

**Technical Writer**  
**Centralized Alabama Recipient Eligibility System Project**  
**(CARES Project)**

## STATEMENT OF WORK (SOW)

<b>Agency Name:</b>	Multiple Agency Engagement
<b>Agency Project Name:</b>	Centralized Alabama Recipient Eligibility System Project (CARES Project)
<b>Agency Project Sponsor:</b>	Shannon Crane CARES Program Director
<b>Agency Project Manager:</b>	Shannon Crane CARES Program Director
<b>SOW Period of Performance:</b>	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016  Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
<b>Contractor Name:</b>	
<b>Contract or Purchasing Vehicle:</b>	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
<b>Professional Service to be Provided:</b>	Technical Writer
<b>Description of Services to be Provided:</b>	Establish, communicate, and maintain system documentation on the project's behalf for: CARES Project Other tasks as assigned by the Project Sponsor and Manager
<b>Scope of Services:</b>	Provide the following duties: <ul style="list-style-type: none"> <li>• Work with end users to define identify business procedures and establish documentation needs for hardware and software.</li> <li>• Analyze IT project requirements to determine types of documents needed.</li> <li>• Collaborate with systems and development staff to collect and</li> </ul>

	<p>interpret technical information.</p> <ul style="list-style-type: none"> <li>• Research, evaluate, and recommend new documentation tools and methods in support of documentation improvement effort as needed.</li> <li>• Develop documentation project plans and timelines.</li> <li>• Plan, design, research, write, and edit a range of documents, including user guides and manuals, technical specifications, training materials, user policies, and proposals, for both print and online media.</li> <li>• Edit written documentation of development and other IT staff to create unified and consistent support documents.</li> <li>• Establish, communicate, and maintain documentation standards, and provide training where required.</li> <li>• Maintain currency and accuracy of all documentation.</li> <li>• Follow Scrum/Agile Methodology</li> <li>• Other duties may be assigned.</li> </ul>
<p><b><i>Project Deliverables:</i></b></p>	<p>Provide the following deliverables per direction of and assignment by the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> <li>• System Documentation</li> <li>• User Manuals</li> <li>• Status Reports</li> <li>• Project documents</li> <li>• Other deliverables as identified &amp; assigned</li> </ul>
<p><b><i>Technical Writer Minimum Requirements:</i></b></p>	<p>The Technical Writer provided shall, at a minimum, meet the following requirements or possess an equivalent combination of education and experience:</p> <p>Experience:</p> <ul style="list-style-type: none"> <li>• Experience with State Government, Medicaid, CHIP and DHR business area or healthcare industry</li> <li>• Hands-on technical writing and editing experience, with specific experience in documenting information technology software and systems.</li> <li>• Knowledge of information gathering, planning, and organizing methods and principles.</li> <li>• Experience with desktop publishing tools</li> <li>• Strong understanding of document formatting and presentation techniques.</li> <li>• Needs to be able to work independently and not rely on State or other team members for direction</li> </ul> <p>Skill/Technology:</p>

	<ul style="list-style-type: none"> <li>• Five years' experience as a Technical Writer:</li> <li>• Exceptional written and oral communication skills.</li> <li>• Superior attention to detail.</li> <li>• Exceptional interpersonal skills, with a focus on rapport-building, listening, and interviewing skills.</li> <li>• Ability to conduct research into a wide range of computing issues as required.</li> <li>• Ability to absorb and retain information quickly, specifically complex technical information.</li> <li>• Ability to analyze target audience and to present ideas in user-friendly language.</li> <li>• Good understanding of the organization's goals and objectives.</li> </ul> <p>Education/Certification:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree from an accredited four-year college or university with advance education in fields related to position or equivalent experience</li> </ul>
<p><b>Technical Writer Assignment:</b></p>	<p>The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all <b>Technical Writer</b> resources assigned to this SOW in advance.</p>
<p><b>Technical Writer Termination:</b></p>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the <b>Technical Writer</b> under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the <b>Technical Writer</b> is terminated.</p> <p>The resignation of the <b>Technical Writer</b> from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).</p> <p>Replacement of a terminated or resigned <b>Technical Writer</b> is at the discretion of the Agency Project Sponsor. If a replacement for the <b>Technical Writer</b> is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed <b>Technical Writer</b> replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the <b>Technical Writer</b>. The Agency Project Sponsor shall have up</p>

to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if a **Technical Writer** replacement is not selected from the submitted résumés.

Mutual consent of both parties is required to extend any of the time-frames as specified above. If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.

The Agency Project Sponsor shall notify the Contractor in writing when a replacement **Technical Writer** is selected from the submitted résumés. The replacement/new **Technical Writer** shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.

The Contractor shall be required to provide updated project information to the replacement/new **Technical Writer** prior to his/her arrival for work.

The **Technical Writer** services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.

The Contractor shall track hours used and dollars expended for the **Technical Writer** resource. When the remaining hours on the SOW fall below an 80 hours threshold on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.

Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.

**Key Assumptions:**

The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or

	<p>execution.</p> <p>The Agency Project Manager will provide the day-to-day oversight, direction, and management to the <b>Technical Writer</b>.</p> <p>The <b>Technical Writer</b> will provide ample knowledge transfer to CARES staff.</p>
<b>Responsibilities of Both Parties:</b>	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p> <p>In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.</p>
<b>Work Environment:</b>	The <b>Technical Writer</b> allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.
<b>Agency Provided Resources:</b>	Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.
<b>Regular Working Hours:</b>	<p>The <b>Technical Writer</b> will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.</p> <p>Unless otherwise directed or approved in advance, the <b>Technical Writer</b> will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
<b>Overtime</b>	Any work in excess of 40 hours a week for <b>Technical Writer</b>

<b>Hours:</b>	assigned to this SOW must be approved by the Agency Project Manager and/or Agency Project Sponsor <u>in advance</u> . Excess hours will be billed at the normal hourly rate as defined under this SOW.
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