

GOVERNMENT - PRICE QUOTATION



SEP TECHNOLOGY CONSULTING AT CARAHSOFT



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TERMS: GSA Schedule No: GS-35F-0119Y
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QUOTE NO: 31213189
QUOTE DATE: 09/16/2021
QUOTE EXPIRES: 10/30/2021
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$76,563.58

TOTAL QUOTE: \$76,563.58

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE		QTY	EXTENDED PRICE
1	CON-PM	Project Manager (Per Hour) due upon the delivery of EnvisionConnect Data Conversion mock 3 data for Agency review Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	64	\$10,434.56
2	CON-PM	Project Manager (Per Hour) due upon start of Interneer Data Conversion and development tasks, which will be the project start date as identified in this SOW Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	140	\$22,825.60
3	CON-PM	Project Manager (Per Hour) due upon completion of Interneer mock 2 or the hourly limits as detailed in this SOW, whichever comes earlier Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	140	\$22,825.60
4	CON-PM	Project Manager (Per Hour) due upon Interneer Go-Live as defined in this SOW Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	30	\$4,891.20
5	CON-PM	Project Manager (Per Hour) due upon the completion of the development of custom permit report Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	25.6	\$4,173.82
6	CON-PM	Project Manager (Per Hour) Maximum of Forty (40) hours of additional development as requested by the Agency to support additions/changes to Business Process Automation scripting, configuration and additional development needs. Due upon the completion of the project's UAT period Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	40	\$6,521.60
7	CON-PM	Project Manager (Per Hour) Completion of One (1) week (5 business day) of remote post go-live production support Carahsoft Technology Corporation - CON-PM		\$163.04	GSA	30	\$4,891.20
SUBTOTAL:							\$76,563.58



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***Amendment #1 to Original Agreement Titled "Implementation of Environmental Health Civic Application" as Purchased on PO # Z83265**

Amendment #1 to Original Agreement Titled
“Implementation of Environmental Health
Civic Application” as Purchased on PO #
Z83265

Humboldt County, California
**Conversion of Interneer OnTrack system Historical
Data into the Accela Environmental Health Solution**

September 16, 2021
Version 2.0

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Document Control

Date	Author	Version	Change Reference
March 31, 2021	Richard Ladd	1.0	Original
June 15, 2021	Richard Ladd	2.0	Update for additional work: Interneer OnTrack Configuration and Scripting
August 31, 2021	Richard Ladd	2.1	Updated for additional work: 40 hours of as requested new development/scope changes

Overview

SEP Technology Consulting (“SEPTech”) is committed to providing a superior solution and deployment of the Civic Platform, for the current and future needs of Humboldt County (“Agency”). SEPTech will work with Agency staff to maximize the impact of Accela’s portfolio of software, best practices, and customer experience 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 Carahsoft Technology Corporation (“Carahsoft”) and SEPTech to Agency.

Services Description

PURPOSE

The purpose of this document is to detail the specific activities, deliverables, roles and responsibilities, and acceptance criteria that comprise the Conversion of the historical data of the Interneer OnTrack System into the Accela Environmental Health Civic Solution. 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 12 – 16 weeks.

In order to control costs and reduce the delivery timeframe, it is expected that the Agency will provide some Level of Effort (LOE) in the conversion of the historical data in the OnTrack system (see details in Section: Data Conversion – Interneer OnTrack System) and other listed deliverables in this SOW.

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.

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.

- **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.
- Agency will provide SEPTech access to the Interneer OnTrack system.
- Agency will provide technical assistance for access through the Agency network firewall(s) if required to access Interneer OnTrack system.
- Agency will maintain primary responsibility for the scheduling of Agency employees and facilities in support of project activities.
- 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.

Project Management

- SEPTech will provide the Agency with a bi-weekly (every 2 weeks) Status Report that outlines the tasks completed during the prior weeks, the tasks that need to be completed during the upcoming weeks, 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.
- 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

- **Source of historical data** to be converted is limited to a single source of data (Interneer OnTrack system).
- **“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 by the Agency in a database format that is currently supported by Accela Civic Platform Application product.

Cost Schedule

SEPTech will perform the Services on a fixed price payment basis (with limits and assumptions as described in this SOW). SEPTech's total price to perform the Services is \$76,563.58 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

- \$10,434.56 due upon the delivery of EnvisionConnect Data Conversion mock 3 data for Agency review
- \$22,825.60 due upon start of Interneer Data Conversion and development tasks, which will be the project start date as identified in this SOW
- \$22,825.60 due upon completion of Interneer mock 2 or the hourly limits as detailed in this SOW, whichever comes earlier.
- \$4,891.20 due upon Interneer Go-Live as defined in this SOW
- \$4,173.82 due upon the completion of the development of custom permit report
- \$6,521.60 – Maximum of Forty (40) hours of additional development as requested by the Agency to support additions/changes to Business Process Automation scripting, configuration and additional development needs. Due upon the completion of the project's UAT period.
- \$4,891.20 Completion of **One (1) week (5 business day)** of remote post go-live production support

Travel Expenses

The estimated travel budget for this project would be \$0 in addition to the services budget. There is no onsite travel expected for this statement of work.

If needed, additional onsite trips may be discussed and mutually agreed after the project start and will require a purchase order.

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.

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.

ENVISIONCONNECT DATA CONVERSION: MOCK 3

Agency has requested an additional Mock conversion run (Mock 3) of their legacy EnvisionConnect data.

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

- Completion of mock 3 migrated data into Accela Civic Platform development or test environment.

Conversion effort is limited to 40 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 one (1) conversion load (mock 3) for Agency review.

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 historic data
- 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

DATA CONVERSION – INTERNEER ONTRACK SYSTEM

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 200 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 cleansing, transformation 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:

- Data cleansing and data transformation prior to loading data into the data mapping templates.
 - Agency will map the historical data utilizing the data mapping template provided by SEPTech
- 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
- 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:

- 2nd Historical data has been converted to Accela Civic Platform testing or development environment according to the Data Conversion Mapping document.

Acceptance Review Period:

- Five (5) business days total for each mock conversion

ADDITIONAL CONFIGURATION AND SCRIPTING TO SUPPORT INTERNEER CONVERSION PROCESS

To accommodate additional record types and business process automation or fee scripting that may be discovered during the Interneer conversion mapping process, SEPTech will provide configuration and scripting effort to develop:

- A maximum of **three (3)** additional record types. SEPTech will use the existing, preconfigured record components (i.e., workflow process, inspection groups, record status result, fee schedule, document status). Agency can then request the following updates/additions in order for the record types to meet their specific needs:
 - SEPTech will provide up to **Twenty (20)** new agency defined data fields configured and associate the data elements to the 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.
 - **Three (3)** new or adjusted workflows: SEPTech will provide up to **ten (10)** distinct updates to the existing workflow processes and up to **twenty (20)** 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 **five (5)** configured new fee items. 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 script engine logic can be accommodate up to the maximum number as listed on this SOW under fee scripts. Any additional scripting will be at an additional cost and SEPTech team can scope the level of effort as a separate deliverable item and may result into a Change Order.
 - A maximum of **two (2)** general automation business automation or fee scripts and **One (1)** batch script

CUSTOM PERMIT REPORT

SEPTech will develop a custom Permit report based upon requirement received from Agency. The customization of the standard permit report will allow for specific language to be embedded in the permit based upon the program/record type.

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

- Development of Customized Permit Report

SEPTech Responsibilities:

- Development of customized Permit report which will allow for specific language to be embedded in the permit based upon the program/record type.

Agency Responsibilities:

- Provide existing report examples that can be used as the basis for the development of the permit report
- 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 issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

CONFIGURATION AND SCRIPTING TO SUPPORT AGENCY 'S NEEDS FOR ADDITIONAL BUSINESS PROCESS AUTOMATION OR OTHER DEVELOPMENT ITEMS

Forty (40) hours of additional development as requested by the Agency to support additions/changes to Business Process Automation scripting, configuration or other additional development needs.

SEPTech Responsibilities:

- Provide a maximum of forty (40) hours of additional development as requested by the Agency to support additions/changes to Business Process Automation scripting, configuration or other additional development needs.

Agency Responsibilities:

- Provide requirements for any and all additional work requested
- Make available the appropriate key users and content experts to participate in the review of the delivered items

GO-LIVE & POST-PRODUCTION SUPPORT

Production date is defined as the official date in which the converted data 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:

- Go-Live Support is limited to **one (1) Week (5 business days)**
- With assistance from the Agency, SEPTech will lead the effort to transfer the converted data 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 **One (1) week (5 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 converted data has been transferred into the Production environment. If the converted data moves to Production, i.e., “Goes Live” it is deemed to have been accepted and shall comply with any payment obligation for “Move to Production”, “Go-Live” and / or “Acceptance”.
- Completion of **One (1) week (5 business day)** of remote post go-live production support

Acceptance

Accepted By:

Humboldt County, CA

Accepted By:

Carahsoft Technology Corporation

Authorized Signature

Authorized Signature

Name - Type or Print

Name - Type or Print

Title

Title

Date

Date