> <li>• PEX for Platform</li> </ul>

Any activity not listed above can be discussed with the Engagement Manager to determine whether it will fit the scope of the Lifeline Support Services. Avaap and Client will identify the necessary activities to be performed to best meet Client’s needs. Hours may also be purposed for Avaap Advisory services but may be billed at a different rate.

**2. Managed Services**

- 1) Management - Avaap will provide a Workday Certified Engagement Manager (“Account Manager”) to oversee the services performed and manage the necessary resources.

Managed Services Activities	
Onboarding Activities	<ul style="list-style-type: none"> <li>• Onboarding Documentation</li> <li>• Completion of Customer Support Workbook to facilitate Knowledge Transfer with AMS Consultants</li> <li>• Review of Outstanding Project Activities from Implementation</li> </ul>
Client Engagement	<ul style="list-style-type: none"> <li>• Ticketing Setup and Training</li> <li>• Customer Kickoff Meeting</li> <li>• Bi-weekly Client Meetings</li> <li>• Proactive Release Guidance and Planning with Client</li> </ul>



	<ul style="list-style-type: none"> <li>• Ticket Management and Escalation Management</li> <li>• Proactive Year End Guidance and Planning with Client</li> <li>• Financial Reporting</li> <li>• Quarterly Review including Trend Analysis</li> <li>• Annual Account Reviews</li> </ul>
<p>AMS Project Lead and Oversight</p>	<ul style="list-style-type: none"> <li>• Leadership Oversight to Consultants for issue resolution and SLA monitoring</li> </ul>

### 3. Lifeline Hours Process

Avaap utilizes a ticketing system to capture all requests for post-production support. Unless otherwise agreed upon, Client will provide a list of users who will be permitted to submit tickets on behalf of Client. Use of this tool provides transparency to all tickets submitted on behalf of Client, along with an auditable trail of conversations, testing, and issue resolution.

The Account Manager will work with Client to manage the cases and tasks assigned to Avaap. The Account Manager will help prioritize and allocate the necessary resources to complete the task within the predetermined due date. Avaap Consultants will help Client understand the estimate of time necessary to complete the task. Once authorized by Client, Avaap will build a prototype of the changes for testing and acceptance.

### 4. Acceptance

Once completion and approval of system testing within the Sandbox tenant is achieved, migration to the Production tenant will occur, constituting acceptance and completion of any work billed under the authorization of this SOW.

### 5. Assumptions

Client will provide access to the Production Workday tenant as required to complete the deployment of the scope of this SOW. Client will provide access to a Workday Implementation Tenant where Avaap can implement an initial builds/loads prior to deployment to Sandbox or Production tenants. Client will be expected to carry out and establish all the detailed testing







scenarios for deployed functionality or integrations. Avaap may require up to five (5) days to assign Workday Certified resources for cases assigned.

**6. Pricing and Payment Terms**

(a) Avaap Consultants are anticipated to support Client and work approximately 21 hours per month with the exceptions of national holidays. For each calendar month, the Account Manager will perform a check at mid-month on the number of hours worked and notify Client on the burn rate for the month.

(b) If it appears Client will exceed an average of 21 hours per month, the Account Manager will call this out and ask Client project sponsor if Avaap is authorized to work beyond the planned for 21 hours.

(c) The hourly rate(s) for the Avaap Consultant(s) is as follows for a 6 month contract period:

1 Year

<i>Workday Roles</i>	<i>Estimated Hours</i>	<i>Hourly Rate</i>	<i>Total</i>
AMS Consultant(s)	190	\$185	\$35,150
Engagement Manager	25	\$185	\$4,625
<b>Total</b>	<b>215</b>		<b>\$39,775</b>

(d) The time reporting period for this SOW will be bi-weekly.

(e) Consulting services provided within this SOW will be delivered on a time and material basis.

(f) All Services will be invoiced per the terms of the MSA.

(g) The term of this SOW will be 12/01/2024-08/30/2025 (9 months).

(h) All project related out-of-pocket expenses (including travel and reasonable living) will be reimbursed by Client in accordance with the MSA.

(i) All amounts are in US Dollars unless otherwise specified. Totals above are exclusive of any relevant sales, excise or other taxes.





7. Location of Services

Unless otherwise mutually agreed upon, Client acknowledges that the Services set forth in this SOW will occur remotely.

8. Resources

All Avaap Consultants serving this SOW will be Workday Certified resources with expertise in the functional or integration domain requested by Client. Avaap reserves the right to utilize Workday resources in a "Contingent/Temporary Worker" capacity as necessary to provide support to Client.

Avaap has the discretion to change out key resources with a minimum of 30 days written notice, provided, however, Client acknowledges that a shorter notice period may be required because of a resource leaving Avaap or if a resource is otherwise unable to perform the role.

IN WITNESS WHEREOF, Avaap and Client have caused this Statement of Work to be executed and delivered by their respective duly authorized representatives as of the date set forth below.

The District Board of Trustees of Broward College, Florida

Signed by: Donald Astrab
Name: Donald Astrab
Title: Interim President
Date: 11/18/2024

Avaap U.S.A. LLC

By: Steve Csuka
Name: Steve Csuka
Title: CEO
Date: 11/8/2024

