



Agenda Item No. 13c.

Staff Report

Date: April 6, 2017

To: Mayor Hoertkorn and Council Members

From: Heidi Scoble, Planning Manager

Subject: Execution of Professional Services Agreement with Sungard Public Sector for the TRAKit Permit Tracking Software system

Recommendation:

Approve and authorize Town Manager to Execute Consultant Services Agreement with Sungard Public Sector for the TRAKit Permit Tracking Software system in an amount not-to-exceed \$154,000.

Background and discussion:

The Town Council's Fiscal Year 2016-2017 budget and list of priorities includes the purchasing and installation of a permit tracking system. The Town currently has an antiquated record keeping system that consists of the storage of paper files that need to be manually accessed when reviewing property related information. The purpose of a permit tracking system is to enhance the effectiveness and efficiency of delivery of services interdepartmentally among the Building, Planning, and Public Works Departments and to our development services customers. The benefits of a permit tracking system would be reduced permitting times by enhancing workflow and project tracking of Building, Planning, and Public Works Departments projects, including code enforcement, enhanced communication with application and other municipal department, resulting in higher quality plan submissions and customer service, improved record keeping and archiving of permitting decisions, and lastly improved municipal staff efficiency and less duplication of efforts.

The selection process for a permit tracking system vendor entailed eliciting proposals from Sungard Public Sector, Accella, and BasicGov permit tracking system. The software vendors have notable and proven tracking systems that are being used by municipalities locally, within the state, and nationally. BasicGov stated that they were not interested in providing services to the Town based on its size. Both Sungard Public Sector and Accella identified they were interested in providing services to the Town. After receiving presentations from Sungard and Accella, as well as the review of the software capabilities, and cost, the Town staff agreed that the Sungard TRAKit software system would be the best fit for the Town. Another contributing factor which led to the selection of the Sungard TRAKit software system is that the City of San Anselmo, the City of San Rafael, the Town of Tiburon, and the City of Novato have successfully implemented the TRAKit software system and are pleased with how the system is operating.

The cost of a permit tracking system would be based on a one-time cost that would include the set-up of the software, onsite installation, and staff training. The permit tracking system will provide a public access portal, will be cloud based, and hosted by Sungard Public Sector, therefore, an annual maintenance fee will also be required. The cost to install the TRAKit software system would be an amount not-to-exceed \$154,000 (\$131,882 for the installation of the TRAKit software system, approximately \$12,000 for vendor travel expenses, and \$10,000 for cost contingencies). The Town would be required to pay an annual maintenance fee of \$24,834 with a 5% escalator each year until year 5. Following year 5, the Town will have the ability to renegotiate the annual maintenance fee.

Once the contract is executed, the installation of the permit tracking system will take approximately 9 to 12 months. It is estimated that the installation of the permit tracking system could commence as early as June 2017.

Fiscal, resource and timeline impacts:

The fiscal impact associated with the TRAKit software system would be a one-time cost from the Town's General Fund for the permit tracking system installation, setup, and maintenance, in addition to an annual maintenance fee. Staff also estimates it will spend significant time relative to implementation and training.

Attachments:

Statement of Work- TRAKit Implementation and Professional Service Fees

ATTACHMENT 1

Statement of Work

TRAKiT Implementation

Prepared for
TOWN OF ROSS, CA
March 20, 2017



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1. Executive Summary

1.1 Introduction

This document is the Statement of Work (SOW) for the implementation of Community Development software and related services only with respect to the Solution software expressly identified in the Order (the “Agreement”) for Town of Ross, CA (The “Customer”). SunGard Public Sector (“SunGard”) will provide implementation services identified in the Agreement as further described in this SOW to assist the Customer in implementing the TRAKiT Software Solution. The SOW is an attachment incorporated as part of the Agreement signed by SunGard and the Customer, and all actions directed herein shall be performed in accordance with the aforementioned Agreement.

The SOW is intended to be a planning and control document, not the detailed requirements or design of the solution.

2. Project Overview

The project will go through the stages of Kick Off > Review > Configure > Test > Train > Go-Live and will have its own milestones as identified in [Appendix 1](#). Throughout all stages, the Customer’s main point of contact at SunGard will be its Project Manager. Should the assigned project manager be unavailable, SunGard will provide an experienced Project Manager in place. The SunGard Project Manager will be responsible for the overall success on the SunGard side, and will coordinate SunGard resource tasks and schedule. As the Customer’s primary contact, the SunGard Project Manager will be present for all regularly scheduled status calls. He/she will defer to other Power User/ SME for data conversion, training, etc. Any issues will be escalated to the SunGard Project Manager in the event that the Customer’s needs are not being met.

2.1 Delivery Overview

- Create & Track Permits/Projects/Code Enforcement Cases /Citizen Incidents
- Automated and manual workflow
- Reports & letters
- Online web portal for permit visibility & inspection scheduling, including permit application (eTRAKiT)
- Integration with ArcGIS Server

2.2 Duties & Responsibilities of Customer

Customer will provide all information necessary for SunGard to establish the software’s configuration, including but not limited to:

- (1) Current valuation and fee structures;
- (2) Current Permit, Project, License, and Case type designations and categories;
- (3) Examples of all current reports used by the Customer relating to business process management;
- (4) Any exceptions to the typical business processes, or any special lifecycle requirements.

The Customer will provide SunGard with access to Customer workstations for the purpose of SunGard deploying the acquired Software. Customer workstations must be compatible with software configurations

requested by SunGard. SunGard may, at its discretion, provide a workstation to be deployed on the Customer's network for the purpose of demonstrating the configuration of the acquired Software.

The Customer will ensure and provide staff who will be trained in use of SunGard software will have sufficient basic knowledge of existing business processes and MS-Windows functions.

Customer understands that timely completion of the Project is dependent in significant part upon the timely cooperation of Customer in providing information to SunGard necessary to complete the project, including, but not limited to: (a) Data obtained from Customer's present system to be incorporated into the new SunGard software; and (b) information relative to desired letters/reports to be incorporated into the SunGard software. Should substantial changes occur that affects the negotiated project timeline, SunGard will provide the Client with a Change Order for additional services to extend the project timeline.

3. Scope Overview

The purpose of this project is to replace the Customer's current Community Development applications with a new completely integrated solution and to improve the Customer's existing administrative processes to take advantage of industry best practices that best leverage the TRAKiT application. The project scope is comprised of the Software and Services identified in the Agreement as further described throughout this SOW.

3.1 Organizational Scope

The following departments and organizations will be part of the scope of the system. Customer represents that each of the departments and organizations below are comprised of Customer Employees.

Customer Departments in Scope for the project

Departments	
Building Department	Public Works Department
Planning Department	

3.2 TRAKiT Software Scope.

SunGard will deliver computer software (TRAKiT) and database structures for SQL/Server database

Provide TRAKiT modules for Community Development to enhance local government operations through flexibility in automating permitting, managing inspections, regulating land use, and tracking projects

Deliverable: TRAKiT software modules to include:

- 1) GeoTRAK
- 2) AEC TRAK
- 3) PermitTRAK
- 4) ProjectTRAK
- 5) CodeTRAK
- 6) CRMTRAK

Provide eTRAKiT modules for web-based Citizen/Contractor permit processing.

Deliverable: Provide the following functions:

- 1) Includes one (1) standard Permit Form for online customers. Changes to permit form will incur an additional cost.
- 2) Request inspections as a Contractor or Citizen.
- 3) Review inspection, review, condition, fee statuses and updates.
- 4) Submit complaints.
- 5) Create user logins for citizens and/or contractor login.
- 6) Inspector login to change/input results.
- 7) Reviewer login to update review notes and status results.

Provide Integration to ArcGIS

Deliverable: The TRAKiT Standard GIS Viewer is delivered with features to enable your agency to manage all development activities such as permits, projects, land management, code enforcement, licensing, and inspections directly from the parcel fabric.

Includes the following:

- 1) Accessible from any TRAKiT module
- 2) View restrictions for a parcel
- 3) Zoom in/zoom out control
- 4) Use the mouse wheel to zoom
- 5) Full Map button allows immediate access to full map extents
- 6) Add new restrictions to a single parcel or multiple parcels at once
- 7) Functionality allowing the addition, removal, or copying of records
- 8) Allows the selection of multiple records at one time
- 9) Create multiple records at once with unique record numbers
- 10) Selection List for adding/removing parcels from a selection
- 11) Map overview window to easily navigate around screen
- 12) Print Map view using a print template

- 13) Query and plot TRAKiT data on the map
- 14) Allows user to pan around the map
- 15) Change the properties of the measurement (metric, feet, acres, etc.)
- 16) Export the selection list into Excel
- 17) Use Dynamic or Tiled Map services
- 18) Select parcels by circle, polygon, line, etc.
- 19) View a list of parcels selected within a separate window
- 20) Ability to use "sketching" tools on map (different colors, transparencies, pushpin images)
- 21) Draw polygons, shapes, squares and lines on map
- 22) Insert text directly on the map
- 23) Can see related record details (permits, cases, projects, etc.) of the parcel
- 24) Clear Selection allows user to clear the selected list
- 25) Show Data displays all attributes at the selected parcel
- 26) Print reports, labels, or letters for the selected parcel group
- 27) Radius Notification allows a buffer distance to be selected for multiple parcels
- 28) View a "pop-up" window with details about current selected parcel
- 29) Look at streets with Google® Maps Street View (requires Google key)
- 30) View pictometry with Microsoft® Bing Maps
- 31) Create a query and save custom queries for visually displaying details
- 32) Quickly run a saved query from the Advanced Search
- 33) Associate different user-specific Bookmarks based on different views
- 34) Administrators can change map preferences and import different GIS data
- 35) View attribute data for any layer
- 36) Route daily Inspections (requires Network Analyst)
- 37) Search for properties based on user defined criteria without leaving the map
- 38) Export the map into a JPEG
- 39) Add external map services
- 40) Advanced Table of contents with layer visibility toggle and legend
- 41) Integrates with Geocode services
- 42) Incorporate push-pins to the map (associate custom push-pins)

3.3 Data Conversion Scope

SunGard includes the GeoTRAK Update Routine as part of the conversion scope within this project. During the project, further discussion and discovery will take place and the Customer may request that modifications to the data conversion services scope be performed by SunGard. If the data conversion scope is requested to be modified by Customer, it will become the subject of a separately executed Change Order, which will describe changes in scope of work and payment of fees due for such modified hours/pricing.

SunGard has included conversion services and pricing in the Agreement for the conversion services outlined below.

Requirements and Notes:

Customer will:

- (1) For GeoData/GIS Conversions:

- a. Client understands that TRAKiT integration relies on the agency's source data format remaining constant once conversion instructions are provided by the client. Any change to the TRAKiT GIS/GeoTRAK integration that is due to data format changes will be subject to a Change Order.
- (2) Customer will thoroughly test data converted by SunGard after each delivery and report issues within the timeframes agreed in the Project Schedule. In the event that unplanned data conversion activities are required, then SunGard and Customer will mutually agree on an appropriate change in project cost.

3.4 Integration Scope

The Customer does not have any financial system integration in scope for this project. If financial system integration needs are identified during the project, the Customer and SunGard will follow the scope change process identified in this SOW which will describe additional scope of work and payment of fees due for such additional hours/pricing.

3.5 Modification/Enhancement Scope

The Customer does not have any Solution Software modifications or system customizations in scope for this project. If Solution Software modifications or customization needs are identified during the project, the Customer and SunGard will follow the scope change process identified in this SOW which will describe additional scope of work and payment of fees due for such additional hours/pricing.

3.6 Forms and Reporting Scope

The following forms, reports, and routines have been identified and included in the agreement as further described below.

Deliverable: SunGard will provide services as outlined in the agreement for custom report modifications.

Deliverable: Provide one hundred (100) standard reports from TRAKiT's library, along with the following standard libraries:

- Permit Library includes a standard Permit Form, Certificate of Occupancy, Receipt, Invoice, and Inspection Results Letter.
- Enforcement Library includes two (2) standard Violation Letters.
- Plan Corrections Library includes a standard Plan Correction Notice and a standard Planning Commission Staff Report.

Deliverable: SunGard will provide services as outlined in the agreement for custom form modifications.

Requirements and Notes:

- (1) Custom forms/reports specifications must be identified and signed off no later than the initiation of the Testing Phase of project, or as defined by the agreed Project Plan.
- (2) Customer to provide information regarding fee formulas, usage, permit and project forms.

(3) Sign off on forms/reports specification provided by SunGard:

- a. While minor changes to specifications are allowed through the testing period at no additional cost, Customer acknowledges that they will thoroughly review the specification document, and that the format and content is correct to the best of Customer's knowledge. Minor changes include:
 - i. Modifying form/report logic for data sources that are included in the specification;
- b. Major changes may incur an additional cost as defined by SunGard. Major changes include but are not limited to:
 - i. Requirements to reformat the report after it has already been delivered;
 - ii. Modifications to the structure of content being displayed;
 - iii. Changes requested after the deadline for issue submission;
 - iv. Fundamental changes report format/content as determined by SunGard.

3.7 Installation Services Scope

The SOW describes below the installation services identified in the Agreement. These services include the following:

- Installation of two (2) instances of TRAKiT to be completed.
- There will be one (1) initial installation and a copy will be taken to create the second instance (TEST account) prior to the client's go-live event.
- SunGard will complete all installation remotely.

Requirements and Notes:

- (1) SunGard and the Customer will mutually agree on the dates and schedule for the installation and other services in this area.
- (2) SunGard does not configure or install any hardware, or provide IT support for other software (e.g. SQL server, SSRS, etc.) that exists in the client's environment.

3.8 Training, Configuration, and Testing Scope

SunGard includes training, Configuration, and Testing as outlined in the Agreement and further described below.

Discovery Phase

Deliverable: Provide web conferencing training, Onsite Meetings, and Remote Reviews as outlined in the agreement.

Deliverable: Customer to complete configuration workbooks provided by SunGard. The workbooks are designed to assist SunGard in capturing the Customer's business processes and requirements. SunGard will use a combination of the workbooks and information gathered during meetings to set up and configure the software.

Configuration Phase

Deliverable: Provide remote configuration of TRAKiT software as outlined in the agreement and as specified by the client workbooks.

Testing Phase

Deliverable: Provide Onsite training, Onsite Meetings, and Remote Configuration as outlined in the agreement.

Education Phase

Deliverable: Conduct on-site, hands-on End User training at Customer office as outlined in the agreement. Class size is limited to eight (8) students per day.

Deliverable: Provide System Administrator training for up to two (2) Customer staff during scheduled training at SunGard designated facilities. SunGard provides training guides and user manuals as part of training.

Deliverable: Provide Report Writing training for up to two (2) Customer staff during scheduled training at SunGard designated facilities. SunGard provides training guides and user manuals as part of training.

Launch Phase

Deliverable: Provide onsite go live assistance at Customer's office as outlined in the agreement.

Requirements and Notes:

1. Onsite means at Customer's facilities
2. Remote means from SunGard facilities
3. Completed workbook must be received by SunGard prior to the start of the configuration phase

3.9 User Category Definitions

Power User/ SME	Includes those individuals providing business process overview used to make TRAKiT configuration decisions during the Discovery phase, and providing testing feedback during the Testing phase of the project. These individuals comprise the Power User/ SME of decision makers for the other groups. For instance, if there is 5 building inspectors, we recommend selecting a single inspector to represent the entire team.
End Users	All users that will need to be trained on the use of TRAKiT for conducting daily operations.
Customer Steering Committee	Those individuals usually comprised of department division managers/directors, making executive level decisions. Responsible for signing official documents related to the TRAKiT implementation and providing guidance on management needs. Sometimes comprised of Power User/ SME.

4. Stages and Milestones

4.1 Kickoff / Review

Begins: Contract Execution

Ends: Workbook completion and 3rd party integrations sign-off by Customer and SunGard and all data/documentation provided by Customer

Description: This stage of the project involves discussing and documenting how the business processes and systems will function. It will include meetings, both in person and remote, between the SunGard PM and Customer team. The Customer will fill out workbooks based on discussions and guidance from SunGard. The SunGard PM will be the Customer's main point of contact, and is responsible for the overall design of the system. SunGard's data conversion team will work with Customer staff to map and document data to be migrated into TRAKiT.

During this stage of the project, SunGard will create a project plan. This project plan will outline tasks, SunGard resource roles, Customer resource roles, duration, dependencies and start/end dates throughout the project. It will be used to help the Customer plan its own internal task scheduling as well as provide shared visibility into timelines as the project progresses. SunGard will be responsible for updating the project plan each week following a status update call with the Customer.

Primary Responsibilities for Customer:

- Communicate project goals, value, schedule internally
- Assist in developing project schedule / milestone dates
- Purchase/install system infrastructure and provide appropriate access (VPN, etc.)
- Ensure that all appropriate Power User/ SME participate in all relevant discussions
- Provide process flows, source data, and documentation in a timely manner

- Make informed business decisions in a timely manner
- Complete workbooks with assistance from SunGard
- Provide contact information for any relevant 3rd parties

Primary Responsibilities for SunGard:

- Conduct kick-off meeting with Customer.
- Install base software with demonstration data
- Creation and maintenance of shared project plan
- Organize and lead design sessions with Customer. As permitting consultant and expert on TRAKiT software, provide guidance on best practices, changes to increase efficiency, and challenge Customer's current processes and way of thinking.
- Document TRAKiT configuration requirements, functionality and workflow
- Document interface requirements/mappings
- Services to be provided do not include hardware

4.2 Configure

Begins: Workbook completion and 3rd party integrations sign-off by Customer and SunGard and all data/documentation provided by Customer.

Ends: Customer acknowledgement on Testing Begins letter.

Description: SunGard will be responsible for configuring TRAKiT, while the Customer will be responsible for coordinating any 3rd party vendors and developing any documentation required for system testing. All communication between the Customer and SunGard in this stage is anticipated to be done remotely. The SunGard PM will be the Customer's primary contact with other SunGard resources utilized as-needed.

Primary Responsibilities of Customer:

- Coordinate configuration / development of any 3rd party vendors
- Develop standard operating procedure (SOP) documentation
- Develop testing and training plan
- Participate in weekly status calls

Primary Responsibilities of SunGard:

- Perform agreed-upon configuration / data conversion
- Coordinate additional information from Customer as needed
- Lead weekly status calls with Customer
- Maintain shared project plan

4.3 Test / Initial Training

Begins: Customer acknowledgement on receipt of Testing Begins letter.

Ends: Customer acknowledgement on Testing Ends Letter.

Description: This stage of the project will begin with a SunGard training expert coming onsite to perform Power User/ SME training with Customer staff. The Customer will then begin its testing process, notifying SunGard as issues / questions arise. There will be remote communication between the Customer and SunGard PM regarding issues and their resolution, with a shared portal so that all team members have visibility to the complete list. SunGard will provide revised delivery(s) for configuration and data integration as needed. During this stage, the Customer will also be testing integration with other 3rd party systems. The Customer will be responsible for communicating issues / resolution with all relevant vendors. The SunGard PM will remain the Customer's main point of contact, but this stage will likely see increased involvement from other SunGard team members for testing support.

Primary Responsibilities of Customer:

- Provide key staff availability and appropriate facilities for training and testing
- Execute all phases of testing plan, including 3rd party integration
- Provide constructive, detailed feedback to SunGard based on testing results
- Coordinate issues / resolution to 3rd party vendors
- Amend training plan / SOPs as needed
- Participate in weekly status calls
- Participate in system administration and report writing training at SunGard facilities in San Diego, CA
- Lead end-user training sessions

Primary Responsibilities of SunGard:

- User training for Power User/ SME Testing
- Assist Customer with questions / issues on as-needed basis
- Provide issue tracking portal for team member visibility to issues/status/resolution
- Provide iterative configuration / data conversion deliveries based on testing feedback
- Lead weekly status calls with Customer
- Maintain shared project plan

4.4 Final Training / Go Live

Begins: Customer acknowledgement on completed Testing Ends letter.

Ends: Customer sign-off of completed post go-live follow-up visit from SunGard and any outstanding systems issues clearly identified.

Description: This stage of the project involves using the system in production. The Customer and SunGard will agree upon a go-live week during which the Customer will cease use of the legacy system and will begin using TRAKiT for production use. Immediately prior to go-live, SunGard and the Customer will perform data conversion from legacy system(s) into TRAKiT if applicable. During data conversion, the Customer understands that services on legacy software may need to be suspended or operations be continued in an alternative manner.

The Customer will begin production use of TRAKiT with the SunGard PM onsite for support. Although other SunGard team members will likely be involved with support tasks and the resolution of issues, the SunGard PM will continue to be the Customer's main point of contact throughout Go-Live until the system stabilizes and all issues are resolved. A follow-up visit is performed by the SunGard PM roughly 45 days after go-live. The purpose of this visit is to analyze system performance and usage by Customer staff, and to provide any suggestions or facilitate configuration changes that would improve attainment of the Customer's goals.

Primary Responsibilities of Customer:

- Coordinate historical data conversion with SunGard
- Coordinate internal and external communication of Go-Live plan and potential business impacts
- Provide staff availability for end-user training
- Follow standard operating procedures
- Provide staff availability for rapid issue response
- Work collaboratively with SunGard team to rapidly solve any production issues as they occur

Primary Responsibilities of SunGard:

- Convert historical data prior to go live
 - Provide onsite go-live support
 - Work collaboratively with Customer team to rapidly solve any production issues as they occur
 - Provide issue tracking portal for team member visibility to issues/status/resolution
 - Lead weekly status calls with Customer
 - Maintain shared project plan
 - Perform follow-up visit
- Provide system administration training at SunGard facilities.

5. Implementation Approach

5.1 Data Conversion Approach

Data conversion development is the joint responsibility of the Customer and SunGard. Customer will be responsible for extracting data from the legacy system. SunGard will be responsible for importing the data conversion files received from the Customer into TRAKiT using standard imports (where available) or conversion programs.

SunGard and the Town of Ross are not planning to convert any legacy data as part of this project. Should SunGard be engaged to write a data conversion via a conversion program, the process flows as outlined:

Task	SunGard Role	Customer Role
Validate conversion scope	Provide input on scope and advise Customer on best practices related to converting data	Customer to provide input and requirements for data conversion
Discovery call between the Customer and the Data Conversion Specialist assigned to write the data conversion program. During call, specifics of the task are discussed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
Provide to SunGard all tables and files that are necessary for historical data conversion.	Provide FTP or other agreed upon secure method for transfer of data	Provide data
Specifications are created by the Data Conversion Specialist and sent to the Customer	Develop Specifications	Provide input and answer questions if necessary
Customer reviews and signs specifications	Revised specifications as necessary	Review Specifications and provide feedback
Complete data conversion checklists. Client and SunGard will compile separate checklists that will be compared at data delivery	Complete data conversion checklists and compare to client checklist	Provide data from Legacy system in SunGard required formats, and complete data conversion checklist
Deliver data and data conversion checklists for testing. Walk the customer staff through testing data conversion	Deliver data and completed data conversion checklist	None
Tests results and reports any discrepancies	Supports the Customer Testing converted data	Test and validate data
SunGard Data Conversion Specialist adjusts conversion program and delivers data	Adjust Conversion Program	None
Steps 8 and 9 are repeated until sign off in step 11.	-	-
Customer signs off on completion	None	Sign Off

Requirements and Notes

- 1) The Customer is responsible for validating all data once it is converted into TRAKiT

- 2) Customer will provide Power User/ SME that are familiar with existing data structures in the legacy system to assist with the conversion process, clean all data, and extract data from legacy to comply with SunGard file layouts.
- 3) The Customer resources will provide the resources to assist with legacy data, data mapping and data validation.
- 4) The Customer will be responsible to get the legacy data “conversion ready”, meaning it is clean (duplicates, typos, missing information, etc. have been corrected) and in a format that SunGard can read for import purposes (Excel spreadsheet, for example).

5.2 Interface Approach

Interface development is the joint responsibility of the Customer and SunGard. Customer will be responsible for interface development work to/from existing legacy systems. SunGard will be responsible for interface development work to/from the TRAKiT system.

SunGard and the Town of Ross are not planning any interface integration as part of this project. When SunGard is engaged to create an interface program for following process will be followed:

Task	SunGard Role	Customer Role
Validate Interface Scope	Provide input on scope and advise Customer on best practices related to interfaces	Provide input
Discovery between The Customer and the Developer assigned to write the interface. Specifics of the interface are detailed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
Specifications are created by the Interface Developer and sent to the Customer	Create specifications	Provide input and answer questions if necessary
Customer reviews and signs specifications	Revise Specifications as necessary	Review Specifications
Developer creates interface and delivers to the Customer along with documentation of interface.	Create interface and deliver to the Customer	Provide SME to answer questions if necessary
Customer Staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Review interface, test results and provide feedback to SunGard
Developer adjusts interface based on the Customer feedback and re-delivers along with updated interface documentation.	Revise interfaced report as necessary	None
Steps 6 and 7 are repeated until sign off in step 9.	-	-
Customer signs off on completion	None	Provide Sign Off

Requirements and Notes

- 1) The Customer is responsible for validating all data transferred into TRAKiT and data transferred from TRAKiT to another application
- 2) Customer will provide Power User/ SME that are familiar with existing data structures in the legacy system to assist with the interface process.
- 3) The Customer resources will provide the expertise in 3rd party data, data mapping and data validation.

5.3 Reports Approach

When SunGard is engaged to write reports SunGard and the Customer will use the following approach.

Task	SunGard Role	Customer Role
Create Scoping Document	Provide input on scope and advise Customer on best practices related to reports	Define initial report and requirements
Discovery between The Customer and the Project Manager. Specifics of the report are detailed so that both parties have a full understanding.	Participate in discovery and make decisions	Document specifications
Specifications or current report samples are created by the Customer and sent to SunGard	Develop specifications and send to Customer for review	Provide input and answer questions if necessary
SunGard and Customer reviews and signs specifications	Review specifications and provide feedback	Revise Specifications as necessary
Report Writer creates report and delivers to the Customer	Create report	Provide SME to answer questions if necessary
Customer Staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Review and test report. Provide feedback to SunGard
SunGard Report Writer adjusts report based on the Customer feedback and re-delivers.	Revise Report (if necessary)	None
Steps 6 and 7 are repeated until sign off in step 9.		
Customer signs off on completion	SunGard Role	Provide Sign Off

Requirements and Notes:

Customer will provide written specifications and or current samples for all reports SunGard has agreed to develop.

5.4 Forms Creation Approach

When SunGard is engaged to develop custom Forms, SunGard and the Customer will use the following approach.

Task	SunGard Role	Customer Role
Validate Forms Scope	Provide input on scope and advise Customer on best practices related to Forms	Define initial Forms and requirements
Discovery between the Customer and the Project Manager. Specifics of the Workflow are detailed so that both parties have a full understanding.	Document forms specifications	Participate in meetings and make decisions
Specifications are created by the Project Manager and sent to Customer	Develop specifications and delivery to Customer	Provide input and answer questions if necessary
The Customer reviews and signs specifications	Revise Specifications as necessary	Review and provide feedback on specifications
SunGard Form Developer creates Forms and delivers to the Customer	Create forms	Provide SME to answer questions if necessary
Customer staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Test forms
SunGard Form Developer adjusts Forms based on Customer feedback and re-delivers.	Adjust forms based on Customer feedback	None
Steps 6 and 7 are repeated until sign off in step 9.		
Customer signs off on completion	SunGard Role	Provide Sign Off

Requirements and Notes:

Customer will use one of SunGard's standard formats. If SunGard standard format does not meet requirements, the Customer can have a custom formed created at additional expense.

5.5 Consulting, Configuration, and Testing Approach

SunGard Training, Consulting, and Configuration are broadly defined by the below approach.

Task	SunGard Role	Customer Role
Customer will complete configuration Workbooks supplied by SunGard. The Workbooks are designed to provide SunGard staff with the Customer business requirements to assist with set up and configuration.	Provide Workbook and support the Customer as they complete	Complete Workbooks
SunGard staff will lead and participate in all phases of the project to make sure the Customer can effectively use TRAKiT	Lead and participate in all phases of the project	Participate in the project
SunGard will assess via Business Process Review the Customer's business practices and make recommendations in the best practice use of TRAKiT. These recommendations will be used to guide the use and configuration and use of TRAKiT	Provide thorough business process review and make recommendations	Provide business requirements and describe current business processes and practices
SunGard will train End Users on all aspects of TRAKiT so they have adequate knowledge to support and use the software effectively	Train End Users on all aspects of TRAKiT	Participate in all training
SunGard will supply configuration options (as necessary) based on the Customer's business practices	Supply configuration options	Make configuration decisions
SunGard will work with and train the Customer on the set up and configuration of TRAKiT	Train Customer on set up and configuration	Participate in all necessary set up and configuration
Customer will actively test all configured components of TRAKiT after system is set up and configured by SunGard	Support Customer during testing phase	Test and report all discrepancies to SunGard

Requirements and Notes:

- 1) Prior to the Business Process Review the Customer is to provide business process workflow and corresponding reports/forms used in daily activities. Sessions are divided among various Departments implementing TRAKiT.
- 2) Customer will create and document a testing plan prior to the beginning of testing.
- 3) Staff with the appropriate skills and experience will be furnished by SunGard Public Sector for each Consulting Session or other review activities, whether onsite or conducted remotely.
- 4) Customer will actively participate in all training, consulting, and configuration of TRAKiT
- 5) The Customer will supply SME's in all areas of the software and will provide information to SunGard consultants on business processes, policy, and information in order to set up and configure all areas of TRAKiT.

5.6 Training Approach and Knowledge Transfer

SunGard will train both the Customer Power User/ SMEs and End Users as part of this project.

Power User/ SME Training: SunGard Public Sector will conduct training for the Power User/ SME. The following areas are the types of training SunGard will conduct with the Customer's Power User/ SME.

Training Descriptions	Descriptions
Module overviews	SunGard staff gives the Customer an overview and understanding of all the modules in TRAKiT which are part of this SOW.
TRAKiT Navigation Training	Basic navigation on the user interface in TRAKiT
Security Training	SunGard will train the Customer on all aspects of how to set up and use the Security components in TRAKiT. Customer is responsible for overall Security set up and configuration after training.
TRAKiT Module Configuration and Unit Testing	SunGard completed the set-up of TRAKiT and does initial testing.
Process Training	Once TRAKiT is set up, data is converted, and the Customer Power User/ SME has been trained the Customer will fully test. SunGard will train the Power User/ SME on how to create and process records using the TRAKiT software. This will prepare the team to conduct testing and to start getting prepared for end user training.
End-User Training	SunGard will train end-users assigned by the Customer. Training will be in a classroom environment and will be formally completed after testing is completed and before go live.

6. Project Governance

Project Staffing

The following list provides an overview of committees and positions for SunGard and the Customer. Final responsibilities and team members are identified during the implementation-planning phase of the implementation.

6.1 Customer of Town of Ross, CA Staffing

Project Sponsor

The Customer's project sponsor provides support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the steering committee to make critical business decisions for the Customer.

Executive Steering Committee

The Customer's Steering Committee will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Steering Committee oversees the project team and the project as a whole. Through participation in regular meetings the Steering Committee will remain updated on all project progress, project decisions, and achievement of project milestones. The Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department directors in the Customer. The Steering Committee is responsible for ensuring that the project has appropriate resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Steering Committee also serves as primary level of issue resolution for the project.

Project Manager

The Customer's project manager will coordinate project team members, Power User/ SME, and the overall implementation schedule. The Project Managers will be responsible for reporting to the Steering Committee and providing the majority of the Customer's change management communications and coaching. The project manager will also be the primary point of contact for the project and will coordinate all SunGard activities with the SunGard project manager.

Project Core Functional Team Leads

Project team members will be the core functional leads for each area in the system. The project team members have detailed subject matter expertise and are empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required Customer tasks. The Project Team will be responsible for and empowered to implement the new system in the

best interests of the Customer consistent with the project goals, project vision, and direction from the Project Manager and Steering Committee.

Requirements and Notes:

- 1) The Customer may have multiple staff providing the roles outlined above
- 2) Skill type is for example purposes only and does not reflect the actual positions at the Customer.

6.2 SunGard Public Sector Staffing

Project Management Organization (PMO)

- Provide support to Project Managers in reporting project progress to Steering Committee as necessary
- Approve and sign off on any material changes to project scope or staffing changes.

Project Manager

- Fulfill Go Live dates
- Support the Customer Project Manager in monitoring and reporting overall implementation progress (duties of both the Customer and SunGard)
- Monitor and report progress on SunGard's responsibilities
- Immediately notify the Customer Project Manager and Project Sponsor/Steering Committee of any issue that could delay the project
- Fulfill all SunGard project deliverables outlined in the SOW.
- Provide SunGard Staff according to the project plan
- Facilitate coordination between all SunGard departments
- Monitor the schedule and make course corrections as necessary.
- Serve as the point person for all project issues. (First escalation point)
- Prepare weekly status along with weekly project call or meeting
- Provide issue resolution status, tracking, and procedures

Functional Leads and Trainer (Project Manager, Consultants, Developers, and Technical resources)

- Work with the Customer SMEs to design and configure the functional components of the TRAKiT system for optimal long-term use.
- Lead the TRAKiT software configuration with assistance from the Customer's Functional Leads.
- Assist with the resolution of issues
- Trains the Customer core group during the configuration of software
- Create and deliver data conversion programs according to Customer specification and this Statement of Work
- Create and deliver interface programs according to Customer specification and this Statement of Work
- Create and deliver Reports according to this Statement of Work

7. Project Management

SunGard's Project Work Plan will consist of the following tools and will be maintained throughout the project.

7.1 Project Schedule

SunGard will create a detailed project schedule encompassing the full scope (all phases, including third party activities) of the project within 60 days after contract signing. The Customer's project manager will provide feedback on the project schedule.

The Project Plan will contain:

- All project's activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- All Milestones and Deliverables
- Task dependencies (if applicable)

7.2 Agendas

SunGard's project manager will provide a project schedule as part of the work plan. The schedule will outline the planned SunGard onsite visits for SunGard staff. Agendas for all work sessions will be provided by the SunGard Project Manager at least 1 week prior to any on-site meeting. Agendas will include:

- Meeting objective
- Detailed tasks to be performed
- Recommended participants
- Detailed schedule breakdown of meeting topics
- Resources required for each meeting.

7.3 Status Meetings

SunGard and the Customer will hold at minimum a bi-weekly meeting on a schedule to be determined.

A regular status meeting with the Power User/ SME members including the SunGard and Customer Project Managers. Topics to include.

- Project plan
- Discuss current activities
- Action items from the last meeting
- Project Issues and Risk log
- Milestone or Deliverable

The Customer Project Manager and Steering Committee should participate in status meetings on a bi-weekly basis. Topics to include.

- Project Overview and Status

- Critical issues impacting the project
- Decisions needing steering committee assistance
- Milestone or Deliverable approval

7.4 Status Reports

SunGard's project manager will prepare status reports on a weekly basis for the duration of the project. Status reports will be used to communicate key project information to the Customer's Project Manager and Steering Committee. Reports are to include:

- Project Status
- Summary of accomplishments
- Late Overdue items
- Status of key milestones deliverables
- Project timeline
- Issues/Risks
- Project Budget

7.5 Issues Log

SunGard and Customer will maintain a list of issues (both open and closed) that have been identified for the project. Any project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log.

Both Customer and SunGard project managers and project team members are responsible for adding items to the issues log. For each identified issue, the following information will be captured:

- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Component unit/Business Process
- Priority
- Issue
- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested (if applicable)
- Date Closed (if applicable)

The Customer and SunGard project managers will review the Issues Log as part of regularly scheduled project management meetings or more frequently as required. Once the issue has been assigned, the appropriate project team member(s) are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date.

The Customer Project Manager or the SunGard project manager may choose to escalate and issue following the issue resolution process defined in this SOW.

Items directly related to TRAKiT will be logged with SunGard's Helpdesk, and tracked in the case system.

7.6 Deliverable and Milestone approval

The Customer will review, approve and provide written sign-off for all Deliverables and Milestones identified in Appendix 1 of the SOW by following the below process:

1. SunGard will submit in writing to the Customer a Deliverable or Milestone completion form for each completed Deliverable or milestone.
2. The Customer will identify in writing any required changes, deficiencies, and/or additions necessary, within five (5) business days of receipt of the form for each completed Deliverable or Milestone. If SunGard does not receive a signed completion form within five (5) business days and the Customer has not requested additional review time, the Deliverable or Milestone will be deemed accepted.
3. SunGard and the Customer will work together to review Deliverable and Milestones which are not approved and create a plan to address. When the Deliverable has been updated or the Milestone achieved a revised form will be submitted. The Customer will then review the Deliverable or Milestone and provide any additional comments on any required changes, deficiencies, and/or additions necessary within five (5) business days of receipt of the updated completion form. This process will be repeated until the Customer grants approval and signoff on the Deliverable or Milestone.
4. In all instances, the terms of section 2.2 will apply in that should substantial changes occur that affects the negotiated project timeline, SunGard may provide the Client with a Change Order for additional services to extend the project timeline.

Upon approval of the Deliverable or Milestone, the Customer Project Manager will sign the completion form and shall return it to SunGard's Project Manager.

8. Change Requests and Changes to this Scope of Work

The Customer and SunGard may request a change to this scope of work by following the process outlined in this section.

Either party may request changes in scope. Such a request is honored by the parties only if it becomes a formal Change Order.

The change order will provide sufficient detail including the following.

- Detailed description of resources (both Customer and SunGard) required to perform the change
- Specifications if applicable
- Implementation Plans
- Schedule for completion
- Verification and Approval criteria
- Impact on current milestones and payment schedule
- Additional milestones (if applicable)
- Impact on project goals and objectives
- Price

Either SunGard or Customer management may propose a change by submittal of a Change Request to the other party. The other party has five (5) business days (or as mutually agreed upon) to determine whether it agrees to the Change Request. If both parties agree to the Change Request, the change will become a Change Order documented and signed by both parties. If agreement to pursue a Change Order does not occur in five (5) business days of the initiation of the Change Request (or as mutually agreed upon), it is assumed that the Change Request has been rejected and any remaining issues will be identified on the Issues Log and/or follow the Dispute Resolution process identified in Section 9.3.

9. Implementation Schedule, Timeline, Scope Clarification & Miscellaneous Items

9.1 Implementation Schedule

Specific project dates will be mutually determined upon execution of the contract and will be maintained in the Project Plan.

9.2 Facility Requirements

SunGard recommends the following facilities be available for the entire life cycle of the project.

1. The Customer will provide an adequate workspace for each onsite SunGard Public Sector consultant, with access to a desktop workstation, network, and close proximity to the Customer Project Team. Adequate breakout and conference space will also be provided.
2. When SunGard Public Sector is onsite, the Customer Project Team should ideally be located near the SunGard Public Sector project members to facilitate good communication and coordination amongst the team members.
3. Customer to provide classroom space, workstations, and networked access to the server for all on-site classes at Customer facilities. If Customer does not have hardware for conducting training, then SunGard can provide onsite laptop labs for an additional cost.

9.3 Dispute Resolution Procedures

The Customer and SunGard should anticipate challenging issues to arise throughout the implementation process due to the complex magnitude of this project. In order for challenging issues to be remedied in a timely fashion, the Customer and SunGard will utilize the following Dispute Resolution Procedure:

All communication regarding the project should be directed to SunGard and Customer's Project Manager in order to maintain consistent communication between the parties. Scheduled weekly calls/meetings will be maintained between the SunGard Project Manager and the Customer's Project Team (including the Customer's Project Manager).

All issues or concerns will be discussed actively and openly between SunGard's Project Manager and the Customer's Project Manager. If issues begin to interfere with the progression of the implementation project, the Customer and/or SunGard should escalate challenges to SunGard management in the sequence below, as needed:

Contact	Phone	E-mail
Timothy Pease – Mgr., Professional Services	407-304-3938	timothy.pease@sungardps.com
Jodie Kubiak – Sr. Mgr., Professional Services	407-304-3451	jodie.kubiak@sungardps.com
Nathan Hershkowitz—V.P. SunGard PS	858.451.3030	nathan.hershkowitz@sungardps.com
Tom Amburgey—V.P. SunGard PS	407.304.3022	tom.amburgey@sungardps.com
Kevin Lafeber—COO SunGard PS	407.304.3102	kevin.lafeber@sungardps.com

Escalation to Customer Management Team should be as follows:

Contact	Phone	E-mail

10. Appendix 1: Project Timeline

Target dates for the tasks and milestones will be established during the planning/kick off phase of the project.

Task	Client Responsibilities	SunGard Responsibilities
1. Contract Execution	Client signs contract.	SunGard signs final contract.
2. Project Hand-Off Call	Client reviews and sets initial Project Timeline dates with SunGard.	SunGard & Client review Project Timeline; SunGard delivers electronic copies of Configuration Guide.
3. Provide Access to Online Environment	Client tests internet connection to environment.	SunGard confirms remote access.
4. Project Timeline Sign-Off SIGN OFF	Client signs-off on remaining project milestone dates.	SunGard provides Client with timeline dates.
5. Database Consultation SIGN OFF	Client conducts meeting with SunGard to discuss the data conversion process and a brief review of the data structure. Client signs-off on Data Source Document.	SunGard provides suggestions to ensure expectations are reviewed.
6. Map Template Delivered		The sample map template is also delivered to the client.
7. Delivery of Geodatabase	Client uploads geodatabase onto SunGard's FTP site for data mapping.	SunGard begins mapping the source tables to the TRAKiT structure.
8. Screenshots of Existing Software	Client provides screenshots of existing software that relate to the data conversion process.	SunGard reviews screenshots and begins mapping of data; SunGard prepares data mapping document to submit to Client.
9. Demo Existing Legacy Systems	Client conducts an overview of their existing system for SunGard.	SunGard reviews current legacy systems with Client.
10. Remote Webinar Training Series	Client attends and participates in remote 2-hour webinar training sessions for each Power User/ SME.	SunGard conducts webinar training sessions prior to onsite meeting.
11. Kick-Off Meeting ONSITE	Client attends and participates in Kick-Off Meeting, which includes a review of the Configuration Guide and Workbook.	SunGard conducts Kick-Off meeting onsite. Reviews Configuration Guide with all Departments, and assists in completing GeoTRAK data fields. SunGard provides workflow samples for future discussions.
12. 1st Workbook Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department.

Task	Client Responsibilities	SunGard Responsibilities
		SunGard ensures that the Configuration Workbook is being updated.
13. 1st GeoTRAK Workbook Review	Client reviews land data mapping details and configuration information with SunGard.	SunGard reviews configuration workbook and provides feedback as applicable.
14. Initial Workflows	Client provides initial workflows from various Departments for review.	SunGard reviews initial workflows submitted for Business Process Meeting.
15. Business Process Review Meeting ONSITE	Client provides business process workflow and corresponding reports/forms used in daily activities. Sessions are divided among various Departments implementing TRAKiT.	SunGard assists the Client with Workbooks, identifies process adaptations, and reviews specifications for reporting requirements.
16. 2nd GeoTRAK Workbook Review	Client reviews the finalized GeoTRAK workbook.	SunGard reviews workbook and provides additional feedback as applicable.
17. 2nd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department. SunGard ensures that the Configuration Workbook & Workflows are being updated.
18. Final GeoTRAK Workbook Review	Client submits and reviews the finalized GeoTRAK workbook.	SunGard reviews workbook and provides additional feedback as applicable.
19. Final List of Forms/Reports Due	Client delivers final list of forms and reports and defines custom scripts for additional requirements to SunGard to design.	
20. GeoTRAK Workbook Final Collection	Client provides final version of GeoTRAK workbook, including all mapping, custom screen, and spatial join requirements.	SunGard collects GeoTRAK workbook, completes those spatial joins being handled by SunGard, ensures that mapping is consistent with discussed process.
21. 3rd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department. SunGard ensures that the Configuration Workbook & Workflows are being updated.
22. Workbook Review Meeting ONSITE	Client provides Workbooks and copies of needed forms/reports; Client attends	SunGard collects Client responses to Workbooks; SunGard conducts

Task	Client Responsibilities	SunGard Responsibilities
	department meetings to offer insight into workflow; Client provides complete set of source data for conversion.	Department meetings to ensure understanding of responses and discuss procedural needs; SunGard reviews data to convert with Client.
23. Customer Survey	Client provides feedback on the SunGard efforts to date.	SunGard conducts a review of the project to date.
24. Project Workbook Draft	Client provides their completed Project Workbook.	SunGard reviews the submitted workbook.
25. GeoTRAK Workbook SIGN OFF	Client signs-off on GeoTRAK workbook.	SunGard provides finalized GeoTRAK workbook for Client sign-off.
26. Initial Forms/Reports Scope SIGN OFF	Client participate in a review of the Forms/Reports requirements and signs-off on the initial Forms/Reports Scope.	
27. Project Workbook SIGN OFF	Client signs-off on final version of the Workbook.	SunGard will utilize the Workbook in configuration of the system.
28. Map Services Delivered	Client delivers Map services to SunGard prior to Initial Delivery. Map services may include: <ul style="list-style-type: none"> - eTRAKiT map service - TRAKiT data map service 	SunGard configures Map services with data.
29. System Configuration	Client participates and provides additional information as needed by SunGard.	SunGard configures system according to Workbook responses and meeting discussions; SunGard converts historical data; SunGard creates/customizes reports and/or forms (e.g. Permit Form).
30. Power User/ SME Training Planning	Client is introduced to SunGard Trainer and develops plan for User Training	SunGard PM & Trainer meet with client to discuss User Training.
 31. Initial Delivery ONSITE	Client will attend the demonstration of the delivery.	SunGard installs and demonstrates configured system with various Departments. eTRAKiT validation/preferences are reviewed with Client.
32. Workflow Processes Delivered	Client receives written workflow processes from SunGard.	SunGard delivers a sample set of workflow processes to Client for review and use during Training.

Task	Client Responsibilities	SunGard Responsibilities
33. Power User/ SMEs Trained ONSITE	Client will provide meeting space and training computers for up to eight (8) staff.	SunGard provides training materials for initial system configuration.
34. Testing Begins SIGN OFF	Client Power User/ SMEs verify accuracy and placement of converted data, forms & reports; Client tests software configuration; Client tests program interfaces; Client tests software customizations; Client notifies SunGard of desired changes. Client acknowledges the start of the test process.	SunGard receives change requests from Client and makes necessary revisions.
35. 1st Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
36. 1st Review of Forms/Reports	Client reviews Forms/Reports provided at Initial Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.
37. Initial Delivery Revisions	Client delivers revision list to SunGard.	SunGard receives review comments from Client and begins adjusting configured system.
38. External Interface Review	Client tests any external data interfaces provided by SunGard; includes land update routine, accounting interface, and other data import routines.	SunGard reviews any external data import/export routines prepared for Client.
39. 2nd Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
40. GeoTRAK Update Routine SIGN OFF	Client to review and sign-off on GeoTRAK Update Routine document.	SunGard provide the GeoTRAK Update Routine document.
41. Customer Survey	Client provides feedback on the SunGard efforts since the Workbook Review.	SunGard conducts a review of the project since the Workbook review.
42. 3rd Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
43. 2nd Review of Forms/Reports	Client reviews Forms/Reports provided at 2 nd Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.

Task	Client Responsibilities	SunGard Responsibilities
44. 2nd Delivery Revisions	Client delivers revision list to SunGard.	
45. 4th Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
46. 3rd Delivery	Client continues review of system.	
47. GeoTRAK Update Routine Delivery	Client provides SunGard with credentials/access to configure the GeoTRAK Update Routine.	SunGard initializes the GeoTRAK Update Routine and Python scripts (in GIS if necessary).
48. GIS Final Review	Client tests map services and updates with SunGard.	SunGard finalizes GIS configuration for Go Live.
49. Final Review of Forms/Reports	Client reviews Forms/Reports provided at 3 rd Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.
50. Final Revisions List ONSITE	Client delivers final revision list to SunGard.	SunGard receives review comments from Client and makes final adjustments.
51. eTRAKIT Final Connection Validated	Client validates the configuration settings for eTRAKIT portal.	SunGard provides remote assistance for eTRAKIT payment portal.
52. 5th Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
53. Final Delivery	Client reviews final items submitted.	SunGard installs modified system.
54. Go Live Dry Run	Client delivers data in preparation for Go Live.	SunGard develops a Go Live schedule for rehearsal with Client prior to actual Go Live.
55. Testing Ends SIGN OFF	Client acknowledges the end of the test process and approves findings before User Training commences.	
56. End User Training Planning	Client develops plan for End User Training.	SunGard PM & Trainer meet with client to discuss Training.
57. Client Support Transition Preparation		SunGard PM assembles materials necessary to transition the knowledge

Task	Client Responsibilities	SunGard Responsibilities
		of the implementation to the SunGard Client Support team
58. Client Support Transition Call	Client attends remote discussion with SunGard Client Support team.	SunGard introduces Client Support team along with expectations for using technical assistance after Go Live.
59. Transition to Live	Client provides final extract of historical data to SunGard.	SunGard converts data and loads onto Client's Environment.
60. End User Training ONSITE	Client provides meeting space and training computers for up to eight (8) staff.	SunGard provides training materials for onsite training.
61. General System Administration Training ONSITE	Client End Users attend a mini System Administrator training session prior to Go Live.	SunGard conducts an accelerated System Admin session with End Users for user privilege and general configuration management.
62. Go Live ONSITE	Client Goes Live with TRAKIT and eTRAKIT.	SunGard provides Go Live support onsite.
63. Optional Follow-up Visit ONSITE or Remote	Client assembles various Departments for review with SunGard.	SunGard conducts an onsite follow-up visit 45 days after Go Live.
64. Customer Survey	Client provides feedback on the overall project.	SunGard conducts a final review of the project implementation.
65. Go-Live System Review REVIEW	Client reviews that SunGard has provided and committed to all project deliverables.	SunGard provides a letter detailing all project commitments.
System Administrator / Report Writing Training	Client provides System Administrators for training at SunGard headquarters.	SunGard trains Client staff at designated SunGard facility.

EXHIBIT 1 – PROCESSING AND SERVICES FEES

Year	Processing Fee
1	\$ 23,652.00
2	\$ 24,834.60
3	\$ 26,076.33
4	\$ 27,380.15
5	\$ 28,749.15

Quote Q-00023255 Date 02/17/2017 Valid Until 03/29/2016

Cloud

Product Code	Product Name	Quantity
TRAK-COMMDEV-UL	TRAKIT9 Community Development Suite User License	4
TRAK-ENFLIB	TRAKIT Enforcement Library	1
TRAK-ETRAKIT	eTRAKIT Citizen Portal	1
TRAK-GISSTD	TRAKIT GIS Standard Engine	1
TRAK-PLNLIB	TRAKIT Plan Correction Library	1
TRAK-PMTLIB	TRAKIT Permit Form Library	1

Professional Services

Community Development

Product Code	Product Name	Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ENFLIB	TRAKIT Enforcement Library	Ext Price:	-	-	-	-	-	1,800.00	1,800.00
TRAK-ETRAKIT-L3	eTRAKIT Citizen Portal Configuration Package-L3-Premium	Ext Price:	160.00	1,750.00	12,800.00	320.00	-	3,000.00	18,030.00
TRAK-GISSTD-S	TRAKIT GIS Standard Engine Services	Ext Price:	-	-	17,600.00	320.00	-	-	17,920.00
TRAK-GTUR	GeoTRAK Update Routine	Ext Price:	3,200.00	-	-	-	-	6,000.00	9,200.00
TRAK-LP-ADM-I	TRAKIT9 Individual Learning Pass-Administrator Training	Ext Price:	-	-	-	1,200.00	-	-	1,200.00
TRAK-LP-RW-I	TRAKIT9 Individual Learning Pass-Report Writing	Ext Price:	-	-	-	1,800.00	-	-	1,800.00
TRAK-PLNLIB	TRAKIT Plan Correction Library	Ext Price:	-	-	-	-	-	1,800.00	1,800.00
TRAK-PMTLIB	TRAKIT Permit Form Library	Ext Price:	-	-	-	-	-	1,600.00	1,600.00
TRAK-CD-I-1	TRAKIT9 Community Development Initiation-L1	Ext Price:	-	1,400.00	-	-	-	-	1,400.00
TRAK-CD-D-1	TRAKIT9 Community Development Discovery-L1	Ext Price:	3,840.00	-	-	320.00	4,000.00	-	5,400.00
							5,400.00	-	9,560.00

Community Development

Product Code	Product Name	Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-CD-C-1	TRAKIT9 Community Development Configuration-L1	Ext Price:	-	-	-	-	12,800.00	-	12,800.00
TRAK-CD-T-1	TRAKIT9 Community Development Testing-L1	Ext Price:	5,120.00	-	-	4,480.00	9,600.00	-	19,200.00
TRAK-CD-EG-1	TRAKIT9 Community Development Education & Go Live-L1	Ext Price:	2,560.00	-	-	2,560.00	3,200.00	-	8,320.00
		Totals:	\$14,880.00	\$3,150.00	\$30,400.00	\$11,000.00	\$35,000.00	\$13,800.00	\$108,230.00

Product & Services

Cloud Annual Fees:	\$23,652.00
Professional Services:	\$108,230.00
Subtotal:	\$131,882.00
Total:	\$131,882.00

Product Notes

TRAK-COMMDEV-UL: Includes access to GeoTRAK (TRAK-GEO), PermitTRAK (TRAK-PERMIT), ProjectTRAK (TRAK-PROJECT), CodeTRAK (TRAK-CODE), AEC TRAK (TRAK-AEC), CRM TRAK (TRAK-CRM) modules and a report library with 100 standard reports.

TRAK-ENFLIB: Library includes each of the following forms:

-Two (2) standard Violation Letters

TRAK-LP-ADM-I: Includes a 2 day pass for one (1) seat of System Administrator training held at a designated off site location. This is not held at the customer site.

Customer is responsible for all travel and living expenses.

TRAK-LP-RW-I: Includes a 3 day pass for one (1) seat of Report Writing training held at a designated off site location. This is not held at the customer site. Customer is responsible for all travel and living expenses.

TRAK-PLNLIB: Library includes one each of the following forms:

-Standard Plan Correction Notice

-Standard Planning Commission Staff Report

TRAK-PMTLIB: Library includes one each of the following forms:

-Standard Permit form

-Certificate of Occupancy

-Receipt

-Invoice

-Inspection Results Letter