



City of Salinas, CA

ProjectDox® ePlan Solution Proposal



May 25, 2021



Prepared by your Avolve Software Representative

Bruce Crawford
Director NorCal Northwest Sales
4835 East Cactus Road
Suite 420
Scottsdale, AZ 85254
www.avolvesoftware.com

Telephone: 415-272-9435
Email: bcrawford@avolvesoftware.com



May 25, 2021

City of Salinas, CA
65 West Alisal Street
Salinas, CA 93901
ATT: Angeline Sickler

We are pleased to propose Avolve ProjectDox, the industry's leading Electronic Plan Review software. We started with a single mission in mind — automate the manual, paper-intensive, and frequently inefficient building plan review process. Today, over 150 of North America's city, county, and state governments use ProjectDox to transform their plan review processes. Avolve is the largest, independent software vendor dedicated exclusively to electronic plan review. We appreciate the opportunity to share our expertise related to the business and technology challenges expressed and reviewed in our discussions to date.

The proposed SaaS solution, deployed in Microsoft Azure, includes 2 environments (Production/Test) and **Unlimited** Avolve Best In Class Workflows (Building, Planning & Zoning, Land Development, Capital Improvement Projects, Public Works Projects, Parks & Planning and Public Safety Planning). Avolve assumes all responsibility for application management and any integrations (TRAKiT).

Providing the most trusted and proven electronic plan review solution in the marketplace, we feel strongly Avolve is the best partner for your important initiative.

Regards,

Bruce Crawford
Director NorCal Northwest Sales



Quote Delivered To

Angeline Sickler
65 West Alisal Street
Salinas, CA
93901

Senior Plan Check Engineer
angelines@ci.salinas.ca.us

Date of Quote: 5/25/2021

City of Salinas, CA
(831) 758-7366

Quote Valid Until: 6/30/2021

ProjectDox and OAS ePlan Solution Pricing Agreement

SAAS

Product Name	Product Code	Description	Qty	Unit Price		Total Price
Production Environment Light-Level Capacity OAS & ProjectDox SaaS License	SAAS-P.L	<p>Software as a Service (SaaS) for OAS & ProjectDox on a Production Environment. Designed for organizations who have approximately 50 concurrent users and 3,000 permits per year.</p> <p>Software included for SaaS Production:</p> <ul style="list-style-type: none">• ProjectDox Software Subscription• Unlimited Workflow license• OAS Software Subscription• Includes unlimited Application Forms license• Includes SSA for six base forms preconfigured <p>Services included for SaaS Production:</p> <ul style="list-style-type: none">• Set up and installation of OAS & ProjectDox• Managed services• Annual OAS & ProjectDox upgrades <p>Production Environment Safeguard: Avolve security policy limits access to the Production environment. External users including the customer's IT will not be allowed direct access to the Production servers and database. Any development or testing can be performed on the Test environment.</p>	12.00	\$7,000.00		\$84,000.00
Test Environment Light-Level Capacity OAS & ProjectDox SaaS License	SAAS-T.L	<p>Software as a Service (SaaS) for ProjectDox on a Test Environment. Designed for organizations who plan to use the system for development and/or testing with approximately 5 concurrent users and approximately 500 permits per year.</p> <p>Software included for Production:</p> <ul style="list-style-type: none">• ProjectDox Software Subscription• Unlimited Workflow license <p>Services included for SaaS Production:</p> <ul style="list-style-type: none">• Set up and installation of ProjectDox• Managed services• Annual ProjectDox upgrades	12.00	\$980.00		\$11,760.00

		Test Environment Safeguard: Avolve security policy limits access to the Test environment. External users including the customer's IT can be provided limited VPN access to the Test servers and database such as creation and testing of custom reports. VPN access will be made available upon request at additional cost.				
TES-Video License Subscription	TES-VLS	TES-Video License Subscription (annual cost)	1.00	\$5,400.00		\$5,400.00
Discount based on finalizing the agreement by 6/30/21						-\$8,940.00
SaaS Sub-Total:						\$92,220.00

TRAINING

Product Name	Product Code	Description	Qty	Unit Price		Total Price
ProjectDox Bundled Training Services	PKG-PDOX.TRN	<p>Package Includes:</p> <ul style="list-style-type: none"> 2 Introduction to ProjectDox 1 Workflow and Markup Training for Reviewers 1 Workflow and Project Administration for Coordinators 1 System Administration Training 1 Community Training <p>Package is limited to 12 Unique Users</p>	1.00	\$13,050.00		\$13,050.00
Workflow Business Process and Markup Training for Plan Reviewers	TES-BICMARK1	<p>This course is designed to provide a streamlined session for plan reviewers to provide basic system navigation and access to key tools and features to complete the review of the plans and documents. Skills learned will include basic navigation, basic viewing tools including measurements, overlay compare, and how to create and edit a changemark, as well as how users will be notified, accept, and complete a plan review task.</p> <p>The two classes are added to accommodate an additional 24 reviewers for a total of 36 people trained.</p> <p>This course is limited to a max of 12 persons per session/course.</p>	2.00	\$2,500.00		\$5,000.00
Introduction to ProjectDox	TES-INTRO	<p>The Training and Educational Services course includes a flexible mixture of lecture and hands-on lab time to familiarize the user with the basic features of ProjectDox. This 3 hour instructor lead course will review how to access a project, view a file, use the search feature and communication tools to efficiently use and communicate using the ProjectDox application. This course is limited to a max of 12 persons per session/course.</p>	1.00	\$1,125.00		\$1,125.00

		The class is added to accommodate an additional 12 employees for a total of 36 people trained.				
Discount based on finalizing the agreement by 6/30/21						-\$2,876
Training Sub-Total:						\$16,299

PROFESSIONAL SERVICES

Product Name	Product Code	Description	Qty	Unit Price		Total Price
Best-in-Class Level 1 ProjectFlow PLUS Services	PS-BIC.L1PLUS	BIC Plus Setup Services Level 1 for Workflows: Building	1.00	\$30,600.00		\$30,600.00
Onboarding Advanced PF Integration	PS-PF.AINT.ON BRD	Initial Services for Onboarding Advanced ProjectFlow Integration includes the below; additional quote may be required if scope changes during Analysis: <ul style="list-style-type: none"> • Project Creation - Configuration of the Avolve Project Creator Service to create a project in ProjectDox based on defined values from the permitting system. These include: <ul style="list-style-type: none"> - Permit/Project Number - Description - Applicant/Submitter First Name - Applicant/Submitter Last Name - Applicant/Submitter Email - Project/Case Type - Display of Permit/Application Information - Configuration of General Permit/Applicant/Contractor application data fields for display within ProjectDox via a web page/formlet. - Project/Permit Status Update - ProjectDox will notify the permitting system that the plan review workflow is complete when all reviews are approved 	1.00	\$19,800.00		\$19,800.00
OAS Setup & Training Services	PS-OAS.SUT	Setup Services: <ul style="list-style-type: none"> - System Setup - Database Table Population - mapping control id's to export records - Admin Training - not to exceed 5 hrs 	1.00	\$4,275.00		\$4,275.00
OAS Custom Setup Services	PS-OAS.CSU	Deploy ePlan application, assist with design and deployment to production – not to exceed 18 hrs	1.00	\$4,050.00		\$4,050.00
OAS SSA Template Setup	PS-OAS.SSA	Deploy SSA templates/permit letters, assist design and deploy to production – not to exceed 16hrs	1.00	\$3,600.00		\$3,600.00
OAS eForm Paper to eForm Services	PS-OAS.P2eF	Existing paper to electronic form design in OAS with < 75 fields and intelligent conditional entry/display	1.00	\$1,350.00		\$1,350.00
OAS Basic eForm Services	PS-OAS.BeS	< 75 fields – w/ intelligent conditional entry/display	1.00	\$3,600.00		\$3,600.00
OAS Advance eForm Services	PS-OAS.AeS	>75 fields to 150 fields –intelligent conditional entry/display	1.00	\$5,400.00		\$5,400.00
OAS eForm Base Validation	PS-OAS.BV	Professional Services for eForm Base Validation Integration	1.00	\$3,600.00		\$3,600.00

OAS eForm Advanced Validation	PS-OAS.AV	Professional Services for eForm Advanced Validation Integration	1.00	\$5,400.00		\$5,400.00
OAS Payment Processor	PS-OAS.PP	Integration Dev services & Engineering (Authorize.net) 40hrs	1.00	\$9,000.00		\$9,000.00
OAS Advanced Integration	PS-OAS.AINT	Acquisition of application data and a push of required data to the target permitting system API to allow for creation of the permit and triggering of the Project Creation process into ProjectDox. Design requires API's to be customer permitting/target system. Direct database calls from OAS to the target system are not supported.	1.00	\$6,300.00		\$6,300.00
Assurance Services	PS-AS	45 Hours of Assurance Services - Invoiced monthly as used \$225/hour.	1.00	\$10,125.00		\$10,125.00
Discount based on finalizing the agreement by 6/30/21						-\$10,710
Professional Services Sub-Total:						\$96,390

<p>Unless otherwise stated, pricing does not include any applicable taxes that may be applied at invoicing. Travel and Expenses are not included in this total and will be invoiced as incurred.</p> <p>First year SaaS and 20% of Services shall be invoiced upon execution of Agreement. Payment for the total amount is due net thirty (30) days from the date of Initial Invoice. Payment via EFT. See notes for details.</p> <p>This best approach package to implementation relies on partnership with the jurisdiction to achieve desired go-live and paperless goals. To that end a not to exceed 516 hours have been allocated to services and training on this project. In the event scope expands or delays account for incremental hours to be required, a Change Request(s) will be issued for the incremental costs associated with delay or expansion.</p> <p>Year 2 SaaS = \$101,160 Year 3 SaaS = \$101,160</p>	Grand Total:	\$204,909
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Notes:

EFT Remittance:

Avolve Software / Compass Bank

Routing #: 122105744

Account #: 2519753300

NAME: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

By signing this Order Form customer acknowledge and agrees to, if purchasing (a) licenses and/or support and maintenance, Avolve's Software License and Support Agreement General Terms and Conditions and Avolve's Maintenance and Support Level Agreement; (b) professional services, Avolve's Professional Services Agreement; and (c) training services, the Avolve University Training Terms and Conditions; and (d) hosting services, Avolve's Hosting Service Level Agreement. Customer acknowledges that it has been provided reasonable access to the applicable documents listed herein online at www.avolvesoftware.com and knowingly consents to the same. Resellers acknowledge that they will have end users formally acknowledge and be bound by all applicable Avolve Terms and Conditions as described above.

ProjectDox®

Electronic Document Management & Collaboration Solution

City of Salinas
Proposed Statement of Work
May 25, 2021



4835 East Cactus Road Suite 420, Scottsdale, Arizona 85252
Phone: 602.714.9774 www.avolvesoftware.com

EXECUTIVE SUMMARY

This Statement of Work will focus on the **Setup** of a **Production and Test Environment** and the implementation of ProjectDox Best in Class workflows addressing the Customer's needs with **One (1)** Best in Class plan review process. The goal is to implement **Online Application Submission (OAS)**, **ProjectDox** and an **Advanced** TRAKiT integration for ProjectDox utilizing web services, in a standardized, off the shelf manner. We will leverage Avolve best practices and built-in configuration and modifications features, to meet the most effective functionality required to achieve the highest business value for the customer (the "Project").

SCOPE OF WORK (MILESTONES)

Setup

Setup of a single environment for the applicable products is required prior to orientation and configuration onsite assessments being conducted. Project pre-planning, including draft project plan, communication plan etc. are associated to this stage of the project. Additional environments to be implemented will be factored into the project plan and based on the sales order/agreement.

- The date of acceptance for this milestone is the **SaaS Renewal Date**

Orientation and Configuration Requirements Session*

The Avolve PM will work with the City to perform an initial review of the application with the project team and gather configuration requirements to complete the design of the OAS application forms and Best in Class Building workflow process. The output of these sessions will be compiled into a requirements document referred to as the Configuration Requirements Document (CRD). This will include using standard templates and design to expedite the project while providing the best business value to the customer. Any design requirements identified during this phase outside of the design of the BIC workflow process and/or requiring development will be scoped and presented in a separate Statement of Work. Assurance services afforded the project may be leveraged for work identified as outside the scope of the project.

- Configuration Requirements Document
- Advanced Integration permitting system touchpoint discussion for TRAKiT includes:
 - Project Creation – Required application data is pushed from the permitting system to the ProjectDox application using the Avolve provided REST API and configuration of the ProjectDox Windows Service Process. Required fields for project creation:
 - Permit Number/Project Name (Key value)
 - Description
 - Applicant/Submitter First Name
 - Applicant/Submitter Last Name
 - Applicant/Submitter Email Address
 - Permit/Project Type
 - Application Data – Pull of data from the permitting system to display of up to 18 read-only permit application data fields within the plan review process.
 - Review Status – Push of data to provide the permitting system the following data related to the plan review:
 - Reviewer Name
 - Reviewer Department
 - Review Cycle
 - Review Status (Approved, Rejected)
 - Date Completed

- Final Approval Status – Push final status or log event of approved to permitting system API indicating to the permitting system that all reviews are approved in ProjectDox.
- Project Plan (task list/schedule/resource assignments) not to exceed budget

Configuration & Integration *

Configuration of applicable software products, forms and the workflows based on the configuration requirements document findings. This includes the development of the integration work defined in this Statement of Work and confirmed during requirements discussions. Integration designs require the City systems to have or develop web services to allow for integration communication to the target systems from ProjectDox and/or OAS.

- Configured Working products and modules as specified in the Purchase Agreement/ Sales Order
 - Configured Working OAS and ProjectDox Applications
 - Self-Service Application (SSA) Forms
 - Provides up to 16 hours of services to configure the site for use with the delivered SSA forms and letters, perform a review of the application forms design and features, make minor modifications, and deploy into production.
 - 1 OAS Paper to eForm Application Form
 - Existing paper to electronic form design in OAS with < 75 fields and intelligent conditional entry/display
 - 1 OAS Base Application Form
 - Forms design contains less than 75 fields
 - 1 OAS Advanced Application Form
 - Form design contains between 75-150 fields
 - 1 Payment Processor to Authorize.NET
 - Design the OAS application to interface with Customer's payment processor to allow for online payments through OAS.
 - 1 OAS Advanced Integration
 - Defined application data to be pushed to the target permitting system API to allow for creation of the permit and triggering of the Project Creation process into ProjectDox. Design requires API's to be available for customer permitting system. Direct database calls from OAS to the target system are not supported.
 - 1 OAS Base Validation
 - Contractor Validation
 - Base Validation allows for the validation for up to 2 data fields in the application form against the target system and confirmation of the data on the application form. (only validates) Design requires web services to be available for integration communication to the target system. Direct database calls from OAS to the target system are not supported.
 - 1 OAS Advanced Validation
 - Address/Parcel Validation
 - Advance Validation Widgets allow for multi field validation, data retrieval and display from the target system on the OAS application form. May include field concatenation and progressive/auto complete search (pulling back the data for display in the form). Some abilities are limited to API's being available from the customers target permitting system
 - Basic Fee Calculations
 - Allows for a fixed fee or simple calculation of a percentage of a field in the OAS application form to be displayed to the end user to communicate a cost.

- 1 Best In Class Workflow (Building)
- Advanced Integration to TRAKiT

User Acceptance Training (UAT)

The UAT phase uses an agile methodology consisting of two sprints of ten days each for testing that include the delivery of the designed process, validation of the design by the Customer and resolution to design issues by Avolve before starting the next sprint. The Avolve team will provide user acceptance training and guidance to the Customer on methods to test the designed process and system to work towards acceptance. Customer will validate the system configuration, forms, emails, integration and document any identified issues in the RIT (Risks, Issues and Tasks) document provided by the Avolve project manager. Avolve will resolve any identified issues to allow the customer retest to gain acceptance.

UAT Training is conducted onsite allowing one day per process with the remainder of the UAT phase supported remotely. During this phase, the production environment will be setup. Upon acceptance of the design the Avolve team will coordinate the promotion of the code to the production environment.

- Completion of User Acceptance Testing (UAT)
- Implementation of the Production Environment
- Code Promotion from Test to Production

Training

Avolve education specialists will deliver the below courses to the Customers staff. The courses will train approximately **36** persons and will be delivered based on the project plan rollout. A maximum of 12 persons per course is enforced with exception of the Community Outreach (TES-OUT). This demonstration/lecture session is targeted for the design community and is intended to be conducted for larger audiences (25+) to educate and promote the new processes.

It is recommended that training sessions be organized with participants of similar technological abilities to allow for the most efficient delivery and retention of the materials. Additional training above and beyond the below may be added or additional training performed post go-live by leveraging the assurance services funds afforded the project.

- Delivery of classes for all products/modules as purchased

Quantity	Course Name	Est. Length
3	Introduction to ProjectDox	3 hrs.
3	Workflow and Markup for Plan Reviewers	6 hrs.
1	Workflow and Administration for Coordinators/Techs	8 hrs.
1	System Administration	4 hrs.
1	Community Outreach	1-2 hrs.



Launch/Project Close Out

Deployment of the workflow processes and post go live support for a period of 5 business days. Customer will be transitioned to support post the 5-business day go live period.

Assurance Services

The assurance services fund may be leveraged at any time during or post project completion to cover additional integration requirements, newly identified out of scope requirements, training, and software not included in this statement or work. The funds intent is to be used post go-live/launch of a process to keep the project management team engaged to assist with change management and user adoption assistance. Assurance services hours are billed on an hourly basis at a rate of \$225.00 an hour. The use of hours requires a change order or an assurance services agreement that defines the work and has signatures of agreement for use by the Customer.

ACCEPTANCE PROCESS

There will be Key Deliverables, as identified in the Project Activities/Deliverables Payment Schedule which will be subject to acceptance by the Customer ("Acceptance"). Upon completion of each Key Deliverable, Avolve will request from the Customer a written response within five (5) business days after receipt thereof. Notwithstanding the foregoing or anything to the contrary in the Purchase Agreement, all other Deliverables provided under this Statement of Work shall be deemed to have been accepted by the Customer upon delivery. If Customer does not approve, reasons for rejection must be clearly noted. Avolve will then work with the Customer to come to agreement on obtaining approval. The Customer shall be deemed to accept any such Key Deliverable which Customer does not accept or reject within such period. This acceptance will initiate the invoice of the of the applicable milestone.

AVOLVE PROJECT PLAN AND PROCESS

Promptly following execution of this Statement of Work, the parties shall meet to discuss the general project schedule, which will be generally organized around the standard Avolve project On-Boarding process. Within 2 weeks, the initial project plan will be created and sent to Customer. The Project Plan contains a schedule, a list of tasks in a schedule format, assignments of specific team members over specific times and communication status reporting processes. The Project Plan is a living document that will be reviewed throughout the term of this Agreement and may be adjusted as reasonably necessary, as agreed to from time to time by the parties.

PROJECT ASSUMPTIONS AND CAVEATS

1. This Project was scoped based upon purchase of ProjectDox Best In Class, understanding that the site will be hosted by the Avolve and configured per established Best-In-Class standards. This understanding forms the basis for Avolve's pricing and the Deliverables to be provided under this Statement of Work. Any deviation from these requirements will require a change order and may increase cost or estimated time of Project completion.
2. Avolve will have full access to all Project team members from the customer as needed to complete the successful implementation and roll out of ProjectDox. This access may require the team members of the customer to dedicate specific time to specific detailed tasks within the Project Plan. Team member tasks will be more clearly defined during the kickoff and planning sessions and documented in the Project Plan.

3. Customer and its third parties and/or subcontractors will fulfill any hardware/software requirements, as identified to allow communication between Avolve Software and the Customer's permitting system in a timely fashion to keep the Project Plan on schedule.
4. Customer and its third parties and/or subcontractors will fulfill the hardware requirements, as outlined in the System Implementation Guides (standard end user document(s) that accompany each version of the Software) in a timely fashion to keep the Project Plan on schedule.
5. This best approach package to implementation relies on partnership with the jurisdiction to achieve desired go-live and paperless goals. To that end, a not to exceed **516** hours have been allocated to services and training on this project. In the event scope expands or delays account for incremental hours to be required, a Change Request(s) will be issued for the incremental costs associated with delay or expansion. Should the customer cause or contribute to the delay of any Deliverable, Avolve may elect to revise the Project Plan accordingly to compensate for the delay and invoice for any applicable milestone payments to that point of the project.
6. All parties will reasonably prioritize their efforts to meet the Project Plan schedule to achieve a rapid roll out model. It is understood by all parties that multiple tasks may be in process at one time and Avolve may have more than one Professional Services team member working on the project at one time.
7. Client will provide adequate Project management for their own resources, and/or third parties, to collaborate with Avolve's project manager. Client subject matter experts and applicable users will be accessible and available in a timely fashion and for adequate and reasonable durations. Avolve will make sure that scheduling of interviews and meetings are adequately in advance of these resource allocations.
8. Customizations/Extensions required may result in increased schedule and budget, but only if documented and approved within Assurance Services and/or a Change Request.
9. Avolve is planning to fully leverage ProjectDox as is, utilizing all built in configuration features to meet the business needs.
10. Any optional items chosen in the Purchase Agreement/Sales Order are not included here and would require a modification to this Statement of Work.
11. Customer understands that an ePlan Life Cycle implementation is a very significant digital transformation enterprise project that requires dedicated change management from the Customer's staff. This will be key for the success of the Customer.
12. Work will not begin until an executed copy of all paperwork is complete. Work will begin at the earliest date at which Avolve resources and Customer resources are available or as otherwise agreed to.
13. Avolve and Customer agree to cooperate in good faith to complete the Services and Deliverables in a timely and efficient manner.
14. Recording of Avolve provided training or UAT (user acceptance testing) sessions is not permitted.
15. All training classes unless otherwise noted are limited to 12 persons maximum per class.

**Configuration options are as described by ProjectDox documentation and as evidenced by ProjectDox administration screens. Minor changes to Avolve ProjectDox Best Practices (Best in Class) workflows are changes to activate/deactivate and/or parametrize with variables, existing steps in the Best Practices workflows. Customization of additional products and modules are to be within the bounds and scope of the respective core product(s) and modifications are limited to those that are allowed by core product design.*

CHANGE CONTROL PROCESS

The "Change Control Process" is that process which shall govern changes to the scope of the Project during the life of the Project. The Change Control Process will apply to new components and to enhancements of existing components. The Change Control Process will commence at the start of the Project and will continue throughout the Project's duration. Additional procedures and responsibilities may be outlined by the Project Manager identified on the signature page to the Agreement and will be included in the Project Plan if mutually accepted.

Under the Change Control Process, a written "Change Request" (attached) will be the vehicle for communicating any desired changes to the Project. It will describe the proposed change; the reason for the change and the effect the change may have on the Project. The Project Manager of the requesting party will submit a written Change Request to the Project Manager for the other parties.

All parties must sign the approval portion of the Change Request to authorize the implementation of any change that affects the Project's scope, schedule, or price. Furthermore, any such changes that affect the scope of this SOW, schedule or price will require an amendment to the SOW and/or any other part of the Purchase Agreement.

PRICING, TRAVEL AND EXPENSE

Pricing and payment terms are as set forth in Purchase Agreement/Sales Order.

Travel and Expenses are estimated to be \$12,000.00 and will be invoiced to customer as incurred.

PROJECT ACTIVITIES / DELIVERABLES PAYMENT SCHEDULE

This is a preliminary deliverable and payment schedule that is subject to change based on discussions to occur post the kick-off of the project, provided that both the City and Avolve Software agree to the new terms in writing.

MS#	Deliverable	Description	Acceptance Criteria	Payment Amount
MS0	Contract Execution	First Year SaaS costs	Contract Signature	\$92,220.00
MS0	Contract Execution	20% Services	Contract Signature	\$17,455.00
MS1	Project Kickoff	Project kick off meeting complete and initial environment installed	<ul style="list-style-type: none"> Project Kick Off Meeting Conducted Project team can log into installed environment Sign Off Acceptance 	\$8,727.75
MS2	Configuration Requirements Document (CRD)	Compiled configuration design requirements for Process 1	<ul style="list-style-type: none"> Delivered CRD Sign off Acceptance Document 	\$8,727.75
MS3	OAS Forms Design Complete	Completed OAS Forms Design	<ul style="list-style-type: none"> Forms Complete Sign off Acceptance Document 	\$13,092.00
MS4	OAS Integrations Complete	Completed Payment Processor and Permitting System Integration	<ul style="list-style-type: none"> Sign off Acceptance Document 	\$8,727.75
MS5	Deliver functional OAS & ProjectDox application for Process 1	Deliver and review the design as defined in the CRD document.	<ul style="list-style-type: none"> UAT scheduled for Process 1 Sign off Acceptance Document 	\$21,819.00
MS6	User Acceptance Test Process 1	User Acceptance Testing for Process 1 Complete Delivered Second Environment Workflow Integration Complete (TRAKiT)	<ul style="list-style-type: none"> User Acceptance Testing confirms requirement as agreed to in the CRD Sign Off Acceptance Document 	\$4,363.90
MS7	Training	Conduct End User Training Conduct Administration Training	Sign Off Acceptance	\$16,299.00
MS8	Launch/Go-Live	Process 1 process general availability launch	Process is launched	\$4,363.90
MS9	Assurance Services		Per Signed Agreement/Change Order	\$9,112.95
Total Services				\$112,689

For the avoidance of any doubt, all right, title and interest in and to the Deliverables (including without limitation the above Key Deliverables), as well as the intellectual property rights to such Deliverables, shall belong to Avolve, subject to the limited license granted to the Customer pursuant to the Licensing Agreement.



STATEMENT OF WORK ACCEPTANCE

Once fully executed, this document will become the Statement of Work for the Project defined in this document. Avolve and Customer's signatures below authorizes Avolve to begin the services described above and indicates Customer's agreement to pay the invoices associated with these services delivered as described.

SOFTWARE ACCEPTANCE DATE AND MAINTENANCE

Avolve will invoice Customer for Software Maintenance following the Software Acceptance Date and Customer shall pay such invoiced amount pursuant to the terms of the Purchase Agreement/Sales Order. For all subsequent years of Software Maintenance purchased by Customer, invoicing and payments shall be as set forth in the Purchase Agreement/Sales Order.

AUTHORIZED SIGNATURES

Avolve Software Corporation

By: _____

Name: _____

Title: _____

Date: _____

City of Salinas, CA

By: _____

Name: _____

Title: _____

Date: _____

EXHIBIT A: CHANGE REQUEST FORM



Avolve Software Change Request Form
City of Somewhere

GENERAL INFORMATION					
Change Request # (CR)					
Project/City/County					
Requestor Name					
Description of Change	<i>[Enter a detailed description of the change being requested]</i>				
Date Submitted					
Priority	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High	<input type="checkbox"/> Required	
Reason for Change Request	<i>[Enter a detailed description of why the change is being requested]</i>				
Project Artifacts Impacted	<i>[List other artifacts affected by this change]</i>				
Assumptions/Risks	<i>[Document assumptions or comments regarding the requested change]</i>				
Comments/Considerations	<i>[Enter additional comments]</i>				
Attachments/References					

ESTIMATES		
Total Estimated Development Hours	<i>[#hrs]</i>	<i>[Enter the hour impact of the requested change]</i>
Total Estimated Development Duration	<i>[#dys]</i>	<i>[Enter the duration impact of the requested change]</i>
Schedule Impact	<i>[WBS]</i>	<i>[Detail the impact this change may have on schedules]</i>
Cost Impact	<i>[Cost]</i>	<i>[Detail the impact this change may have on cost]</i>
Comments/Recommendations		
PM Approval Signature		
Date Signed		
IDS Approval Signature		
Date Signed		

CITY OF SOMEWHERE AUTHORIZATION	
Customer Approval Signature	
Date Signed	