



CENTRALSQUARE

TECHNOLOGIES

STATEMENT OF WORK

City of Emeryville, California

COMMUNITY DEVELOPMENT SOFTWARE UPGRADE

Version 1

Confidential and Proprietary

Statement of Work

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1.0 Executive Summary

Introduction

This document contains the approach and Statement of Work (SOW) for the definition, configuration, and deployment of the Community Development software and related services solely related to the software modules expressly identified in identified in Quote Number Q-00011712 (“the Quote”) between the City of Emeryville, California (the “Customer”) and CentralSquare Technologies (“CentralSquare”). This SOW defines the scope of services agreed upon between CentralSquare and the Customer, as well as establishes responsibilities for each party related to the services furnished following execution of the Quote.

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

Project Assumptions

- CentralSquare will provide services to assist the Customer in upgrading the existing TRAKiT software to CentralSquare’s Community Development software solution.
- CentralSquare is implementing a Commercially Available Off-the-Shelf (COTS) solution.
- Customer and CentralSquare will collaboratively finalize the detailed project plan schedule. Any significant or material changes to the project, once the project plan is finalized, will follow the Change Control process as described in this SOW.
- The proposed project services outlined in this SOW include project management, installation, implementation, training, consulting, and other services work necessary for the project as described in this SOW and representing a best good faith estimate based on knowledge at time of the Quote.
- The Customer will form an internal Project Team, including a project manager, and will make their Project Team members available for meetings, consulting and training sessions, discussions and conference calls, and other related project tasks or events upon request by CentralSquare.
- The Customer will provide adequate breakout and conference room space as well as an adequate workspace for each onsite CentralSquare consultant or trainer with access to a wireless network, telephone, and within close proximity to the Customer project team and site.
- Customer will provide adequate training space and computers for training throughout the project. The training rooms will include a CentralSquare-specified number of fully functioning networked computers which meet the required CentralSquare hardware standards. The Customer is responsible for ensuring training facilities are fully prepared for each training sessions. CentralSquare offers additional Technical Support services and can amend this SOW to include them at the customer’s request.
- Both the Customer and CentralSquare will furnish resources with appropriate skills and experience to handle the roles and responsibilities outlined in this SOW.
- CentralSquare is not responsible for quality of existing Customer data or for the correction or resolution of data quality issues unless previously agreed upon.
- CentralSquare is not including any custom development in this SOW. If custom development is identified, Customer and CentralSquare will follow our funded development process to determine if the requested work can be completed by CentralSquare.
- Customer understands that some functions/features are different or have been removed from previous versions of TRAKiT.
- Customer will test all normal business processes in the Community Development software application after the training and prior to the final Go Live. CentralSquare will support and troubleshoot issues with the Customer during this testing.



2.0 Scope Overview

The purpose of this project is to upgrade the Customer's current TRAKiT software with a Commercially Available Off-the-Shelf software; CentralSquare's Community Development software modules, to improve the Customer's existing administrative processes to take advantage of industry best practices that best leverage the Community Development software. The project scope is comprised of the software and services identified in the Quote and further described throughout this SOW. Anything not specifically designated in the SOW should be considered out of scope and not part of this project.

2.1 Software Scope

CentralSquare shall provide maintenance service, technical support, and software updates. Covered software does not include hardware, hardware vendor operating systems and/or other system software, Customer developed software, or third-party software.

CentralSquare will provide an upgrade to the Customer's existing TRAKiT software to the Community Development software solution to enhance local government operations through flexibility in automating permitting, managing inspections, regulating land use, and tracking projects. CentralSquare will deliver computer software and database structure for SQL/Server database.

The following checked items outline the software updates associated with the Quote.

Customer's existing TRAKiT Modules	Community Development Enterprise Modules Included	Community Development Add-On Modules Included
<input checked="" type="checkbox"/> PermitTRAK	<input checked="" type="checkbox"/> Permitting	<input type="checkbox"/> My Community App
<input checked="" type="checkbox"/> ProjectTRAK	<input checked="" type="checkbox"/> Projects and Planning	<input type="checkbox"/> AnalyticsNOW (Cognos)
<input checked="" type="checkbox"/> CodeTRAK	<input checked="" type="checkbox"/> Code Compliance	<input type="checkbox"/> Advanced GIS
<input type="checkbox"/> LicenseTRAK	<input checked="" type="checkbox"/> Licensing	<input checked="" type="checkbox"/> Fusion
<input checked="" type="checkbox"/> LandTRAK	<input checked="" type="checkbox"/> Land Management (includes Basic GIS)	<input type="checkbox"/> Bluebeam
<input type="checkbox"/> AECTRACK	<input checked="" type="checkbox"/> Entity Management	<input type="checkbox"/> VoiceTRAK IVR
<input type="checkbox"/> CRM TRAK	<input checked="" type="checkbox"/> Citizen Response Management	
<input checked="" type="checkbox"/> GIS Standard	<input checked="" type="checkbox"/> Workspace	
<input checked="" type="checkbox"/> Basic Analytics	<input checked="" type="checkbox"/> Basic Reporting and Analytics	
<input type="checkbox"/> iTRAKiT	<input checked="" type="checkbox"/> Document Attachment	
<input checked="" type="checkbox"/> eTRAKiT	<input checked="" type="checkbox"/> Citizen Engagement	
<input type="checkbox"/> VoiceTRAK IVR	<input checked="" type="checkbox"/> Mobiles	
<input type="checkbox"/> GIS Advanced		
<input type="checkbox"/> Advanced Analytics		
<input checked="" type="checkbox"/> Licensed users – 15	<input checked="" type="checkbox"/> Licensed users – 50	



2.2 Services Scope

Project Management and Governance

CentralSquare will provide a Remote Project Manager (RPM) who will manage the project and work closely with the Customer project lead to oversee the project. Throughout the project, the RPM will keep the project organized from the CentralSquare perspective, on schedule and on budget.

Key Responsibilities

CentralSquare:

- Lead Project
- Project Plan and Schedule
- Open Items Log
- Weekly Status Call with Agenda

Customer:

- Attend and participate in project kickoff
- Provide organization schedule for CentralSquare PM to complete project plan
- Participate in weekly call with CentralSquare PM
- Test and validate the system timely to provide feedback in weekly calls

Assumptions:

- The Customer and CentralSquare Project Manager's will coordinate project team members, subject matter experts, and the overall implementation schedule.
- Both CentralSquare and Customer will assign Project Manager's with the requisite skills and leadership authority within the organization to effectively accomplish the goals and complete the scope of the services in this SOW. CentralSquare has include RPM hours to cover a 3-4-month project. If the project runs over the allotted RPM hours the Customer may contract for additional hours.
- Customer will participate in weekly project team calls with CentralSquare's Project Manager.
- Customer is responsible for completing the Go Live checklist no less than 30 days before Go Live to ensure full testing has occurred and the customer organization is ready for Go Live.

The parties agree that the individuals designated in the final Project Schedule are essential to the services offered pursuant to this Quote. To ensure expedient remediation of any issues that may arise during the implementation process, the Customer and CentralSquare will use the following escalation procedure:

- All communication regarding the project directed to CentralSquare's Project Manager and the Customer's Project Manager must remain consistent. Regularly scheduled project status meetings maintain open communication between the CentralSquare Project Manager and Customer Project Manager.
- All issues or concerns are to be openly and actively discussed between CentralSquare's Project Manager and the Customer's Program and Project Manager prior to any escalation.
- If issues begin to interfere with the progression of the implementation project, the Customer and/or CentralSquare should escalate challenges to CentralSquare management in the sequence below:



Communication

Project Status Cadence Meetings

Project status cadence meetings, scheduled as determined by the CentralSquare and Customer Project Managers, establish the status of the project; achievements over a defined iterative period, risk mitigation, issue review, and assurance of awareness of upcoming activities. Continuity in the meeting schedule is critical to early intervention of risks and issues.

Project Status and Issues/Risks Reporting

In addition to the regularly scheduled Project Status Meetings, the CentralSquare Project Manager provides two key types of reports as part of the Communication Plan.

- The Project Status Report, distributed to key stakeholders at a frequency to be determined based on the needs of the Customer (typically bi-weekly or monthly), summarizes milestones completed, as well as recent and upcoming project activity.
- The Issues Log, updated continually by the CentralSquare Project Manager, tracks entry and management of project issues identified by CentralSquare or the Customer. Log entries include status updates, action items, and responsibilities of both parties. Risks and issues tracking log adjustments are mutual agreements by the CentralSquare and Customer Project Manager.

The Customer and CentralSquare agree that the individuals designated in the final project plan are essential to the services offered pursuant to this Quote. The Customer and CentralSquare should anticipate challenging issues to arise throughout the implementation process due to the nature and complexity of projects of this type. For expedient remedying of challenging issues, the Customer and CentralSquare will use the following dispute resolution process.

All communication regarding the project directed to CentralSquare's Project Manager and the Customer's Project Manager maintain consistent communication between the parties. Regularly scheduled project status meetings maintain open communication between the CentralSquare and Customer Project Manager.

- All issues or concerns are to be openly and actively discussed between CentralSquare's Project Manager and the Customer's Project Manager prior to any escalation.
- If issues begin to interfere with the progression of the implementation project, the Customer and/or CentralSquare Project Manager should escalate challenges to senior management representatives in the sequence below, as needed:

CentralSquare

Escalation to CentralSquare management is as follows:

Name and Role	Phone	Email
Project Manager		TBD
Michele Leaf, Manager, Project Management Office	530-879-5126	Michele.Leaf@CentralSquare.com
Michael DiOrio, Sr. Director Services	617-999-3471	Michael.DiOrio@CentralSquare.com
Aydin Asli, VP, Professional Services	604-340-1720	Aydin.Asli@CentralSquare.com

Customer

Customer will provide escalation personnel to CentralSquare Project Manager during Kick-Off phase of the project.



Change Requests and Changes to this Statement of Work

The Customer and CentralSquare may request a change to the services outlined in this SOW 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. Customer will work with CentralSquare to document all requested changes in a change request form (“Change Order Form”) in the form set forth in Attachment 1.

The change order will provide sufficient detail including the following.

- Detailed description of resources (both Customer and CentralSquare) 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 CentralSquare 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 above-mentioned dispute resolution process.

Installation

CentralSquare and Customer will conduct the following Installation as part of this project.

Tasks	Name	Description	Customer Role	CentralSquare Role
1.	Installation	Initial Installation of CentralSquare’s Community Development software	<ul style="list-style-type: none">• Hardware Set Up• Completed Pre-Install Checklist• Attend Discovery Call	<ul style="list-style-type: none">• Pre-Install Checklist• Discovery Call• Complete install and data migration
2.	Test Account Creation	Test Account Creation is the creation of the test account which is cloned from the pre-production environment.	<ul style="list-style-type: none">• Validate Account	<ul style="list-style-type: none">• Create Test Account

Assumptions

- CentralSquare will migrate all Customer data contained within TRAKiT database into the Community Development database and confirm that primary system functions are available.



- CentralSquare will provide the Community Development software and install it on a local server. Software installation will be done one (1) time.
- Customer will be charged for any moving and/or reinstallation of the software.
- Customer is responsible for the procurement and installation of hardware based upon CentralSquare's Recommended Hardware Specifications.
- Superior will create one (1) Production Account and one (1) Test Account as part of the Agreement. Additional accounts will require additional hours added to the Quote by mutual written agreement at CentralSquare's prevailing rates.
- Initial installation of Community Development is completed into one (1) pre-production environment. All configuration, training, and testing is completed in this environment. Prior to end user training a "testing" environment is created and the data from Pre-Production is copied over. This second environment called "test" is used to train end users and as a sand box for users to learn. Prior to final go live the Pre-Production environment is cleared out of data and the "final conversion" from production is completed. Pre-Production is now considered "production."

Data Migration and Conversion

Customer is upgrading to remain current on the software and to take advantage of added features and functionality available. Customer and CentralSquare agree to work together to review any custom scripts or other custom development used today in the TRAKiT software. Customer and CentralSquare will work to eliminate all custom scripts, stored procedures, and other customizations as part of the migration to the Community Development software. By doing so this will assist in streamlining this and software upgrades in the future.

CentralSquare will migrate the Customer's existing TRAKiT database into the upgraded Community Development data structure. Price includes two (2) conversion routines:

1. The first data migration will occur at the initial delivery for Customer training and testing. Any issues with migrated data must be reported to CentralSquare at the conclusion of the initial testing period, which will be defined by the Project Schedule that will be negotiated by the Customer and the CentralSquare project manager.
2. The second data migration will occur at Go Live. The existing TRAKiT database must be provided to CentralSquare by no later than 9:00 AM EST on the scheduled conversion date.

Any alterations made to the existing TRAKiT database by the Customer during migration will result in additional charges to correct.

Assumptions:

- Customer understands that the data migration is for the existing TRAKiT configuration as provided to CentralSquare on date of install.
- Customer to fully test the system prior to Go Live per the project schedule.
- Customer will be responsible for providing remote network access to CentralSquare.
- Any delays in the project schedule caused by the Customer may result in additional charges.
- The Customer must track any alterations made to their existing production TRAKiT database while testing the upgraded Community Development data structure and apply those changes (as needed) to the upgraded Community Development data structure with the guidance of CentralSquare. Any alterations made to the existing TRAKiT database by the Customer during migration will result in additional charges should CentralSquare need to correct.
- Customer will provide IT support, as requested by CentralSquare, to affect changes to the Customer environment in support of this project.
- Any delays in the negotiated project schedule caused by the Customer may result in additional charges.



Community Development Process Review (CDPR)

Based on the modules currently licensed CentralSquare will provide a CDPR to review current business processes which includes documentation of the findings and recommendations post CDPR. Modules consist of Permitting, Project and Planning, Code Compliance, and Citizen Engagement.

Name	Description	Customer Role	CentralSquare Role
CDPR	<p>Community Development Process Review is a review of current organization business practices and processes within the use of TRAKiT. CentralSquare will make best practice recommendations for business optimization and design to the organization based on best practice uses of Community Development. As part of the CDPR, CentralSquare consultants will review existing business processes with Customer staff. Consultants will facilitate a discussion to review recommendations and options for use of the Community Development software. Additionally, CentralSquare consultants will use government “best practices” in providing improvement options to the Customer. Special focus will be given to reviewing any customizations the Customer has on TRAKiT. The goal of moving to the Community Development modules is to eliminate the current customizations by using the base software. Some of the customizations include scripting and stored procedures.</p>	<ul style="list-style-type: none"> • Provide Current “As Is” Processes • Provide current customizations • Attend Interview Sessions per Schedule • Review CDPR Recommendations • Signoff on Completed CDPR • Determine Which Recommendations to be Implemented During Project 	<ul style="list-style-type: none"> • Onsite CDPR Interview Sessions • CDPR Findings with Recommendations

Assumption:

- It is CentralSquare and Customers goal to not bring forward any software customizations from their existing TRAKiT to the upgraded Community Development data structure.
- Both parties will make a good faith effort to review customizations and to find a solution in the base TRAKIT software.
- CentralSquare has included services in this agreement should no alternative in the base software be available for CentralSquare to review the customization for adding it to the base software.
- The review of Customers customization will go through CentralSquare’s funded development process for evaluation and cost.
- CentralSquare is not making a commitment to add any customizations to the base software.
- Customizations will be evaluated based on the value of adding it to the base software.
- Should CentralSquare agree to move forward with the Customization it will be added to the base software and be included in a main release. This will allow for the customization to become part of the base software and available in future releases.



Consulting and Training

CentralSquare will provide the following consulting and training:

Go Live Support:

CentralSquare will provide consulting support during Go Live and for the immediate days after Go Live.

End Users Training:

CentralSquare will provide training to end users. These are end users in each core functional area. The goal of this training is to train end users on the use of the new functionality of Community Development. This training will take place immediately prior to Go Live.

System Administration Training:

CentralSquare is including system administration training. The goal of this training is to train your Administrators on system maintenance and the upgraded Analytics and Fusion software.

Below is a breakdown of proposed consulting and training hours:

Training and/or Consulting Type	Hours
Go-Live Support	8
End User Training	80
Analytics Training	40
System Administration Training	8
Fusion Training	20

Responsibilities

CentralSquare:

- Agendas – One week prior to scheduled session.
- Trip/Distance Learning Log – Within one week of completion of training
- Tracking and updating the project schedule and milestones

Customer:

- Attend Training
- Complete Homework (if applicable)
- Review and Sign Trip/Distance Learning Log
- Development of agency specific End User Guides (if applicable)

Assumptions:

- Training will be conducted either remote (distance learning) or onsite at the Customer's location.
- Provide individual workstations/laptops for each individual to be trained.
- Workstation environment must connect directly to the Customers pre-production database for training.
- Students must be able to attend the full training session.
- Students will have sufficient basic knowledge of Customers current business processes and use of TRAKIT.
- Each class is restricted to 8-12 students max. If additional sessions are required due to more than 12 attendees, Customer will need to contract for additional training hours.



Quality Assurance Testing

CentralSquare provides services for one (1) round of testing review as part of this SOW. The intent of this support is to assist the Customer in resolving any items found during the testing of Community Development. CentralSquare included 8 hours testing support. If additional testing hours are required, Customer will need to contract for additional hours.

Customer agrees and is responsible for completing testing of all aspects of CentralSquare Community Development. This includes but is not limited to the following:

- All business processes including
- Reports
- Security
- Interfaces (if applicable)
- Forms

Responsibilities

CentralSquare:

- Support Customer in testing
- Troubleshoot testing issues
- Resolve issues related to testing per support standards

Customer:

- Customer will define testing scenarios specific to Customer operations as needed for testing.
- Customer application owners will participate in testing activities.

Assumptions:

- Customer is expected to start the testing shortly after the training provided by CentralSquare.

Report Development

Customer will have access to CentralSquare's standard reports for Community Development.

Assumptions:

- Customer understands that the format/details of the Community Development reports may vary from the TRAKiT reports.

Go Live

Go-Live planning starts at least one (1) month prior to the scheduled Go-Live. CentralSquare Customer will prepare a plan to delineate responsibilities, timelines for Go-Live tasks, and a communications plan specific to the Go-Live activities.

Responsibilities

CentralSquare:

- Complete final data migration from production
- Create test account after Go Live
- Support Customer during Go Live and for the immediate days after Go Live
- Assist in resolving issues as necessary

**Customer:**

- Train Customer End Users if required
- Complete final Go Live discovery call with CentralSquare technician
- Complete data validation after final Go Live data migration

Project Closeout

The CentralSquare Project Manager will conduct a project closeout call with the Customer and the CentralSquare assigned Customer Success Manager. The project closeout will include a report summarizing the project and any remaining open issues. This should be no later than 30 days after Go-Live

The report will include the following:

- Overall Summary of the project
- Summary of project budget
- Remaining tasks, training, or other deliverables (if applicable)
- Future implementation plans (if applicable)
- CentralSquare recommendations for future application features (if applicable)
- CentralSquare follow-up

Roles and Responsibilities**CentralSquare:**

- CentralSquare will deliver a draft report to Customer
- Conduct closeout call with Customer Success Manager

Customer:

- Customer will review draft report from CentralSquare and provide comment
- Sign final report
- Participate in closeout call with CentralSquare



Attachment 1 - Change Order Form



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TECHNOLOGIES

CUSTOMER CHANGE ORDER FORM

The following form is to be used when a change has been requested to the contract or statement of work. The following will be prepared by the CentralSquare Technologies Project Manager and sent to the Customer for signatures. Completed form will be forwarded to CentralSquare Technologies Accounting. If required, an amendment will be drafted through Contract Services for delivery to Customer.

Contract Change Request			
Customer:		Customer Contact:	
CentralSquare Technologies Project Manager:		Name	
CentralSquare Technologies Account Executive:		Title	
		Address	
		Email	
		Phone	
		Fax	

PRODUCTS/SERVICES DELETED:
 The following have been requested to be terminated or deleted. An amendment will be required.

Qty	Item #	CentralSquare Technologies Applications, Hardware, 3 rd Party Software, Services	Agreement/Quote #	Reason for Request	Date

PRODUCTS /SERVICES ADDED:
 The following have been requested to be added: (please include Quote showing descriptions, pricing). An Amendment, Add-Quote or Supplement will be required.

Qty	Item #	CentralSquare Technologies Applications, Hardware, 3 rd Party Software, Services	Agreement/Quote #	Reason for Request	Date

ALL CREDITS WILL BE APPLIED TO FUTURE LICENSED PROGRAMS ONLY.



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TECHNOLOGIES

For CentralSquare Technologies Finance Use Only: Finance Amendment Information Form (To be completed by Accounting for approvals)

Qty	Licensed Program(s)/ Services:	Billed	Paid	Recognized	Revenue Impact	Finance Contact

ADDITIONAL COMMENTS:			
CentralSquare Technologies Approval			
	Director of Services	Accounting	Contracts Services

Authorization:			
This Change Order is considered valid once both parties have signed this document. Its effective date shall be the most recent date of the two signatures.			
Customer Authorized Signature			
CentralSquare Technologies Project Manager			
	Printed Name	Signature	Date