OPENGOV

Statement of Work

City of Port St. Lucie, FL

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1. Overview and Approach
1.1. Agreement

This Statement of Work ("SOW") identifies services that OpenGov, Inc. ("OpenGov" or "we") will perform for City of Port St. Lucie, FL ("Customer" or "you") pursuant to that order for Professional Services entered into between OpenGov and the Customer ("Order Form") which references the Master Services Agreement or other applicable agreement entered into by the parties (the "Agreement").

- Customer acknowledges and agrees that this Statement of Work is subject to the confidentiality obligations set forth in the Agreement between OpenGov and City of Port St. Lucie, FL.
- The Deliverables listed in Appendix B are the single source of the truth of the deliverables to be provided.
- Customer's use of the Professional Services is governed by the Agreement and not this SOW.
- Upon execution of the Order Form or other documentation referencing the SOW, this SOW shall be incorporated by reference into the Agreement.
- In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement, the terms and conditions of this SOW shall govern with respect to the subject matter of this SOW only. Unless otherwise defined herein, capitalized terms used in this SOW shall have the meaning defined in the Agreement.
- This SOW may not be modified or amended except in a written agreement signed by a duly authorized representative of each party.
- OpenGov will be deployed as is, Customer has access to all functionality available in the current release.

2. Statement of Work

This SOW is limited to the Implementation of the OpenGov Budgeting & Planning & Procurement as defined in the OpenGov Responsibilities section of this document. Any additional services or support will be considered out of scope.

2.1. Project Scope

Under this project, OpenGov will deliver cloud based Budgeting & Planning & Procurement solutions to help the City of Port St. Lucie, FL power a more effective and accountable government. 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 Appendix A-2: Change Order Process, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms. These adjustments may include charges on a time-and-materials or fixed-fee basis using OpenGov's standard rates in effect from time to time for any resulting additional work or waiting time.

2.2.   Facilities and Hours of Coverage

OpenGov will:
A. Perform the work under this SOW remotely, except for any project-related activity which OpenGov determines would be best performed at your facility in order to complete its responsibilities under this SOW.
B. Provide the Services under this SOW during normal business hours, 8:30 am to 6:00 pm local time, Monday through Friday, except holidays.

2.3.   Key Assumptions

The SOW and OpenGov estimates are based on the following key assumptions. Deviations that arise during the proposed project will be managed through the project Change Order Process (see Appendix A-2), and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and other terms.
A. The OpenGov Suites are not customized beyond current capacities based on the latest release of the software.
B. Individual software modules are configured based on discussions between OpenGov and Customer.
C. OpenGov or its authorized independent contractors provide Professional Services to Customer as described in this SOW as agreed to by the parties.
D. Budgeting and Planning Suite
    i. Customer will provide Budget and Actuals data within two (2) weeks immediately following the kick-off meeting.
    ii. Customer's Integration is unidirectional from Tyler - Munis with Project Ledger into OpenGov. The integrated data will be linked to the Customer's OpenGov Chart Of Accounts.
    iii. OpenGov budget proposal configuration will include: up to fifty (50) department proposals and up to fifty (50) project proposals.
    iv. OpenGov Online Budget Book (OBB) configuration will include:
        1. Six (6) Standard OBB templates; up to fifty (50) department stories pages and up to fifty (50) project pages from the templates; and up to two (2) reports with report views to use in the OBB.
    v. OpenGov best practice is to not exceed tested limits of the product.
E. Procurement Suite
    i. The OpenGov Suites are not customized beyond current capacities based on the latest release of the software.
    ii. Individual software modules are configured based on discussions between OpenGov and Customer.
    iii. Procurement Suite
        1. Customer will provide complete and correct boilerplate language for solicitation and contract templates within two (2) weeks immediately following the kick-off meeting.
        2. OpenGov template configuration will include up to one (1) solicitation templates and up to one (1) contract templates (See Appendix B for list).

3. OpenGov assumes one (1) solicitation template will be built based on examples collected from the customer up to fifty (50) pages in length.
4. OpenGov assumes one (1) contract template will be built based on an example collected from the customer up to fifty (50) pages in length.
5. Solicitation and Contract examples have not been provided by the Customer prior to creation of this SOW. The scope and deliverables in this SOW are based on OpenGov's best estimate. Actual examples received after project kickoff could result in a change order.
6. Customer will provide a complete and accurate contracts log and vendor list for import to OpenGov.
7. OpenGov best practice is to not exceed tested limits of the product.

2.4.   Exclusions

- Implementation of any custom modification or integration developed by OpenGov; your internal staff; or any third-party is not included in the scope of this project unless specifically listed in Appendix B.
- Any service items discussed during demonstrations; conference calls; or other events are not included in the scope of this project unless specifically listed in Appendix B.

2.5.   OpenGov Responsibilities

2.5.1.   Activity 1 – Project Management

OpenGov will provide project management for the OpenGov responsibilities in this SOW. The purpose of this activity is to provide direction to the OpenGov project personnel and to provide a framework for project planning, communications, reporting, procedural and contractual activity. This activity is composed of the following tasks:

Planning

OpenGov will:

A. review the SOW, contract and project plan with Customer's Project Manager and key stakeholders to ensure alignment and agreed upon timelines;

B. maintain project communications through your Project Manager;

C. establish documentation and procedural standards for deliverable Materials; and

D. assist your 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.

Project Tracking and Reporting

OpenGov will:

A. review project tasks, schedules, and resources and make changes or additions, as appropriate. Measure and evaluate progress against the project plan with your Project Manager;

B. work with your Project Manager to address and resolve deviations from the project plan;

C. conduct regularly scheduled project status meetings; and

D. administer the Project Change Control Procedure with your Project Manager.

Completion Criteria:
This is an on-going activity which will be considered complete at the end of the Services

Deliverable Materials:
- Weekly status reports
- Project plan
- Project Charter
- Risk, Action, Issues and Decisions Register (RAID)

2.5.2. Activity 2 – Initialization

OpenGov will provide the following:

A. Customer Entity configuration
B. System Administrators creation
C. Solution Blueprint creation
D. Data Validation strategy confirmation

Completion Criteria:
This activity will be considered complete when:
- Customer Entity is created
- System Administrators have access to Customer Entity
- Solution Blueprint is presented to Customer

Deliverable Materials:
- Solution Blueprint
- Sign-off of Initial Draft Solution Blueprint

2.5.3. Activity 3 – OpenGov Use Cases

OpenGov will provide the following:

Budget & Planning Use Cases
A. Multi-Year Workforce Planning
B. Operating Budget
C. Capital Improvement Planning
D. Interactive Online Budget Books
E. Workflow Management

F.   Other

Procurement Use Cases
A.Automate Solicitation Development
B.Enhance Supplier Engagement and Collaboratively Evaluate + Award
C. Make Contract Management Centralized and Proactiv
D. Other

Completion Criteria:
This activity will be considered complete when:

Budget & Planning Use Cases
- Chart of Accounts is configured
- Operating Budget proposals are configured
- Capital Budget proposals are configured
- Workforce Plan is configured
- Online Budget Book templates are configured
- Financial integration is configured
- Budget reports are configured

Procurement Use cases
- Vendor Portal is configured
- Vendor List is imported
- Solicitation Templates are configured
- Contracts Log is imported
- Contract Templates are configured

Deliverable Materials:
- Formal sign off document

2.5.4.   Activity 4 – Training

Training will be provided in instructor-led virtual sessions unless otherwise specified in Appendix B. For any instructor-led virtual sessions, the class size is recommended to be 10 (ten), for class sizes larger than 10 (ten) it may be necessary to have more than one instructor.

Completion Criteria:
- Administrator training is provided
- End User training is provided

Deliverable Materials:
- Formal sign off document

2.6.   Your Responsibilities

The completion of the proposed scope of work depends on the full commitment and participation of your management and personnel. The responsibilities listed in this section are in addition to those 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 you. Delays in performance of these responsibilities may result in delay of the completion of the project and will be handled in accordance with Appendix A-1: Communication and Escalation Procedure.

2.6.1.   Your Project Manager

Prior to the start of this project, you will designate a person called your Project Manager who will be the focal point for OpenGov communications relative to this project and will have the authority to act on behalf of you in all matters regarding this project.

Your Project Manager's responsibilities include the following:

A. manage your personnel and responsibilities for this project (for example: ensure personnel complete any self-paced training sessions, configuration, validation or user acceptance testing);

B. serve as the interface between OpenGov and all your departments participating in the project;

C. administer the Project Change Control Procedure with the Project Manager;

D. participate in project status meetings;

E. obtain and provide information, data, and decisions within five (5) business days of OpenGov's request unless you and OpenGov agree in writing to a different response time;

F. resolve deviations from the estimated schedule, which may be caused by you;

G. help resolve project issues and escalate issues within your organization, as necessary; and

H. create, with OpenGov's assistance, the project plan for the performance of this SOW which will include the activities, tasks, assignments, milestones and estimates.

2.7.   Completion Criteria

OpenGov will have fulfilled its obligations under this SOW when any of the following first occurs:

A. OpenGov accomplishes the activities set forth in "OpenGov responsibilities" section and delivers the Materials listed, if any; or

B. The End date is reached

2.8. Estimated Schedule

OpenGov will schedule resources for this project upon signature of the order form. Unless specifically noted, the OpenGov assigned project manager will work with Customer Project Manager to develop the project schedule 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.

The Services are currently estimated to start within two (2) weeks but no later than four (4) weeks from signatures and have an estimated end date of seven months following kickoff for the Budgeting & Planning suite and four (4) months following suite kickoff for the Procurement suite ("End Date") or on other dates mutually agreed to between you and OpenGov.

2.9. Illustrative Project Timelines

The typical project timelines are for illustrative purposes only and may not reflect your use cases.

Budgeting & Planning Suite Illustrative Timeline		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7
Financial Integration			▉	▉				
Budget and Planning Suite	Chart of Accounts	▉						
	Capital Budget		▉					
	Operating Budget		▉	▉				
	Workforce Planning			▉	▉			
	Online Budget Book					▉	▉	▉
	Budget End User Training			▉	▉			
GoLive Support	Hypercare				▉			▉

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.

Procurement Suite Illustrative Timeline		Month 1	Month 2	Month 3	Month 4
Procurement Suite	Supplier Engagement, Evaluation, & Award Solution	▉			
	Solicitation Development Solution		▉	▉	
	Contract Management Solution			▉	▉
GoLive Support	Hypercare				▉

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.

2.10. Offer Expiration Date

This offer will expire on May 16, 2024 unless extended by OpenGov in writing.

Appendix A: Engagement Charter

A-1: Communication and Escalation Procedure

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:

- **Regular communication** aligned to the agreed upon project plan and timing.
  - 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.
- **Executive involvement**
  - Executives may be called upon to clarify expectations and/or resolve confusion.
  - Executives may be needed to steer strategic items to maximize the value through the deployment.
- **Escalation Process**:
  - OpenGov and Customer agree to raise concerns and follow the escalation process, resource responsibility, and documentation in the event an escalation is needed to support issues raised
    - Identification of an issue impeding deployment progress, outcome or capturing the value proposition, that is not acceptable.
    - Customer or OpenGov Project Manager summarizes the problem statement and impasse.
    - Customer and OpenGov Project Managers jointly will outline solution, acceptance or schedule Executive review.
    - Resolution will be documented and signed off following Executive review.
- **Phase Sign-Off**
  - OpenGov requests sign-offs at various stages during the implementation of the project. Once the Customer has signed-off, any additional changes requested by Customer on that stage will require a paid change order for additional hours for OpenGov to complete the requested changes.

A-2: Change Order Process

This SOW and related efforts are based on the information provided and gathered by OpenGov. Customers acknowledge 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 or email, by both Customer and OpenGov, and documented as such via a:

- *Change Order* – 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 and be paid for by Customer. Changes might include:
  - Timeline for completion
  - Sign off process
  - Cost of change and Invoice timing
  - Amending the SOW to correct an error.

- Extension of work as the complexity identified exceeds what was expected by Customer or OpenGov.
- Change in type of OpenGov resources to support the SOW.

A-3: Deliverable Materials Acceptance Procedure

Deliverable Materials as defined herein will be reviewed and accepted in accordance with the following procedure:

- The deliverable Material will be submitted to your Project Manager.
- Your Project Manager will have decision authority to approve/reject all project Criteria, Phase Acceptance and Engagement Acceptance.
- Within five (5) business days of receipt, your 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 your 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.
- All acceptance milestones and associated review periods will be tracked on the project plan.
- Both OpenGov and Customer recognize that failure to complete tasks and respond to open issues may have a negative impact on the project.
- 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.
- Any conflict arising from the deliverable Materials Acceptance Procedure will be addressed as specified in the Escalation Procedure set forth in Appendix A-1. As set forth in the "Customer Delays" provision of the Agreement, if there are extended delays (greater than 10 business days) in Customer's response for requested information or deliverable; OpenGov may opt to put the project on an "On Hold" status. After the Customer has fulfilled its obligations, Professional Services can be resumed and the project will be taken off the "On-Hold" status.
- Putting a project "on Hold" may have several ramifications including, but not restricted, to the following:
    - Professional Services to the customer could be stopped;
    - Delay to any agreed timelines; or
    - Not having the same Professional Services team assigned.

Appendix B: Implementation Activities

B-1: OpenGov Budgeting & Planning Suite

Instance Creation

Budgeting & Planning Suite		
Description	OpenGov Responsibilities	Customer Responsibilities
Provisioning Reporting & Transparency Platform	OpenGov will: ● OpenGov will provision Customer's OpenGov entity and verify Customer has access to all purchased modules.	Customer will: ● Confirm access to entity and modules.

Technical Project Review

Description	OpenGov Responsibilities	Customer Responsibilities

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.

Chart of Accounts Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
Chart of Accounts (COA)	OpenGov will:	Customer 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
		● Provide current COA and transactional data.
		● Validate and provide sign off on COA.
		● Maintain the COA following configuration.

Integration Configuration

Description	OpenGov Responsibilities	Customer Responsibilities

Financial Integration	OpenGov will:
	● Installation of Agent and Database View Deployment
	● Integrate the following functionalities:
	   o General Ledger Actuals and Budget (Revenue and Expenses)
	   o Project Ledger
	● Extract, transform (when required) and load the data
	● Build Reports for the required functionalities
	● 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 Tyler – Munis with Project Ledger 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 assistance to understand source system specific customizations and configurations when building the data extract.
		● If OpenGov is unable to access the data per requirements, provide .csv data files via OpenGov SFTP Location.
		● Any charges for the data from ERP system will be the customer 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 responsibility of the customer to update.
		● Maintenance of the integration file on an ongoing

		basis is the responsibility of the customer.

Operating Budget Configuration

Description	OpenGov Responsibilities	Customer Responsibilities

Operating Budget	OpenGov will:
	● Configure one (1) Budget instance, once Proof of Concept is validated.
	● 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:
	    ○ Create new Proposals and Worksheets
	    ○ Manage Budgets
		Customer will:
		● Provide current budget.
		● Validate Proof of Concept prior to OpenGov building out Budget Proposals and Worksheets.
		● Validate and provide signoff on Budget Proposals and Worksheets.

Operating Budget 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.

Operating Budget Story	OpenGov will: ● Configure one (1) standard budget Story template. ● Review configured OpenGov Story and provide training to Customer on how to: ○ Create new Stories	Customer will: ● Provide logo and branding guidelines. ● Validate and provide signoff on Operating Budget Story template.

| | ○ Manage Stories
○ Publish Stories | ● Update standard budget Story with Customer relevant information |

Capital Budget Configuration

Description	OpenGov Responsibilities	Customer Responsibilities

Capital Budget	OpenGov will:
	● Configure up to one (1) Proofs of Concept (POC)
	● Configure one (1) Budget instance, once POC is validated
	● 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 Proof of Concept prior to OpenGov building out proposals and worksheets
		● Validate and provide signoff on Budget Proposals.

Capital Budget Story	OpenGov will:
	● Configure one (1) standard capital budget Story template.
	● 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 Capital Budget Story template.
		● Update standard budget Story with Customer relevant information

Workforce Planning Configuration

Description	OpenGov Responsibilities	Customer Responsibilities

Workforce Planning	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.

Budget and Planning Suite Reporting Configuration

Budget and Planning Suite Reporting	OpenGov will:
	● Set up one (1) export and Dataset View to enable OpenGov Budget Reports for the 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:
		Customer will:
		● Validate and provide sign-off of Reports.
		● Maintain the Reports once configured.
		● Map OpenGov Budget export to Customer ERP import format.

	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.	

Online Budget Book Configuration

Description	OpenGov Responsibilities	Customer Responsibilities

Online Budget Book (OBB)	OpenGov will:
	● Based on best practices, build out the look and feel of six (6) Standard OBB Templates:
	  ○ Home Page
	  ○ Operating
	  ○ Generic (multi-use)
	  ○ Department
	  ○ Capital
	  ○ Capital Project
	● Create up to two (2) OBB Reports 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.
		● Sign off on OBB Templates prior to OBB Story Shell Configuration.
		● Validate and sign off on OBB Department and Project Story Shells.
		● Complete Department and Project Story Shells by adding Customer content including:
		  ○ Narrative
		  ○ Images
		  ○ External Data
		● Create remaining OBB Stories from OBB Templates for each section of the Table of Contents and add Customer content including:
		  ○ Narrative
		  ○ Images
		  ○ External Data
		● Create any additional Reports and Report Views needed to add to OBB.
		● Attend working sessions to get answers on OBB

		questions. • Make Stories public and Publish OBB.

Working Sessions and Trainings

Description	OpenGov Responsibilities	Customer Responsibilities
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
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.

Budgeting & 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.
Online Budget Book / Budget-in-Brief Administrator 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.
Virtual Budget 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	Customer will: ● Identify relevant participants and attend scheduled trainings.

B-2: OpenGov Procurement Suite

Instance Creation

Procurement Suite		
Description	OpenGov Responsibilities	Customer Responsibilities
Website Instance Creation	OpenGov will: ● Build customer portal and upload Customer's logo.	Customer will: ● Provide logo. ● Confirm access to the Portal.

Technical Project Review

Description	OpenGov Responsibilities	Customer Responsibilities

Technical Project Review	OpenGov will:
	● Provide up to one (1) two-hour working session at the beginning of the project to:
	   o Finalize 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.

Supplier Engagement, Evaluation and Award Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
Vendor Portal	OpenGov will: ● Provide the Customer with iframe code and documentation to create the Vendor Portal.	Customer will: ● Allocate resources 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.	• 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.
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).

Solicitation Development Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
Solicitation Development Solution	OpenGov will: • Review and confirm the Solicitation Templates and forms provided by Customer. • Work with Customer to design and get sign off on the first template. • Following the sign off of the first template, configure the remaining templates in the system. OpenGov Assumptions: • OpenGov will configure up to one (1) Solicitation Template(s) with standard boilerplate language:	Customer will: • Provide templates with standard boilerplate language. • 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 • Sign off on the first template before beginning the subsequent templates. • Validate and provide signoff on Solicitation Templates.

	○ OpenGov assumes one (1) Solicitation Template will be built based on examples collected from the customer up to fifty (50) pages in length each template	

Contract Management Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
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.
Historical and/or Active Contracts	OpenGov will: ● Provide a mapping document for the metadata of contracts to be uploaded into the system. ● Import the contract records listed in the contract log. OpenGov Assumptions: ● Customer will provide a complete and accurate contracts log for import to OpenGov. OpenGov clean up/correction of imported logs are not included in the scope of this project.	Customer will ● Provide contract log per the mapping document.
Contract Template Deployment	OpenGov will: ● Review & configure agreed upon contract templates.	Customer will: ● Provide templates with standard boilerplate language.

	OpenGov Assumptions: ● OpenGov will configure up to one (1) Contract Template(s) with standard boilerplate language: ○ OpenGov assumes One (1) Contract Template will be built based on examples collected from the customer up to fifty (50) pages in length each template	● Validate and provide signoff on Contract templates.

Admin Documents and Checklist Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
Admin Documents	OpenGov will: ● Review & configure up to four (4) Admin Documents from the following list: ○ Proposal Viewer Agreement ○ Interview Invitation ○ Non-Award Letter ○ Notice of INtent to Award	Customer will: ● Provide Admin Documents.

Working Sessions and Trainings

Description	OpenGov Responsibilities	Customer Responsibilities

Procurement 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.

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.

Appendix C: Technical Requirements

C-1: OpenGov Budgeting & Planning Suite

Budgeting & Planning Suite	
Description	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 - Capital Budget
Personnel Calculations and Tables	PDF, Word, csv, .xls, .xlsx with headers
Logo Image	.jpg or .png format - Transparent
Branding guidelines	Hex codes

C-2: OpenGov Procurement Suite

Procurement Suite	
Description	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 .csv or .xlsx format
Sample Documents or Templates with boilerplate language	PDF or Word format
Admin Documents	PDF or Word format