GOVERNMENT - PRICE QUOTATION

SEP TECHNOLOGY CONSULTING AT CARAHSOFT

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TO:	Bob Russell Deputy Director- Planning and Building Department Humboldt County 3015 H St. Eureka, CA 95501 USA	**FROM:**	Casey Oesterle Carahsoft Technology Corp. 11493 Sunset Hills Road Reston, Virginia 20190	
EMAIL:	RRussell@co.humboldt.ca.us	**EMAIL:**	Casey.Oesterle@carahsoft.com	
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QUOTE NO:	21795412
QUOTE DATE:	05/20/2020
QUOTE EXPIRES:	06/19/2020
RFQ NO:	
SHIPPING:	ESD
TOTAL PRICE:	$208,265.40
TOTAL QUOTE:	$208,265.40

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE		QTY	EXTENDED PRICE
1	CON-PM	Project Manager (Per Hour) Project Initiation Carahsoft Technology Corporation - CON-PM		$163.04	GSA	15	$2,434.73
2	CON-PM	Project Manager (Per Hour) Project Management Carahsoft Technology Corporation - CON-PM		$163.04	GSA	146	$23,738.62
3	CON-PM	Project Manager (Per Hour) Installation and Setup (3 Environments): Accela Automation, Citizen Access, AGIS & AMO Carahsoft Technology Corporation - CON-PM		$163.04	GSA	17	$2,739.07
4	CON-PM	Project Manager (Per Hour) Gap Analysis Carahsoft Technology Corporation - CON-PM		$163.04	GSA	75	$12,173.66
5	CON-PM	Project Manager (Per Hour) Gap analysis document + Solution Foundation Document (Config Doc from Accela) + Business Rules Automation Solution (Scripting) Document Carahsoft Technology Corporation - CON-PM		$163.04	GSA	37	$6,086.82
6	CON-PM	Project Manager (Per Hour) Solution Foundation (Gap updates to base record types) Carahsoft Technology Corporation - CON-PM		$163.04	GSA	75	$12,173.66
7	CON-PM	Project Manager (Per Hour) Accela Citizen Access (ACA) Carahsoft Technology Corporation - CON-PM		$163.04	GSA	56	$9,130.24
8	CON-PM	Project Manager (Per Hour) User Experience (Optional but recommended) Carahsoft Technology Corporation - CON-PM		$0.00	GSA	0	$0.00
9	CON-PM	Project Manager (Per Hour) Business Rules Automation Carahsoft Technology Corporation - CON-PM		$163.04	GSA	84	$13,695.36
10	CON-PM	Project Manager (Per Hour) Accela GIS Integration to Agency GIS Carahsoft Technology Corporation - CON-PM		$163.04	GSA	37	$6,086.82
11	CON-PM	Project Manager (Per Hour) XAPO Integration Carahsoft Technology Corporation - CON-PM		$163.04	GSA	42	$6,847.68

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LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE		QTY	EXTENDED PRICE
12	CON-PM	Project Manager (Per Hour) CERS Integration Carahsoft Technology Corporation - CON-PM		$0.00	GSA	0	$0.00
13	CON-PM	Project Manager (Per Hour) Payment Processor Integration Carahsoft Technology Corporation - CON-PM		$163.04	GSA	42	$6,847.68
14	CON-PM	Project Manager (Per Hour) Accela Mobile Office/Inspector Carahsoft Technology Corporation - CON-PM		$163.04	GSA	15	$2,434.73
15	CON-PM	Project Manager (Per Hour) Data Conversion Carahsoft Technology Corporation - CON-PM		$163.04	GSA	149	$24,347.30
16	CON-PM	Project Manager (Per Hour) Custom Integration Carahsoft Technology Corporation - CON-PM		$0.00	GSA	0	$0.00
17	CON-PM	Project Manager (Per Hour) Reports Carahsoft Technology Corporation - CON-PM		$163.04	GSA	65	$10,651.94
18	CON-PM	Project Manager (Per Hour) User Acceptance Training Carahsoft Technology Corporation - CON-PM		$163.04	GSA	75	$12,173.66
19	CON-PM	Project Manager (Per Hour) Training - Civic Platform Core Team All Users (Admin and Daily Users) Carahsoft Technology Corporation - CON-PM		$163.04	GSA	26	$4,260.77
20	CON-PM	Project Manager (Per Hour) Training - Civic Platform Admin Usage for Admin Users Carahsoft Technology Corporation - CON-PM		$163.04	GSA	26	$4,260.77
21	CON-PM	Project Manager (Per Hour) Training - Citizen Access Carahsoft Technology Corporation - CON-PM		$163.04	GSA	11	$1,826.05
22	CON-PM	Project Manager (Per Hour) Training - Accela Mobile Carahsoft Technology Corporation - CON-PM		$163.04	GSA	11	$1,826.05
23	CON-PM	Project Manager (Per Hour) Training - Ad hoc Reporting Carahsoft Technology Corporation - CON-PM		$163.04	GSA	7	$1,217.37
24	CON-PM	Project Manager (Per Hour) Training - Train the Trainer Carahsoft Technology Corporation - CON-PM		$163.04	GSA	37	$6,086.82
25	CON-PM	Project Manager (Per Hour) Go live Support Carahsoft Technology Corporation - CON-PM		$163.04	GSA	65	$10,651.94
26	CON-PM	Project Manager (Per Hour) Production Support Carahsoft Technology Corporation - CON-PM		$163.04	GSA	75	$12,173.66
27	T&E	Travel and Expenses Estimated travel budget. Expenses to be invoiced as incurred. IF needed, additional onsite trips will be discussed and mutually agreed after the project start. Carahsoft Technology Corporation - T&E		$14,400.00	OM	1	$14,400.00

SUBTOTAL:		$208,265.40
TOTAL PRICE:		**$208,265.40**
TOTAL QUOTE:		**$208,265.40**

QUOTE DATE: 05/20/2020
QUOTE NO: 21795412

Statement of Work

Humboldt County, California
Implementation of Environmental Health Civic Application

April 16, 2020
Version 1.0

SEP Technology Consulting, LLC.
85 Broad St., 17th floor
New York, NY 10004
Phone: 212-634-9221
Fax: 646-569-9100

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Table of Contents

Document Control

carahsoft

Date	Author	Version	Change Reference
March 16, 2020	Richard Ladd	1.0	Original

Overview

Congratulations on your selection of Accela, Inc., and their enterprise suite of industry leading software. This proposed implementation by SEP Technology Consulting ("SEPTech") and Carahsoft Technology Corporation (Carahsoft) of the Accela products is designed specifically to meet the requirements and budget defined by Humboldt County, CA ("Agency"). SEPTech is proposing to utilize the Accela Environmental Health Civic Application Configuration Implementation Methodology, to promote a successful project that will meet the Agency's objectives. The following Statement of Work will detail how SEPTech will implement the software, including the major milestones and deliverables that will ensure your success.

SEPTech is committed to providing a superior solution and deployment of the Civic Platform, for the current and future needs of Agency. SEPTech will work with Agency staff to maximize the impact of Accela's portfolio of software, best practices, and customer experience to enable the Agency to successfully deploy the Civic Platform software in the Civic Cloud and meet its functionality, timing and cost requirements.

This Statement of Work ("SOW") sets forth a scope and definition of the consulting/professional services, work and/or project (collectively, the "Services") to be provided by SEPTech to Agency.

This Statement of Work is issued pursuant to the Terms and Conditions stated within the GSA Schedule No. GS-35F-0119Y.

Services Description

PURPOSE

The purpose of this document is to detail the specific activities, deliverables, roles and responsibilities, and acceptance criteria that comprise the implementation of the Civic Platform for the Agency, specifically Citizen Access and Civic Platform. Agency wishes to implement the Accela Civic Platform to manage their Environmental Health programs. SEPTech will provide professional services for implementation of the scope and products detailed in the Work Description section detailed henceforth.

PROJECT TIMELINE

The term of this project is 26 – 42 weeks.

	Deliverable
Initiation	Project Kick-off
	Accela Civic Platform Setup – (Accela Cloud)
Solution Foundation	Business/Gap Analysis for the configuration of the below Health Programs: ▪ Body Art ▪ Drinking Water (State Small) ▪ Retail Food ▪ CUPA / Hazmat (hazardous materials, hazardous waste) also to include UST,AST,CalARP (P1-P3) and Program 4- Refinery inspections ▪ Institutions (Jails) ▪ Land (Septic (O&M, Pumpers), Water Well) ▪ Recreational (pools, spas, water parks, water bodies) ▪ Housing (apartments, hotels/motels, shelters; housing complaints) ▪ Biosolids ▪ Childhood Lead Poisoning Prevention ▪ Mud disposal (solid waste) ▪ Injection wells ▪ Montezuma Wetland ▪ Fairfield-Suisun Water District Contract for Storm Water ▪ Waste Tire Enforcement Program ▪ Confined Animal Feeding
	Accela Citizen Access Standard Setup
Build	Business Rules Automation: The Accela Environmental Health Civic Application contain configuration automation and scripts limiting the need for custom business rules automation. As needed SEPTech will provide additional functionality for basic validation and automation scripts surrounding workflow and inspection for total of up to 10 additional scripts.
	Accela Standard Address Property Owner (APO) Load
	Accela basic GIS Set up
	In addition to the Surcharge Transmittal Report and Annual Single Fee Summary, SEPTech will modify a maximum of 4 reports (Permit, Inspection, Daily Time and Activity, and Invoice). Environmental Health Civic application has over 75 additional reports included out of the box that can be modified by the Agency or by SEPTech on a Time and Materials cost basis or via fixed price change order. Cost to be determined but expected to be nominal based on limiting changes to reports functionality.
	SEPTech will instruct Agency on setup on one mobile device. Agency will be responsible for the setup of all additional mobile devices.
	Interfaces • Online payments utilizing one of the standard Accela approved payment processors. • Basic GIS integration • CERS integration
	Data Migration / Conversion: Data conversion from SWEEPS system. Agency to provide the data in the specified data format provided by SEPTech.

Readiness	Training (See Training Section for details)
	Maximum of 3 weeks of UAT support (Agency to perform testing).
	1 week full time onsite, 2 weeks 1/2 time remote (20 hrs. per week).
Deploy	Go Live Support: 1 week (5 days) Onsite
Production Support	2 weeks (10 business days) of remote post go-live production support

It is expected that the Agency will provide some Level of Effort (LOE) in the implementation of the Accela Civic Platform in order to control costs and reduce the delivery timeframe. The LOE provided by Agency is defined in the Assumptions below.

Any delays (e.g. change in staff availability and or engagement, change in requirements, missed deadlines) in the Project Timeline which by mutual agreement were created by the Agency will result in an increase in the duration of the project and will require a Change Order for the additional costs associated with the delay, including but not limited to additional hours for project management, deliverable development and review.

Upon execution of this SOW, the parties will confirm the proposed start date for Services to be rendered. Upon initiation of these Services, the assigned resources will work with the Agency to collaboratively define a high level, baseline project schedule. SEPTech will use the baseline project schedule to plan and schedule resource availability to complete the defined scope.

Given the fact that project schedules are working documents that change over the course of the project, SEPTech will work closely with Agency to update, monitor, agree, and communicate any modifications. Changes to the baseline project schedule may result in a change in resource availability.

PROJECT SCOPE

The following Agency departments comprise the organizational scope of the project:

- Environmental Health

The following Accela products are in scope for this project:

- Environmental Health module
- Accela Mobile
- Accela Citizen Access
- Accela GIS

The basis for the Agency configuration will be the Accela Environmental Health Civic Application configuration (as completed as of the signing of this SOW), with only minor changes. Key areas of difference will be:

- It is anticipated that The Agency will not implement all Environmental Health Civic Application record types at this time.
- The Agency branding in Accela Citizen Access and on Reports/Forms/Letters. Not all Environmental Health Civic Application reports will be implemented.
- Interfaces
- HACCP Plan Review

CRITICAL SUCCESS FACTORS

In order to successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored and managed by the stakeholders. These factors are critical in setting expectations between the Agency and SEPTech, identifying and monitoring project risks, and promoting strong project communication.

- **Knowledge Transfer** – It is critical that Agency personnel participate in the deployment of the Accela Civic Platform in order for SEPTech to transfer knowledge to the Agency. Once Post Production assistance tasks are completed by SEPTech, the Agency assumes all day-to-day operations of the system outside of the software support and maintenance provided by Accela. Generally, Accela's software support and maintenance does not cover any manipulation of implemented custom configurations, scripts, reports, interfaces and adaptors. Please familiarize yourself with Accela's Support and Maintenance Terms and Conditions for more information on post-implementation support.

- **Dedicated Agency Participation** – We fully understand that Agency staff members have daily responsibilities that will compete with the amount of time that can be dedicated to the implementation project. However, it is critical that the Agency acknowledges that its staff must be actively involved throughout the entire duration of Services as defined in the Project Plan. SEPTech will communicate insufficient participation of Agency resources to the project sponsor with real and potential impacts to the project timeline and costs.

- **Delivery of Needed Information and Documentation** – In order to ensure success and meet the timelines and costs described, it will be essential that the Agency provide required documentation and information as requested by the delivery staff in timely manner. The expected information required is described in detail in each of the delivery sections. Failure to provide the required information in a timely, accurate and complete manner can result in an extension of the project timeline and/or an increase in the scope/cost of the proposed solution.

- **Implementation Methodology** – We offer a successful, proven, implementation methodology which is crucial to the project success. Accela's Civic Platform and customer base is a niche market and as such our implementation methodology may differ from other consulting firms and software packages. It is imperative to project success that the Agency is willing to adhere/adopt to the Methodology and tasks described in this Statement of Work.

PROJECT ASSUMPTIONS

General Project Assumptions
- Scope is based on information provided to date as included in this SOW.
- Agency and SEPTech will review their responsibilities before work begins to ensure that Services can be satisfactorily completed.
- Changes or additions to scope or responsibilities, requested by the Agency may require a Change Order to reimburse SEPTech for the additional costs associated with the change.
- Deliverables not specifically described in this document are the not the responsibility of SEPTech and cannot be included in the project schedule without the approval of the SEPTech project manager. If additional deliverables or tasks are added and approved, these changes may trigger a change order and associated increase in costs.
- Project Schedule assumes timely completion of tasks assigned to Agency and timely Agency response to SEPTech questions and requests for information, availability of key Agency resources, and collaboration and availability of any third-party vendor resources. Late (expected delivery dates are as implied by the mutually agreed project plan) Agency deliverables may adversely impact overall implementation timeline.
- With the exception of onsite visits identified in this SOW or as identified in subsequent applicable change orders, all work conducted by SEPTech will be performed remotely. Agency is responsible to provision and support required access and any required hardware.

- SEPTech will implement the known Solution Foundation that exist, at the time of the contract signing, in the current Accela Environmental Health Civic Application. Should a new version become available during the project implementation, the Agency can request the enhanced features, but it may require a Change Order to reimburse SEPTech for the additional costs associated with such changes.
- Agency will provide technical assistance for access through the Agency network firewall(s) if required to use Accela Automation with Accela GIS or any interfaces implemented by the SEPTech team.
- Agency will provide fee schedules that are complete and current for all departments.
- Agency will maintain primary responsibility for the scheduling of Agency employees and facilities in support of project activities.
- Agency is responsible for proper desktop hardware/software/network preparation in accordance with Accela specifications on a timely basis to facilitate anticipated go-live.
- Agency is responsible to ensure agency participants have adequate hardware/software to successfully participate in online training (i.e. video and audio streaming).
- Agency will commit to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined in this SOW. The importance of Agency staff participation is imperative to the successful, and timely, implementation of the project deliverables.

Record Types
- Body Art
- Drinking Water (State Small)
- Retail Food
- CUPA / Hazmat (hazardous materials, hazardous waste) also to include UST,AST,CalARP (P1-P3) and Program 4- Refinery inspections
- Institutions (Jails)
- Land (Septic (O&M, Pumpers), Water Well)
- Recreational (pools, spas, water parks, water bodies)
- Housing (apartments, hotels/motels, shelters; housing complaints)
- Biosolids

Project Management
- SEPTech will provide the Agency with a Weekly Status Report that outlines the tasks completed during the prior week, the tasks that need to be completed during the upcoming week, the resources needed to complete the tasks, an updated version of the project plan when necessary, and to the extent known any issues that may be placing the project at risk (i.e., issues that may delay the project or jeopardize production dates). Should any tasks slip behind schedule ten (10) business days, SEPTech will escalate with Agency Project Sponsors.
- Where deliverable materials are required, deliverables will be documented in SEPTech based templates using the SEPTech methodology. There is no stated or implied promise that deliverables will be of a specified page length or comply to Agency formatting requirements. Sample templates are available to Agency upon request.
- Agency is responsible for conducting all promotion, communication and training activities for the new system with their Residents, Business Community, Contractors, other Agency departments, and all other Constituents.
- "Go-Live" is defined as the state when Accela software is up and running in production. When the Agency moves to production, i.e. "Goes Live" it is deemed to have accepted the product and shall comply with any payment obligation for "Move to Production", "Go-Live" and/or "Acceptance". There may be post Go-Live issues that are being supported during this time; however, any financial

obligations the Agency may have to SEPTech based on "Go-Live", commence on the date the software is available in production.

- For Deliverable based payment agreements each Deliverable will be deemed accepted based on the Acceptance Criteria for that Deliverable. Upon completion of each Deliverable, SEPTech will provide the Agency with a Deliverable Acceptance Form to formally accept completion of that piece of scope. It is preferable that the Deliverable Acceptance Form be authorized for each Deliverable, however, it is not necessary. Invoicing and related payments will be based on the fulfilling of Acceptance Criteria and completion of the Acceptance Review Period defined for each Deliverable.

Data Conversion

- **"As-Is" Approach**: Conversion of transactional tables and Address/Parcel/Owner (APO) data, is executed "As-is" into Accela Civic Platform. "As-is" means that the data will be transformed as mapped to existing configuration elements in Accela Civic Platform. The conversion process will not create configuration data, which means if invalid, inaccurate, or incomplete data is provided, it will be loaded into Accela Civic Platform "As-Is". All data cleanup must occur prior to execution into Accela Civic Platform.
- **Accela Data Conversion Tools**: Data will be mapped and converted utilizing Accela's conversion tools and methodologies. Accela tools consist of the Accela data mapping tool and the Accela conversion tool.
- **Acceptable Data Formats for Historical Conversion**: It is expected that the Conversion Source Data be provided in a database format that is currently supported by Accela Civic Platform Application product.

Interfaces

- With the exception of Online Payments and Basic GIS integration, SEPTech assumes no additional interface activities are required for the completion of this Statement of Work.
- CERS interface will be used as available out of the box functionality. No SEPTech effort scoped for this functionality.
  - If customization is required to the CERS integration to meet regulations, the work will be done by the Accela Product team as a product enhancement.

HACCP Plan Review

- HAACP plan review will not be developed utilizing a graphical representation of the plan steps. These steps will be represented utilizing a table that will be used to list out the plan steps and their attributes in the order in which they are expected to occur.

Reporting

- In addition to the Surcharge Transmittal Report and Annual Single Fee Summary, SEPTech will modify a maximum of 4 reports (Permit, Inspection, Daily Time and Activity, and Invoice). The Accela Environmental Health Civic Application has over 75 additional reports included out of the box that can be modified by the Agency or by SEPTech on a Time and Materials cost basis or via price change order.
- When requested by the Agency, SEPTech will review and price the development of additional custom reports based on requirements provided by the agency.

User Acceptance Testing

- Agency is responsible for all User Acceptance Testing activities.
- Agency is responsible for performing User Acceptance Testing, on a timely basis.

- User testing must be completed within the time frames detailed in the project timeline. Any delays could lead to a change order and a corresponding increase in costs to the Agency.

Go Live and Go Live Support
- The definition of "Go Live" is that the Accela software is up and running in the Production environment. If an Agency moves to Production, i.e. "Goes Live" it is deemed to have accepted the product (see "Acceptance" in Services Agreement) and shall comply with any payment obligation for "Move to Production", "Go-Live" and / or "Acceptance".

Cost Schedule

SEPTech will perform the Services on an fixed price payment basis (with limits and assumptions as described in this SOW). SEPTech's total price to perform the Services is $193,865.40 exclusive of taxes and travel expenses. The price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Should there be changes to the scope, timeline or resources that increases the hours or costs needed to complete the project, a Change Order may be required for project continuation.

Initial payment will be invoiced upon signing of this SOW. For all other deliverables, Invoices will be sent as soon as Deliverable Acceptance Form is signed by the Agency.

For any Time and Materials or limited hours/effort related work, SEPTech will not exceed the total estimate amount without the prior approval of Customer. SEPTech may refuse to work additional hours until an executed Change Order for the additional hours is accepted.

PAYMENT DELIVERABLES

Payment Deliverable	Phase	Implementation	SOW Cost	
#1: Due upon Contract Signing	**Initiation**	Project Initiation	$2,434.73	
		Project Management	$23,738.62	6 hours per week (status report, 30 min. status meeting, X sprint planning) for up to 26 weeks.
		Installation and Setup (3 Environments): Accela Automation, Citizen Access, AGIS & AMO	$2,739.07	Accela will stand up the environments per SaaS agreement at no cost basis. Effort for environment shakeout.
#2	**Analysis**	Gap Analysis	$12,173.66	
		Gap analysis document + Solution Foundation Document (Config Doc from Accela) + Business Rules Automation Solutions (Scripting) Document	$6,086.82	
#3	**Solutions Foundation**	Solution Foundation (Gap updates to base record types)	$12,173.66	Solutions Foundation Chages are limited to: * SEPTech will provide up to Forty (40) distinct updates to the existing workflow processes and up to Forty (40) distinct updates to the existing inspections configured in the deployed Best Practice solutions. * The Agency can request up to sixty (60) new fee items configured during the project implementation. We will configure unique fee items using standard fee formulas provided in the Civic Platform, which include flat fees, fees based on a specific range and using fee indicators. * The Agency can request up to one hundred (100) new agency defined data fields

			configured and associate the data elements to specific record types to ensure information is tracked according to the Agency business processes. * SEPTech will configure up to Six (6) new service record types, not already represented in the Best Practice Documents. SEPTech will use the existing, preconfigured record components (i.e. workflow process, inspection groups, record status result, fee schedule, document status). * SEPTech will provide up to twenty (20) distinct updates to the existing user group permissions configured in the deployed Best Practice Documents * The Agency can request up to ten (10) new user group permissions created, by copying or cloning an existing, defined user group deployed from the Best Practice Solution with up to ten (10) distinct updates per new
	Accela Citizen Access (ACA)	$9,130.24	
	User Experience	*Optional but recommended*	Optional but recommended. The fine-tuning of the User Interface ("look and feel") of the system, usability and security.
#4	Business Rules Automation	$13,695.36	Develop / unit test Business Rules for a maximum of 10 general automation (events, fees, communications, etc.) and 3 batch jobs.
#5	**Build** Accela GIS Integration to Agency GIS	$6,086.82	Install and configure Accela GIS to link and leverage existing Agency GIS information (must be ESRI, ArcGIS, or Bing Maps), including assistance with establishing the map service to be used in conjunction with Accela GIS.Ø 2 Proximity AlertsØ 2

			Dynamic ThemesØ 2 Attribute Mapping
	XAPO Integration	$6,847.68	
	CERS Integration	$0.00	Validation of existing CERS integration. Inclusive of issue resolution.
#6	Payment Processor Integration	$6,847.68	Integration into external payment processor. (must be an Accela standard).
	Accela Mobile Office / Inspector	$2,434.73	SEPTech will instruct Agency on setup on one mobile device. Agency will be responsible for the setup of all additional mobile devices.
#7 - 50% due upon start of Data Conversion. Remaining 50% due upon completion or deliverable or hourly limits whichever comes earlier.	Data Conversion	$24,347.30	EC Conversion Limited to 160 hours. 2 mock runs, 1 final (go-live) run
#8	Custom Integration	$0.00	Integration requirements/LOE to be discovered/determined

#				
#9		Reports	$10,651.94	In addition to the Surcharge Transmittal Report and Annual Single Fee Summary, SEPTech will modify a maximum of 4 reports (Permit, Inspection, Daily Time and Activity, and Invoice). Environmental Health Civic application has over 75 additional reports included out of the box that can be modified by the Agency or by SEPTech on a Time and Materials cost basis or via fixed price change order. Cost to be determined but expected to be nominal based on limiting changes to reports functionality.
#10		User Acceptance Testing	$12,173.66	Maximum of 3 weeks of UAT support (Agency to perform testing). 1 week full time onsite. 2 weeks 1/2 time remote (20 hrs. per week).
#11	Readiness	Training		• Civic Platform Core Team Training – up to 2.5 days, 15 max attendees. • Civic Platform Admin Usage – up to 2.5 days, 10 max attendees. • Accela Citizen Access – up to 1 day, 12 max attendees. • Accela Mobile –2 sessions up to 4 hours each session, 12 max attendees per session. • Ad-Hoc Reporting – up to 4 hours, 7 max attendees. • Train the Trainer – up to 4 days, 7 max attendees.
		Civic Platform Core Team All Users (Admin and Daily Users)	$4,260.77	
		Civic Platform Admin Usage Admin Users	$4,260.77	
#12		Citizen Access	$1,826.05	
		Accela Mobile	$1,826.05	
		Ad hoc Reporting	$1,217.37	
#13		Train the Trainer	$6,086.82	
#14	Deploy	Go live Support	$10,651.94	1 week of go-live readiness support
		Production Support	$12,173.66	2 weeks of remote post go-live production support
			$193,865.40	**Services Total inclusive of optional services**
	Travel Cost		Expenses to be invoiced as incurred.	6 One week Trips: As incurred to cover expenses (Analysis Sessions: 2 FTE x 1 week, UAT Support: 1 FTE x 1 week, Training: 1 FTE x 2 weeks, Go-live Readiness: 1 FTE x 1week)

TRAVEL EXPENSES

Expenses for this project would be billed as actuals incurred. The estimated budget for this project would be $14,400 in addition to the services budget. 6 One-week Trips: As incurred to cover expenses (Analysis Sessions: 2 FTE x 1 week, UAT Support: 1 FTE x 1 week, Training: 1 FTE x 2 weeks, Go-live Readiness: 1 FTE x 1 week)

If needed, additional onsite trips may be discussed and mutually agreed after the project start.

ADDITIONAL SERVICES

If additional services are required by Agency, SEP Tech will provide an estimate on the number of hours required to complete a task. If the estimate is found to be acceptable, the timeline will be mutually agreed upon by both SEPTech and the Agency. SEP Tech will bill the Agency for the actual amounts of time spent for the additional services. Time over and above the estimate will receive prior approval from the Agency.

- SEPTech Accela Services Blended Rate: $163.04/hr.

Projects Terminated or Put on Hold

It is understood that sometimes Agency priorities are revised requiring the Agency to place the implementation on hold. The Agency must send a formal written request to SEPTech in order to put the project on hold. A project can be on hold for up to 90 days without invoking the termination clause (see SEPTech's Master Services Agreement). After that time, SEPTech can choose to cancel the rest of the Statement of Work. To finish the project will require a new Statement of Work at new pricing.

When a project is put on hold, at minimum, a Change Order will be authorized to keep some of the SEPTech's project manager's time engaged to monitor progress and to resource the project once it comes off hold. Other Change Order items may be needed as a result of the delay. When a project is put on hold, project resources may be re-deployed and SEPTech will need a forty-five (45) calendar day notice to re-staff the project with alternate resources. Additional costs will be incurred to reinitiate the project after any holds. Resumption of the project will be dependent upon SEPTech's resourcing timelines.

Should the Agency become non-responsive to SEPTech communications for a term of 14 calendar days regarding continuance of the project work, SEPTech may choose to cancel the remainder of the project as defined in this Statement of Work. Any resumption will require a new Statement of Work potentially impacting pricing and scope.

If the project is cancelled by either party, SEPTech will invoice the Agency for all completed deliverables per the price schedule included in this SOW and additionally for effort spent on all incomplete deliverables on a time & materials basis at our blended hourly rate.

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Work Description

The following section describes the specific activities and tasks that will be executed to meet the business objectives and business requirements of the Agency. In support of the implementation effort as described above, SEPTech will provide the following detailed implementation services. For each activity a description is provided as well as criteria for acceptance of the deliverable.

PROJECT INITIATION

Upon Contract signing, SEPTech will work with Accela to validate the proper installation and configuration of the Accela Civic Platform cloud environment.

SEPTech Responsibilities:
- Verify that the Civic Platform is operational by using the valid credentials to log into the Agency's Accela environment.
- Configure the Accela Civic Platform to use the standard reports and Ad-Hoc Reporting tool.

Agency Responsibilities:
- Provide timely and appropriate responses to requests for information by SEPTech.
- Arrange for the availability of appropriate Agency staff to assist with inquires and activities related to system installation, setup, testing, and quality assurance throughout the setup process.
- Procure and configure any necessary hardware, non-Accela systems software, and networking infrastructure as specified by SEPTech and Accela.
- As needed, schedule appropriate Agency staff participants and meeting locations for activities.

Acceptance Criteria:
- Display of an operating Accela Civic Platform (such that Agency can log into the system and verify that the software was set up).

Acceptance Review Period:
- Three (3) business days. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

SOLUTION FOUNDATION

SEPTech will implement the Accela Environmental Health Civic Application configuration for the Health Programs as listed in this SOW, including applications and renewals, and Complaints and Violations. SEPTech will conduct Business/Gap analysis sessions to identify the Agency specific updates to meet their requirements.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:
- Conduct Gap analysis sessions to identify must have regulatory configuration changes to the baseline Environmental Health Civic Application configuration for the record types listed in this SOW.
- Implement the configuration changes to the record types as discovered in the analysis sessions.
- Disable the record types and data fields, based on Agency instructions.

- The Agency can request up to **ten (10)** new user group permissions created, by copying or cloning an existing, defined user group deployed from the Environmental Health Civic Application with up to **ten (10)** distinct updates per new user group permission created, such as add or removal of access for the defined user role.
- SEPTech will provide up to **twenty (20)** distinct updates to the existing user group
- permissions configured in the deployed Best Practice Documents
- SEPTech will setup a maximum of **forty-five (45)** Agency staff users. SEPTech will deliver and discuss the Accela Roles and Functions Matrix document, and the Agency will indicate which user group role each staff is to be assigned.
- SEPTech will provide up to **forty (40)** distinct updates to the existing workflow processes and up to **forty (40)** distinct updates to the existing inspections configured in the Environmental Health Civic Application. Using the Accela Environmental Health Civic Application Datasheets, the Agency will indicate which Workflow Process and/or Inspections to update. Distinct workflow process updates are any changes to the Civic Application workflow including renaming, adding or removing a workflow task or workflow task status result. Distinct inspection group updates are any changes to the Civic Application inspections including renaming, adding or removing inspection types, inspection groups, inspection status results, checklist items or checklist status results. In a similar manner for Workflow Processes, each edit, update or removal of a workflow task, workflow status result, inspection type, inspection status result, checklist item or checklist status result is considered a distinct single action change.
- SEPTech will provide up to **sixty (60)** new fee items configured during the project implementation. SEPTech will configure unique fee items based on the inherent fee formulas in the Civic Platform (documented in the Accela Civic Platform Administration Guide, Part 7, Fee Formulas), which include flat fees, fees based on a specific range and using fee indicators. Examples include fee calculations based on the number of employees for a restaurant or a square footage fee for a building. Advanced fee item setup, such as automating a fee calculation using the advanced script engine logic is an additional cost and SEPTech team can scope the level of effort as a separate deliverable item and may result into a Change Order.
- SEPTech will provide up to **One hundred (100)** new agency defined data fields configured and associate the data elements to specific record types to ensure information is tracked according to the Agency business process. SEPTech will configure each new agency defined data field using one of nine (9) data types: text, date, y/n radio button, number, dropdown list, comment text area, time, money or checkbox.
- SEPTech will configure up to **Six (6)** new service record types, not already represented in the EH Civic Application. SEPTech will use the existing, preconfigured record components (i.e. workflow process, inspection groups, record status result, fee schedule, document status).

Agency Responsibilities:
- Agency will communicate to SEPTech which record types and data fields they wish to have disabled from the initial Environmental Health Civic Application load.
- The Agency will test the system for purposes of validating the configuration and to develop their knowledge of the system in order to be prepared to take over its management upon project completion.
- Arrange for the availability of appropriate Agency staff to read through the Accela Environmental Health Civic Application datasheet documents. Agency staff must review the datasheet documents and indicate which record types and data fields the project team will disable/turnoff.
- Agency staff must provide record type and data field feedback based on SEPTech and Agency agreed upon project plan timeline.
- Schedule appropriate Agency staff participants and meeting locations for activities.

Acceptance Criteria:

- Agency will have ten (10) business days to conduct initial review of the Solution Foundation. The second and final review will have 5 business days for acceptance. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

DATA CONVERSION – ENVISIONCONNECT

Data conversion of historic/legacy data from Agency systems is a critical activity for the success of this project. The SEPTech team is highly experienced in planning for, and executing these activities and will work closely with Agency staff to ensure a successful transition of data. Specifically, the SEPTech team will work with Agency to understand the data sources, how they are used, where their data will be stored in Accela Civic Platform and the quality of that data. It is also common to find that data sources have not had strong controls and the accuracy is questionable or there is missing data. There are techniques and tools that SEPTech may recommend understanding the current state of Agency data so that decisions can be made about data quality and what to convert. Upon completion of the data analysis, mapping of historical/legacy data sources will begin with Accela's mapping tool.

For conversions, it is expected and anticipated that the Agency will provide resources knowledgeable with the historical data to assist in the data migration/conversion effort.

Accela will be responsible for the data conversion programs to load data from the staging tables to the Accela Civic Platform database. Please refer to data conversion assumptions for specific assumptions and parameters related to SEPTech's conversion approach.

SEPTech will provide a data mapping template which will assist the Agency in the data mapping of Agency's historical data into Accela Civic Platform. Upon completion of the Historical Data mapping document, SEPTech will execute a program(s) to migrate appropriate historical data into Accela Civic Platform.

In terms of specific output, the following will be executed for this deliverable:

➢ Historical Data Conversion Mapping Document
➢ Completion of migrated data into Accela Civic Platform development or test environment.

Conversion effort is limited to 160 hours

SEPTech Responsibilities:
- Work with the Agency to define and document historical data elements that are required for the conversion.
- Assist the Agency with questions related to data analysis and mapping process
- Migrate historical data into the Agency's AA test database environment.
- Data conversion will include up to two (2) conversion loads (mocks) for Agency review and one (1) final production conversion.

Agency Responsibilities:
- Provide historical data in acceptable formats. (formats to be provided by SEPTech)
- Provide subject matter experts on the data source to aid SEPTech in identifying key components of the historical data

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- Data mapping process of the Agency's historical data utilizing the data mapping template provided by SEPTech
- Provide resources to validate the conversion statistics and the quality of the data converted into Accela Civic Platform.
- Assist in the execution of the data conversion program and provide access to environments as needed

Acceptance Criteria:
- Historical data has been converted to Accela Civic Platform testing environment according to the Data Conversion Mapping document.

Acceptance Review Period:
- Five (5) business days total for each mock conversion

OPTIONAL DATA CONVERSION – SWEEPS INSPECTION HISTORY

Data conversion of historic/legacy data from Agency systems is a critical activity for the success of this project. The SEPTech team is highly experienced in planning for and executing these activities and will work closely with Agency staff to ensure a successful transition of data. Specifically, the SEPTech team will work with Agency to understand the data sources, how they are used, where their data will be stored in Accela Civic Platform and the quality of that data. Often multiple sources store and manage similar information and decisions need to be made about the authoritative source. It is also common to find that data sources have not had strong controls and the accuracy is questionable or there is missing data. There are techniques and tools that SEPTech may recommend understanding the current state of Agency data so that decisions can be made about data quality and what to convert. Upon completion of the data analysis, mapping of historical/legacy data sources will begin with Accela's mapping tool and conversion iterations performed as outlined in the Project Plan.

For conversions, it is expected and anticipated that the Agency will provide resources knowledgeable with the historical data to assist in the data migration/conversion effort.

Accela will be responsible for the data conversion programs to load data from the staging tables to the Accela Civic Platform database. Please refer to data conversion assumptions for specific assumptions and parameters related to SEPTech's conversion approach.

SEPTech will provide a data mapping template which will assist the Agency in the data mapping of Agency's historical Inspection data into Accela Civic Platform. Upon completion of the Historical Data mapping document, SEPTech will execute a program(s) to migrate appropriate historical Inspection data into Accela Civic Platform.

In terms of specific output, the following will be executed for this deliverable:

- Historical Data Conversion Mapping Document
- Completion of migrated data into Accela Civic Platform development or test environment.

Conversion effort is limited to 120 hours

SEPTech Responsibilities:

- Work with the Agency to define and document historical inspection data elements that are required for the conversion.
- Assist the Agency with questions related to data analysis and mapping process
- Migrate historical data into the Agency's AA test database environment.
- Data conversion will include up to two (2) conversion loads (mocks) for Agency review and one (1) final production conversion.

Agency Responsibilities:
- Provide historical data in acceptable formats. (formats to be provided by SEPTech)
- Provide subject matter experts on the data source to aid SEPTech in identifying key components of the historical data
- Data mapping process of the Agency's historical inspection data utilizing the data mapping template provided by SEPTech
- Provide resources to validate the conversion statistics and the quality of the data converted into Accela Civic Platform.
- Assist in the execution of the data conversion program and provide access to environments as needed

Acceptance Criteria:
- Historical data has been converted to Accela Civic Platform testing environment according to the Data Conversion Mapping document.

Acceptance Review Period:
Five (5) business days total for each mock conversion

CITIZEN ACCESS (ACA) CONFIGURATION AND ONLINE PAYMENTS

This deliverable includes setup and configuration of the Agency municipal website branding, the online payment processing gateway for the supported payment vendors (Official Payments, PayFlow Pro 4.3 (PayPal) and Virtual Merchant) for Citizen Access, and up to **twenty (20)** distinct updates to the citizen portal pages to make the pages more in line with the Agency processes per the best practice configurations. A distinct update to a citizen portal page includes changes to a Page Flow component, for example:

- Adding attachments to an existing defined Page Flow setup
- Updating the section instructional text with agency language
- Descriptive help instructions for specific agency defined data fields
- Updating the online disclaimer text

Each update to the citizen portals and sections are considered a single action change. Note that the ACA site cannot be shared with the existing self-hosted land management configuration as they will be on separate databases.

As indicated by the Agency, they require the use of their existing implemented payment adapter to FIS for Accela Citizen Access payments. This will require changes to the Agency's network services and configuration changes to the Accela hosted services.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:

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- Setup Citizen Access branding by loading up to **three (3)** banner files provided by the Agency
- Update the specific Accela ePayment SDK with the Agency provided merchant account attributes and deliver completed Accela ePayment SDK to Accela IT. Currently, the Civic Platform inherently supports Official Payments, PayFlow Pro 4.3 (PayPal) and Virtual Merchants.
- Configure up to **twenty (20)** distinct updates to the citizen portal pages, based on Agency feedback
- Verify the loaded citizen access branding, citizen portal pages and sections updated and payment acceptance in environment, based on Agency feedback.
- Configure ACA for English language only.
- Will only configure online record types identified in the Solution Foundation (Deliverable 2).

Agency Responsibilities:
- Provide timely and appropriate responses to SEPTech's requests for information.
- Provide website branding files, which include the top and side banner
- Arrange for the availability of appropriate Agency staff to review the branding on Citizen Access
- Agency staff is responsible to work with a supported payment vendor (Official Payments, PayFlow Pro 4.3 (PayPal) and Virtual Merchant) to collect the necessary information for the payment processing gateway. For example, the staff will need to provide the SEPTech information such as the Product ID, the Payment gateway URLs and other vital information to successfully implement the payment processing gateway.
- Agency staff must provide web branding, a full list of up to 10 distinct updates and supported payment vendor information based on SEPTech and Agency agreed upon project plan timeline.
- Agency staff must review and test all Citizen Access configuration and provide feedback to SEPTech based on the agreed upon project plan timeline
  - Any additional changes identified during review and testing beyond the scope identified above may be subject to a Change Order request
- Schedule appropriate Agency staff participants and meeting locations for activities.

Acceptance Criteria:
- Deliverable 5: Access to confirm Citizen Access functionality such as login/logout, the updated citizen portal pages and sections,
- Deliverable 6: Ability to process payments in ACA

Acceptance Review Period:
- Three (3) business days. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

BUSINESS RULES AUTOMATION (SCRIPTING)

During the Business Analysis sessions, SEPTech will identify opportunities to supplement the Accela Civic Application base functionality via Event Manager Script Engine (EMSE) scripts and Expression Builder in order to validate and automate business processes. SEPTech will work with Agency to identify desired functionality, and subsequently will assist with prioritizing the needs in order to determine that will be developed by Accela within the scope of this implementation.

Prior to the development, the Agency will review a design specification document that will be created by the SEPTech. The reviewed document will be used as a basis for determining completion and approval of the deliverable.

In terms of specific output, the following will be executed for this deliverable:

- Specification document for required Automation
- Demonstration of completed Automations in development or test environments per the specifications document(s)

SEPTech Responsibilities:
- Work with Agency staff to identify potential uses of scripting
- Aid the Agency in prioritizing which scripts will be developed
- Develop a maximum of **ten (10)** general automation and **three (3)** batch jobs
- Develop scripts based on the specifications
- Demonstrate functionality of scripts per specifications

Agency Responsibilities:
- Prioritize desired functionality to determine which scripts SEPTech will develop
- Provide timely and appropriate responses to SEPTech's request for information
- Verify the Script Specification meets the intended business requirement
- Allocate the time for qualified personnel to test the script for acceptance

Examples of business process automation:

Business Process
Send Contact Emails
Allows the Agency to send an email to contacts to the Applicant to include certain criteria from case.
Record Fee (Standard Record Automation)
Allows fees to be applied. Requires calculation of fees to use out of the box fee formulas.
Condition Management
Allows conditions to be added to the record based on custom fields and/or GIS data elements.
Batch Renewal - About to Expire
Setup daily batch job that looks for records that need to be set to About to Expire.
Batch Renewal – Notifications
Setup of a daily batch job that looks for records that are set to About to Expire and sends notifications for specified periods before the License expires.

Acceptance Criteria:
- Demonstration of developed scripts to the Agency

ACCELA GIS INTEGRATION

SEPTech will install and configure Accela GIS to link and leverage existing Agency GIS information, including assistance with establishing the map service to be used in conjunction with Accela GIS. The following are the main objectives being pursued through the implementation of the Accela GIS:

- Look up permit information and parcel information from the Permitting system
- View selection, location, and associated GIS information
- Select one or more parcels and add new applications to the permit system

- Auto-populate spatial attributes for a property in forms (including ACA)

During GIS installation, SEPTech's technical staff will work with Agency IT staff to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela GIS test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela GIS environment.

In terms of specific output, the following will be executed for this deliverable:

- Accela GIS installed on Agency server(s)
- 2 Proximity Alerts
- 2 Dynamic Themes
- 2 Attribute Mapping

SEPTech Responsibilities:
- Install Accela software and perform quality assurance checks on the configuration
- Demonstrate that the Accela GIS applications are operational in the Agency computing environment thus communicating with the Accela Civic Platform system
- Assist the Agency in identifying and developing Proximity Alerts and Dynamic Themes

Agency Responsibilities:
- Arrange for the availability of appropriate staff for the system installation, setup, testing, and quality assurance throughout the setup process
- If needed, order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by SEPTech
- Provide people and physical resources based on the dates outlined in the project schedule
- Prepare the hardware, software, and network in accordance with the specifications provided by SEPTech
- Provide SEPTech with network access for remote installation and testing
- Provide information and data in the formats specified by SEPTech that will be needed for the GIS implementation

Acceptance Criteria:
- Access to confirm Accela GIS in development (Support) environment.

Acceptance Review Period:
- Three (3) Business Days. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

REPORTS

Reports are defined as anything that can be printed from the system, including but not limited to, tabular reports, forms, documents, notices, and letters that the Agency wishes to email or print.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:
- Surcharge Transmittal Report and Annual Single Fee Summary

- In addition to the Surcharge Transmittal Report and Annual Single Fee Summary, SEPTech will modify with Agency Logo and Fonts (where available) a maximum of **four (4)** standard Accela reports (Permit, Inspection, Daily Time and Activity, and Invoice).
  - In addition to the above reports, Environmental Health Civic Application has over 100 reports included out of the box that can be modified by the Agency, or by SEPTech on a Time and Materials cost basis or via fixed price change order. Cost to be determined but expected to be nominal based on limiting changes to the reports' functionality.

Agency Responsibilities:
- Provide existing report examples that can be used as the basis for the development of the listed reports
- Make available the appropriate key users and content experts to participate in the report review

Acceptance Criteria:
- Review and approval of modified reports.

Acceptance Review Period:
- Three (3) business days. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

CERS INTEGRATION

The California Environmental Reporting System (CERS) is the statewide web-based system that supports the electronic exchange of required Unified Program information among businesses, local governments and the U.S. EPA. Assembly Bill 2286 (Feuer) Opens a New Window, effective January 1, 2009, requires all Unified Program regulated businesses and local regulating Unified Program Agencies (UPAs), to report and submit mandatory Unified Program information electronically, through CERS or a local UPA portal.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:
- Integration will be utilized as designed out of the box in the Accela EH Civic Application. No effort has been planned for this out of the box functionality.

ACCELA MOBILE OFFICE (AMO) CONFIGURATION

Using Accela Mobile Office, an Agency inspector will be able to perform activities in either wireless or store/forward mode.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:
- SEPTech will configure the Accela Mobile Office application for the ability to result inspections in the field.
- SEPTech will perform the configuration tasks required to ensure Accela Mobile Office interfaces with Accela Automation.

Agency Responsibilities:
- Provide timely and appropriate responses to SEPTech's requests for information.

- Acquire and configure mobile devices for Windows.

Acceptance Criteria:
- Access to confirm Accela Mobile Office has been configured for Inspectors to complete and result Inspections in the Test environment.

Acceptance Review Period:
- Five (5) business days. If no changes, comments or issues are raised within the Acceptance Review Period, the milestone is considered approved by the Agency.

TRAINING

This Deliverable includes the Delivery by SEPTech of :
- Civic Platform Core Team Training – up to 2.5 days, 15 max attendees.
- Civic Platform Admin Usage – up to 2.5 days, 10 max attendees.
- Accela Citizen Access – up to 1 day, 12 max attendees.
- Accela Mobile – 2 sessions up to 4 hours each session, 12 max attendees per session.
- Ad-Hoc Reporting – up to 4 hours, 7 max attendees.
- Train the Trainer – up to 4 days, 7 max attendees.

Training should be coupled with the Agency delivering supplementary user training to its staff using the core Use Cases documented in each Gap Analysis Document. Accela recommends the Agency adopt the "80/20 rule" for training, focusing the majority of their training on 80% of what the Agency normally does operationally. The recommended supplementary training conducted by the Agency can utilize business experts from each area to train on all aspects of their configuration.

SEPTech Responsibilities:
- Coordinate with the Agency to define training schedule and logistics.
- Conduct the training sessions as listed in this SOW.

Agency Responsibilities:
- Identify the Agency resources who will receive the training and who have the skills to perform as "trainers", if required.
- Provide the Accela Success Community website to the staff users who will require the online training content.
- Ensure that users are proficient in using PC's as a prerequisite before accessing the online training content.
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course.
- Provide suitable Agency facilities to accommodate various training classes including quiet, private classrooms or conference rooms, laptops or terminals, internet connectivity and sufficient bandwidth. Provide mobile devices for training of mobile capabilities.
- Schedule appropriate Agency staff participants and meeting locations for training activities
- Provide timely and appropriate responses to SEPTech requests for information.

Acceptance Criteria:
- Complete the training sessions as listed in this SOW

USER ACCEPTANCE TESTING, "UAT"

Agency will conduct the User Acceptance Testing "UAT".

SEPTech will provide consulting and guidance to Agency to assist in the testing and validation of the solution and its readiness to be migrated to production for active use.

SEPTech will assist Agency in transferring the solution and any required data from Support to Production.

SEPTech will provide support, answer questions and address issues discovered during the configuration review. It should be noted that it is critical that the Agency devote ample time and resources to this effort to ensure that the system is operating properly and ready for the move to production. The testing effort will require a significant time investment by the Agency, in a short time duration, and coordination of resources is critical. At this point in the implementation process, the Agency should test individual components of functionality of the solution (i.e., functional and/or unit testing), and also test to ensure that the interrelated parts of the Accela Automation solution are operating properly (i.e., integration testing).

*UAT is limited to **three (3)** weeks (15 business days) of testing* inclusive of resolution of Critical Issues.

If the Agency does not devote adequate time and staffing to this effort in order to completely test the solution, SEPTech may opt to postpone go-live at the Agency's expense. SEPTech will work diligently with Agency to ensure this does not occur and provide several opportunities for the Agency to add additional staff and time to this effort before recommending a postponement or delay.

SEPTech Responsibilities:
- Provide support, oversight, answer questions and address issues discovered during the configuration review.
- Resolve all Critical and High Issues in preparation for Go-Live.

Agency Responsibilities:
- Participate in user acceptance testing as defined and managed by Agency.
- Develop the User Acceptance Test Plan and Test Scripts. SEPTech will provide guidance and suggestions for Best Practices
- Ensure ample test data is entered into the system for testing purposes.
- Test the system

Acceptance Criteria:
- Completion of UAT to resolve Critical or High Issues.

Defect Severity Definition:
- o **Critical:** The defect affects critical functionality. It does not have a workaround. Example: Unsuccessful installation, complete failure of a feature.
- o **High:** The defect affects major functionality. It has a workaround but is not obvious and is difficult. Example: A feature is not functional from one module but the task is achievable if 10 complicated indirect steps are followed in another module/s.

Acceptance Review Period:
- If no Critical or High defects are raised within the Testing Period, the milestone is considered approved by the Agency.

GO-LIVE & PRODUCTION SUPPORT

Production date is defined as the official date in which Accela Civic Platform moves from the test environment to production for daily Agency usage. If the project gets delayed for any reason SEPTech will work with the Agency to make a decision on the best Go-Live date.

The initial date will be agreed to by both SEPTech and the Agency at project inception. It may be altered only by change order agreed to by both parties.

SEPTech Responsibilities:
- SEPTech will provide on-site resources to support the move to Production effort.
- Go-Live Support is limited to **one (1)** *Week (5 business days)* of on-site support
- With assistance from the Agency, SEPTech will lead the effort to transfer the system configuration and any required configuration data from Support to Production.
- SEPTech will assist the Agency in the development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production.
- SEPTech will provide **two (2)** *weeks (10 business day)* of remote post go-live production support

Agency Responsibilities:
- Provide technical and functional user support for pre- and post-production planning, execution, and monitoring.
- Development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production.
- Make available the appropriate Agency key users and content experts to participate in user acceptance testing as defined and managed by Agency.
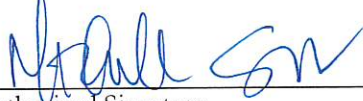
Acceptance Criteria:
- The definition of "Go Live" is that the Accela software is up and running in the Production environment. If an Agency moves to Production, i.e. "Goes Live" it is deemed to have accepted the product (see "Acceptance" in Services Agreement) and shall comply with any payment obligation for "Move to Production", "Go-Live" and / or "Acceptance".

Acceptance

Accepted By:

Humboldt County, California

[signature]

Authorized Signature

Michele Stephens

Name - Type or Print

Public Health Director

Title

9/9/2020

Date

Accepted By:

Carahsoft Technology Corporation

Elaine Shadid

Authorized Signature

Elaine Shadid

Name - Type or Print

Customer Operations Specialist

Title

09/08/2020

Date

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