

**PROCORE**

# STATEMENT OF WORK



# OVERVIEW

**Date:** Aug 21, 2025

**Procore Technologies, Inc., (Procore)** a Delaware corporation, having its principal place of business at 6309 Carpinteria Avenue Carpinteria, CA 93013, is pleased to present this Statement of Work ("SOW") for Procore Customer:

**City of Port St. Lucie (Customer)** having its address at 121 SW. Port St Lucie, FL 34984, United States.

Customer has chosen to implement Procore's Project Management Pro, Quality and Safety, Project Financials, Invoice Management and Analytics products. To streamline the implementation and rollout of Procore for Customer projects in North America, Customer and Procore agree to the following scope of services by Procore:

This SOW includes access to Project Management Services, Virtual Consulting Services, Analytics Implementation Services and Custom Solutions Services.

These services benefit the Customer in the following ways:

- Project Management Services ensure a consistent point of contact throughout the implementation to manage the successful execution of service project scope.
- Virtual Consulting Services provide guidance and best practices, for product as well as business processes, in order to successfully execute project scope.
- Analytics Implementation Services assist with the connection, set up, and implementation of Procore's Analytics product
- Custom Solution Services allow for PDF standardization across the organization.

# SCOPE OF WORK

## PROJECT MANAGEMENT SERVICES

Procore will provide one (1) Project Manager (PM) to provide Project Management efforts. The Customer will identify lead Procore administrators within the Customer organization who will have direct access to the designated PM.

Project Management Services may include:

- Coordination, planning, and managing the execution of all services contained within this statement of work
- Monitoring SOW services usage and managing changes to scope related to available hours and jointly (customer/Procore) defined schedule milestones
- Providing recurring project status updates, monitoring the health of the project, identifying and communicating project risk, and managing implementation success criteria

- Developing an implementation plan based on customer objectives
- Providing strategy and consultation expertise on rollout and training best practices, when in scope

## CONSULTING SERVICES

Procore will provide Virtual Consulting Services to be used for assistance with rolling out Procore. For purposes of clarity, Consulting Services are separate from Project Management. Consulting Services are typically led by Strategic Product Consultants. Procore Consulting Services may be leveraged for any of the following:

- Scheduled virtual consulting sessions, which may include:
  - Procore led discovery intended to surface a customer's business outcomes, processes and strategy
  - Advisement on recommended processes per the customer's processes, goals and products
  - Consultative guidance on best practices, configuration settings, permissions based on desired business process and outcomes
  - General Q&A with Customer's Procore Committee or individual project teams.
  - Review and guidance on customer drafted SOPs in a Procore provided template.
- In addition the Consulting Services may provide the following services:
  - Coordination, planning, and research in support of process or project requirements.

## PROCORE ANALYTICS IMPLEMENTATION SERVICES

Procore will provide one (1) Analytics Implementation Specialist (AIS) to provide virtual Procore Analytics Implementation Services. Procore Analytics Implementation Services may include:

- Procore Analytics deep dives and recommended best practices
- Train-the-trainer sessions focused on Procore Analytics functionality
- Minor customization of the out-of-the-box Procore Analytics reports
- Creation and management of up to one (1) Budget Report tailored to a custom budget view

Any and all intellectual property and/or technology ("IP") that is created in connection with this SOW by Procore shall be deemed "Services" as defined in the Agreement and owned solely by Procore. Procore hereby grants Customer the non-exclusive right to use any custom report, and dashboard structures solely for its internal business purposes during the term of the Agreement.

## CUSTOM SOLUTIONS

Procore will provide hours for custom form development. These services will be provided by the Custom Solutions team and include customizing PDF item outputs for select Procore tool(s). Additional hours may be purchased as needed.

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# SUMMARY OF SERVICES

## ONE-TIME SERVICES

| Service                                  | Description                                                                                        | Up To Hours | Part Number |
|------------------------------------------|----------------------------------------------------------------------------------------------------|-------------|-------------|
| <b>Project Management Services</b>       | Ongoing access to Project Manager. Includes Project Management efforts and Project Administration. | 65          | PRO-3010    |
| <b>Consulting Services</b>               | Virtual Consulting focused on Procore best practices.                                              | 60          |             |
| <b>Analytics Implementation Services</b> | Virtual implementation services focused on Procore Analytics                                       | 25          |             |
| <b>Custom Solutions</b>                  | Generation of custom forms within specific Procore tool(s)                                         | 10          |             |
| <b>Total</b>                             |                                                                                                    | <b>160</b>  |             |

The above breakdown of cost allocation represents our best estimate of resource effort per service type. This breakdown may be revised by Customer and Procore's mutual agreement should service needs change during the course of the implementation. For calls or meetings that require more than one (1) Procore resource, hours will draw against the relevant bank of hours per resource.

Services shall remain valid between Service Start Date and Service End Date specified in the Order Form, or for twelve (12) months from the Service Start Date, whichever occurs first. **However, Customer's expected project timeline is five (5) months from the project kickoff call and/or mutually agreed upon project start date (the "Project Start Date").** The Project Start Date shall be no more than thirty (30) days from the Service Start Date.

## ADD-ON SERVICES

Services in addition to those included in this Statement of Work are available upon request for a fee and are not included in this scope.

## GENERAL CUSTOMER REQUIREMENTS AND DEPENDENCIES, APPLICABLE TO ALL SERVICES

### Customer Resources

Customer will identify a Procore Committee who will be responsible for the success of Procore within the Customer's organization. The Procore Committee will consist of:

1. An Executive Sponsor who serves as the directly accountable individual for the success of Procore. Responsibilities of the Executive Sponsor include but are not limited to:
  - a. Reviewing Implementation Progress Reports Generated by the Procore Project Manager.
  - b. Attending Business Reviews conducted by the Procore Customer Success Manager.
  - c. Acting as final Decision Maker should the Procore Committee be unable to reach general consensus
  - d. Acting as escalation contact for risk
2. Procore Admin(s) who serves as the key stakeholder(s) for the rollout of Procore at Customer's organization. Responsibilities of the Procore Admin(s) included but are not limited to:
  - a. Actively participating in the implementation process by attending consultations and solidifying standard operating procedures
  - b. Act as the main point of contact for training questions from Customer employees and escalate issues to Procore Project Manager, if needed
  - c. Completing assigned tasks via the Project Plan
  - d. Complete Procore Certifications
3. Procore Advisors who provide input and feedback on Customer-specific processes.

### Customer Partnership

The Customer is an active participant in the implementation from the beginning of the process in order to facilitate the delivery of the Services in this scope of work. Customer personnel must be available as needed to complete the project Alignment meeting, discuss requirements, attend consultations and training, develop interfaces, perform system testing, and send communication to third parties and internal staff. Customer's Procore Admins will have overall responsibility finalizing design decisions within the Customer organization. If Customer resources are not available as needed, or there are organizational changes, it will negatively impact the delivery of services included in this Statement of Work. The Customer resource time commitment will vary based on the complexity of the requirements and desired timeline.

The Customer will be responsible for the following, if applicable to Services purchased:

- **System Configuration:** The customer will be responsible for configuring Procore based upon consultation call outcomes unless otherwise specified in this Statement of Work via Remote Administration Services
- **Standard Operating Procedures:** The Customer will be responsible for writing Standard Operating Procedures (SOPs) to support the internal users and their interactions with Procore application unless otherwise specified in this Statement of Work.
- **Data Import:** The Customer will be responsible for loading all data into the Procore system via the Procore user interface or Procore imports tool unless otherwise specified in this Statement of work via Remote Administration Services.
- **Standard Reports:** The Customer will be responsible for identifying the standard reports that are applicable to their business needs and run these reports during the testing phase of the project.
- **API Integrations:** The customer is responsible for building any API integrations into Procore. Middleware programs and API calls will be managed and written by the customer unless otherwise specified in this SOW.

### LEGAL TERMS AND CONDITIONS

This SOW is also governed by the Procore Subscription and Services Agreement ("Agreement"), as well as the Procore Data Protection Addendum ("DPA"), as executed by Customer. Customer acknowledges and agrees that Procore may transfer and process data to and in the United States and anywhere else in the world where Procore, its Affiliates, or its Subprocessors maintain data processing operations. Subject to the terms of the DPA, Procore may appoint additional Subprocessors as described in this SOW beyond those Subprocessors designated in the DPA if required to provide the services described herein.