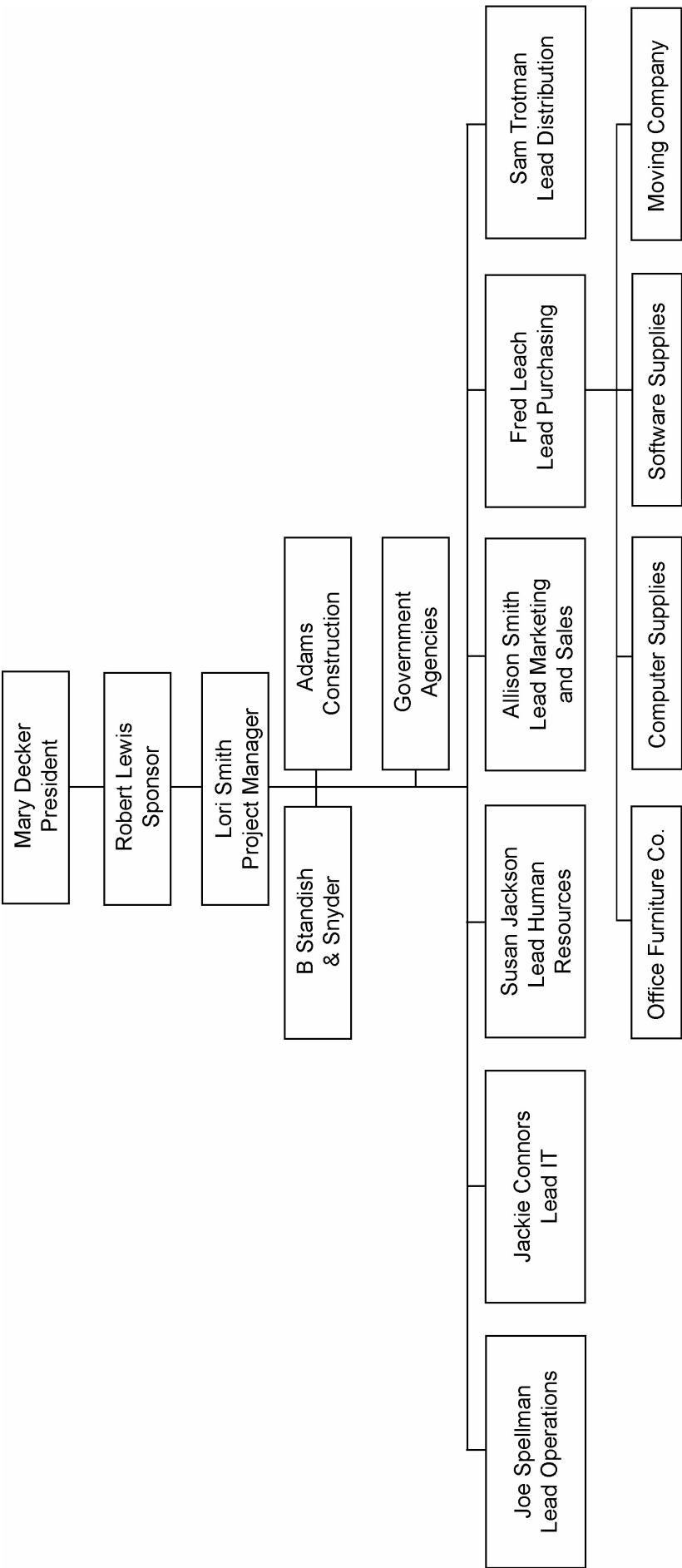


ORGANIZATIONAL PLANNING SOLUTION

People Activities	Mary Decker	Robert Lewis	John Ward	Lori Smith	Joe Spellman	Jackie Connors	Susan Jackson	Allison Smith	Fred Leach	Sam Trofman	Archit. Firm	Bldg. Contractor	Govenmnt Agencies	Moving Company	Office Furniture Company
Project Plan		S	R	IAS	I	I	I	I	I	I	I		I		
Project Schedule		S	R	IAS	I	I	I	I	I	I	I		I		
Requirements definition	I	S	R	IAS	I	I	I	I	I	I	I		I		
Final Building design	RS	S	R	IAS	I	I	I	I	I	I	IA		RS		
Use of Land Space		S	R	PAS	P	P	P	P	P	P	IA		RS		
Computer Procurement		R	RS	PS	P	IA	P	P	P	P	R				
Software procurement		R	RS	PS	P	IA	P	P	P	P					
Office Layouts	R	RS	RS	PS	I	I	I	I	I	I	IA				IA
Phone Design System		RS	RS	PS	I	I	I	I	I	I	IA				
Parking Layout	R	RS		PS	P	P	P	P	P	P	IA		RS		
Move in Schedule	RS	RS	RS	IAS	I	I	I	I	I	I	I	IS	IS	IS	IS



STAFFING SOLUTION

Name	Directorate of Area of Responsibility	Location	Phone Number	E-mail Address	Work Hours	Home Phone in Case of Emergency	Private Time	Interesting Fact

MAKE-OR-BUY SOLUTION

Costs Associated with Buying a Complete Solution

\$2,662,500 excluding maintenance costs of \$50K per year.

Costs Associated with Buying Mega Brands Software and Designing Internal Solution

\$425,000 plus 28,275 hours of effort at \$50 per hour adds up to \$1,838,750 excluding maintenance costs of \$200K per year.

Based on project cost alone, the recommendation would be the Mega Brands approach.

Factoring in the efficiency of a complete solution along with avoidance cost for improvements to other old systems, the recommendation might be for the complete solution.

Factoring in maintenance cost over several years, the recommendation might go either way.

EDITING STATEMENT OF WORK SOLUTIONS

Statement of Work A:

First sentence is not specific enough. How do you measure “highly difficult to circumvent?” Also, do you want the vendor to just design the system or do you want something delivered?

Third sentence is also not specific enough. “Thoroughly tested” and “Operate under all reasonable climate conditions”

The next sentence isn’t too bad, but there could be some misunderstanding regarding the words “unauthorized use.” Is this someone using an authorized badge in an unauthorized fashion or is it someone trying to use a fake badge?

A potential rewrite might be:

“The vendor shall design and furnish an employee security badge system. The system shall enable security and other company personnel to recognize authorized company employees through the display of a distinctive badge while employees are present at work. Each badge shall have the employ’s picture displayed in color with the employ’s name underneath the picture. The badge shall interact with hardware to automatically record the entry and exit of employees from facilities. The badges shall serve as mechanisms to unlock doors to permit entry. The design of the badge shall make duplication without special equipment impossible. The vendor is not held accountable for designing a system that will prevent illegal entry in the case where a third party obtains, through whatever means, an authorized badge. The vendor is also not held accountable in the case where an employee uses their badge for an illegal or unauthorized activity. The recording and locking equipment shall be designed, so that the authorization of individual badges can be activated and deactivated. Use of an unauthorized badge shall result in a recorded error message logged into the system indicating a potential attempt to gain illegal or unauthorized entry. The badge system and all of its components shall operate at all temperatures from –10 degrees Fahrenheit to 100 degrees Fahrenheit. The badge system shall operate under all humidity conditions from 1% to 100%. The badges themselves shall continue to operate under the following conditions: 1) Dropped from a 10-foot height, 2) Exposed to airport security system x-ray machines, 3) Exposed to spilled coffee, tea, water, or soft drink, and 4) Sat on by a 200 pound person.

Statement of Work B:

How many buildings are we talking about with how many entry points?

What are the normal business hours and days of operation?

Do existing security procedures exist or do they have to be created?

What is meant by “securing building during non-business hours?”

What is meant by “maintaining security during emergencies?”

Does “assuring all employees properly wear and display security badges” mean verifying this as they enter the building or do you want security personnel patrolling the work areas and hallways to check on badge display?

Is the word “shall” being used?

A potential rewrite might be:

The vendor shall provide security services for the Buyer for one year. The service shall include all three buildings at the corporate location. Each building has only one entry point that shall be controlled by the security guard. Each entry point shall be staffed by a security guard from 5:00 a.m. to 9:00 p.m. on Monday through Friday. Security staffing shall not be required on weekends and holidays. A corporate calendar of holidays is included as attachment 1. The security guards shall verify that each person attempting entry is displaying their personal identification badge. The badge shall be worn in accordance with the Company Security Policy, dated November 15, 1999. The policy is included as attachment 2. The guards do not need to patrol the hallways and will not be held accountable for verifying proper badge display once employees have passed the security control desk. The security guards at all three locations shall perform all of the other security procedures outlined for “guards” in the security policy.

Statement of Work C:

In the first sentence, we direct the vendor to deliver the software. Do we want it installed by the vendor or not?

In the second sentence, we might want to be more specific than “all appropriate cables, etc.”

Does the Buyer really want to attempt the data transfer alone? Maybe the Buyer will want that to be done by the vendor or have the vendor provide technical support during the operation.

How does the vendor price and staff “operational support as determined necessary?”

Uses the word “will” rather than “shall.”

The last sentence leaves training as an addition service. It is not established, so the additional service probably is not defined in terms of price or schedule. This could leave the Buyer open to whatever the vendor is willing to do and at whatever price they wish to charge.

A possible rewrite might be:

The vendor shall deliver and install the Mega Brands Software by August 21, ----. The vendor shall also deliver and install the Mega Brands Reliable Drive System, Model 42, and the Mega Brands Mini Mainframe, Model 2000. The vendor shall determine the requirement for any additional equipment or materials necessary to successfully install the above software and equipment. The vendor shall deliver same as part of this effort. The vendor shall provide technical assistance during the transfer of data from the old system to the new one. The vendor shall provide 24-hour on site technical support with one technician during the first 90 of system operation. Following the first 90 days of operation, the vendor shall provide 24-hour on call support for the remainder of the first year’s operation. The vendor shall create an initial training class for system operators. A maximum of 24 people shall be trained. The initial training shall provide instruction concerning normal and emergency operations. The training shall be sufficient to qualify the operators to handle all normal and emergency procedures. The vendor shall provide the initial training before the new system comes online.

Statement of Work D:

The word “shall” is not being used.

Insufficient detail is presented concerning the qualifications of the requested personnel.

The paragraph doesn't specify the location where the personnel are expected to work.

The paragraph doesn't specify the time period of the support effort.

The paragraph doesn't specify the number of support hours being obtained. Do the vendor personnel work 40 hours per week or can they put in overtime? How is the overtime paid if it is used?

Can the vendor meet the requirements by rotating different people onsite during the time period or do you want the continuity of the same people throughout the timeframe?

A possible rewrite might be:

The vendor shall provide 10 analysts and 15 programmers to assist the Buyer in a variety of software upgrade assignments for a period of one year. The support shall start on October 1, ---- and end on September 30, ----. Vendor personnel shall assist the Buyer's staff in completing projects currently underway or those that will commence during the period of contract performance. The buyer shall determine the projects to which vendor personnel are assigned. During any gaps between assignments, vendor personnel shall still be considered to be providing continual support. Vendor personnel shall work onsite at our Cypress location during normal business hours (8:30-5:00) in accordance with our business calendar for the time period. Attachment 1 lists the specific skills and experience required of the vendor personnel. The vendor shall submit a resume for each prospective candidate listing how the person meets these requirements. The vendor shall agree that all submitted candidates will be available to serve continually throughout the entire one-year period. Vendor personnel shall be provided desks and normal office equipment at the work location. Vendor personnel shall sign nondisclosure agreements before commencing work. When assigned to a project, the vendor personnel shall work under the direct supervision of a manager from the Buyer's organization.