

STATEMENT OF WORK
FOR INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

This Statement of Work (SOW) is issued on February 11, 2026 (SOW Date), by and between Solano County's Department of Information Technology (DoIT) and Agreeva Solutions (Contractor). This SOW is subject to the terms and conditions of the Master Agreement executed by the Contractor and Solano County on behalf of DoIT and those terms and conditions shall govern Contractor's services under this SOW.

- A. **Services.** Contractor shall assign an expert consultant to perform the following limited term and/or fixed scope IT services:

Perform Business Systems Analyst (BSA) services in support of the on-premise migration of Solano County Probation Department's eSeries Case Management System to Journal Technologies' cloud-hosted, vendor-supported platform.

B. **Responsibilities/Deliverables:**

The project consists of below high-level milestones and expected deliverables/outputs, list is not all inclusive:

- **Business Requirements Document (BRD)** – Develop Business Requirement Document (BRD), through requirement gathering session facilitation with program and IT business stakeholders. Align requirements to vendor outputs/deliverables. Define the business needs of project, define definition of done/success criteria, including the scope of the project, user requirements, and functional specifications.
- **Functional Requirements Document (FRD):** Outline the functional requirements of the system, including what the system must do and how it should operate.
- **Use Case Diagrams:** Define and illustrate the various scenarios that the business user will expect when using the system.
- **Vendor Statement of Work (SOW) Development:** Collaborate with product vendor in the development of the system implementation SOW. Includes providing functional and Non-functional requirements and validating content aligns with customers defined success criteria
- **User Acceptance Testing Scripts:** Develop specific User Acceptance Testing scripts to align with testing strategy for the system, including the scope of the testing, test cases, acceptance criteria, defect severity ratings and instructions for documenting and reporting results.
- **Data Mapping Document:** Develop data mapping document mapping the data elements from one system to another, this ensure data is correctly transferred between systems.
- **Process Flow Diagrams:** Develop Process flow diagrams illustrating the workflow and processes of the system, identify potential bottlenecks or issues, and translate “As-Is” process flow to “To-Be” process.

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- **Job-Aides & Training Material:** Develop & Define training content and artifacts (e.g. End-User Job-Aides, Training PowerPoints, Process Guides) requirements for both end-users and IT support groups.

The work effort requires the Business Systems Analyst contractor to assess the Solano County Probation Department's current business processes, system workflows, and data needs in support of the migration of the eSeries Case Management System from an on-premise environment to Journal Technologies' cloud-hosted, vendor-supported platform. The Contractor will be responsible for eliciting and documenting stakeholder requirements, identifying workflow and integration impacts, and translating operational needs into clear functional specifications aligned with County standards. The Contractor will support solution validation activities, develop business process and end-user artifacts, and ensure requirements traceability through configuration, data migration planning, testing, and go-live readiness to support a successful system transition.

- C. **Location.** Work shall be performed either remotely (within the United States) or In-person at County Administrator's Office 675 Texas St., Suite 6500, Fairfield, CA 94533 *Note: When requested and professionally appropriate, additional onsite/in person work days would be required.*
- D. **Category(ies).** Expert consultant assigned to perform limited term and/or fixed scope IT services shall be qualified in the following subject matter area(s):
- IT Business Systems Analysis IT Project Management IT Service Management
- IT Data Management Network Management Other _____
- E. **Qualifications and Certifications.** Contractor certifies that the expert consultant assigned to assist with the limited term and/or fixed scope IT work effort has the following level of experience and/or certifications:
- Experience: 5+ years as a Business Systems Analyst supporting IT-enabled program and process initiatives.
 - Requirements & Documentation: Proven ability to elicit and document business/functional requirements, workflows, and acceptance criteria.
 - Stakeholder Facilitation: Experience leading sessions with program, IT, leadership, and partners and translating needs into actionable deliverables.
 - Testing & Validation: Experience supporting test planning/UAT readiness, requirements traceability, and definition-of-done validation.
 - Required Certification: At least one active certification (e.g., ECBA/CCBA/CBAP, PMI-PBA, CSM/CSPO, ITIL Foundation, Lean Six Sigma) or County-approved equivalent.
- F. **Consultant.** If known, the name and contact information of the assigned expert consultant is:
Name: Latha Krishna Pai Email: lathakpai@gmail.com Contact: (818) 300-6381
- G. **Project Duration.** Work under this SOW shall commence on: February 11, 2026 and shall conclude on: July 31, 2026.

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- H. **Compensation.** Contractor shall be compensated for expert consultant services at an all-inclusive hourly rate of: \$92.00 for a total SOW amount not-to-exceed: \$62,500.00
- I. **Funding.** This SOW may be void and unenforceable if all or parts of funding applicable to this Agreement later become unavailable to the County. If applicable funding is reduced, County may require the renegotiation of compensation with the Contractor.
- J. **Liability and Responsibility.** Contractor accepts all liability and responsibility for the assigned expert consultant.

COUNTY

Name: Timothy Flanagan

Title: Chief Information Officer

Signature: _____

Date: _____

CONTRACTOR

Name: Sandeep Sharma

Title: Senior Vice President, Strategic Accounts, Sales

Signature: 
Sandeep Sharma (Jan 26, 2026 10:10:20 PST)

Date: 01/26/2026







ITSD-DF-FY25.26-01_BSA_eProbation_BOS-2.2026

Final Audit Report

2026-01-26

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