

GOVERNMENT - PRICE QUOTATION

CARASOFT TECHNOLOGY CORP



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190
PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH
WWW.CARASOFT.COM | SALES@CARASOFT.COM

TO: Noemy Sandoval
Hallandale Beach
400 S Federal Hwy
HALLANDALE BEACH, FL 33009 USA

FROM: Victoria Sweet
Carahsoft Technology Corp.
11493 Sunset Hills Road
Suite 100
Reston, Virginia 20190

EMAIL: nsandoval@hallandalebeachfl.gov

EMAIL: Victoria.Sweet@carahsoft.com

PHONE: (954) 457-3069

PHONE: (571) 662-3870

FAX: (703) 871-8505

TERMS: Contract Number: 43230000-NASPO-16-ACS
NASPO Master Contract Number: AR2472
Contract Term: 07/01/2017 to 09/15/2026
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
Sales Tax May Apply

QUOTE NO: 24435057
QUOTE DATE: 11/05/2020
QUOTE EXPIRES: 12/05/2020
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$137,440.23

TOTAL QUOTE: \$137,440.23

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
1	AR2472-OPE002-042020-052	Budgeting and Planning - Between \$100-150 Million - 5Y OpenGov, Inc. - OG-SWBA-B100150M-AR-5Y		\$74,354.94	COOP 1	\$74,354.94
2	AR2472-OPE002-0419-1768	Custom Professional Services Deployment - Fixed Fee - All Tiers - 0Y OpenGov, Inc. - OG-SVVW-ALTR-OT-0Y		\$190.59	COOP 331	\$63,085.29
SUBTOTAL:						\$137,440.23

TOTAL PRICE: \$137,440.23

TOTAL QUOTE: \$137,440.23

Subscription Year 2: \$74,354.94

Date: December 2, 2021 - December 1, 2022

Software Billing Frequency: Annually in Advance. Services billed up front.



OpenGov and Hallandale Beach, FL

Project Plan Letter

Matt Stull

Account Executive

(813) 895-4324

mstull@opengov.com



Dear Hallandale Beach Team:

On behalf of OpenGov, we are thrilled at the opportunity to partner with Hallandale Beach by providing the market's best-in-class cloud-based multi-tenant Software as a Service ("SaaS") solution designed specifically for public sector budgeting and planning, and integrated multi-fund accounting reporting.. Additionally, we believe your organization would see compelling gains in operational efficiency and cross-departmental collaboration through the use of OpenGov's Budgeting and Planning suite, which is powered by our Reporting and Transparency platform.

In the following pages, we are pleased to inform you of our solutions that we believe will exceed your expectations in implementing a solution that will automatically generate financial reporting that will illustrate the financial activity required by the organization. OpenGov's modern, cloud-based software offers all of the key, mission-critical modules and functions, including industry-leading data integrity, historical reporting, easy importing and exporting of data, collaborative budgeting and planning, and interactive reporting for both department heads and internal stakeholders.

OpenGov prides itself on replacing legacy systems that often hinder governments from being as effective and efficient as possible. As the leading cloud-based provider of budgeting and planning solutions for the public sector, OpenGov is particularly qualified to meet your needs we discussed together.. We are pleased to demonstrate the power of our solutions that governments like yours deserve to accurately budget and deliver compelling performance results for its constituents. Our suite of solutions will increase transparency and collaboration, connecting stakeholders to the budget process, while visualizing and reporting on real-time insights that result in time-savings for more strategic planning and accurate decision-making. We are confident we can deliver success based on the background information we have discussed.

You can expect the OpenGov solution to produce dramatic productivity gains, much tighter security protocols, improved institutional knowledge retention, and a better internal and external user experience. It is also a solution set that can grow with the organization's needs over time as we only provide scalable, purpose-built software for governments.

OpenGov's mission is to power more effective and accountable government, and we seek to produce 'raving fans' in our work. We look forward to putting our entire organization behind you to ensure this engagement exceeds expectations, and I look forward to meeting with you and your team again soon.

Sincerely,
Matt Stull

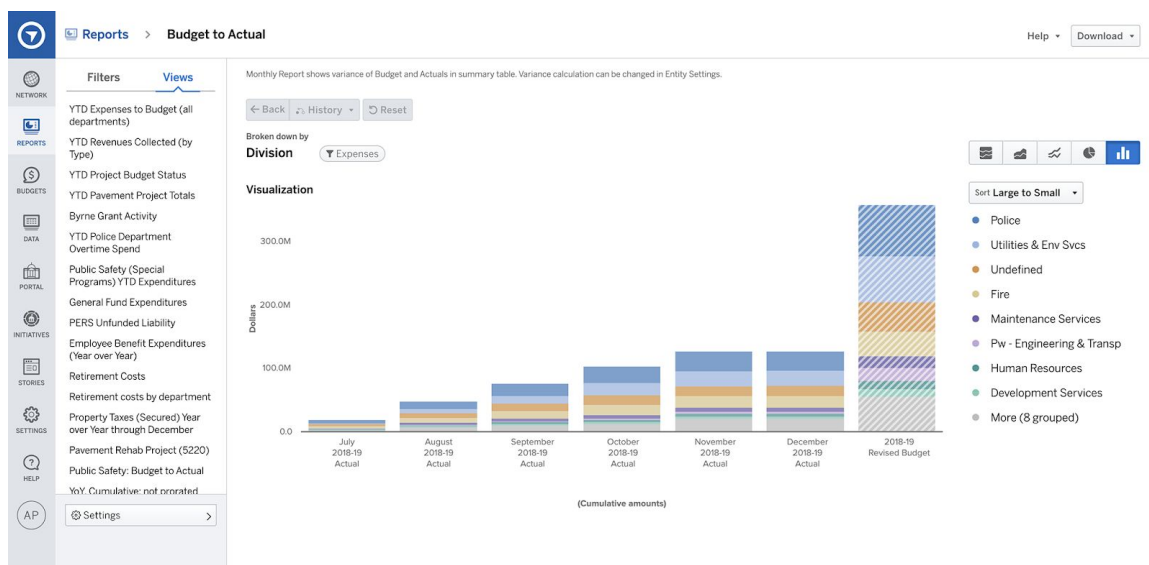
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Executive Summary

OpenGov is proposing the **Budgeting and Planning suite and the Reporting and Transparency platform** for consideration.

- **OpenGov Budgeting & Planning** is a modern, full-featured cloud budgeting solution designed to meet the unique needs of public sector planning and analysis. Trusted by hundreds of forward-thinking institutions, Budgeting & Planning is the industry's most collaborative experience for budget process automation, managerial reporting, and public transparency -- driving more effective planning and strengthening public trust. On average, Budgeting & Planning customers have reduced budget development time by 50%, achieved 80% time savings on reporting and have re-allocated up to 1% of their budgets for more strategic outcomes.



- **The Reporting and Transparency Platform:** Build trust by simplifying and streamlining the collection, analysis, and communication of complex information with the OpenGov Reporting and Transparency platform. Our platform's solutions reduce manual reporting, data scrubbing, and formatting by providing on-demand access to dynamic, interactive reports and dashboards. Simple, self-service tools empower anyone with access to the platform to perform analysis without burdening technical teams, making it easier to discover trends, provide historical context, and quickly identify anomalies.

We look forward to demonstrating how these solutions will meet and exceed your needs and expectations.

Why OpenGov?

→ **A trusted partner.**

More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.

→ **Solutions designed for transparency and collaboration.**

Our intuitive solutions streamline the collection, analysis, and communication of complex information for all stakeholders -- helping eliminate silos, accelerate workflows, and increase civic engagement -- allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes.

→ **A platform built to grow with you.**

Modern cloud architecture allows us to innovate at an unmatched pace, ensuring all of your users have access to the latest features while reducing your IT burden. OpenGov invests more than 40% of our operating costs into R&D based on customer feedback, helping future-proof your investment.

The Budgeting and Planning Suite

Modernize your budget and align spend to strategic outcomes.

Manage an Accurate, Outcome-Focused Budget Process

Streamline and unify your end-to-end budgeting process, seamlessly tie budget dollars to key organizational initiatives, and draw actionable insights that maximize performance outcomes. Then, through Reporting and Transparency, add context to your results and share internally and externally for better collaboration.



Collaborate More Effectively

Collaborate across departments by sending and receiving budget proposals, tracking performance on strategic objectives, commenting on key reports, and sharing your outcomes with colleagues.



Improve Decision-Making

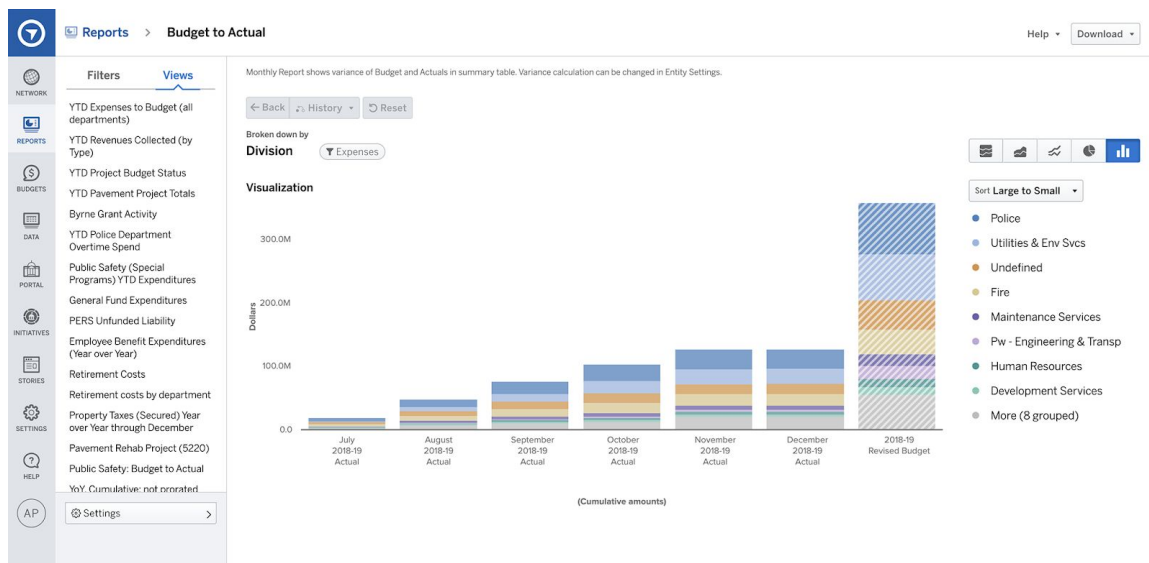
Glean the context you need for budget decisions and the information you need to manage performance. You can visualize trends and model the impact of proposed budget changes while you transform complex financial and performance data into actionable insights.

Budgeting and Planning Use Cases

- Collaborative budgeting
- Capital planning
- Online budget book publication
- Workforce calculations
- Budgetary reporting
- Financial projections
- Operating budgets
- What-if scenario analysis
- Strategic initiative tagging

Save Time

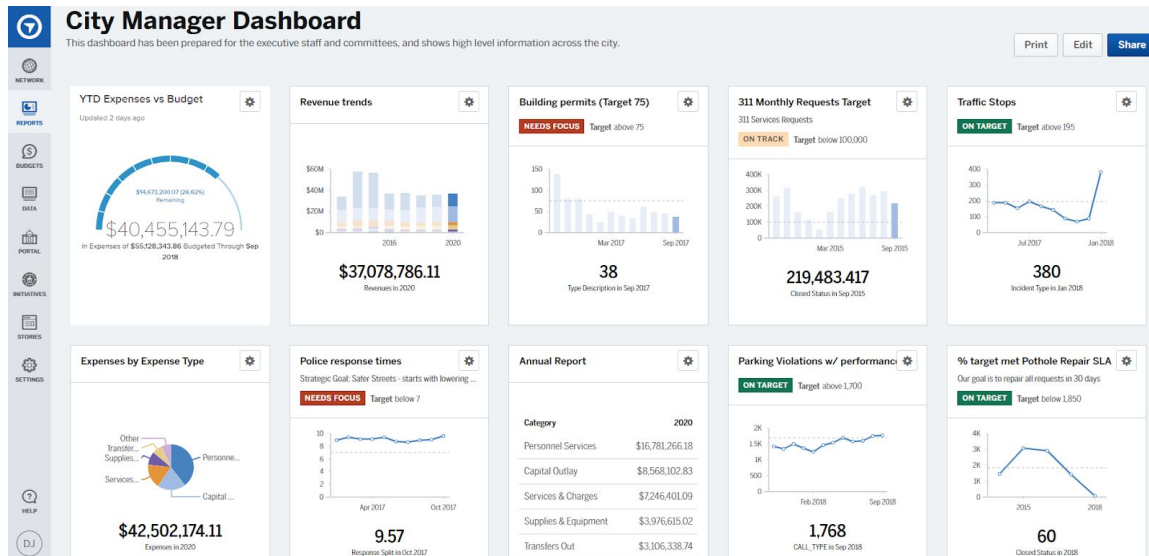
Through a simple and intuitive user interface, you can see your budget, receive commentary from your team, and get your plans approved. Easily seed the budget by importing last year's actuals, then adjust, add, or compare proposal line items in real time.



Key Features

→ Precisely calculate personnel costs through workforce planning.

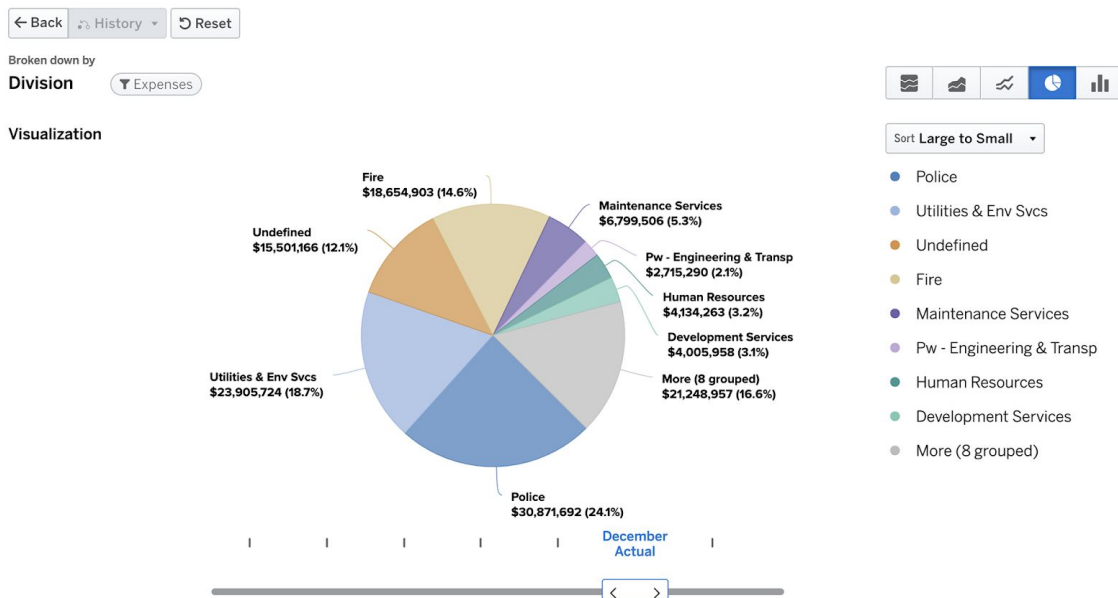
Drive better salary projections, increase visibility into cost drivers, and reduce broad assumptions. You can calculate the fully burdened labor costs of an individual or overall workforce, perform scenario analysis to inform negotiations and budget decisions, run vacancy reporting, compare actual positions to budgeted positions, and request new positions using accurate, updated costs.



Empower stakeholders with financial and performance data.

➔ Forecast long term expenditures for capital planning initiatives.

Seamlessly harness the information your team needs to make educated decisions while providing a working blueprint for sustaining and improving your community's infrastructures. You can send and receive capital planning proposals, adjust proposal line items, track performance on projects, and comment on key reports. Then, easily create printable dashboards to streamline capital meetings.



Show how budget dollars drive key initiatives.

→ Simplify online budget book publication.

Establish a framework for building your online budget book faster and more accurately, making the process repeatable and scalable for future cycles.



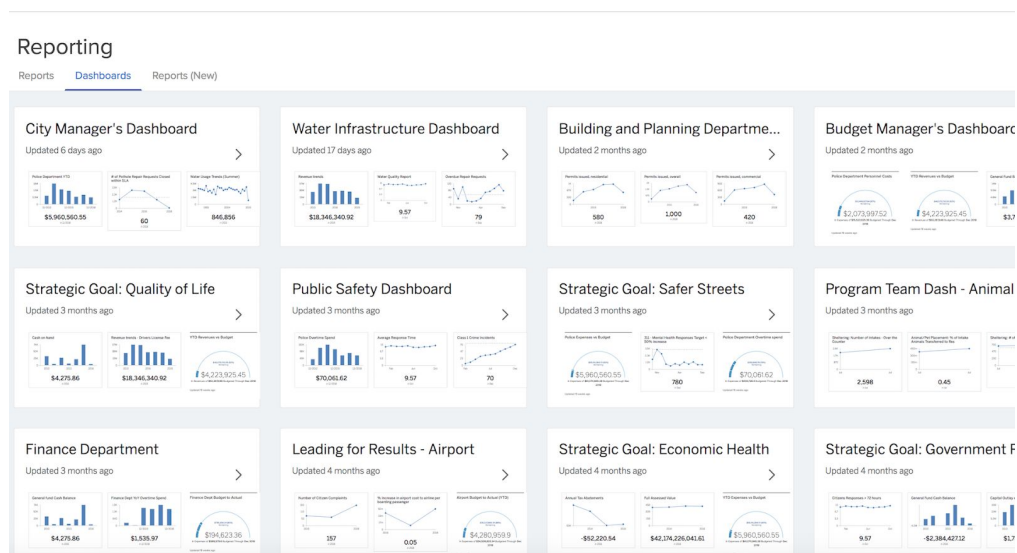
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1. **Budget Message**
 - a. **Proposed Budget Changes adopted by City Council**
2. **General Fund Balancing Proposal**
3. **Fund Analysis:**
 - a. **General Fund Revenue**

Publish an interactive, easily digestible online budget book.

→ Centralize dashboards onto a single Reporting & Transparency platform.

Powering OpenGov Budgeting and Planning is the Reporting and Transparency platform. Integrate and synchronize your financial and non-financial data with other data sources including your ERP. When any data point changes, all reports automatically update. You can go beyond seeing your outcomes and truly understand the reasoning behind performance with OpenGov's reporting platform. Then, add context to your outcomes and insights and share internally and externally.

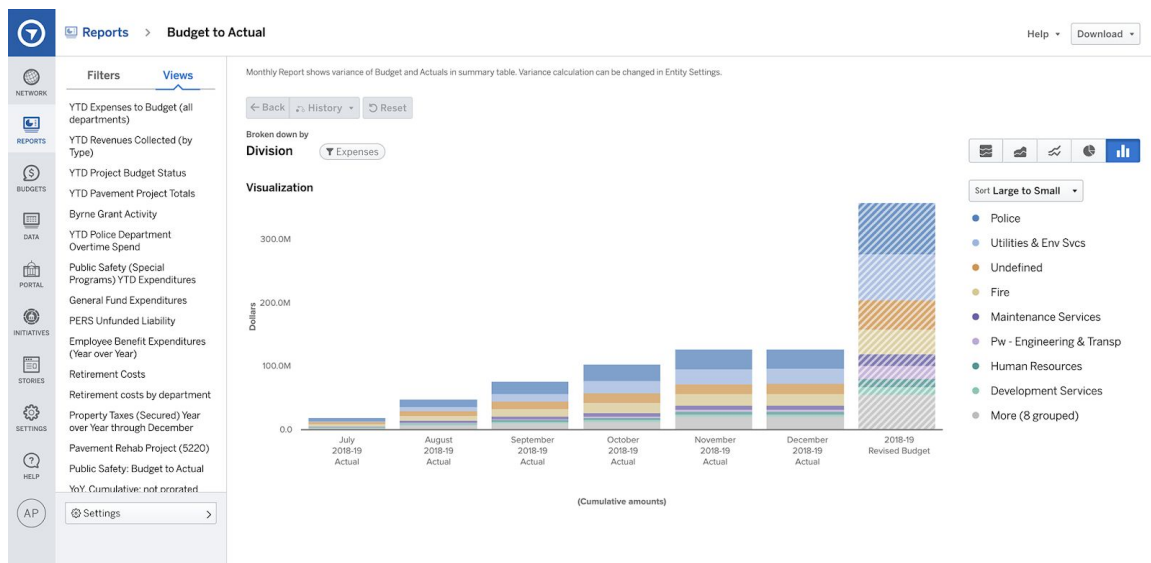


Tie all data sources to OpenGov's centralized hub.

The Reporting and Transparency Platform

Centralize reporting, align data with context with internal and external stories, and listen directly to constituents in a collaborative environment.

The OpenGov Budgeting and Planning suite is powered by our robust **Reporting and Transparency platform**. The platform's solutions allow users to build trust and transparency with internal and external stakeholders on the topics that matter by presenting complex financial information in a simple way with appropriate context to inform your constituents. Promote collaboration and efficiency internally with centralized reporting and workflows to increase understanding across your organization through interactive dashboards that turn data into insights.



Present complex information that all parties can understand.

Keep internal and external stakeholders updated on performance and aligned around high-level strategic goals. Gain at-a-glance insights with interactive dashboards, take action with customized alerts, or dive into the granular details for deeper analysis.



Broaden citizen engagement.

Supplement public hearings with virtual town halls, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

Reduce reporting bottlenecks across your organization.



Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

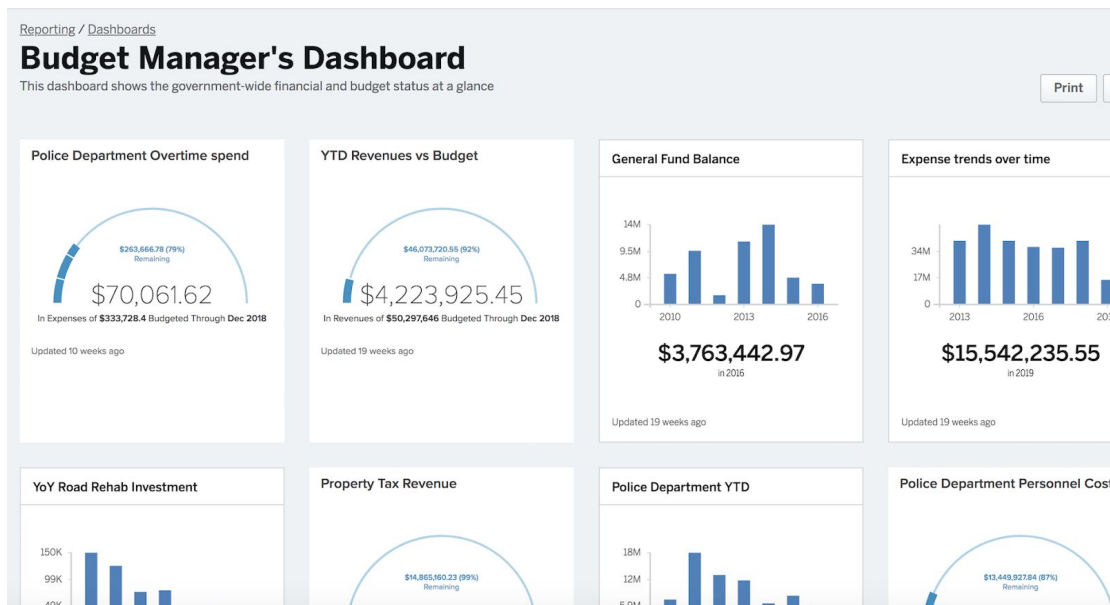
Achieve your communications objectives.



Put your operating and strategic plans online in a way that your constituents can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze engagement by seeing the number of views, unique visitors, and social sharing metrics.

Reporting and Transparency Use Cases

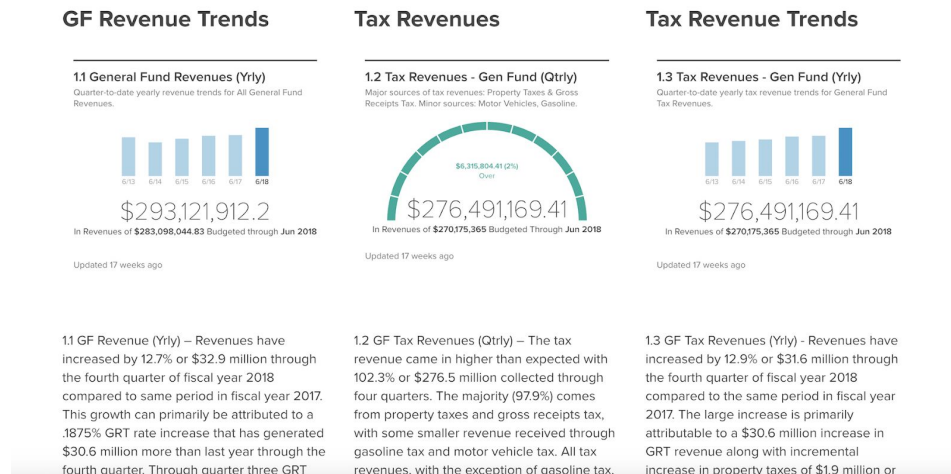
- Interactive budget summary
- Satisfaction surveys
- Participatory budgeting
- Performance reporting
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning
- Stakeholder engagement



Key Features

→ Focus on outcomes with dynamic reporting functionality.

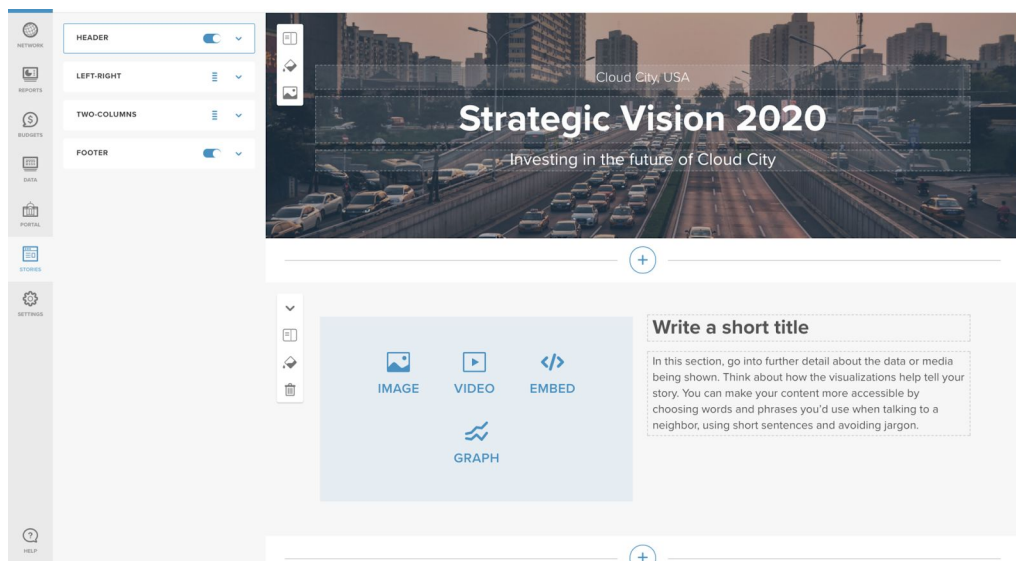
Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.



Infuse complex data with meaningful narratives everyone can understand

→ Communicate clearly and increase transparency with stakeholders.

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.



Simple, visual page builder with drag-and-drop components and customizable themes.

➔ **Capture feedback online, at meetings, or on-the-go.**

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.



Agency-branded surveys and online forums.

Additional Features

- ➔ **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- ➔ **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- ➔ **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.

OpenGov Support Methodology

OpenGov's team of professionals is dead-focused on ensuring that the governments we serve and their users are set up for success when adopting the OpenGov platform. Our training and support strategy is multi-layered with many offerings that will provide end users with the proper guidance and resources necessary to receive the most value from OpenGov's solutions. Training is managed and produced by our Customer Success Team made up of government finance experts. During Deployment, your OpenGov Customer Manager and Implementation Analyst will provide your team with individualized training to get your platform up and running and to ensure your organization has a top-notch engagement and adoption plan for your users.

Throughout deployment and post-deployment our customers are provided with training resources on our resource center and through our learning management system. Monthly webinars are also offered to train customers about a new and engaging topic. Additionally, our Customer Support team is available to troubleshoot issues and ensure that our customers have a great experience with OpenGov. All of our customers have a dedicated Project Manager and Customer Manager who work with the customer teams every step of the way. We pride ourselves on our ability to partner with customers and complete successful projects, and we provide a flexible and comprehensive set of channels for customers to gain service from us.

We have three main components to our philosophy for ensuring successful and happy customers.

1. **Access to our team of Government Solution Experts:** This team, comprised of former government finance directors, chief information officers, budget and performance analysts, and others, provides insight and expertise, leading best practices, and context to the people that build, sell and ultimately use OpenGov, driving efficiency and outcomes for your agency.
2. **Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support you need to maximize the value of your investment in the OpenGov Smart Government Cloud.
3. **Customer Support:** Our team of highly trained support analysts are available to solve any issues you have with any part of your solution within OpenGov's solutions. We're committed to resolving your issues as quickly as possible.

Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, and an online portal as well as additional support channels like webinars, user groups, a resource center, and a thriving community of tips and best practices provided by your peers.

- **Technical Support:** Our team of highly trained support analysts are available to solve any issues you have with any part of your solution within the OpenGov Cloud.
- **OpenGov Community:** OpenGov has a safe and secure online community for government professionals to connect with their peers, share their experiences, and learn best practices.
- **User Groups:** Our subject matter experts host regular user groups online and in-person. Learn from the pros and your peers!
- **Resource Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.
- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.
- **Live Chat:** Contact support seamlessly while using the product through our live chat feature staffed by the Customer Success team.

Premium Services

Furthermore, OpenGov offers Premium Services to help organizations on their journey to successfully adopting OpenGov's solution suites. Customers can use Premium Services hours for hands-on configuration, trainings, and consultations to provide the additional structure, support and guidance needed to use the OpenGov software most effectively. Premium Services also fast-tracks Support team responses, ensuring white glove treatment and speedy resolutions. The table below outlines the various support offerings that we provide our customers.

Benefits	Standard	Gold	Platinum
Unlimited Number of Cases per Year	✓	✓	✓
24/7/365, Unlimited Access to Web Forms	✓	✓	✓
24/7/365, Unlimited Access to OpenGov Knowledge Base	✓	✓	✓
24/7/365, Unlimited Online access to Support Portal	✓	✓	✓
Access to Live Chat 9:00 AM to 5:00 PM US Local Time	✓	✓	✓
Number of Designated Contacts	3	6	12
Extended 1-Hour Training Sessions	-	Up to 4 per year	Up to 12 per year
Support Staff	Pooled Resources	Pooled Resources	Designated Technical Account Manager
Type of commitment	Service Level Targets	Service Level Agreements	Service Level Agreements
Technical Account Manager and Quarterly Reviews	-	-	✓
Hours included for Consultation and Technical Services	-	12 Hours Yearly	24 Hours Yearly
Issue Severity Level	Initial Response Commitment		
Urgent	One (1) Calendar Hour	One (1) Calendar Hour	One (1) Calendar Hour
High	Four (4) Business Hours	Two (2) Business Hours	One (1) Business Hour
Normal	One (1) Business Day	Four (4) Business Hours	Two (2) Business Hours
Low	Two (2) Business Days	One (1) Business Day	One (1) Business Day

OpenGov's Support Philosophy is simple: You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.

Critical High-Value Adds

Ongoing Product Updates, At No Additional Cost. OpenGov develops its own cloud-hosted, SaaS products that are available 24/7 through the use of any web browser, on any computer. While traditional software is installed on-premise and places a heavy burden on every customer to maintain and update, OpenGov's SaaS model guarantees that every customer is always using the latest features and enhancements to our software. This means that you would no longer need to pay for expensive customizations and teams of programmers to maintain a complex, unsustainable, and unreliable solution. Instead, you will receive a product that incorporates feedback from all governments in OpenGov's network, with updates occurring automatically every two weeks and ongoing support, giving your team a solution that is scalable, sustainable, easy-to-use, and affordable.

Our updates are applied frequently and effortlessly to the customers. Because the software is centrally housed, new releases do not require an installation. With OpenGov, you will have access to a platform that updates immediately, without a formal upgrade process and effort.

Unlimited Usage Model. OpenGov's software was created to be useful, usable, and used by our customers, not to be sequestered to a small group of users with licenses. For this reason, our design enables non-technical users to quickly become proficient at using our software effectively and we refuse to issue licenses so that our software can be used as widely as possible across the organization. We view ourselves as more successful when our customers are able to leverage our software for as much value as possible without encountering artificial boundaries to its usage.

OpenGov provides an unlimited usage model. OpenGov does not charge our customers based on how many datasets they post to our platform. As the project scales, we also do not charge extra based on number of users nor per server nor per dataset. Rather, we charge a flat, annually recurring fee to encourage our customers to post as many datasets and to add users as they deem fit. OpenGov wants our customers to use the site as much as possible without usage constraints. Additionally, this provides our customers with the ability to easily budget for the cost of the software without fear for the cost of mid-year increases.

As mentioned above, with OpenGov's SaaS model, our customers will gain access to rapid, continual and significant capabilities consisting of two-week product releases that will be available to our customers at no extra cost. These product releases are dictated by feedback from customers and their ever-evolving priorities. OpenGov is continually innovating and constantly improving our platform to supply software that is made for Government by Government.

Customer Manager (CM) Support Model. OpenGov customers benefit from a support model that relies upon dedicated CM's who will be your main point of contact post-deployment. Our team of highly experienced CM's will collaborate with the project leaders to ensure that your overarching goals are incorporated and managed during and after deployment. With our highly configurable software, our CM's work closely with you to deliver the most value to your organization so your needs are met.

Pricing

OpenGov's pricing model consists of a flat, annual subscription for the associated software and professional services components. Our professional services include everything needed to ensure a successful launch: Design, Configuration, Implementation, and Training. **OpenGov offers a non-restrictive, unlimited pricing model, meaning customers are not limited to number of users, logins, budget scenarios, dashboards, reports or datasets.** Rather, we charge a flat, annually recurring subscription fee to encourage our customers to utilize the platform, increase adoption throughout their organization, get valuable unlimited usage, and have a predictable annual cost.

Software	Description	Pricing	Payment Schedule
Budgeting & Planning	Operating, Capital, and Workforce Planning Budgeting. Interactive/Online Budget Book	\$74,354.94	Annual
Reporting & Transparency Platform	Reporting & Analytics, Performance Dashboards, KPIs, Stories, Open Town Hall, Data Management		
Premium Support Platinum	Dedicated Technical Account Manager, Highest SLA		
Budgeting & Planning Suite	<i>Complete Listing of Above Offering</i>		
Deployment Fee	Description	Hallandale Beach Offer	Payment Schedule
Professional Services	Deployment of the above solutions on the timeline listed on previous page (details contained in the following Statement of Work)	\$63,085.29	One time fee

BILLING TABLE		
Description	Amount	Term
Annual Software Subscription Year 1 & Professional Services	\$137,440.23	12/2/20-12/1/21
Annual Software Subscription Year 2	\$74,354.94	12/2/21-12/1/22

Statement of Work

City of Hallandale Beach, FL

Created by: TJ Isselhard
Creation Date: 11/04/2020
Document Number: DD-01420
Version Number: 1

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1. Overview

1.1. Preamble

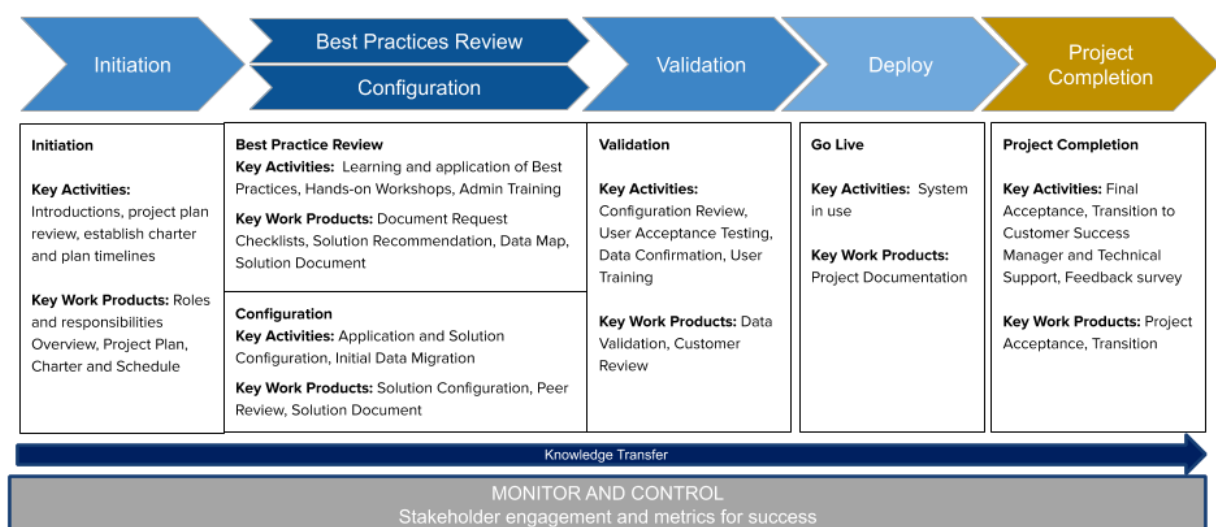
This Statement of Work (“SOW”) identifies services that OpenGov, Inc. (“OpenGov” or “we”) will perform for the City of Hallandale Beach, FL (“Customer” or “you”) pursuant to the order for Professional Services agreed to by the parties (“Order Form”) which references the Software Services Agreement or other applicable agreement entered into by the parties (the “Agreement”).

1.2. OpenGov's Modern Cloud ERP

OpenGov is the leader in modern cloud ERP software for our nation's cities, counties, and state agencies. On a mission to power more effective and accountable government, OpenGov serves agencies across the U.S. Built exclusively for the unique budgeting, financial management, and citizen services needs of the public sector, the OpenGov ERP Cloud enables organizations to plan more strategically and collaboratively, streamline mission-critical processes, and communicate with stakeholders more transparently.

- **Cloud ERP for local government.** OpenGov offers transformative solutions for budgeting, financial management, and citizen services with the market-leading reporting and transparency platform--allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.
- **A trusted and dedicated partner.** Governments nationwide partner with OpenGov to drive more effective and accountable operations and strengthen public trust. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by years of employee experience in the public sector.
- **A platform built to grow with you.** Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

OpenGov Implementation Methodology



2. Methodology

OpenGov's deployment methodology, often referred to as the OpenGov Way ("OG Way"), delivers on OpenGov's mission to power more effective and accountable governments. It is an innovative, modern, and iterative approach that leads our customers to successfully deploy our products and help them successfully achieve their vision. The OG Way differentiates itself in the market by its foundation of customer empowerment. We rely on our years of experience working with governments, leading in governments, and leveraging best practices from the public and private sector in order to coach our customers through the change management needed to leverage our best practices and quality software. This methodology requires a degree of focus and engagement to ensure collaboration between both parties to produce the desired results in a timely manner. We look forward to our partnership and can't wait to show you how The OG Way will improve the way you do business and the services you're able to provide to your citizens!

Project Initiation

During project initiation, we will introduce project resources, review the products and services purchased, establish a project charter, finalize project timelines, and conduct the kickoff meeting. Both OpenGov and Customer are responsible for assigning their Project Managers for the project. We will hold a planning meeting to review all project documents OpenGov has received to date. We'll also provide additional worksheets that need to be included. We'll set-up meetings to finalize the project plan, project charter, and ensure there is a centralized location for these documents to be stored for collaboration. Lastly, we'll determine the date for the larger kickoff meeting and discuss the agenda for this critical meeting.

Best Practice Review

- OpenGov will provide your team with access to OG University and OpenGov's Resource Center so that you can start learning.
- Provided checklists with samples of data and information that we'll need completed. We will obtain all data and integration information at this time in our standard format.
- We will review your agency-specific documents to make sure we understand your business requirements.
- We will then coach you on our best practices by showing you how our tool works in the most effective manner.
- Based on our best practices review, we'll make solution recommendations based on our domain expertise.
- We'll align with your team based on our understanding of your operating processes based on technical requirements and product functionality.

- We will review all data and integration requirements. A data map will be mutually agreed upon and signed off on by Customer.
- We will present a solution document to be mutually agreed upon prior to starting the configuration.

Configuration

- We will set-up the base configuration based on the mutually agreed upon solution document.
- We will mutually configure the use cases based on the mutually agreed upon solution document.
- We will migrate your data based on our mutually agreed upon data map.

Validation

- Review the completed work performed during configuration.
- The appropriate members of the Customer project team will confirm that the solution has been configured correctly based on the solution and data mapping documents by testing the use of the solution.
- Training will be provided based on the selected package, or as set forth herein.
- Any items that were configured or migrated incorrectly based on the data map and solution document will be tracked via an issue log. We will work with your team to identify deployment critical issues that will be resolved prior to launch. If the item is not included in the mutually agreed upon data map and solution document, a mutually agreed upon change order will be discussed as defined in Section 10 Change Management of this SOW.
- The exit criteria for this phase is the sign off by the Customer's Project Manager of the configuration based on the mutually agreed upon solution and data map as defined in Section 9 Acceptance of this SOW.

Deploy

- The solution is usable by Customer.

Project Completion

- Customer is sent a project acceptance form to sign as defined in Section 9 Acceptance of this SOW.
- Customer will be asked to respond to a brief survey to provide feedback about the experience.
- Customer is introduced to Customer Support and educated on how to engage with customer support based on Customer's procured package.

3. Project Schedule

OpenGov will schedule resources for this project upon signature of the order form. Unless specifically noted, the OpenGov assigned project manager (as identified below or such alternate designated by OpenGov, the “OpenGov 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.

4. Roles and Responsibilities

4.1. Roles and Responsibilities Matrix

OpenGov	
Role	Role Description
Executive Sponsor (“ES”)	Responsible for ensuring alignment on project value proposition and vision. Escalation point for Customer Executive Sponsor to mitigate any risks that the project team cannot resolve. Executive Sponsor attends monthly (or other frequency) executive meetings to review deployment status, documented issue list, status and closure summary.
Project Manager (“PM”)	Responsible for the delivery of the professional services based upon the agreed upon contract and SOW within the budgeted hours and timeframe. Ensures the project is properly forecasted, assigns tasks/resources, and tracks toward project completion. Holds executive steering committee meetings and/or quarterly business reviews as appropriate to ensure project issues are properly escalated and success is achieved. Facilitates the transition to support.
Analyst (“IA”)	Responsible for helping Customer configure OpenGov’s product suites as assigned. The Analyst is the primary consultant, guiding Customer through configuration working sessions to put together successful workflows.
Subject Matter Expert (“SME”)	OpenGov Subject Matter Experts (“SMEs”) will engage in strategy, design, and execution discussions internally and with Customer during the deployment. The SME has a specific area of expertise, and depending on the scope of the project more than one SME may engage. The SME will not be on all working

	sessions, but will be involved per the direction of the OpenGov Project Manager.
Integration Engineer (“IE”)	Responsible for migrations, conversions, and integrations as assigned. Responsible for providing clear direction on specifications to ensure proper delivery of migration, conversions, and integrations. Clear data mapping and data validation to be provided with customer sign-offs obtained by the OpenGov Project Manager.
Account Executive (“AE”)	The Account Executive is responsible for the sales cycle. Aligning on program vision, value proposition, and contract terms. The Account Executive will facilitate project kickoff along with the OpenGov Project Manager. The Account Executive will be engaged with the customer throughout their journey with OpenGov, post-deployment and beyond.
Customer Manager (“CM”)	The Customer Manager (“CM”) is the primary customer relationship holder post-Deploy. The “Air Traffic Controller” or “Quarterback” of OpenGov resources with focus on long term success of Customer’s partnership with OpenGov. The CM will engage with Customer to discuss adoption strategy and conduct periodic reviews to ensure Customer’s key stakeholders understand all OpenGov offerings and how they align to key Customer priorities. The CM will be introduced at deployment kick-off, but will not be an active participant in deployment working sessions. As the deployment approaches closure, the CM's engagement will ramp-up, and the OpenGov Project Manager to CM meeting with Customer will occur prior to Project Completion.
Customer	
Role	Role Description
Budget Owner (“BO”)	The Customer Budget Owner commits the funds to the project deployment, assesses the value to the cost (ROI), and approves changes orders. In some cases, the Budget Owner and Executive Sponsor are the same person.
Executive Sponsor (“ES”)	Responsible for ensuring Customer team is aligned to core project value proposition and goals. Able to intervene if the project goes off track, and has ability to make decisions on timeline and budget when decisions are stalled. The Executive Sponsor is not expected to regularly attend deployment working sessions. Executive Sponsors, attend monthly (or other frequency) executive meetings to review deployment status,

	documented issue list, status and closure summary.
Project Manager (“PM”)	Serves as the primary contact for OpenGov Project Initiation, Best Practice Review, Configuration, Validation, Deploy, Project Completion. Coordinates meetings and schedules. Controls communication between the Customer and OpenGov project teams.
Project Lead (“PL”)	Is an internal SME in the functional area of deployment. Attends working sessions, trainings, and responsible for reviewing configurations. Primary OpenGov counterpart will be the Analyst.
Data and SystemsLead (“DSL”)	Responsible for mapping out data infrastructure and validating migration, conversion, integration requirements. Someone who is able to connect OpenGov team with any of Customer’s third-party data sources and vendors as needed to fulfill SOW requirements.

4.2. OpenGov Roles and Responsibilities RACI

Phases	Frequency	OpenGov				Customer			
		ES	PM	IA	IE	ES	PM	PL	DSL
Project Initiation	One-time	I	R	I	I	I	A	C	I
Best Practice Review	Iterative	I	R	C	I	I	A	C	I
Configuration	Iterative	I	A	R	R	I	A	A	C
Validation	Iterative	I	A	C	C	I	A	R	C
Deploy	Iterative	I	A	A	I	I	A	R	I
Project Completion	One-time	I	R	C	I	I	R	A	C

R = Responsible to perform the task

A = Accountable for the task being completed

C = Consulted with prior to the activity being performed

I = Informed that the task has been completed

5. Governance

Project Governance provides the foundation and framework to manage deployments by assessing progress and addressing questions and challenges during the course of deployment. OpenGov follows three guiding principles for governance to maximize the deployment value with our customers:

- **Regular communication** aligned to the agreed upon project plan and timing will occur. OpenGov expects our customers to raise questions or concerns as soon as they arise. OpenGov will do the same, as we can only address items when known.
- **Executive involvement** is expected from both OpenGov and Customer. Not only may Executives be called upon to clarify expectations and/or confusion, but also to steer strategic items to maximize the value through the deployment.
- **Commitment to the direction** outlined in this SOW and critical assessment change orders to ensure they drive value.

5.1. Regular Communication Components

Meeting		Frequency	Purpose	Participants	
				OpenGov	Customer
Quarterly Management Review ("QMR")	Engagement Review	Quarterly	Overview of Program Status, Value Realization, trends, savings reports, SLA, program improvement, technology, and discuss program adjustments	PM, ES, others as necessary	PM, PL, ES, others as necessary
	Statement Committee	Bi-Annually	Review of milestones per commercial agreement, review budget and fiscal matters. Discuss strategic	PM, ES, AE, CM	PM, BO. ES

			direction from deployment, alignment of OpenGov with Customer's 3-year roadmap, evaluate potential shift in strategy and impact to relationship		
Executive Sponsor Meeting	Monthly / Bi-Monthly	Discuss deployment: - Strategic impacts: timing, scope, process - Value prop changes, confusion - Project specific: items that need guidance, support and/or clarity	PM, ES, plus others as necessary	PM, ES, plus others as necessary	
Weekly Deployment Updates	Weekly	Summary of project actions against project plan. Risks and achievements highlighted in addition to asks of leadership.	Project Team + ES(s)	Project Team + ES(s)	

5.2. Commitment to Project Direction and Goals

This SOW is the direction agreed upon by Customer and OpenGov. Transparency of the plan is paramount for our Customers to attain the value the SOW or any subsequent change order outlines.

Should direction of the deployment become disconnected, OpenGov and Customer Project Managers will outline the gaps as they understand them and communicate the gaps to their respective Executive Sponsor(s) (or Project Teams) for discussion and resolution.

The communication path for this engagement will be outlined in the kick off meeting, documenting both phone numbers and email. The general path is:

OpenGov Project Manager → Professional Services Sr. Manager / SVP → Executive Sponsor

6. Escalation Process

The purpose of this section is to define the escalation process, should it be needed, to support closing issues that are raised, discussed to move forward with the deployment. OpenGov and Customer agree to raise concerns and follow the escalation process, resource responsibility, and documentation.

6.1. Process

- 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 will outline solution, acceptance or schedule Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.
- Resolution will be documented and signed off following Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.

6.2. Escalation Requirements

- OpenGov and Customer Project Managers will summarize impasse and recommendation to present at scheduled or ad hoc executive meetings. Unless otherwise noted in this SOW, Customer Project Manager can approve how hours are used, but not where funding is required.
- Executive Sponsors attend monthly (or other frequency) executive meetings to review deployment status, documented issue list, status, and closure summary.
- Steering Committees, where applicable, will be the arbitrator to direction and issue closure. Unless otherwise noted in this SOW, the Customer Executive Sponsor must approve change orders that result in additional cost.
- Customer or OpenGov Subject Matter Experts may be requested to provide input to the issue and assist in closure. Both Customer and OpenGov will make best effort to enable those Subject Matter Experts to be available and participate.

6.3. Documentation

- Issue Escalation: Problem Statement with clear impact to the deployment and/or engagement.
- Acceptance Document: Detail including change order or other process adjustments required and summary of the resolution.
- Notes from Project Meetings, Executive Reviews, and Steering Committee meetings, as appropriate.

7. General Project Assumptions

OpenGov is excited to work with Customer on the implementation of our OpenGov ERP Cloud. In order to ensure we are able to meet the project timeline and ensure Customer is successful in this , OpenGov asks that Customer abide by the General Assumptions detailed in this SOW.

- This SOW is limited to the Implementation of the OpenGov Cloud as defined in the Project Scope. Any additional services or support will be considered out of scope.
- Customer will commit and provide access to all necessary stakeholders and subject matter experts necessary to implement the solution defined in this SOW.
- Customer is responsible for internal change management associated with the purchase of new software.
- Service-level Agreement (“SLA”)
 - OpenGov and Customer commit to responding to inquiries, updates, or any other project-related matters in no less than 10 business days throughout the course of this project. If Customer is delayed in its response, Customer acknowledges that: a) the delay may impact the project schedule; and b) any fees for Professional Services due to OpenGov after such delay shall become due and OpenGov may invoice Customer for such prepayment.
- Professional Services Offer Expiration:
 - This SOW is valid for up to 90 days from the Creation Date, or as agreed to in writing by OpenGov and Customer.

8. Project Scope

8.1. OpenGov Reporting & Transparency Platform

8.1.1. OpenGov Reporting & Transparency Platform Project Deliverables

Deliverable	Description
OpenGov Reporting & Transparency Platform	Cloud based Reporting & Transparency Platform that includes: <ul style="list-style-type: none"> • Stories • Open Town Hall • Reporting • Dashboards • Transparency Portal

8.1.2. Project Tasks

The tasks listed below are required for OpenGov and Customer to successfully complete the OpenGov Reporting & Transparency Platform implementation.

8.1.2.1. Initiate

Functionality	Description
Provisioning R&T Platform	OpenGov will provision Customer's OpenGov entity and verify Customer has access to all purchased modules.
OpenGov University Platform Training	OpenGov will provide access to OpenGov University online training courses intended to teach users on the basics of the Reporting & Transparency Platform.
Stories and Open Town Hall Examples	OpenGov will build out an example of a Story: <ul style="list-style-type: none"> • One standard story based on available templates in OpenGov. OpenGov will build out an example of a topic in Open Town Hall.
Initial Data Migration	OpenGov will upload any applicable datasets to the OpenGov Platform. <ul style="list-style-type: none"> • Base Budget File • Historical Budget and Transactions Files, including beginning balances • Budget Reference Year data files OpenGov will accept flat files such as CSV, Text, and/or Excel

8.1.2.2. Best Practices

Functionality	Description
Overview of Best Practice	OpenGov assesses and identifies how best to configure and map data to ensure success based on materials provided by Customer.
Stories and Open Town Hall Review	The Implementation Analyst will conduct a review of the examples created.
Solution Document	OpenGov will present a solution document to be mutually agreed upon prior to beginning configuration.

8.1.2.3. Configuration

Functionality	Description
Chart of Accounts	OpenGov will review and give feedback on Customer's general ledger chart of accounts OpenGov will provide a functional build of the proposed OpenGov Chart of Accounts, and gain sign off on acceptance from Customer. OpenGov will configure OpenGov Chart of Accounts in OpenGov system
OpenGov Reports	OpenGov will: <ul style="list-style-type: none"> • Set up 3 OpenGov reports (Annual, Budget to Actuals, and Transactions) • Configure 3 departmental dashboards with up to 3 tiles each

8.1.2.4. Validation

Functionality	Description
Chart of Accounts	Once built in OpenGov system, Customer will validate and sign off of transformed Chart of Accounts
Data	Customer will validate and sign off on the datasets uploaded as part of the implementation.

8.1.2.5. Deploy

Functionality	Description
Training Stories	<p>OpenGov will review configured story and train Customer on how to:</p> <ul style="list-style-type: none"> • Create new stories • Update/Maintain current stories • Publish internally and externally
Training Open Town Hall	<p>OpenGov will present configured Open Town Hall site and theme. OpenGov will train Customer on Open Town Hall functionality</p>
Training OpenGov Reports	<p>OpenGov will review configured OpenGov reports. OpenGov will train Customer on report:</p> <ul style="list-style-type: none"> • Configuration • Update/Maintenance • Publishing internally and externally
Training Dashboards	<p>OpenGov will review configured Dashboards OpenGov will train Customer on Dashboard:</p> <ul style="list-style-type: none"> • Configuration • Update/Maintenance • Publishing internally and externally
Platform Training	<p>OpenGov will review configured COA and uploaded data. OpenGov will train Customer on Platform maintenance::</p> <ul style="list-style-type: none"> • Users • Uploading data • Maintaining COA
Sign Off	<p>Customer will sign off that they have:</p> <ul style="list-style-type: none"> • Configured Story • Configured Open Town Hall • Configured OpenGov reports • Configured Dashboard • Been trained on Stories, Open Town Hall, OpenGov reports, Dashboards

8.2. OpenGov Budgeting & Planning

8.2.1. Operating Budget, Capital Budget, Workforce Planning, and Online Budget Book Project Deliverables

Functionality	Description
OpenGov Budgeting & Planning Suite	Budgeting & Planning Suite, includes: <ul style="list-style-type: none"> • Operating Budget • Workforce Planning • Capital Improvement Project Budgeting • Online Budget Book • Budget Reporting

8.2.2. Project Tasks - Budgeting and Planning

The tasks and responsibilities listed below are required for OpenGov and Customer to successfully complete the OpenGov Budgeting and Planning Suite implementation.

8.2.2.1. Initiate

Functionality	Description
Documentation Receipt	Customer to provide OpenGov: <ul style="list-style-type: none"> • Budget export • Examples of the documentation currently provided to department, • Budget schedule, • Management budget reports example
OpenGov University Budget Training	During the initial phase, OpenGov will provide system training to administrators. Training will include: <ul style="list-style-type: none"> • How to create <ul style="list-style-type: none"> ○ a budget ○ a proposal ○ a worksheet ○ add a line item ○ reselect line items ○ submit a budget • Reporting overview • Stories overview

	<ul style="list-style-type: none"> • Open Town Hall overview • Workforce Planning Overview
Budget and Workforce Solution Examples	<p>OpenGov will build out examples of best practices for budgeting solutions:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> • 2 budget instances in OpenGov • 2 proposals for each budget instance (Traditional and OpenGov) • 3 budget reports <ul style="list-style-type: none"> ◦ Operating Budget Development ◦ Operating Budget Details ◦ Operating Budget Categories • 1 budget story for review <p><i>Capital</i></p> <ul style="list-style-type: none"> • 1 budget instances in OpenGov • 2 proposals • 3 budget reports <ul style="list-style-type: none"> ◦ Capital Budget Development ◦ Capital Budget Details ◦ Capital Budget Categories • 1 capital story for review <p>Workforce Planning Shell</p> <ul style="list-style-type: none"> • 4 Standard cost elements <ul style="list-style-type: none"> ◦ Wages ◦ Insurance ◦ Retirement ◦ Taxes
Online Budget Book Examples	<p>OpenGov will build out:</p> <ul style="list-style-type: none"> • Look and feel of Online Budget Book • Best practice templates for: <ul style="list-style-type: none"> ◦ Table of Contents ◦ Budget message ◦ Introduction ◦ Revenue and Expenditure Assumptions ◦ Budget Summary ◦ Departmental Information ◦ Debt

8.2.2.2. Best Practices

Functionality	Description
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Overview of Best Practice	OpenGov assesses and identifies how best to configure and map data to ensure success based on materials provided by Customer.
Budget and Workforce Solution	The Implementation Analyst will conduct a review of the examples created and work with the customer to confirm a budget format on which to move forward.
Online Budget Book Solution	The Implementation Analyst will conduct review of Online Budget Book templates and work with Customer to confirm format and approach.
Solution Document	OpenGov will present a solution document to be mutually agreed upon prior to beginning configuration.

8.2.2.3. Configure

Functionality	Description
Base Budget File	OpenGov will configure and upload Customer's base budget file into OpenGov.
Budget Configuration	<p>Based on the Review and Confirmation phase OpenGov OpenGov will set up Customer's preferred budget format:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> • 1 Budget instance • 2 Proposals (Department) • Corresponding worksheets (single, fund, division, or function) • 1 standard budget Story template <p><i>Capital</i></p> <ul style="list-style-type: none"> • 1 Budget instance • 2 Proposals (Department or Project) • Corresponding worksheets (single, fund, division, or function) • 1 standard capital Story template <p>Based on the review of the Workforce Planning Shell and with the guidance of the Implementation Analyst, Customer will:</p> <ul style="list-style-type: none"> • Buildout remaining cost elements • Populate position template • Validate Workforce calculation
Budget Configuration Working Sessions	<p>OpenGov will hold working sessions between the Implementation Analyst and Customer for the purpose of validating, reviewing, and iterating upon draft budget instances. Session will focus on:</p> <ul style="list-style-type: none"> • Set up • Structure

	<ul style="list-style-type: none"> • Workflow • User access
Administrator Budget Management Training	<p>OpenGov will provide 1, 60-Minute training sessions to enable Customer's Budget Administrators to manage and maintain their OpenGov budgets including:</p> <ul style="list-style-type: none"> • User access • Approval workflow • Cloning • Phases • Proposal status
Dataset and View Configuration	<p>OpenGov will set up 1 export and dataset view to enable budget reports</p>
Budget Report(s)	<p>OpenGov will set up 8 budget reports to include:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> • Operating Budget Milestones • Operating Budget Development • Operating Budget Details • Operating Budget Categories <p><i>Capital</i></p> <ul style="list-style-type: none"> • Capital Budget Development • Capital Budget Details • Capital Budget Categories • Capital Plan Report
Budget Exports and Reporting Training	<p>OpenGov will provide 1 of 60-Minute training sessions to enable Customer to own, manage and maintain their OpenGov Budget Data and Reports including:</p> <ul style="list-style-type: none"> • Exports • Dataset views • Reports
Online Budget Book Configuration and Training Session	<p>OpenGov will setup 3 OpenGov standard Online Budget Book templates chosen from examples defined above, including 1 completed story from 1 template</p> <ul style="list-style-type: none"> • Administrator training <ul style="list-style-type: none"> ○ One 60-Minute session for training: <ul style="list-style-type: none"> ■ Using and Copying Templates ■ How Datasets and Reports work in Stories ■ How the Online Budget Book works with Transparency Portal

	<ul style="list-style-type: none"> ■ Preparing for updating and ongoing use <ul style="list-style-type: none"> ● OpenGov will provide working sessions for OpenGov to consult with Customer on Online Budget Book, scheduled as needed. <i>(Not to exceed more than 10 sessions unless agreed upon by openGov Project Manager and Customer.)</i> <p>Customer administrators will set up additional project story shells and corresponding project users, and admins/users will add content</p>
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8.2.2.4. Validation

Functionality	Description
Validation of Configured Budgets	The OpenGov Project Manager and Analyst will confirm with Customer's Project Lead that all budget proposals are configured properly based on the agreed upon format.

8.2.2.5. Deploy

Functionality	Description
Internal Budget User Training	OpenGov will provide 1 of 60-Minute training sessions to enable Customer's internal users to understand budgeting requirements.
Sign Off	Customer will provide written sign off that all Budgets and reports have been configured based on agreed upon formats.

8.3. Financial Integrations

8.3.1. Financial Deliverables

Functionality	Description
Financial Integration	OpenGov will work with Customer's IT Staff and Project Team to setup a one way data integration from Tyler MUNIS to OpenGov

8.3.2. Financial Integration Tasks

The tasks listed below are required for OpenGov and Customer to successfully complete the Financial Integrations with OpenGov.

8.3.2.1. Initiate

Functionality	Description
Solution Review	<p>OpenGov will review the proposed solution with Customer</p> <ul style="list-style-type: none"> Functionalities to be Integrated <ul style="list-style-type: none"> Actuals (Revenue and Expenses) Budget Integration Approach <ul style="list-style-type: none"> Database Connect / Agent Install SFTP (File Transfer) OpenGov Assumes: <ul style="list-style-type: none"> The data will be linked to the Customer's COA. Integration is unidirectional from the Customer's accounting software into OpenGov.
Data Files [SFTP]	<p>Customer will provide the data in the required format associated with the functionalities</p> <ul style="list-style-type: none"> Data Files for Historical Years Data Files for Current Year Automate the file transfers into the OpenGov SFTP location
Data Analysis	<p>OpenGov will perform the data analysis</p> <ul style="list-style-type: none"> To align with the required functionalities To align with the COA

8.3.2.2. Configuration

Functionality	Description
Integration Setup	<p>OpenGov will perform the following</p> <ul style="list-style-type: none"> Installation of Agent (Database Integrations) Database View Deployment (Database Integrations) SFTP Setup (SFTP Data Migrations) Sample File Format (SFTP Data Migrations) OpenGov Assumes: <ul style="list-style-type: none"> OpenGov will require assistance from Customer to understand source system specific customizations and configurations when building the data extract. When OpenGov is not able to access or extract data as per requirements, Customer should provide the data files in CSV format into OpenGov FTP Location. When the source accounting software is hosted by a third party vendor on behalf of Customer, Customer is responsible for brokering OpenGov's access to Customer's data residing at the vendor's premises in

	accordance with OpenGov's data formatting requirements.
Configuration and Testing	OpenGov will perform the Configuration to <ul style="list-style-type: none"> • Extract, Transform (when required) and load the data • Build Reports for the required functionalities • Initial validation of data

8.3.2.3. Validation

Functionality	Description
Data Validation	OpenGov team to work with Customer to <ul style="list-style-type: none"> • Validate the historical data • Validate the current year data • OpenGov Assumes: <ul style="list-style-type: none"> ○ Customer will provide data to validate against (PDF Export). Data should be received prior to the start of the integration. ○ OpenGov will perform the validation for data accuracy for the Integration, working jointly with Customer team to approve the Financial Integration data.

8.3.2.4. Deploy

Functionality	Description
Deployment and Wrap Up	OpenGov will perform the Configuration to <ul style="list-style-type: none"> • Schedule the current year data load • Train the administrators • Monitor the data load
Sign Off	Customer will complete OpenGov-provided sign off document acknowledging <ul style="list-style-type: none"> • Accuracy of the data for historical years and current year associated with the functionalities • Accuracy Reports associated with the functionalities • Adequately trained on the Integration Functionalities

9. Acceptance

9.1. Acceptance Process

All Deliverables require acceptance from the Customer Project Manager(s) following the completion of Deliverables and upon Project Closure. Customer is responsible for conducting any additional review or testing of such deliverable pursuant to any applicable acceptance criteria agreed upon by the parties for such deliverable. Upon completion of these phases, the OpenGov Project Manager shall notify the Customer Project Manager(s) and provide the necessary documents for review and sign off.

The following process will be used for accepting or acknowledging Deliverables and Project Closure:

- OpenGov shall submit the completed deliverables to Customer to review or test against the applicable acceptance criteria. Customer shall notify OpenGov promptly of its acceptance or rejection in accordance with the agreed upon acceptance criteria.
- Customer must accept all deliverables that meet the applicable acceptance criteria. OpenGov Project Manager will provide the Customer Project Manager with the OpenGov Acceptance form to sign off on the deliverable and project. Once all deliverables required to meet a particular phase have been accepted or are deemed accepted, the phase shall be deemed complete.
- Upon completion of the phase or project, OpenGov allows Customer 10 business days to communicate that the particular Deliverable(s) does not meet Customer's requirements. Failure to communicate that the particular Deliverable(s) does not meet Customer's requirements will be deemed as acceptance and any further work provided to remedy Customer's complaint might incur additional cost.
- Customer shall provide to OpenGov a written notice detailing the reasons for rejection and the nature of the failure to meet the acceptance criteria. OpenGov shall make best effort to revise the non-conforming Deliverable(s) to meet the acceptance criteria and re-submit it to Customer for further review and testing.
- If the acceptance form is not received in accordance with SLA as defined in Section 7 General Project Assumptions, the project phase and/or project will be considered accepted and automatically closed.

9.2. Acceptance Requirements

- All acceptance milestones and associated review periods will be tracked on the project plan.
- The Customer Project Manager will have decision authority to approve/reject all project Deliverables, Phase Acceptance and Project Acceptance.
- Any open issues shall be resolved or decisions made in accordance with OpenGov's

SLA as defined in Section 7 General Assumptions of this SOW following the Validation Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project.

- Both OpenGov and Customer recognize that failure to complete tasks and resolve 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.

10. Change Management

This SOW and related effort is 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 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
 - Signed by OpenGov and Customer Executives approving funds.

Change documentation will be mutually signed in accordance with OpenGov's SLA as defined in Section 7 General Assumptions of this SOW. Should that not occur, the change will be added to the next Executive Sponsor agenda for closure.

Example of Changes that might arise during a deployment:

- 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. For example Subject Matter Experts to address simplifying Chart of Account structure.