# Consulting Services for Zuora Software Deployment

# Statement of Work

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## 1. General

This is the statement of work (SOW) for the posted Request for Quotations (#226000-1014-RFQ) to provide expert assistance for an initial deployment of Zuora Software to Educational & Community Supports (ECS), a research institute within the College of Education of the University of Oregon (University”). ECS’s innovative behavioral research is the foundation for applications and training programs that help schools create and maintain healthy learning environments and help children through early diagnosis of cognitive and behavioral problems. University is a leader in providing scientifically validated systems that schools can use to promote the self-development and maximize the learning potential of students.

ECS’s products and services enable schools and school districts to implement and sustain positive behavioral interventions and supports (PBIS) programs. ECS applications include:

* SWIS (school wide information system),
* CICO (check-in check-out),
* ISIS (individual student intervention system),
* SAMI (SWIS account management interface),
* PBIS Assessment
* PBISEvaluation

## 2. Scope and Approach

This SOW covers an initial deployment of the Zuora Software for the University based on the scope defined in Section 2.1 below. University requires consultation, configuration, and project management services in support of its implementation of the Zuora software.

### 2.1. Scope

#### 2.1.1. Foundation Phase

University and successful Contractor will collaboratively engage to deliver a comprehensive implementation of the Zuora software in a timely manner. Contractor’s involvement will include several key implementation activities:

* Initial kickoff and one knowledge transfer session of the Zuora Software usage;
* Work sessions to provide best practices feedback regarding use cases, product catalog, and overall architecture, and sessions to finalize and approve Solution Blueprint (See Table 1 below for complete list of sessions):
* Setup of sandbox and production environments;
* Configuration of Zuora Software based on mutually agreed requirements;
* Assistance with questions/issues arising out of configurations;
* Project management activities in support of an iterative, time-to-value focused implementation.

Table 1 specifies successful Contractor and University responsibilities during the Foundation Phase and identifies required deliverables.

| Table 1. Foundation Phase Contractor and University Responsibilities | | | |
| --- | --- | --- | --- |
| Scope Item | Description | Contractor Responsibility | University Responsibility |
| Kick Off | Initial meeting of full Contractor and University Project Teams including all stakeholders and subject matter experts (SMEs). Teams will review business objectives, scope, timeline, and provide a demo of product if necessary. | Conduct meeting | Ensure participation of all project teams, stakeholders, and SMEs. |
| Product Catalog  Sessions | Contractor will conduct a product walkthrough and requirements session followed by walkthrough of the configured product catalog in the University’s production tenant. | Conduct walkthrough | Participate |
| Accounts and Subscriptions Sessions | Contractor will conduct two sessions to demonstrate out of the box use cases for creation of Accounts and Subscriptions in Zuora, collect requirements and then set up some accounts and subscriptions in University’s tenants based on the requirements. | Responsible | Participate |
| Invoices sessions | Contractor will conduct two sessions, one to demonstrate the out of box Zuora quote template and collect requirements and a second one to walk through the changes made to the Quote template based on the University requirements. | Responsible | Participate |
| Bill Run and Payment Run sessions | Contractor will conduct two sessions, one to demonstrate how to create Bill Run and Payment run, collect requirements and then to demonstrate the use of the Bill Run and Payment Run in the production environment | Responsible | Participate |
| Z-Finance Session | Contractor will provide the following assistance with the Z- Finance offering:   1. Demo of Z-Finance configuration and usage. 2. Initial configuration of accounting and aging periods.   Accounting close run and review. | Responsible | Participate |
| Configuration of the sandbox and production Zuora environments | Configured environments of Zuora products in scope for this project including the following:   * University products, pricing and packaging * Subscription management use cases including upgrade, downgrade, prorate, renew, cancel (via Zuora user interface and/or API) * Zuora supported payment gateway and payment methods * Zuora supported billing periods * Variety of charge models including recurring and usage-based pricing   Deliverable: configured sandbox and production Zuora tenants | Responsible | Participate |
| Testing | Contractor will provide assistance during Unit, System, and User  Acceptance Testing. University is responsible for writing test scripts and executing testing. | Guidance | Responsible |
| Reporting | In order to support reporting requirements, Contractor will provide assistance for University to create reports leveraging the Zuora exports, Zuora Data Sources, and Zuora API queries. | Participate | Responsible |
| Go-Live Support | Contractor will provide Go Live readiness support, and Go Live support.  Deliverable: Knowledge transfer session of University’s configured Zuora application) | Responsible | Participate |
| Project management documents | University shall provide executive management sponsorship that is responsible for ensuring appropriate commitment of resources to the project and for issue resolution. University shall have primary responsibility for overall project management and project success but will share project management responsibilities and tasks with the Zuora Project Manager.  Deliverable: Weekly status reports. | Participate | Responsible |

**Deliverables**: During this phase, successful Contractor will provide the following deliverables:

• High level activity plan

• Weekly status reports

• Configured sandbox and production Zuora Software environments based on requirements collected during requirements sessions.

#### 2.1.2. Data Migration Phase

Contractor will assist University with data migration execution, including loading of approximately 8,000 accounts, contacts, subscriptions, and starting balances. University’s data is managed and stored within a SQL Server 2008 database. Data migration will include data gathering, mapping, any necessary data cleansing, and data preparation. No history will be migrated.

Data migration will consist of the following phases:

1. Development and testing of migration procedures using sample data.
2. An initial snapshot, at least 45 days in advance of the go live date, of all relevant data from University systems, appropriately scrubbed and formatted, iteratively loaded into a test environment, then loaded into the production environment.
3. One or more additional extracts from source systems of data changed since the initial snapshot, loaded into the production environment. The last of these incremental extracts must be within 24 hours of the date when the University expects to go live with its Zuora solution.

Contractor will be asked to provide up to 60 hours of data migration assistance. Contractor will be expected to engage in planning the data migration phase with University in a manner that

* maximizes the value of Contractor assistance,
* enables University to perform migration tasks within its expertise, and
* ensures successful completion of this phase.

**Deliverables:** University data in Zuora platform.

## 3. Roles and Responsibilities

Successful implementation requires University to commit necessary resources. Key University roles are listed in the table below. Regular project team meetings will include engagement management meetings to provide executive status review and ensure alignment.

|  |  |  |
| --- | --- | --- |
| Table 2. Key Roles | | |
| Role | **Party** | **Responsibility** |
| Project Manager | Contractor | Responsible for overall management of Contractor training, configuration, migration, and testing activities and for meeting Contractor obligations with respect to timelines, communications, and deliverables. |
| Zuora Software Technical Expert (2) | Contractor | Responsible for conducting trainings and providing technical assistance for setup, configuration, and customizations necessary to meet requirements of this RFQ for accounts and subscriptions, invoices, billing and payment, reports, exports, data sources, Z-Finance, Zuora API, Zuora supported payment gateways and methods, and other Zuora components and environments required by the terms of this RFQ. |
| Executive Sponsor | University | Responsible for critical decisions on scope and direction throughout the engagement and for allocating appropriate University resources. Periodic involvement to ensure project meets business objectives. Evangelist and driver of change management. |
| Product Manager | University | Responsible for products and pricing for University. Has detailed knowledge of new and existing pricing structures that need to be supported. Will be involved in creating and validating the product catalog and use cases. |
| Billing / Payments Operations Subject Matter Expert | University | Responsible for managing day-to-day billing and payment operations. Has detailed knowledge of billing process, and will be instrumental in defining billing operations use cases. Typically becomes Zuora “super user”. |
| Architect / Developer | University | Responsible for technical oversight and design, and development if appropriate. Will need to understand integration points and other technical aspects of implementation. |
| Project Manager | University | Responsible for overall management of the deployment, including resource coordination, status reporting and project plan updates, issue tracking and resolution, and escalation. Will closely collaborate with Contractor Project Manager. |

## 4. High Level Project Plan

Week by week plan below will be confirmed upon completion of Solution Design Workshops.

| Table 3. Project Timeline | |
| --- | --- |
| Week | **Major activities** |
| Week 1 | Kickoff of Zuora implementation project |
|  | Contractor hosts Solution Design Workshops |
|  | Contractor and University commence configuration of Zuora platform |
| Week 2 | Contractor completes Zuora configuration |
|  | Contractor reviews data migration templates/process |
| Week 3-4 | University completes University data migration templates |
|  | University team commences testing of Zuora test cases |
|  | Contractor commences data migration |
| Week 5-6 | Contractor hosts University user training |
|  | University development team completes API integration |
|  | University completes testing |
|  | Contractor completes data migration |
|  | Go-live of sales ordering process and invoicing for migrated data |

## 5. Fees

University requests a detailed accounting of professional services hours and fees for this SOW. Contractor will invoice University at the end of each month for the hours used. Note that expenses are not included in the fee estimates (see Assumptions below).

|  |  |  |
| --- | --- | --- |
| Table 4. Expected Hours & Additional Fees Per Activity | | |
| Activity | **Hours Estimate** | **T&M Fee** |
| Project Kickoff |  |  |
| Foundational Training\* |  |  |
| Design Workshops |  |  |
| Solution Design |  |  |
| Configuration of Zuora Platform |  |  |
| Roll Out Training |  |  |
| Testing Support |  |  |
| Go-Live Support |  |  |
| Data Migration for up to 8,000 accounts, subscriptions, open balances |  |  |
| Total |  |  |

\* Foundational training includes training for 4 sessions for up to 6 attendees.

## 6. Assumptions

This SOW includes several assumptions:

1. Go Live is defined on the date when University initiates the first Bill Run to generate live invoices from the Services.
2. University will provide a dedicated Project Manager throughout the course of the implementation.
3. University will provide access to subject matter experts and decision makers in a timely fashion.
4. Development and delivery of any code not specifically described in this document is the responsibility of University.
5. Go live timeline assumes timely completion of University deliverables (including finalization of requirements / use cases / product catalog), availability of key University resources, and collaboration and availability of any third-party vendor resources. Late (per mutually agreed project plan) University deliverables may adversely impact overall implementation timeline. This SOW will be assumed to be completed by Contractor and accepted by University 60 days after project kick off unless a delay is solely caused by Contractor, where such date shall be extended for the duration of such Contractor caused delay. Any further work requested of Contractor after such date may be charged on a time and materials basis.
6. University will be responsible for determining taxation requirements and for gathering tax rates that must be applied.
7. University can then populate and load Tax Rate CSV files into Zuora on a periodic basis. Tax remittance and filing will be handled outside of Zuora and are beyond the scope of this SOW.
8. Data migration of end user payment information (e.g. credit card, checking account information) is beyond the scope of this SOW, due to privacy concerns of end user payment data (PCI). Contractor will assist University to use best practices, import tools, and required import file format, to enable University to import data into Z- Billing.
9. Zuora provides a limited set of daily billing operations reports and flat file data extracts. Additional data for reporting can be queried via the Zuora API.
10. 3rd party accounting integration with QuickBooks or any other financial system (e.g. Boomi, Muis) is not included, and is beyond the scope of this SOW.
11. University intends to use Journal Entry Method to account for transactions in University accounting system. Summary or line item detail accounting data (invoices, payments, adjustments) will be periodically exported from Zuora. Exported data can be manually uploaded by University into University’s accounting system.
12. Out-of-the-box multicurrency capability is subject to any limitations of payment gateway selected by University.
13. Overall project plan will be mutually agreed to by University and Contractor during the first week of the deployment. University will leverage Authorize.Net as its payment gateway. Authorize.Net is currently supported by Zuora.
14. Expenses are not included in the fees proposed under this SOW. Actual amounts of any reasonable and customary expenses pre-approved by University and incurred during the performance of services under this SOW will be billed to University, according to University’s published expense policy provided to Contractor prior to incurring such expense. Expense receipts will be made available as requested by University.
15. Changes in scope are not anticipated for this implementation. Changes within the scope of this SOW to the project tasks (timeline, functionality, distribution of effort, etc.) will be handled through a mutually agreed upon written amendment process. If Contractor’s effort changes due to changes in timing, roles, responsibilities, assumptions, etc. or if additional support hours are required, a written amendment will be created that details these changes, and impact to project and cost (if any). Any written amendment shall be signed by Contractor and University prior to commencing any activities defined in the written amendment.