

# BAE SYSTEMS

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January 12, 2004

Taylor Smith  
Director, Human Resource Management  
Florida Department of Management Services  
4040 Esplanade Way  
Tallahassee, Florida 32301

Dear Mr. Smith:

Thank you for the opportunity to allow BAE SYSTEMS to present this proposal to assist you with your current needs in the Division of Human Resource Management. It is our understanding that the Department of Management Services has a defined need to assist with the implementation of the People First Human Resources System. We understand our services will be focused on Project Management, Payroll, HR Administration, Organizational Management, Benefits, Training and Change Management, and System Transition/Cutover.

To assist in this effort, our team will include David Faulkenberry (Project Manager and Payroll Lead), Karen Harmon-Smith (HR Administration and Organizational Management Lead), Rob Bradford (Training and Change Management Lead), John Rossiter (Benefits Lead), and a resource to be announced for the System Transition/Cutover Lead. Each consultant will be responsible for producing the specified deliverables, per this proposal, that address your needs. David Faulkenberry will report to you and the remainder of the Team will report to David Faulkenberry. The services will begin on January 5, 2004 and will end no later than April 2, 2004.

Attached for reference, is a detailed description of each resource stating their specific roles and responsibilities, and deliverables during this time period.

### Project Fees

The proposed fixed price is based on our standard Florida master rate schedule and includes all travel and indirect (copies, materials, etc.) costs for the project. Our proposed cost for these services is as follows:

	Fees
Project Manager and Payroll Lead	\$111,280
Training and Change Management Lead	\$111,280
HR Administration and Organizational Management Lead	\$86,840
System Transition/Cutover Lead	\$94,160
Benefits Lead	\$33,400
<b>Total</b>	<b>\$436,960.00</b>

BAE SYSTEMS will invoice the Department of Management Services in three equal installments on February 1, 2004, March 1, 2004, and April 5, 2004.

**ORIGINAL**

*Exhibit 1*

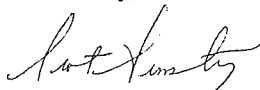
The following assumptions are based upon our understanding of the services to be provided.

**Florida Department of Management Services Responsibilities:**

1. We assume we will report to Taylor Smith.
2. We assume that the scope of our services is limited to the services rendered in the attached roles and responsibilities document.
3. We assume that this letter of understanding will serve, in conjunction with our State Term Contract, as the statement of work for this project and will be appended to the DMS Statement of Work and Purchase Order for this project.

Thank you for the opportunity to submit this letter of understanding for our advisory and analytic services. Once this document is signed, a copy of your Purchase Order and this document will be used as reference for the contract. Please don't hesitate to call me at 850-294-4274 if you have any questions.

Sincerely,



Scot Armstrong

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Taylor Smith, Director of Human Resource Management

Attachment

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## Overview

The following document describes the suggested BAE SYSTEMS resources for systems implementation and one resource for Cutover/Transition support for the People First project for the period 1/5/2004 through 4/5/2004.

### **Project Manager/Payroll Lead – David Faulkenberry** **Time Period: 1/5/2004 – 4/5/2004**

#### **Role:**

The BAE Project Manager/Payroll Lead will be responsible for the overall management and direction of the People First BAE Systems Implementation Team, which includes the HR Administration Lead, Change Management/Training Lead, and Benefits Administration Lead. This position will be the chief liaison between the BAE Systems Implementation Team and the State of Florida Project Manager and Convergys Project Manager. He will also work closely with the Department of Financial Services Bureau of State Payrolls, the Department of Management Services Payroll Team, agency representatives and the Convergys Payroll Lead to facilitate a successful implementation of the Payroll services.

#### **Deliverables / Tasks:**

- Communicate with the State of Florida People First Project Manager to advise him of issues and to work in partnership to resolve those issues.
- Provide weekly executive level briefings to the State of Florida People First Project Manager and Executive Leadership of the Department of Management Services.
- Provide executive advisory services to the People First PMO and the leadership of DMS related to the implementing People First
- Assist the State of Florida People First PMO and Convergys teams with the day to day management and problem resolution of the Payroll module within People First.
- Assist the State of Florida People First PMO and Convergys teams in managing the Parallel Testing of the HR, Organizational Management, Benefits, and Payroll components within the People First system.
- Assist the State of Florida People First PMO in being a People First Subject Matter Expert to State of Florida Agencies during Parallel Testing.

### **HR Administration and Organizational Management Lead – Karen Harmon-Smith** **Time Period: 1/5/2004 – 4/5/2004**

#### **Role:**

The BAE HR Administration and Organization Management Lead will be responsible for assisting with all issues, tasks, and work plans associated with the People First HR Administration and Organizational Management Implementation Team. She will work

closely with the Department of Management Services' HR Team Lead, the Convergys HR Administration Lead and agency representatives to facilitate a successful implementation of the HR Administration services. In addition, she will be a support resource to the State of Florida People First PMO during the Parallel Testing period.

**Deliverables / Tasks:**

- Provide executive advisory services to the People First PMO and the leadership of DMS related to the implementing of the HR Administration and Organization Management module within People First.
- Assist the State of Florida People First PMO and Convergys teams with the day to day management and problem resolution of the HR Administration and Organization Management module within People First.
- Assist the State of Florida People First PMO and Convergys teams with the identification, design, and testing of all phase two systems issues.
- Assist with the design and management of the HR Administration and Organizational Management Work Plan.
- Assist the State of Florida People First PMO and Convergys teams in managing the Parallel Testing of the HR Administration and Organization Management module within the People First system.
- Assist the State of Florida People First PMO in being a People First Subject Matter Expert to State of Florida Agencies during Parallel Testing.

**Change Management/Training – Rob Bradford****Time Period: 1/5/2004 – 4/5/2004****Role:**

The BAE Change Management Lead will be responsible for assisting with all issues, tasks, and work plans associated with the People First Change Management/Training Team. He will work closely with the Department of Management Services HR Learning and Training Team Lead, the Convergys HR Learning and Training Lead to facilitate a successful implementation of the HR Learning and Training services.

**Deliverables / Tasks:**

- Facilitate and assist the State with the pre-review of the HR Learning User Guide.
- Facilitate and assist the State with the final acceptance and release of the HR Learning User Guide.
- Assist with the design and management of the HR Administration and Organizational Management Work Plan.
- Facilitate and assist the State with the review of all training related to the People First implementation.
- Assist the State of Florida People First PMO in being a People First Subject Matter Expert to State of Florida Agencies during Parallel Testing.

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**Cutover/Transition Lead – BAE Resource**  
**Time Period: 1/19/2004 – 4/5/2004****Role:**

The BAE Cutover/Transition Lead will be responsible for assisting the State Team in preparing for system implementation. This position would report to the BAE Project Manager. This position will provide regular (weekly) status updates to the BAE Project Manager and will work to identify, track and resolve cutover/transition system issues, and raise awareness of implementation risks. In the event the State implemented the recommendation to staff a Transition Support Team, this position would also manage and lead this Team.

**Deliverables / Tasks:**

- Assist the State and Convergys in identifying key systems issues and implementation milestones that must be met to implement People First.
- Work with the State People First Project Office, State Technology Office and Convergys Project Team to manage a Cutover/Transition work plan.
- Maintain an up-to-date issues tracking log for all system implementation issues, to include description of the issue, potential impacts, anticipated time to resolution, current/previous/and future owners, any associated project plans, and current resolution status/progress.
- Work with the change management project team to facilitate communications to the agencies and customize training agendas for their agencies.
- Facilitate and assist the State with the delivery of agency and/or issue-specific training and support related to the People First implementation.
- Lead and direct the Cutover/Transition Team to address issues, concerns, and opportunities related to the People First system implementation.

**Benefits Administration Lead – John Rossiter**  
**Time Period: 1/5/2004 – 2/6/2004****Role:**

The BAE Benefits Administration Lead will be responsible for assisting with all issues, tasks, and work plans associated with the People First Benefits Administration Implementation Team. He will work closely with the Department of Management Services' Benefits Team Lead, the Convergys Benefits Administration Lead and the DSGI customers to facilitate a successful implementation of the Benefits Administration services. In addition, he will be a support resource to the State of Florida People First PMO during the Parallel Testing period. This resource is only scheduled through February 6, 2004. At the end of the period we will examine whether it will necessary to extend this resource. If this resource is extended, it will be on a month to month basis.

**Deliverables / Tasks:**

- Assist the State of Florida People First PMO, Department of State Group Insurance, and Convergys teams with the day to day management and problem resolution of the Payroll module within People First.
- Assist with the design and management of the Benefits Administration Work Plan.
- Assist the State of Florida People First PMO and Convergys teams with the day to day management and problem resolution of the Benefits module within People First.
- Assist the State of Florida People First PMO and Convergys teams in managing the Parallel Testing of the Benefits, module within the People First system.
- Assist the State of Florida People First PMO in being a People First Subject Matter Expert to State of Florida Agencies during Parallel Testing.
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