OPENGOV

Statement of Work

Mission Springs Water District, CA

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Table of Contents

OpenGov Statement of Work

This Statement of Work ("SOW") identifies services that OpenGov will perform for Mission Springs Water District, CA ("Customer") pursuant to the order for OpenGov Professional Services. This SOW may not be modified or amended except in a written agreement signed by a duly authorized representative of each party. The OpenGov Responsibilities section of this document can be found in Exhibit 1: Implementation Activities. Any additional services or support not detailed in Exhibit 1 will be considered out of scope.

1. Project Scope

   Under this project, OpenGov will deliver cloud based solutions (detailed list in "Exhibit 1"). OpenGov's estimated charges and schedule are based on performance of the activities listed in the "OpenGov Responsibilities" section below. Deviations that arise during the project will be managed through the procedure described in Section 14.

2. Adjustments to the Project Scope, Estimated Schedule, Charges and other Terms

   Adjustments to the deliverables in Exhibit 1 may include charges on a time-and-materials or fixed-fee basis using OpenGov's standard rates.

3. Project Delivery

   3.1. OpenGov will perform the work under this SOW remotely unless explicitly identified below.
   3.2. OpenGov will use personnel and resources located across the United States, and may also include OpenGov-trained implementation partners to support the delivery of services.

4. Project Understanding

   4.1. Deviations that arise during the proposed project will be managed through the Change Order Process (as defined in Section 14), and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and/or other terms.
   4.2. The OpenGov Suites are not customized beyond current capacities based on the latest release of the software. Implementation of any custom modification or integration developed by OpenGov; Customer internal staff; or any third-party is not included in the scope of this project unless specifically listed in Exhibit 1.
   4.3. Customer is responsible for providing appropriate time and resources to the project to meet deliverables as outlined in the project plan.
   4.4. Data conversion services from other software system(s) or sources are not included in the scope of this project unless specifically listed in Exhibit 1.

5. OpenGov Responsibilities

5.1. OpenGov will provide project management for the OpenGov responsibilities in this SOW. This provides direction to OpenGov project personnel and a shared framework for project planning, communications, reporting, procedural and contractual activity.

5.2. OpenGov will review the Project Plan with Customer's Project Manager and key stakeholders to ensure alignment on agreed upon timelines.

5.3. OpenGov will maintain project communications through Customer's Project Manager.

5.4. OpenGov will establish documentation and procedural standards for deliverable materials.

5.5. OpenGov will assist Customer's Project Manager to prepare and maintain the Project Plan for the performance of this SOW which will include the activities, tasks, assignments, and project milestones identified in Exhibit 1.

6. Project Tracking and Reporting

6.1. OpenGov will review project tasks, schedules, and resources and make changes or additions, as appropriate. OpenGov will measure and evaluate progress against the Project Plan with Customer's Project Manager.

6.2. OpenGov will work with Customer's Project Manager to address and resolve deviations from the Project Plan.

6.3. OpenGov will conduct regularly scheduled project status meetings.

6.4. OpenGov will administer the Change Order Process with the Customer's Project Manager.

6.5. Deliverable Materials:
      6.5.1. Weekly status reports
      6.5.2. Project Plan
      6.5.3. Project Charter, defining project plan and Go-live date
      6.5.4. Risk, Action, Issues and Decisions Register (RAID)

6.6. Deliverable Sign-Off: OpenGov requests Sign-Offs at various deliverables during the implementation of the project. Once the Customer has signed-off on a deliverable, any additional changes requested by Customer on that deliverable will require a paid change order for additional hours for OpenGov to complete the requested changes.

7. Communication and Escalation Procedure

7.1. Active engagement throughout the implementation process is the foundation of a successful deployment. To help assess progress, address questions, and minimize risk during the course of deployment, both parties agree to the following:

7.1.1. Regular communication aligned to the agreed upon Project Plan and timing.

7.1.2. OpenGov expects our customers to raise questions or concerns as soon as they arise. OpenGov will do the same, in order to be able to address items when known.

7.2. Executive involvement

7.2.1. Executives may be called upon to clarify expectations and/or resolve confusion.

7.2.2. Executives may be needed to steer strategic items to maximize the value through the deployment.
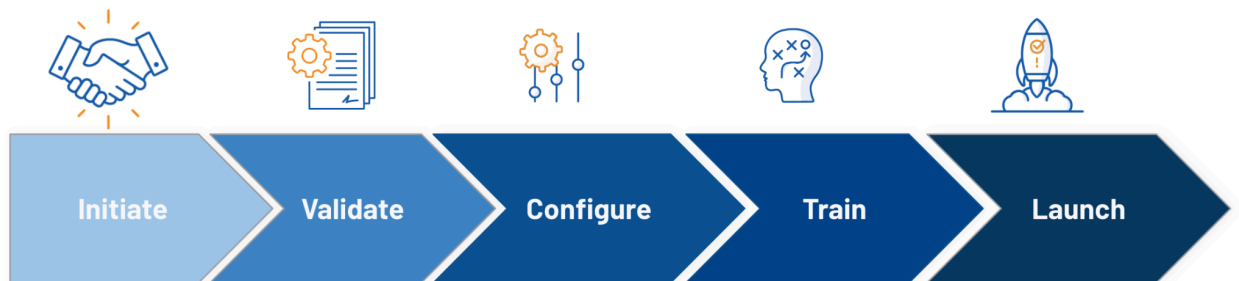
7.3. Escalation Process

7.3.1. Identification of an issue impeding deployment progres or, outcome, that is not acceptable.

7.3.2. Customer or OpenGov Project Manager summarizes the problem statement and impasse.

7.3.3. Customer and OpenGov Project Managers jointly outline solution acceptance and OpenGov Project Manager will schedule an Executive Review Meeting, if necessary.

7.3.4. Resolution will be documented and signed off.

8.   Opengov Implementation Methodology

Every OpenGov implementation will contain a structured methodology to properly plan and collaborate. The methodology consists of the following phases:
- Initiate
- Validate
- Configure
- Train
- Launch

8.1. Initiate

8.1.1. OpenGov will provide customer entity configuration.

8.1.2. OpenGov will provide system administrators creation.

8.1.3. This activity is complete when Customer has access to their site.

8.1.4. Customer will sign-off on product access to complete the Initiate Phase of the project.

8.2. Validate

8.2.1. OpenGov will create a Solution Blueprint.
8.2.2. OpenGov will confirm the Data Validation strategy.
8.2.3. This activity is complete when the Solution Blueprint is presented to Customer.
8.2.4. Customer will Sign-off on Initial Draft Solution Blueprint to complete the Validate Phase of the project.

8.3. Configure

8.3.1. OpenGov will configure the deliverables outlined in Exhibit 1.
8.3.2. This activity is complete when all deliverables in Exhibit 1 are configured.
8.3.3. Customer will provide Sign-off that all configuration deliverables have been completed and accepted. OpenGov will provide status and intermediate completion milestones as the project progresses to fully configured.

8.4. Train

8.4.1. Training will be provided in instructor-led virtual sessions unless otherwise specified in Exhibit 1.
8.4.2. OpenGov will provide Administrator training.
8.4.3. OpenGov will provide End User training (if listed in Exhibit 1).
8.4.4. Customer will Sign-off that training has been completed.

8.5. Launch

8.5.1. OpenGov will provide HyperAdopt support post Go-Live to ensure successful adoption.
8.5.2. Customer will Sign-off on the HyperAdopt phase of the project which will transition the project from active deployment to Customer Success.

9 . Customer Responsibilities

9.1. The completion of the proposed scope of work depends on the full commitment and participation of Customer's management and personnel. The Customer's Project Manager should have access to the appropriate Customer Subject Matter Expert personnel needed for the successful implementation of the project. The responsibilities listed in this section are in addition to the responsibilities specified in the Agreement and are to be provided at no charge to OpenGov. OpenGov's performance is predicated upon the following responsibilities being managed and fulfilled by Customer. Delays in performance of these responsibilities may result in a change order and/or delay of the completion of the project.

9.2. Provide the required data to OpenGov within five (5) days of the requests being made from the OpenGov Project Manager. The Customer will be responsible for any potential charges from third parties to access and provide the data.

9.3. Maintain the same format and access to data on an ongoing basis. Any changes to the underlying data or data source may require a change order or charge in the future.

10. Customer's Project Manager

10.1. Create, with OpenGov's assistance, the Project Charter for the performance of this SOW which will include the activities, tasks, assignments, milestones and estimates.

10.2. Manage Customer personnel and responsibilities for this project (for example: ensure personnel complete any self-paced training sessions, configuration, validation or user acceptance testing).

10.3. Identify and assign Subject Matter Experts (SME).

10.4. Serve as the communication liaison between OpenGov and Customer representatives participating in the project.

10.5. Participate in project status meetings.

10.6. Obtain and provide information, data, and decisions within ten (10) business days of OpenGov's request unless Customer and OpenGov agree in writing to a different response time.

10.7. Resolve deviations from the estimated schedule.

10.8. Help resolve project issues and escalate issues within Customer's organization, as necessary.

10.9. Administer the Change Order Process with the Project Manager, if applicable.

11. Acceptance Procedure

11.1. The completed items in Exhibit 1 will be submitted to the Customer's Project Manager.

11.2. Customer's Project Manager will have decision authority to approve/reject all Project Criteria, Phase Acceptance and Engagement Acceptance.

11.3. Within five (5) business days of receipt, the Customer's Project Manager will either accept the Deliverable Material or provide OpenGov's Project Manager a written list of requested revisions. If OpenGov receives no response from the Customer's Project Manager within five (5) business days, then the Deliverable Material will be deemed accepted. The process will repeat for the requested revisions until acceptance.

11.4. All acceptance milestones and associated review periods will be tracked on the Project Plan.

11.5 Both OpenGov and Customer recognize that failure to complete tasks and

respond to open issues may have a negative impact on the Project.

11.6. For any tasks not yet complete, OpenGov and/or Customer will provide sufficient resources to expedite completion of tasks to prevent negatively impacting the Project.

11.7. Excluding delays caused by a force majeure event, if OpenGov in good faith reasonably determines that Customer's personnel or contractors are not completing Customer's responsibilities described in the applicable SOW timely or accurately, OpenGov may place the Professional Services on hold after providing a minimum of seven days written notice to Customer. If OpenGov places a Customer on hold, OpenGov will ensure that Customer is made aware of its obligations necessary for OpenGov to continue performing the Professional Services in the on hold notice. Upon placing a customer on hold, OpenGov may, without penalty, suspend Professional Services to the Customer and reallocate resources until the Customer has fulfilled its obligations. OpenGov shall bear no liability or otherwise be responsible for delays in the provision of the Professional Services occasioned by Customer's failure to complete Customer's responsibilities.

12. Estimated Schedule

12.1. OpenGov will schedule resources after the signature of the order form is received. Unless specifically noted, the OpenGov assigned Project Manager will work with Customer Project Manager to develop the Project Charter for all requested deliverables under this SOW. OpenGov reserves the right to adjust the schedule based on the availability of OpenGov resources and/or Customer resources, and the timeliness of deliverables provided by the Customer.

12.2. The Services are currently estimated to start within two (2) weeks but no later than four (4) weeks from signatures on Order Forms.

13. Illustrative Project Timelines

13.1. The typical project timelines are for illustrative purposes only and may not reflect Customer's use cases. The order of delivery of the suite(s) will be determined during the project planning activities in the Initiate Phase.

Phase	Deliverable	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Initiate	Project Preparation and Kick Off	■					
Validate	Requirements Matrix	■					
Configure	Chart of Accounts	■	■				
	Operating Budget		■	■			
	Workforce Planning			■	■		
	Capital Budget			■	■		
	Online Budget Book				■	■	■
	Financial Integration		■	■			
	Admistrator Training			■	■		
Train	End User Training					■	
Launch	Go Live, HyperAdpotion, Project Closure						■

Customer is responsible for attending the kick off of each phase, providing any necessary data for each phase, participating in working sessions during active phases, and signing off on deliverables at the end of each phase.

Phase	Deliverable	Month 1	Month 2	Month 3	Month 4	Month 5
Initiate	Project Kick off and Planning	■				
Validate	Requirements Matrix, Validation workshop		■			
Configure	Solicitation Development		■			
	Solicitation Templates			■	■	
	Contract Managment			■		
	Contract templates				■	■
Train	Admin Training		■	■	■	
Launch	Go Live, HyperAdpotion, Project Closure					■

14. Change Order Process

14.1. This SOW and related efforts are based on the information provided and gathered by OpenGov. Customer acknowledges that changes to the scope may require additional effort or time, resulting in additional cost. Any change to scope must be agreed to in writing, by both Customer and OpenGov, and documented as such via a Change Order. No verbal agreement will be binding on OpenGov or Customer.

14.2. A Change Order is defined as work that is added to or deleted from the original scope of this SOW. Depending on the magnitude of the change, it may or may not alter the original contract amount or completion date. Changes might include but are not limited to:

14.2.1. Timeline for completion

14.2.2. Sign off process

14.2.3. Cost of change and/or invoice timing

14.2.4. Amending the SOW to correct an error

14.2.5 Extension of work as the complexity identified exceeds what was expected by Customer or OpenGov

14.2.6. Change in type of OpenGov resources to support the SOW

14.3. The approval process for a Change Order is as follows:

14.3.1. Identification and documentation of a need for modification to the scope of the project as defined in the Statement of Work and any subsequent change orders.

14.3.2. A Change Order is created and Customer and OpenGov review. The Customer will then provide Sign-off..
14.3.3. Change Order is incorporated into the Statement of Work and implemented.

Exhibit 1: Implementation Activities

Budgeting & Planning

Use Cases Build for Budget and Planning:
- Operating Budget
- Workforce Planning
- Budget Book Publication
- Capital Budgeting
- B&P Integrations
- Reporting & Transparency

Initiate

Provisioning Budget & Planning

OpenGov will:
- Provision Customer's OpenGov entity and verify Customer has access to all purchased modules.

Customer will:
- Confirm access to entity and modules.

Completion Criteria
- Customer verifies access to the site.

Validate

Technical Project Review

OpenGov will:
- Provide up to one (1) one-hour working sessions at the beginning of the project to:
  - o   Review deliverables
  - o   Review technical requirements
  - o   Provide documentation on requirements and processes

OpenGov Assumptions:
- Customer will provide relevant data within two (2) weeks immediately following the kick-off meeting.

Customer will:
- Identify relevant participants for attendance.
- Confirm deliverables.
- Gather and provide relevant data for the project.

Completion Criteria
- Customer sign-off on the project plan.

<u>Configure</u>

Chart of Accounts (COA)

OpenGov will:

- Build Customer's COA in OpenGov in accordance with OpenGov technical requirements.
- Review configured COA and uploaded data and provide training to Customer on how to:
  - o Manage new codes
  - o Edit COA
  - o Create Masks

Customer will:

- Provide current COA and transactional data.
- Validate and provide sign off on COA.
- Maintain the COA following configuration.

Completion Criteria

- Customer sign-off that the Chart of Accounts has been configured.

Operating Budget

OpenGov will:

- Configure one (1) Budget instance.
- Configure budget proposal based on a Segment of the Chart of Accounts.
- Train and assist on the modification on the configuration.
- Configure and upload Customer's base budget files into OpenGov budget instances.
- Configure OpenGov Budget Proposals and Worksheets for up to fifty (50) Departments in the base budget file based on the agreed upon structure.
- Review configured OpenGov Budget and provide training to Customer on how to:
  - o Create new Proposals and Worksheets
  - o Manage Budgets

Customer will:

- Provide current budget.
- Validate Budget Proposals and Worksheets.
- Signoff on Budget Proposals and Worksheets.

Completion Criteria

- Customer sign-off that Operating Budget proposals and worksheets have been configured.

Capital Budget

OpenGov will:

- Configure one (1) Budget instance.
- Configure and upload Customer's base budget files into OpenGov budget instances.
- Configure proposals and worksheets for up to fifty (50) Capital Projects in the base budget file based on the agreed upon structure.
- Review configured OpenGov Budget and provide training to Customer on how to:
  - o Create new Proposals and Worksheets
  - o Manage Budgets

Customer will:

- Provide current budget.
- Validate and provide signoff on Budget Proposals.

Completion Criteria
- Customer sign-off that Capital Budget proposals and worksheets have been configured.

Workforce

OpenGov will:
- Provide cost elements based on Customer's existing personnel forecast to workforce document as per OpenGov's best practices.
- Review configured OpenGov Workforce Plan and provide training to Customer on how to:
    o   Create Cost Elements
    o   Populate and upload the Position Template

Customer will:
- Provide Position calculations and tables.
- Populate the Position Template and upload the completed template into OpenGov.
- Validate and provide signoff on the Workforce Plan calculations.
- Maintain the Workforce Plan and data once configured.

Completion Criteria
- Customer sign-off that the Workforce Plan has been configured.

Reporting

OpenGov will:
- Set up one (1) export and Dataset View to enable OpenGov Budget Reports for the Operating and Capital Budget(s).
- Configure up three (3) standard reports using the customer's integrated financial data:
    o   Annual
    o   Budget to Actuals
    o   Transactions
- Configure up to four (4) Operating Budget Reports using OpenGov budget data:
    o   Milestones
    o   Development
    o   Details
    o   Categories*
- Configure up to four (4) Capital Budget Reports using OpenGov budget data:
    o   Development
    o   Details
    o   Categories*
    o   Capital Plan
- Review configured OpenGov Reports and provide training Customer on how to:
    o   Export Budget Data for use in OpenGov Reports.
    o   Create new Reports
    o   Manage Reports
    o   Share Reports

        *Budget Categories report is only available to customers using a zero-based budget.

Customer will:
- Validate and provide sign-off of Reports.
- Maintain the Reports once configured.
- Map OpenGov Budget export to Customer ERP import format.

Completion Criteria
- Customer sign-off that Reports have been configured.

Dashboards

OpenGov will:
- Configure dashboards based on one (1) segment or roll up in the Chart of Accounts based on the customer provided template.
- Produce the reporting views and dashboard based on the Customer's configuration.
- Provide Excel Template for the Customer to complete for the configuration of dashboards.

Customer will:
- Provide a completed template for OpenGov to use for the Dashboards.

Completion Criteria
- Customer sign-off that Dashboards have been configured.

Stories

OpenGov will:
- Configure one (1) standard budget Story template for Operating and Capital.
- Review configured OpenGov Story and provide training to Customer on how to:
  - Create new Stories
  - Manage Stories
  - Publish Stories

Customer will:
- Provide logo and branding guidelines.
- Validate and provide signoff on Operating Budget Story template.
- Update standard budget Story with Customer relevant information.

Completion Criteria
- Customer sign-off that Stories have been configured.

Budget Book Publication

OpenGov will:
- Based on best practices, build out the look and feel of six (6) Standard OBB Templates:
  - Home Page
  - Generic (multi-use)
  - Operating
  - Department
  - Capital
  - Capital Project
- Create an Annual Budget Report and FTE Report using OpenGov Budget data and Report Views to use in Department and Project OBB Story Shells.
- Create Department and Project OBB Story Shells from OBB Templates for up to fifty (50) Departments and up to fifty (50) Projects and add OpenGov Report Views to Department and Project Story Shells.

- Provide up to ten (10) one-hour working sessions to answer Customer questions on OBB Configuration.

Customer will:
- Provide logo and branding colors to OpenGov.
- Provide complete OBB content to allow OpenGov to copy and paste into the OBB.
- Sign off on OBB Templates prior to OBB Story Page Configuration.
- Validate and sign off on OBB pages.
- Make any continuing edits to the content after OpenGov has added the content to the appropriate story.

Completion Criteria
- Customer sign-off that the Budget Book Publication templates are configured.

Community Feedback Topic

OpenGov will:
- Configure one (1) standard budget topic in Community Feedback.
- Review configured OpenGov Topic and provide training to Customer on how to:
  - Create new topics
  - Manage topics
  - Set Topics to Public and Closed.

Customer will:
- Provide logo and branding guidelines.
- Validate and provide signoff on the standard budget topic.
- Update the standard budget topic with Customer relevant information.

Completion Criteria
- Customer sign-off that Community Feedback has been configured.

Financial Integration

OpenGov will:
- Set up a SFTP and Sample File Format.
- Integrate the following functionalities:
  - General Ledger Actuals and Budget (Revenue and Expenses)
- Extract, transform (when required) and load the data.
- Build Validation Reports for Budget and Actuals.
- Validate the historical data and current year data based on the Customer provided summary report.
- Schedule the current year data load.
- Monitor the data load.

OpenGov assumptions:
- Integration is unidirectional from the Customer's UniData into OpenGov.
- The data will be linked to the Customer's COA.

Customer will:
- Provide an IT resource to assist the project team in the initial set-up.
- Provide .csv data files via OpenGov SFTP Location.
- Any charges for the data from the ERP system will be the customer's responsibility.

- Broker OpenGov's access to Customer's source accounting data if hosted by any third vendor.
- Provide a summary export data to validate against.
- Validate and provide sign off on the integrated data and reports.
- Changes to the underlying data after project closure will be the responsibility of the customer to update.
- Maintenance of the integration file on an ongoing basis is the responsibility of the customer.

Completion Criteria
- Customer sign-off that the Integration has been configured.

Train

Budgeting & Planning Working Sessions

OpenGov will:
- Per the agreed upon Project Plan, schedule working sessions with Customer's system administrators to:
  - Review configurations;
  - Provide training on system functionality;
  - Gain feedback; and
  - Answer questions regarding configured system functionality.

Customer will:
- Per the agreed upon Project Plan, attend working sessions to:
  - Understand configurations;
  - Gain training on system functionality;
  - Give feedback; and
  - Ask questions regarding configured system functionality

Completion Criteria
- Budgeting & Planning Working Sessions have been conducted.

Reporting & Transparency Administrator Training

OpenGov will:
- Provide training to Customer system administrators on how to:
  - Maintain the Chart of Accounts
  - Upload and manage data for reporting
  - Create and share Reports, Dashboards, Stories, and Topics

Customer will:
- Identify relevant participants and attend scheduled trainings.

Completion Criteria
- Reporting & Transparency Administrator Training has been conducted.

Budget and Workforce Administrator Training

OpenGov will:
- Provide training to Customer system administrators on how to:
  - Create and manage Budgets
  - Prepare to set up Next Year's Budget
  - Create and manage Workforce Plans including Cost Elements and Position Upload Templates
  - Export Budget Data for use in OpenGov Reports.

Customer will:
- Identify relevant participants and attend scheduled trainings.

Completion Criteria
- Budget & Workforce Training has been conducted.

Publication Training

OpenGov will:
- Provide one (1) 60- Minute System Training designed for OBB Administrators on how to:
  - Use and copy OBB Templates
  - Add Reports Views to Stories
  - Add Customer content including: narrative, images, and external data to Stories
  - Publish Stories
  - Update and maintain Stories

Customer will:
- Identify relevant participants and attend scheduled trainings.

Completion Criteria
- Publication Training has been conducted.

End-User Training

OpenGov will:
- Provide two (2), 60-Minute training session(s) to Customer's Internal Users on how to:
  - Navigate Opengov Budgets and Reports
  - How to enter Budget data
  - How to run and use reports

Customer will:
- Identify relevant participants and attend scheduled trainings.

Completion Criteria
- End User Training has been conducted.

<u>Launch</u>

HyperAdopt

OpenGov will:

- Provide up to eight (8) hours of working sessions to answer any questions following solution acceptance.

Customer will:
- Identify issues and attend sessions.

Completion Criteria
- Customer sign-off that the project has been completed.

Exhibit 2: Technical Requirements

Chart of Accounts
- Flat file
- .csv, .xls, .xlsx with headers
- Active Accounts and Accounts with activity in the years of data being loaded into OpenGov.

Financial Data Files (Transactional Export)
- Flat file
- .csv, .xls, .xlsx with headers
- 3-5 Years of Data

Financial Data Files (Summary Revenue and Expense Export)
- PDF export

Current Budget
- Flat file
- .csv, .xls, .xlsx with headers
- Operating Budget

Personnel Calculations and Tables
- PDF, Word, csv, .xls, .xlsx with headers

Logo Image
- .jpg or .png format
- Transparent

Branding Guidelines
- Hex codes

Exhibit 1: Implementation Activities

Procurement:

Use Cases Build for Procurement:
- Solicitation Development
- Supplier Engagement
- Evaluation and Awards
- Contract Management

Initiate

Provisioning Procurement Website Instance

OpenGov will:
- Configure customer portal and upload Customer's logo.

Customer will:
- Provide logo.
- Confirm access to the Portal.

Completion Criteria
- Customer verifies access to the site.

Validate

Technical Project Review

OpenGov will:
- Provide up to one (1) two-hour working session at the beginning of the project to:
  - o   Confirm list of templates
  - o   Review technical requirements
  - o   Provide documentation on requirements and processes

OpenGov Assumptions:
- Boilerplate language will be provided within two (2) weeks immediately following the kick-off meeting.

Customer will:
- Identify relevant participants for attendance.
- Confirm deliverables.
- Gather and provide relevant data for the project.

Completion Criteria
- Customer sign-off on the project plan.

Configure

Supplier Engagement, Evaluation and Award Configuration

Vendor Portal

OpenGov will:
- Provide the Customer with iframe code and documentation to create the Vendor Portal.
- Import the list of vendors provided by Customer.

OpenGov Assumptions:
- Customer will provide a complete and accurate vendor list for import to OpenGov. OpenGov clean up/correction of imported files are not included in the scope of this project.

Customer will:
- Allocate resources to create the Vendor Portal.
- Provide vendor email list and send vendor email/letter.
- Ensure that Vendor Portal will be active before OpenGov begins configuration of templates or the Solicitation Development phase.

Completion Criteria
- Customer sign-off that Vendor Portal has been configured.

Generic Template

OpenGov will:
- Deploy generic templates.
- Provide OpenGov's "Paper to Paperless Language Transition Guide" to assist transition from paper to electronic.

Customer will:
- Provide a copy of the next solicitation document.
- Provide information to complete the generic solicitation upload template including forms and an example recent solicitation.
- Provide the category code set used by the agency (NIGP, NAICS, or UNSPSC).

Completion Criteria
- Customer sign-off that the Generic Template has been configured.

Solicitation Template Development Solution

OpenGov will:
- Review and confirm the Solicitation Templates and documents provided by the Customer.
- Configure up to one (1) total Solicitation Template(s) from customer provided standard boilerplate templates:
    - one (1) Non-Construction Solicitation Template will be built based on examples collected from the customer up to one hundred (100) pages in length.
- Work with Customer to design and get sign off on the template(s).

OpenGov Assumption:
- Palmdale Water District provided the following templates prior to the creation of the SOW that reflect the assumptions above including: Request for Proposals

Customer will:
- Provide forms associated with solicitation templates.
- Provide admin documents.
- Select the first solicitation type (usually ITB or RFP), to work with OpenGov for the design
- Test the configuration of each template by creating test projects and provide feedback.
- Validate and provide signoff on Solicitation Templates.

Completion Criteria
- Customer sign-off that the Solicitation template(s) have been configured.

Contract Management Configuration

Create and Manage Contracts

OpenGov will:
- Provide one (1) - one hour Overview of the Contract Management Solution to Customer's System Administrator(s).
- Provide guidance and instruction to System Administrator on creating and managing contracts.

Customer will:
- Attend scheduled System Overview
- Create and manage contract records in the system with guidance from OpenGov.

Completion Criteria
- Contracts training has been conducted.

Contract Template Deployment

OpenGov will:
- Review & configure agreed upon contract templates.
- Configure up to one (1) total Contract Template(s) from customer provided standard boilerplate templates :
    - one (1) Non-Construction Contract Template will be built based on examples collected from the customer up to fifty (50) pages in length.

OpenGov Assumption:
- Palmdale Water District provided the following templates prior to the creation of the SOW that reflect the assumptions above including

Customer will:
- Test the configuration of each template by creating test projects and provide feedback.
- Validate and provide signoff on Contract templates.

Completion Criteria
- Customer sign-off that the Contract Template(s) have been configured.

Historical and/or Active Contract Metadata Upload

OpenGov will:
- Provide a compatible mapping document in Excel format for the metadata of contracts (contracts log) to be uploaded into the system.
- Import the contract records listed in the contract log.

OpenGov Assumptions:
- OpenGov clean up/correction of attachments are not included in the scope of this project.

Customer will
- Customer will transfer their contract metadata into the mapping document provided by OpenGov for import into OpenGov. OpenGov clean up/correction of imported logs are not included in the scope of this project.

Completion Criteria
- Historical/Active Contract log has been loaded.

Historical and/or Active Contract Attachments Upload

OpenGov will:
- Provide instructions for the Customer to create an SFTP folder for the attachments to be uploaded with the contract log.
- Import attachments from the SFTP.

OpenGov Assumptions:
- OpenGov clean up/correction of attachments are not included in the scope of this project.

Customer will:
- Customer will create the SFTP folder, and add all related attachments (regular file folders/zip folders cannot be added into the SFTP)

Completion Criteria
- Attachments have been imported.

Admin Documents and Checklist Configuration

OpenGov will:
- Review & configure up to four (4) standard Admin Documents :
  - Proposal Viewer Agreement
  - Interview Invitation
  - Non-Award Letter
  - Notice of Intent to Award

Customer will:
- Provide Admin Documents.

Completion Criteria
- Admin Documents and Checklist have been configured.

Single Sign On (SSO) Implementation

OpenGov will:
- OpenGov implement identity provider initiated SSO for Microsoft ADFS, Microsoft Azure AD, or Okta.

Customer will:
- Complete the SSO enablement form.
- Provide the information from the identity provided required to establish SAML or HTTPS certification.
- Add OpenGov as a new application in Customer identity provider.

Completion Criteria
- Single Sign On has been configured.

Train

Procurement Training

OpenGov will:
- Provide training on system functionality. Topics include:
  - Creating Bids with Generic Templates
  - Live Bid Management & Vendor Experience
  - Evaluation and Awarding
  - Writing Solicitations using templates
  - Contract Document Developer Tools

Customer will:
- Attend training sessions as scheduled by the Project Manager and agreed to in the Project Plan.

Completion Criteria
- Training has been conducted.

Working Sessions

OpenGov will:
- Assign practice exercises to Customer to gain familiarization.
- Assist Customer during first real-life solicitation posting, and opening (if during deployment).
- Respond to questions regarding configured system functionality.

Customer will:
- Complete practice exercises to gain familiarization.
- Identify internal Admin Users & security permissions for all other users.

Completion Criteria
- Working sessions have been conducted.

Launch

HyperAdopt

OpenGov will:
- Provide up to eight (8) hours of remote working session(s) to answer any questions following solution acceptance.
- Send Solution Acceptance Document
- Transition for project team to Customer Success.

Customer will:
- Identify issues and attend sessions.
- Sign Solution Acceptance Document

Completion Criteria
- Customer sign-off that the project has been completed.

Exhibit 2: Technical Requirements

Procurement Technical Requirements

Logo
- .png or .jpg file
- At least 300KB but not larger than 500KB

Vendor List
- Single Flat file
- .csv or .xlsx format

Historical/Active Contracts
- Single Flat file based on mapping document provided by OpenGov
- .csv or .xlsx format

Sample Documents or Boilerplate Templates
- PDF or Word format, including all related attachments and documents.

Boilerplate Templates
- A boilerplate template document that can be reused more than once without any substantive change.
- Up to 50 pages in length each unless otherwise specified in Appendix B.
- All templates are assumed to be non-construction unless otherwise specified in Appendix B. A "Construction" template refers to templates inclusive of requirements, specifications, and conditions for construction projects: including any of the following examples but not limited to: regulations, codes, and standards, risk management, insurance management, dispute resolution mechanisms, phases, tasks, dependencies, materials, equipment, construction methods, liability and warranty periods.

Admin Documents
- PDF or Word format