

EXHIBIT “A”

SCOPE OF SERVICES

(Inserted behind this page)

A decorative graphic consisting of two overlapping squares. The top-left square is light gray with a textured pattern, and the bottom-right square is dark gray.

Statement of Work

Permit Tracking Software, RFP - 1470

City of Riverside

Community Development Department

Administration Division

September 8, 2015

Computronix (U.S.A.), Inc.
3900 S. Wadsworth Blvd., Suite 510
Lakewood, CO 80235
(720) 962-6300
www.computronix.com

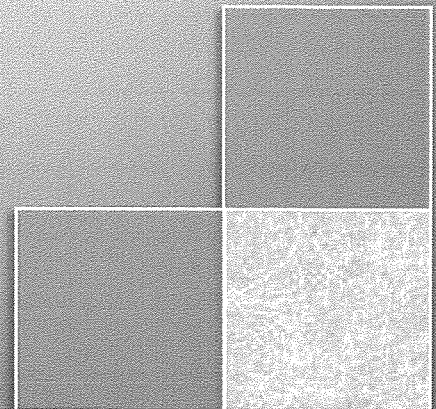


Table of Contents

Section 1.0 General Statement and Agreement	3
Section 2.0 Contact Information.....	4
Section 3.0 Background	5
Section 4.0 Purpose	6
Section 5.0 – Project Scope	7
Project Scope Statement.....	7
Deliverables and Acceptance Criteria	12
Deliverable Acceptance.....	15
Project Acceptance	15
Section 6.0 – Objectives and Success Factors	17
Project Objectives.....	17
Project Success Factors	17
Section 7.0 Project Approach	18
Stage 1 – Plan/Initiate.....	18
Stage 2 – Installation and Initial Training	18
Stage 3 –Fit/Gap Analysis.....	19
Stage 4 –Data Conversion.....	19
Stage 5 – Develop/Configure (Gap Closure)	22
Stage 6 – User Acceptance Testing.....	23
Stage 7 – Implementation, Maintenance, Support	23
Section 8.0 Project Resourcing, Organizational Structure and Key Personnel	25
POSSE LMS Project Organization Structure	25
Project Resourcing Overview and Key Personnel.....	25
Project Roles and Responsibilities	26
Project RACI.....	29
Section 9.0 Project Methodologies.....	33
Project Management Overview	33
Usage of PMI’s Project Management Body of Knowledge (PMBOK).....	33
Project Status Reporting	34
Scope Management	34
Location of Project Activities	35
Issues Management Plan	36
Section 10.0 Project Schedule	41
Section 11.0 Compensation and Payment (Project and Payment Milestones)	42

Compensation, Project and Payment Milestones	42
On-site Trips	45
Appendix A - Status Report	46
Appendix B - Change Request	47
Appendix C – Deliverable Acceptance Form.....	48
Appendix D - Project Acceptance Form.....	49
Appendix E – CLIENT – Project Schedule	50

Section 1.0 General Statement and Agreement

This Statement of Work (hereinafter called "SOW") is issued pursuant to the Professional Services Agreement (the "Agreement") between the City of Riverside ("CLIENT") and Computronix, (U.S.A.), Inc. ("CONTRACTOR"), effective upon execution by the City of Riverside City Manager. This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement.

This SOW is entered into by and between CONTRACTOR and CLIENT, and is subject to the terms and conditions included in the Agreement and those specified below. The Exhibit(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the Exhibit(s) hereto, the terms of the body of this SOW shall prevail.

Computronix Request for Proposal Response under RFP No. 1470, Permit Tracking Software, is incorporated herein by reference as part of the Statement of Work. Said RFP Response serves to clarify and elaborate on items in this Agreement, related exhibits and ancillary documents (e.g. Perpetual Licensing Agreement and Annual Maintenance Agreement).

Section 1.5 Period of Performance

The Services shall commence within 90 business days of execution of Agreement and shall be completed within 17 months of commencement, followed by a 180 day warranty period. This timeline will be finalized throughout the project acceptance discussion and contract approval, and evaluated if a 17-month project timeline is realistic based upon available resources.

Section 2.0 Contact Information

City of Riverside Contact Information:

Mailing Address:

3900 Main Street

Riverside, CA 92522

Chris Christopoulos, Building Official, Phone: (951) 826-5915

Chris Tilden, Sr. Software Engineering Manager, Phone: (951) 826-5157

Carlie Myers, Principal Management Analyst, Phone: (951) 826-2321

Computronix Project Manager:

Grant Shantz, Phone: 1-800-359-3758; Cell: 780-233-1288

E-mail: grant.shantz@computronix.com

Computronix Business Development Manager:

Dean Sargent, Phone: 1-866-962-6300; Cell: 303-882-8002;

E-mail: dean.sargent@computronix.com

Computronix Corporate Contact Information:

Mailing Address:

3900 S. Wadsworth Blvd., Suite 510

Lakewood, CO 80235

Switchboard:

1-866-962-6300 – toll-free

720-962-6300 – local

720-644-3249 – fax

Section 3.0 Background

Project Overview

The City of Riverside ("CLIENT") is procuring the **POSSE® Land Management and Licensing System ("POSSE LMS")** to replace the Permits Plus software application, improve current business processes, and deploy a proven, powerful workflow engine with browser-based end user applications to integrate, consolidate and streamline the management of its permitting, licensing, planning, inspection, and land management activities.

This project will result in the implementation of the pre-configured POSSE LMS system with site-specific configurations delivered through the POSSE LMS Administration Module, and additional site specific configurations and interfaces made through POSSE's "Stage" configuration tool. The POSSE Configuration/Development services for the implementation of POSSE LMS for the City of Riverside Community Development Department has a one-time software and services cost not to exceed \$1,307,870 to deliver the configuration and development deliverables described herein.

These costs are fixed costs and payable as per the Payment Milestones in Section 11 of this document. This Statement of Work includes One-Time License and Annual Support and Maintenance payment milestones as outlined in Section 11. Other consulting or customization services, except as defined with this Statement of Work, are not included.

The current DRAFT proposed schedule (see **Appendix E**) lays out two phases: Phase 1 will focus on Building and Customer Interface Tasks and Phase 2 will focus on Planning, Public Works, Public Utilities, Fire, and Code Enforcement Tasks. For purposes of planning, each phase will have one go-live event. Each phase is broken down further into seven process stages which are repeated in each phase. The proposed schedule will be discussed with the CLIENT project team and fine-tuned during Project Kick-off before a final baseline schedule is established, and will be contingent on several factors including CLIENT staff availability and resources.

Section 4.0 Purpose

The purpose of the Statement of Work (this document) is to establish the specifics of the POSSE LMS project in order that the terms and conditions of the contract are clear to both parties.

Order of Precedence

In the event of a dispute, both parties agree that the following documents will take precedence in determining the terms, final approach, deliverables, costs, and System requirements:

1. The POSSE One-Time Perpetual Software License Agreement;
2. The “Agreement” as defined in Section 1.0 General Statement and Agreement of this document.
3. The Statement of Work (this document) and any additional Change Requests subsequently approved by CLIENT during the course of the project;
4. All other applicable documents or appendices.

Note: The POSSE One-Time Perpetual Software License Agreement is considered an “ever-green” document and should not be attached to a specific project Statement of Work that may be end-dated. As such, at the request of CLIENT, any number of Statements of Work may be subsequently created by Computronix and approved by CLIENT without impacting the need for further Licensing verbiage. Please see the POSSE One-Time Perpetual Software License Agreement for further reference about “additional available services.”

Definitions

This Statement of Work document incorporates by reference all Definitions specified in the POSSE One-Time Perpetual Software License Agreement and the “Agreement”.

Acceptance Criteria

Computronix acknowledges that CLIENT acquisitions made as a part of this “SOW” are subject to the Acceptance Criteria, described and set forth elsewhere in this document, being met and as such is an essential element and condition of this “SOW”.

Section 5.0 – Project Scope

Project Scope Statement

The Scope of the project is to install the pre-configured POSSE LMS system, with site-specific configurations delivered through the POSSE LMS Administration Module, and additional site-specific configurations and interfaces made through POSSE's "Stage" configuration tool.

The solution provided by Computronix will provide a web-based internal system, integrated with a 24x7 public accessible system. The System will be implemented on hardware purchased by or already owned by the City of Riverside. Preparing the infrastructure for the implementation is the responsibility of the City of Riverside. Computronix is responsible for deploying the POSSE LMS specific databases and websites.

The following pre-configured POSSE LMS Modules will be implemented:

- Permitting & Inspections
- Planning
- Compliance & Enforcement
- POSSE Management Dashboard Module
- POSSE GIS Module
- POSSE Ad-Hoc Reporting (Izenda)
- POSSE GIS interface with ESRI
- POSSE Corral Datamart
- Citizen Access and Contractor Dashboard Site
- POSSE Dashboard for real-time management reporting and status monitoring

Customer Interface

POSSE LMS will provide a flexible and secure access for the public, with both guest access and authenticated access. The public portal contains a Customer Dashboard, where authenticated customers can create and manage their own user account with the City, apply for permits, upload documents and pay fees, and all projects with the City can be associated to their account.

Staff Interface

POSSE LMS will provide an intuitive, easy-to-use staff interface and workflow that enables authenticated City staff to rapidly process permit and licensing activities, which interacting with public users.

Content Management Capability

The solution provided by Computronix will provide content management through the Administration module, allowing a wide variety of data elements and business rules to be set and modified without requiring any code changes.

Customization/Configuration for Gap Items

The solution provided by Computronix will deliver the customizations/configuration necessary for the System screens, functions and workflows necessary for the following System features desired by CLIENT that may not currently met by the pre-configured POSSE LMS system:

- Building Compositions:
 - Residential
 - Commercial
 - Special Inspectors and Steel Fabricators
- Planning Compositions:
 - Annexation
 - Cultural heritage board
 - Planning Commission
 - Special Projects
 - Temporary Use Permit
 - Zoning Administration
- Public Works Compositions:
 - Construction permit
 - Encroachment Permit
 - Final Map
 - Grading Permit
 - Street Opening Permit
 - Traffic Plan Review
 - Water Quality management Plan
- Water Utilities Compositions:
 - Construction Meter permit
 - Development
 - Fire Flow Test
 - Water Research
- Fire Prevention Compositions:
 - Above ground Petroleum Storage Act
 - Fire Event permit

- Fire Inspection
- Fire Miscellaneous
- Fire Permits

Standard and Custom Report Generation

POSSE LMS will provide a comprehensive database reporting API and a reporting repository that can be utilized for various reporting methods. In addition, POSSE LMS includes the following pre-defined reports and searches:

- Standard Searching Capabilities throughout the System, and Search to Excel Reporting
- Pre-built Out-of-the-Box Reports
- Management Dashboards
 - Gauges
 - Bar Graphs
 - Line Graphs
 - Pie Charts

In addition to the pre-defined management and operational reports, Computronix will develop for the City of Riverside:

- 2 additional custom management reports
- 8 additional custom operational reports (Operational reports are defined as licenses, letters, notices, etc.)

Interfaces

The scope of this project, as stated in the Computronix proposal, includes interfaces from POSSE LMS to:

- ProjectDox (POSSE LMS will be the primary customer interface and workflow engine, driving the ProjectDox system during the plan check process.)
- IFAS/iNovah
- HdL
- ESRI ArcGIS

Data Conversion



The solution provided will include the data conversion, as a joint effort between the CLIENT and Computronix, of the existing Permits Plus system to the POSSE LMS System. Only data required for the proper functioning of each of the modules provided for the City of Riverside specific implementation of the POSSE LMS system will be converted.

Training

Computronix will provide the following reference material and training as part of the project scope:

- Online help; context-sensitive, indexed, and provides keyword searching for quick and easy access
- Two (2) Orientation Training Sessions, onsite; each limited to a two (2)-day session and eight (8) attendees per session (one session per project phase)
- Two (2) Core Team Training Sessions, onsite; each limited to a four (4)-day session and eight (8) attendees per session (one session per project phase)
- One (1) Administration Site Training Session, onsite; limited to a three (3)-day session and six (6) attendees
- “Train the Trainer” Course material (used in Core Team Training and available to the City of Riverside for their end-user training)
- “Administration Site” Course material
- POSSE Version 7 product Documentation (on software installation CD)

Project Services

The project scope also includes the following services to the CLIENT:

- Project Management
- Business Analysis
- System Design
- System Development
- Support for User Acceptance Testing
- Cut-over (Transition from previous System to New System) and Implementation
- Warranty & Maintenance Support

Exclusions to scope:

No State, City, or Department-specific branding will be done; the System will use Computronix default branding.

The compliance and enforcement module is included; however, no site-specific customizations are included.

No mobile functionality is included, including Mobile for Fire and Mobile for Public Works and Utilities.

The business licensing module will not be included.

The following interfaces are not included:

- Siebel
- Oracle UWAM/SPL
- GoEnforce
- Selectron IVR system
- Firehouse
- Master Address Database
- Tokay
- Enquesta

Computronix will not provide the following training:

- Full End User Training
- Enablement (POSSE Configuration Tool) Training

Deliverables and Acceptance Criteria

The following table provides the detailed deliverables required to successfully deliver the POSSE LMS project with each deliverable's acceptance criteria.

Stage	Project Deliverable	Acceptance Criteria
1. Plan / Initiate	Project Plan and Project Kick Off	<p>Delivery of a Project Management Plan to the Client's satisfaction. This documentation must include:</p> <ul style="list-style-type: none"> • Project Schedule • Communications Plan • Risk Management Plan • Issues Management Plan • Change Management Plan • Status Reporting Process • Quality Assurance Plan <p>The Project Management Plan is delivered to the Client Project Manager in electronic format.</p> <p>An onsite Project Kickoff Meeting is conducted that presents to the Client project team the anticipated project scope, schedule, roles and responsibilities, and in general provides stakeholders with information and gathers input that sets the correct project expectations.</p> <p>This deliverable applies to Phase 1 only.</p>
2. Installation and Initial Training	Install Dev/Test Environment (POSSE Software)	<p>Computronix works collaboratively with Client IT staff. At a minimum the following POSSE databases have been installed:</p> <ul style="list-style-type: none"> • Development • Test/Train • Delivery <p>This deliverable applies to Phase 1 only.</p>
	Orientation Training	<p>Computronix trains the SMEs on the functionality of the base POSSE LMS system.</p>
3. Fit/Gap Analysis	Fit/Gap Analysis Document	<p>A Fit/Gap Analysis document, applicable to the functionality included in the Phase, is delivered to the CLIENT Project Manager in electronic format and contains:</p> <ul style="list-style-type: none"> • Description of POSSE LMS as-is processes

Stage	Project Deliverable	Acceptance Criteria
		<ul style="list-style-type: none"> • Clear documentation of in-scope Gap items requiring customization/configuration.
	System Design Document	<ul style="list-style-type: none"> • The System Design documentation is delivered in electronic format to the review team. • An onsite or remote review is conducted for each design component. • The System Design clearly communicates the system that Client will receive. • All in-scope Gap items documented in the Gap Analysis document are met by the System Design.
4. Data Conversion	Data Conversion Plan and Data Mapping Document	<p>A Data Conversion Plan and Data Mapping Document, applicable to the data required for the Phase, is delivered to the CLIENT Project Manager in electronic format.</p> <p>The Data Conversion Plan contains:</p> <ul style="list-style-type: none"> • Descriptions of data conversion approaches • Computronix recommendations for dealing with the current and historical data relevant to the scope of the phase • Roles/responsibilities for data conversion to enable the project Team to work collaboratively to complete the tasks listed in the Data conversion Plan • Business-level decisions of data to be converted/migrated. <p>The Data Mapping Document contains:</p> <ul style="list-style-type: none"> • Definition of what data from the legacy systems will be converted • The schema, table and column information for where each data element from the source system(s) that is to be converted, will be converted to including indicators for POSSE LMS mandatory fields.
5. Gap Closure	Gap closure Phase 1	<p>Configuration identified for Phase 1 delivered to the Riverside environment.</p> <p>This delivery applies to Phase 1 only.</p>

Stage	Project Deliverable	Acceptance Criteria
	Interfaces development completed	Configuration delivered to the Riverside environment. This delivery applies to Phase 1 only.
	Reports development completed	Configuration delivered to the Riverside environment. This delivery applies to both Phase 1 and Phase 2.
	Gap closure (Planning, Fire)	Configuration for Planning and Fire delivered to the Riverside environment. This delivery applies to Phase 2 only.
	Gap closure (Public Works & Utilities, CE)	Configuration for Public Works & Utilities and CE delivered to the Riverside environment. This delivery applies to Phase 2 only.
6. User Acceptance Testing	Core Team Training	Training Materials are delivered to the Client in electronic and printed format. Onsite training is delivered. At the end of the Training, it is agreed that the trainees have been equipped to perform the tasks for which they have been trained
	Administrator Training	Training Materials are delivered to the Client in electronic and printed format. Onsite training is delivered. This delivery applies to Phase 1 only.
	User Acceptance Testing Support	Provide remote support to User Acceptance Testing team Make corrections, changes and/or updates resulting from in-scope issues identified in UAT
7. Implementation	Go-Live	Successful transition from Test/Train environment to the Production environment. <ul style="list-style-type: none"> • Computronix works collaboratively with Client IT staff to install the configuration to the production environment. • Data conversion is completed to the production environment • All functions in-scope for the implementation are delivered into the production environment.

Deliverable Acceptance

Upon completion of a deliverable in accordance with the Deliverable Acceptance Criteria, documented above, Computronix will request formal acceptance of the deliverable from the CLIENT Project Sponsor and IT Project Manager (see **Appendix C – Deliverable Acceptance Form**).

The process of deliverable acceptance allows the project teams and other project stakeholders to confidently move the project forward knowing that key deliverables have been completed to the satisfaction of both parties.

In the event that the CLIENT Project Sponsor and IT Project Manager do not sign off on a deliverable following a Deliverable Acceptance Request from Computronix, CLIENT agrees it will deliver to Computronix a comprehensive and specific list of reasons for the withholding of deliverable acceptance. After the reasons for the withholding of deliverable acceptance are addressed by Computronix, in the form of fixes, CLIENT shall repeat this deliverable acceptance procedure to address any new issues introduced by the fixes. The list will be delivered within five (5) business days. (Please note that this is not referring to testing time frames. The CLIENT will need to complete all testing within 20 business days. Please see Section 9, "Testing Time Frames", for further details). Computronix will work to resolve the issues holding up acceptance. CLIENT agrees not to unreasonably withhold deliverable acceptance. No additional costs shall accrue to CLIENT for any reasonably withheld acceptance.

Project Acceptance

When all the deliverables listed above have been accepted, Computronix will request project acceptance in the form of a signed document from the CLIENT Project Sponsor and IT Project Manager (see **Appendix D – Project Acceptance Form**).

In the event that the CLIENT Project Sponsor and IT Project Manager will not sign off the project following a project acceptance request from Computronix, CLIENT agrees it will deliver to Computronix a comprehensive and specific list detailing reasons for the withholding of project acceptance. The list will be delivered within five (5) business days. Computronix will work to resolve the issues holding up acceptance. CLIENT agrees not to unreasonably withhold project acceptance. No additional costs shall accrue to CLIENT for any reasonably withheld acceptance.

Section 6.0 – Objectives and Success Factors

Project Objectives

The functional objectives of this project are as follow:

- Installation of the fully functioning POSSE LMS software solution to replace the existing system currently used by CLIENT.
- To increase organizational efficiency:
 - By providing all CLIENT staff with access to the information and records they need to do their jobs.
 - By allowing documents and tasks to be submitted electronically.
 - Through improved reporting and search capabilities.

The “target” timeline objective is to complete the project within **17** months, as described in **Appendix E – Project Schedule**, based on current scope. (Note: Project duration may or may not be subject to change based on CLIENT feedback, or through CLIENT approved Change Requests).

The budgetary requirement is to deliver the project scope as defined by the Statement of Work within the budget identified.

Project Success Factors

In general, the success factor for any project can be defined in broad terms. Common success factors for software projects are:

1. Provides value to the business by delivering the functionality envisioned
2. Stays within budget
3. Completes as per the agreed upon timeline
4. The project team is satisfied with the outcome
5. Efficiency and effectiveness of City staff

The CLIENT project will be considered successful if the functional objectives listed above are achieved within the budget and according to the proposed schedule.

Section 7.0 Project Approach

Computronix will use a phased approach for the City of Riverside project. The first phase will focus on the installation, configuration and implementation of the Permits and Inspections module for Building Tasks, while the second phase will deliver the functionality required for Planning, Code Enforcement, Fire, Public Utilities and Public Works. The specific business functions to be included in each project phases will be determined and agreed upon jointly by Computronix and the CLIENT during the Plan/Initiate stage of the project.

Computronix will deliver each phase of the project through the following seven project Stage groupings:

- Stage 1—Plan/Initiate (Phase 1 only)
- Stage 2—Installation and Initial Training (Phase 1 only)
- Stage 3—Fit/Gap Analysis
- Stage 4—Data Conversion
- Stage 5—Gap Closure
- Stage 6—User Acceptance Testing
- Stage 7—Implementation

Stage 1 – Plan/Initiate

The project planning and kick-off phase will focus on updating the Computronix Project Management Plan template to identify the specific processes, procedures, stakeholder analysis, schedule updates, etc. necessary to ensure project success. This initial draft of the project management plan becomes the basis for an on-site project kick-off meeting in which the project team is engaged in discussion, fine tuning, and general input. The result of the project kick-off meeting is a Project Management Plan that is realistic and has project team buy-in.

Stage 2 – Installation and Initial Training

Stage 2 begins with the installation of POSSE LMS into the City Train and/or Test environment(s). Following installation, Software Orientation Training on POSSE LMS will be provided in Riverside to the project team members identified as Subject Matter Experts (SMEs) for their business areas. This training will allow the SMEs to become familiar with POSSE LMS, giving the project team a solid basis for the Fit/Gap Analysis Stage.

Stage 3 –Fit/Gap Analysis

Stage 3 follows the initial POSSE LMS SME training and seeks to close any existing gap between POSSE LMS and CLIENT requirements deemed to be in-scope for the project.

Gap Analysis Documentation

The Analyst and Technical Lead from Computronix will conduct onsite Fit/Gap Analysis sessions with CLIENT SMEs to define the Fit/Gap Analysis Log in detail. Analysis meetings will be conducted to reach consensus between Computronix and CLIENT on the detailed CLIENT requirements for the in-scope enhancements and modifications to the base POSSE LMS System. Computronix expects that some operating procedures will need to be changed and/or updated in order to fit the new System. The Computronix Analyst and Technical Lead will review the System components in light of the Fit/Gap Analysis Log to verify that the System components identified meet the requirements. The Computronix Technical Lead will provide a High-Level Design Document to the CLIENT Project Manager and the appropriate technical staff for their review and comments.

Following acceptance of the High-Level Design Document, the Computronix Technical Lead will design each System component to be configured or developed in Stage 5. Periodically during the detailed design process, the Computronix Technical Lead will present the detailed design to the project team members, walking through the design, answering questions, and making necessary adjustments. Computronix project methodology ensures that requirements are clearly documented; however, the documentation of test plans, scenarios, and scripts will be the responsibility of CLIENT Subject Matter Experts.

Stage 4 –Data Conversion

Computronix will be responsible for the creation of a Data Conversion Plan and Data Conversion Mapping document.

The first step in creating the Data Conversion Plan will be to determine what is in scope for conversion—which data sources and tables are relevant to the new system. The findings will be compiled into the Data Conversion Plan, the remainder of the plan completed and submitted to the CLIENT for review and approval. Data Conversion Planning is a Computronix responsibility, but will require significant CLIENT resources familiar with the source systems and data.

When the Data Conversion Plan is approved, Computronix will create the Data Conversion Mapping document that specifies the mapping and transformation between source systems and POSSE LMS. Creation of the mapping document is a Computronix responsibility, but will require significant input from CLIENT resources familiar with the source systems and data.

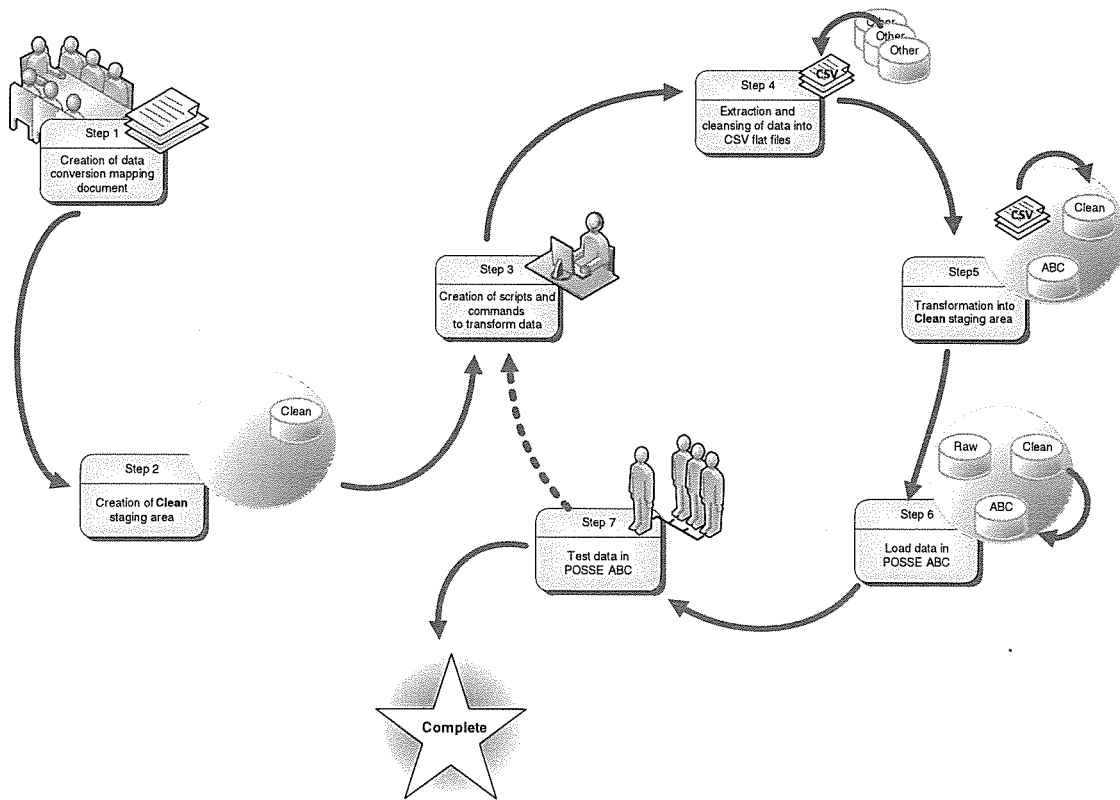
Data Conversion Development

With completion and approval of the Data Conversion Plan and Data Conversion Mapping documents, data conversion activities can occur in parallel to and dependent on System configuration/development, using the following approach:

1. Creation of a Clean Staging Area. This clean staging area is a set of tables representing POSSE LMS. It is generated by our POSSE Data Conversion tool. The tables in the staging area will have numerous integrity constraints defined that will aid in data cleaning. Upon successful data loading, this staging area will contain cleansed data ready to be loaded into POSSE LMS. The creation and maintenance of this staging area is a Computronix responsibility.
2. Creation of scripts, commands, and other techniques that transform data stored in the extracted CSV files (see step 4) into the clean staging area as documented in the Data Conversion Mapping document. Creation and maintenance of the transformation scripts, commands, etc. are a Computronix responsibility.
3. Extraction and cleansing of data from the source system(s) and the loading of this data into CSV files/Oracle database tables in the formats and data layouts defined by the Migration Plan. This step is the responsibility of the CLIENT.
4. Transformation into Clean Staging Area. This will be performed by executing the scripts etc. created in Step 2. Any errors that result from problems with the scripts etc. will be resolved by Computronix and the transformation re-run. Any errors that result from data cleanliness issues will be resolved by CLIENT and the transformation re-run.
5. Load into POSSE LMS. Upon successful completion of step 4, data will be loaded from the Clean Staging Area into LMS by using the POSSE Data Conversion tool. Any errors that result from problems with the transformation scripts etc. will be resolved by Computronix and the conversion re-run. Any errors that result from data cleanliness issues will be resolved by CLIENT and the conversion re-run.
6. Test data in POSSE LMS. The CLIENT will test the quality of the converted data within POSSE LMS. Any issues that result from problems with the transformation scripts etc. will be resolved by Computronix and the conversion re-run. Any issues that result from data cleanliness problems will be resolved by the CLIENT and the conversion re-run.

Steps 2 through 6 will be repeated until acceptable data quality is reached, with a limit of 3 times per Phase.

A graphic representation of these steps is depicted here:



The CLIENT can be confident that, if the conversion process encounters an error (either in the scripts and definitions, or in the cleanliness of the data) proper roll-back techniques will be used to ensure that incorrectly converted data (or partially converted data) is not left in POSSE LMS.

Data Conversion Assumptions

Note: These assumptions are based on our standard data conversion methodology. Additional services could be provided, if desired, for additional cost.

- Appropriate CLIENT staff, with knowledge of legacy system(s) structure and data, will be available to assist with planning and mapping. These activities will require significant time and attention from the assigned CLIENT staff.
- Computronix and CLIENT staff will work together to identify data to be converted, focusing on the data that is needed for the POSSE system, as modified for CLIENT, to function correctly.
- CLIENT staff will assume all responsibility for deciding what data to extract, as well as what data it will not extract, from existing legacy systems. This includes: all data transformation, data merging, data scrubbing, data parsing, interpretation of legacy data, and any unloading of data from existing systems.

- Data cleansing is a CLIENT responsibility.
- Computronix will consider all extracted data to be homogeneous, or “clean.” Computronix will make no attempts in its mapping or authoring and testing of conversion scripts to correct non-conforming or “dirty” data.
- Aside from the data conversion analysis taking place within the creation of the Data Conversion Plan and Data Conversion Mapping document, Computronix will make no further attempts to understand, to interpret or to map data within CLIENT’s existing legacy systems or data silos.
- CLIENT staff will be responsible for completing any and all other desired data conversions, including conversion from paper-based systems.
- The data conversion run process will be limited to 3 times per Phase.

Data Conversion Tools

Computronix uses its own time-saving POSSE data conversion tool that performs the following functions:

- The tool generates a set of Oracle tables that match the Configuration layout/data model in the POSSE configuration. This creates a staging area to load data from other sources.
- Standard Oracle tools and scripts can then be written to convert data into these tables.
- The data conversion tool then converts the data into POSSE.

The data can be manipulated either before or after loading into the staging area. The staging tables include a number of constraints that ensure data and relationship integrity. The constraints can be disabled during loading and manipulation, but must be enabled before loading into POSSE. Once the data is loaded into the staging tables, and all constraints are satisfied, one call will start the process to load all the data into POSSE's underlying data structure.

Stage 5 – Develop/Configure (Gap Closure)

Based on CLIENT’s approval of the detailed design, configuration and development of CLIENT-specific enhancements and modifications commences. The Computronix Software Development Methodology (SDM) follows these steps:

1. Configuration and Development tasks are assigned by the Project Manager and Technical Lead to Computronix team members. Computronix project team members have ready access to the Computronix Technical Lead if further clarification in a task is required.
2. Computronix project team members test their own configured or developed System component or task to ensure the work is done according to the design documentation and the System requirements.

3. The System component or task is cross-tested by another Computronix project team member.
4. Both unit and cross testing is conducted against a standard development checklist, which integrates the design standards into specific scenarios relevant to the specific development task.
5. When a logical set of tasks composing a deliverable successfully passes unit testing and cross-testing, an integration test is conducted to ensure the deliverable is complete and free of defects. The integration test is conducted against the high-level design documentation for the logical set of tasks.
6. Prior to final delivery to the CLIENT for user acceptance testing, a full System test will be conducted. The System test is conducted against the Fit/Gap Analysis Report to ensure that the System requirements have been met.

Stage 6 – User Acceptance Testing

For each Phase of the CLIENT implementation, Site-specific Training is delivered for the purpose of “Train the Trainer” end-user training. Computronix proposes to provide one 3-day training session for each Phase to ensure that the CLIENT trainers have complete knowledge of the System solution. Each session may be attended by up to eight (8) CLIENT trainers and will be led by one (1) Computronix trainer.

User Acceptance Testing

During each Phase, when Stage 5 is complete, Computronix will install all configuration updates and System modifications applicable to the current Phase to the User Acceptance Testing (UAT) environment, which the CLIENT will then test. CLIENT SMEs, under the oversight of the CLIENT Project Manager, will report all Defects found, and Computronix will work to resolve Defects and then provide further configuration updates and System modifications to be retested by CLIENT.

User Acceptance Testing scenarios and plans, along with organizational staffing changes, are the responsibility of the CLIENT. The end users will have the best perspective on how they will test that the System meets the documented requirements, as well as the impact of System changes and business processes to the CLIENT staff.

Reporting and resolving Defects discovered during the UAT period will follow the same Issues resolution process documented in the Issues Management Plan section of Stage 1. During Stage 7, the Production environment is provisioned and installed by Computronix. The final version of POSSE LMS will then be ready for the go-live event.

Stage 7 – Implementation, Maintenance, Support

For each project Phase of the POSSE LMS implementation, senior Computronix resources will provide onsite support 1–2 days prior to the actual go-live event and 3–5 days after the System is live

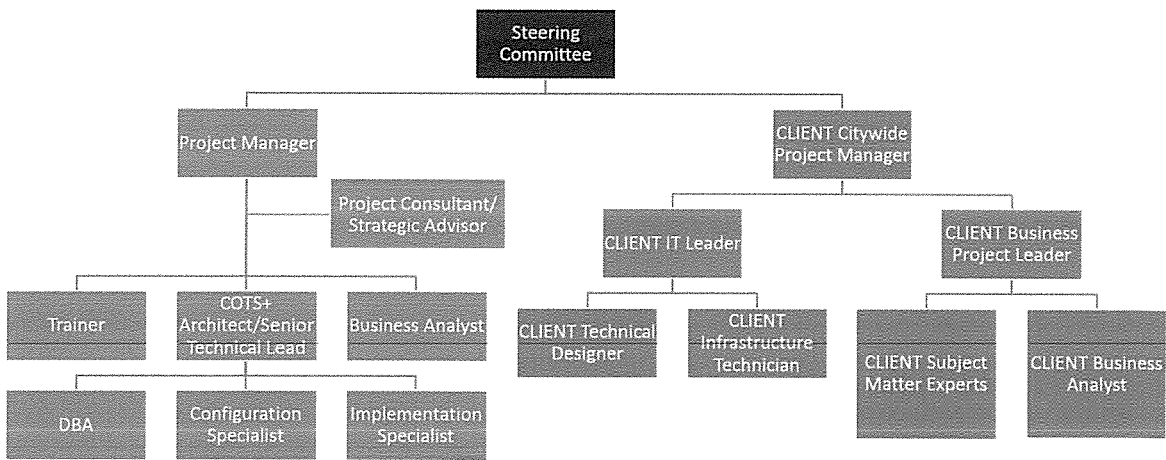
in Production, to ensure that a smooth transition is achieved. The startup of the external website will require modifications to CLIENT's existing website to advertise the new functionality, enable links to POSSE LMS external website functionality, and provide supporting information as necessary. Once the external website is ready for rollout, a coordinated effort by CLIENT technical staff, Computronix staff and web support staff will bring this module live.

Upon successful implementation of POSSE LMS, maintenance for that business functionality group will begin. Reporting and resolution of Defects discovered during go-live and the maintenance period will follow the same Issues resolution process documented in the Issues Management Plan section of Stage 1.

Section 8.0 Project Resourcing, Organizational Structure and Key Personnel

POSSE LMS Project Organization Structure

The following organizational structure depicts the reporting structure and an overview of the anticipated reporting structure for the LMS project.



Project Resourcing Overview and Key Personnel

In addition to the information on the organization structure, the following should be noted:

The Steering Committee will be made up at a minimum of the Project Sponsor, CLIENT Project Manager and the Computronix Project Manager. It is strongly recommended that senior representatives of CLIENT and IT Staff also sit on the steering committee. The project managers and business analysts will advise the steering committee as appropriate and as requested.

The CLIENT team will be identified prior to Project Kick-off but in general will be made up of Subject Matter experts from all business areas. The SMEs will be experienced in their roles, but final decision making around business process will rest with the business project manager.

Key Personnel for the Computronix team, with alternate resources listed, have been identified below. The resources listed are subject to change dependent upon the project start date.

Project Roles and Responsibilities

Project Steering Committee

- Steering committee meetings
- Provides overall direction to the project
- Ensures adequate project resourcing
- Support organizational change management
- Deliver corporate communications as required
- Authorize project scope, budget, and resources
- Approves Change request
- Sign off of Deliverables and Project

CLIENT Citywide Project Manager

- Provide project oversight
- Ensures Project is fulfilling objectives and meeting success criteria
- Manages CLIENT IT resources
- Support CLIENT Involvement and interaction with Computronix and business
- Escalation point for issues and risks as needed
- Contract management
- Financials
- Provide input into Project Planning, and project execution
- Manage CLIENT deliverables for project
- Deals with issues and risks\responsible for resolutions
- Reviews\reports project progress\status

CLIENT Business Analyst

- Assist with Project Planning
- Support Initial Assessment, Data Conversion Activities, Testing
- Provide support, mentoring and expertise to project team members
- Answer or find answers to business questions
- Support updates to operating procedures and business processes
- Document standard operating procedures (SOPs)
- Support organizational change management and communication as required

CLIENT Business Project Leader

- Ensures CLIENT business resources are available to the project when needed, resolves conflicts as necessary
- Ensures CLIENT SMEs are adequately trained
- Balances the needs of the project with the SMEs other workload
- Attends Steering Committee Status Meetings
- Provide input into Project Planning
- Deals with issues and risks\responsible for resolutions
- Responsible for stakeholder management
- Reviews\reports project progress\status
- Facilitates sign off on deliverables
- Responsible for business process change and final signoff on business decisions

CLIENT IT Leader

- Ensures CLIENT IT resources are available to the project when needed, resolves conflicts as necessary
- Attends Steering Committee Status Meetings
- Provide input into Project Planning
- Deals with issues and risks\responsible for resolutions
- Responsible for stakeholder management
- Reviews\reports project progress\status
- Facilitates sign off on deliverables
- Responsible for business process change and final signoff on business decisions

CLIENT SMEs

- Provide knowledge for input into Fit/Gap analysis
- Initial entry of configuration data
- Provide input into Gap design and review gap solutions when configured
- Data Conversion (experts in existing systems)
- User Acceptance Testing
- Attend training
- Support organizational change management and communication as required

CLIENT Technical Designer

- Support Administration Module setup, data conversion, ad-hoc reporting tools, etc.

CLIENT Infrastructure Technicians

- Install Servers within CLIENT infrastructure
- Ensure servers are ready for Oracle, POSSE, and web site installation
- Ongoing Server and infrastructure management and support

CX Regional Director Doug Fairchild (U.S. Operations Manager)

- Attends Steering Committee Status Meetings
- Help manage relationship between CLIENT and Computronix
- Serve as an advocate for CLIENT
- Provides overall direction to Team Computronix
- Ensures adequate project resourcing

CX Project Manager Grant Shantz (alternate: Steve Baasch)

- Provides Project oversight, detailed planning, and project execution
- Organizes, mobilizes Team Computronix resources to fulfill project commitments
- Ensures Project is fulfilling Objectives and meeting success criteria
- Communicates Project status and other relevant project information to Team Computronix, Steering Committee, and other CLIENT stakeholders
- Manage Computronix deliverables and interactions with CLIENT
- Deals with issues and risks/responsible for resolutions
- Responsible for quality management

COTS+ Architect/Senior Technical Lead Luke Ogg/Albert den Otter (Alternate: Jeremy Harder)

- Responsible for technical aspects of the project
- Provides oversight to Team Computronix technical resources
- Designs and oversees Administration Module setup and data conversion activities
- Designs and oversees gap closure configuration
- Responsible for system quality

Project Consultant/Strategic Advisor Jim den Otter

- Responsible to advise Team Computronix on LMS best practice
- Responsible to consult with COTS+ Architect on gap closure configuration

Business Analyst Ron den Otter (Alternate: Lori Bluemel)

- Assist with Project Planning
- Support Initial Assessment, Data Conversion Activities and Testing

Configuration Specialist

- Configure modifications to POSSE LMS base system for implementation

Implementation Specialist

- Support for integration of CLIENT specific requirements through the existing POSSE LMS system features and functions.
- Identifies and documents gap items that cannot be solved with existing POSSE LMS functionality.

Trainer

- Provide POSSE LMS, Site Specific End User Training and System Administration training to CLIENT Team members

DBA

- Initial POSSE LMS installation and performance tuning
- Prepares environments (development, test, training and production) prior to each use for the project
- Apply POSSE and/or Oracle upgrades as specified with the POSSE Software License Agreement

Project RACI

R- Responsible A=Accountable C=Consult I=Inform

Activity	City of Riverside Resources								Computronix Resources							
	IT PMs	Sponsor	BA	SMEs	Business PM	Tech Des	Infra-structure	Steering Cmte	PM	RM	TL	Trainer	Config.	Data Con	BA	DBA
Stage 1 – Plan/Initiate																
Draft Project Plan	C	C	C	C	C	C	C	I	R, A	C	C	C	C		C	C
Draft Project Kick-off Presentation	C	C			C	C		I	R, A	C	C	C	C		C	
Project Kick off Meeting	C	C	C	C	C	C		I	R, A	C	C	C	C		C	
Finalize Project Plan	A	C	I	I	I	I	I	I	R	I	C	C	C		I	I

Statement of Work - POSSE® LMS

City of Riverside

September 21, 2015

Activity	City of Riverside Resources								Computronix Resources							
	IT PMs	Sponsor	BA	SMEs	Business PM	Tech Des	Infra-structure	Steering Cmte	PM	RM	TL	Trainer	Config.	Data Con	BA	DBA
Stage 2 – Installation and Initial Training																
Provision and Burn in Hardware	A					C	R	I	I	I	I					C
Install POSSE LMS on Test/Train	I					C	C		A	I	R					C
Prepare for Product Training	I								A	I	C	R			C	
Conduct Product Training	I	I	C	C	I	C		I	A	I		R			C	
Stage 3 – Fit/Gap Analysis																
Initial Configuration	C	I	R	C	I	C			A	I	C		C		C	
Initial Assessment of POSSE LMS	A	I	R	C	I	C			C	I	C				C	
Document Gap Item List	A	I	R	C	I	C		I	C	I	C				C	
Stage 4 – Data Conversion																
Draft Data Conversion Plan	C	I	C	C	C	C	C	I	R, A	I	C			C	C	C
Draft Data Conversion Mapping	I	I	C	C	I	C			A		C			R	C	
Clean Legacy Data	A	I	R	C	I	C			I		I			C	I	
Create Legacy Extraction Scripts/Processes	A	I	C	C		R			I		I			I	I	
Create Extract and Transform Scripts	I		C	C		C			A		C			R	C	C
Load Test Data	I	I	I	I	I	I		I	A	I	I			R	I	C
Conduct Data Conversion Testing	A	I	R	C	I	C		I	I	I	C			C	C	
Stage 5 – Gap Closure																
Update POSSE LMS with Client Data Elements	I		C						A		R		C			
Install Releases	I		I	I		I			A		R		I	I	I	
Configure Updates	I		C						A		R		C			
Update Gap Item List	A	I	R	C	I	C		I	C	I	C				I	
Document CX Test Plans	I	I	I	C	C	C	C	I	A	I	C				R	
Execute CX Test Plans	I	I	I	C	I	C	C	I	A	I	I		I		R	
Report Issues	I	I	I	C		C		I	A	I	I		I		R	



Activity	City of Riverside Resources								Computronix Resources							
	IT PMs	Sponsor	BA	SMEs	Business PM	Tech Des	Infra-structure	Steering Cmte	PM	RM	TL	Trainer	Config.	Data Con	BA	DBA
Resolve Issues	I		C	C		C	C		A		R		C	C	C	I
Close Issues	A		R	C		C			I		I		I		I	
Stage 6 – User Acceptance Testing																
Create/Update User Acceptance Test Plans	A	I	R	C	C	C	C	I	I	I	C				C	
Install Releases	I		I	I		I	C		A		R		I	I	I	
Execute Test Plans	A	I	R	C	I	C	C	I	I	I	I		I		I	
Report Issues	A	I	R	C		C		I	I	I	I		I		I	
Resolve Issues	I		C	C		C	C		A		R		C	C	C	I
Close Issues	A		R	C		C	I		I		I		I	I	I	
Stage 7 – Implementation																
Plan End User Training/Schedule resources	A, R	C	C	C	C	C	C	I	C			C			C	
Install Production Release for Training	I		I	I	I	I	C		A		R		I	I	I	C
Prepare End User Training documentation	A, R								C		C	C			C	
Conduct End User Training	A, R	I	C	C	I	C		I	I	I		I			I	
Procure Production HW/SW and Burn in	A					R	I	I	I		I					I
Document Production Implementation Plan/Activities	C		C			C	C		R, A		C			C	C	C
Install Production POSSE LMS	I		I			I	I		A		R			I	I	C
Final Legacy Data Extract	A		I	I	I	R	C		I		I			I	I	
Run Production Data Conversion	C	I	I	I	I	I	C	I	A	I	I			R	I	
Support Go-Live Event	C	C	C	C		C	C	I	A		R			C	C	
Draft Project Review and Recommendations Document	C	I	C	C	C	C	C	I	R, A		C	C	C	C	C	
Update City of Riverside Site for external link	A	I	I	C	C	R			I		I					
Draft External Communication	A	I	C	C	R				I						C	

September 21, 2015

Activity	City of Riverside Resources								Computronix Resources							
	IT PMs	Sponsor	BA	SMEs	Business PM	Tech Des	Infra-structure	Steering Cmte	PM	RM	TL	Trainer	Config.	Data Con	BA	DBA
Deliver External Communication	A	I	I	I	R				I						C	
Implement External Site	I	I	I	I	I	C	C	I	A	I	R					
Support External Site Post Go-Live	A					C	C		R, A		C			C	C	

Section 9.0 Project Methodologies

Project Management Overview

The Computronix Project Management Best Practices are consistent with the Project Management Framework and best practices described in the Project Management Institute (PMI) Project Management Body of Knowledge.

One of the best ways to ensure project success and a high quality of deliverables is to put in place two Project Managers – a Computronix Project Manager and a CLIENT Project Manager. The Computronix Project Manager is responsible for the overall success of the project team. The CLIENT Project Manager and CLIENT Project Sponsor have significant supporting roles to play in the areas of organizational change management, organizing and mobilizing the CLIENT project team members, and communications within the organization.

The Computronix Project Manager's activities will include:

- Participating in Project Kick-off meeting
- Drafting and finalizing project plans and the overall project schedule
- Team leadership and problem solving
- Creating and maintaining project procedures
- Managing change control procedures
- Participation in defining acceptance criteria
- Development of project signoff criteria
- On-site presence to ensure smooth running of the project
- Support of system configuration activities where appropriate
- Completion of status reporting
- Delivery of a project review and recommendations document
- Remote participation in weekly meetings and occasional onsite participation.

The Computronix Project Manager will provide on-going status updates to the CLIENT Project Manager, as well as provide regular status reports in writing.

Usage of PMI's Project Management Body of Knowledge (PMBOK)

The Computronix Project Manager will apply expertise in all nine knowledge areas of PMBOK as appropriate. These knowledge areas include management of the project's integration, scope, time, cost, quality, human resources, communication, risks, and procurement.

In addition to applying best practices, sound judgment, and ethical conduct in the above project management knowledge areas, the Computronix Project Manager will also apply key general

management skills as required to maximize project success. These skills include leading, communicating, negotiating, problem solving, and influencing the organization. This maximizes the efficiency and effectiveness of CLIENT staff as well as Computronix staff.

In accordance with PMBOK, the Computronix Project Manager will steward the following components, to the extent feasible, at various stages of the project life cycle: project management plan, work breakdown structure, (including risk management as a subsidiary plan), project status reports, change requests, deliverable and project acceptance, and project review.

Project Status Reporting

A formal weekly consolidated Status Report will be generated by Computronix, providing the CLIENT Project Manager with an up-to-date record of progress on deliverable tasks assigned to Computronix and to CLIENT, changes in scope or timelines. The CLIENT Project Manager will provide CLIENT project status data to the Computronix Project Manager, who will maintain the overall project status data. Status Reports will be provided in Computronix' standard template format so that the CLIENT Project Manager will be able to quickly identify the information of interest.

To effectively communicate status, a status meeting will be held to discuss the Status Report. Generally these status meetings include the Steering Committee and key Computronix leadership staff. The Computronix Project Manager will advise the team where the project is at in relation to the schedule in the Project Plan. He will also report on approved scope increase and approved scope decrease so that the team is prepared for the future. These meetings may take place via telephone conference call or in person as necessary.

See **Appendix A – Status Report** for the template Status Report document.

Scope Management

Scope Management is primarily the responsibility of the Computronix Project Manager. The project team naturally plays a significant role in the management of scope and ultimately the success of the project. Scope management of POSSE LMS projects is a well-defined project management discipline.

The Change Request process is initiated when Computronix and/or CLIENT determine that a change is required to the **scope** or **schedule** baseline current at the time the change is detected. It is clearly understood that the costs provided in this Statement of Work are to be considered fixed prices. Computronix acknowledges having completed sufficient due diligence to ensure that costing of the project is accurate and that the deliverables as provided in this Statement of Work will be met without increased costs to CLIENT. CLIENT acknowledges having completed sufficient due diligence in its review of the Proposal and the subsequent System demonstration to be reasonably confident that POSSE LMS meets its system requirements. Changes to the project scope, costs and schedule will be managed as follows:

- The Computronix Project Manager documents the change using the agreed-to Change Request form (see **Appendix B – Change Request**).
- The CLIENT Project Manager with support from business champions, the steering committee and others, evaluates the change request for completeness and validity, suggesting changes as needed.
- The Change Request is forwarded to the Computronix Project Manager.
- Computronix will determine the feasibility of the Change Request, and if feasible estimate effort and cost, and document the impact to the project if the change were to proceed. The Computronix Project Manager then forwards the Change Request to the CLIENT Project Manager.
- The CLIENT Project Manager reviews the Change Request and if reasonable and complete, presents the Change Request to the Steering Committee for review. If approved, the Change Request form is signed and dated.
- If a statement of work or contract amendment is required, the Computronix Project Manager will forward to the CLIENT Project Manager.
- The CLIENT Project Manager sends the approved Change Request form and other documentation to the Computronix Project Manager who will acknowledge receipt via email. At this point, the project plan documentation is updated accordingly.
- In no event will a Change Request, other than a Change Request resulting from a CLIENT-revised business process, a new or modified requirement of CLIENT, or CLIENT failure to accurately document its requirements, be subject to a cost increase to CLIENT.

The change control mechanism for items to be removed from scope will follow the same mechanism as the addition of new scope.

See **Appendix B – Change Request** for the template Change Request document.

Location of Project Activities

Computronix will conduct project activities both onsite at the CLIENT offices and remotely from our offices. All activities that the CLIENT has primary responsibility for (such as data cleansing and testing) will be conducted from the CLIENT's offices. Computronix strongly recommends that a project office/testing site be created within the CLIENT's offices for the duration of the project, in order to remove project team members from the distractions of their day-to-day activities when focused on project activities.

Activities that Computronix envisions conducting onsite include:

- Project Kick Off Meetings
- Training (Orientation, Site-specific, Admin)
- Fit/Gap Analysis
- Design Reviews
- Data Conversion Planning and Mapping
- Go Live Support

The following activities will be primarily conducted offsite:



- Project Planning
- Steering Committee Status Meetings (most)
- Fit/Gap Analysis documentation
- Design
- System Modifications
- Installation of Hardware and Software
- Creation of Data Transformation Scripts
- Data Loading into POSSE LMS
- Training Preparation
- Implementation Planning

Issues Management Plan

The following definitions, tools and processes will be followed to manage Issues that are identified during the POSSE LMS Project.

Definition of Issues

During the course of a project, there is the need to accurately record, proactively manage and communicate about issues. Issues typically fall into the following three broad categories:

- Administrative Issues
- Change Requests
- Defects

Administrative Issues

Administrative Issues are items that need to be dealt with in order for the project to continue in an orderly, well managed way. These Issues are typically action items, information requests, disputes between project team members (SRS feedback for instance) and so on that need decisions to be made at the proper level of authority, or that are going to require some time to resolve.

Defects

The definition of a Defect (see **POSSE One-Time Perpetual Software License Agreement** for all definitions) is:

“A development or configuration error that causes the POSSE LMS system to crash, or program algorithms or logic that produces incorrect results when compared to the scope baseline. Defects pertain to the intended operation of POSSE LMS as delivered to the CLIENT. Defects do not include changing user preferences, report or screen aesthetics, presentation standards, or non-conforming converted data. Defects do not pertain to problems arising from Third-Party Software interfaced to POSSE LMS.”

Issues which are Defects are to be resolved as documented below.

Change Requests

Issues that arise due to changing business processes, new and modified requirements and incorrectly documented requirements in the SRS are considered Change Requests.

Issues that are due to the incorrect interpretation of requirements by Computronix or are concerns arising from the design that were identifiable by Computronix as a result of its due diligence process will not be Change Requests.

Issues designated as change requests will be managed as per the “Change Control Procedures” section.

Issue Tracking System

Computronix will supply a web-based Issue Tracking System for use in this project. This Issue Tracking System will be used to document and manage all project related Issues. Computronix will provide training to CLIENT staff in the usage of the Issue Tracking System and the method for reporting Issues prior to the need to use the system.

Reporting Issues

The Computronix Project Manager will be the primary manager of all Issues raised. All Issues raised by the CLIENT are assigned to the CLIENT Project Manager for review prior to submission to Computronix. The CLIENT Project Manager will determine if the Issue is valid, based on the scope baseline. The CLIENT Project Manager will assign valid Administrative Issues and Change Requests to Computronix for investigation and resolution.

All Issues will be submitted using the Issue Tracking System, noting the following:

- Description of the Issue
- Description of the new requirement (as needed)
- Initial severity assignment:

Critical—System enhancement required to support critical day-to-day operations.

High—System enhancement required to support critical business processes performed occasionally or sporadically (not day-to-day).

Medium—System enhancement required to support non-critical business processes performed at least monthly.

In general, any Issue that is considered “Critical” must be logged immediately and brought to the attention of the Computronix Project Manager. These will be given immediate attention by Computronix.

Computronix will strive to respond to Administrative Issues and Change Requests according to the following schedule:

- Severity Critical—Within 3 business day of being reported
- Severity High—Within 5 business days of being reported
- Severity Medium—Within 10 business days of being reported

Defect Reporting

All Issues raised as Defects are assigned to the CLIENT Project Manager for review prior to submission to Computronix. The CLIENT Project Manager will determine if the Defect is valid, based on the scope baseline. If it is determined that the Defect raised is not a valid Defect as defined above, (i.e., it is determined that the System component is performing as specified), then the CLIENT will take no further action, other than to withdraw the Defect and/or raise a Change Request. The CLIENT Project Manager will assign valid Defects to Computronix for investigation and resolution.

All Defects will be submitted using the Issue Tracking system, noting the following:

- Description of the Defect
- The business scenario relevant to the Defect
- Description of the requirement that is not being met
- Description of the action taken that created the Defect
- Description of the expected results supporting information: screenshots, error messages received, test case information (e.g. License number and process name where error occurred)
- Initial severity assignment:
 - Critical—Stops testing in a critical area and there is no workaround
 - High—Stops testing in a non-critical area and there is no workaround
 - Medium—Workaround available, will allow testing to continue, but not ready for acceptance

Reporting Change Requests and Administrative Issues

Reporting of Issues that are not Defects (as per the definitions in the “Definition of Issue” section) will follow the same process as documented in the above section.

All non-Defect Issues will be submitted using the Issue Tracking system, noting the following:

- Description of the Issue
- Description of the new requirement (as needed)
- Initial severity assignment:
 - Critical—System enhancement required to support critical day-to-day operations.
 - High—System enhancement required to support critical business processes performed occasionally or sporadically (not day-to-day).
 - Medium—System enhancement required to support non-critical business processes performed at least monthly.

Resolving Defects

Defects will be added to a queue of other Defects, which is sorted by severity. Severity will be confirmed during regularly scheduled review meetings between Computronix and CLIENT Project Managers. Defects will be resolved in order of severity and prepared for testing or re-testing in the Test environment. Every effort will be made to assign the resolution of Defects to the original resource to ensure the context relevant to the Defect is understood. Computronix will strive to resolve Defects according to the following schedule:

- Critical—Within 1 business day of being reported
- High—Within 3 business days of being reported
- Medium—Within 5 business days of being reported

All Issues that have been determined to be Product Defects are given a priority value based on a number of factors. If the priority value is determined to be low, the Issue remains open until such a point that the priority value changes (e.g., due to clients reporting the same Issue and the Issue is fixed), or the Issue becomes a non-issue due to product changes.

Defect resolution follows the same quality assurance path as the original development. The POSSE LMS Support team's Issue Resolution test process involves unit testing of the fix by the developer, configuration (or code) review and cross-testing by a separate developer not involved in the development of the fix, testing in the context of a System test and, finally, confirmation that the fix is compiled in the release.

The CLIENT Project Manager and the Computronix Project Manager will coordinate the resolution and closure of Defects so that time is effectively used. As needed, the CLIENT Project Sponsor or the IT Project Manager may discuss Defects with the Computronix Analyst and/or Technical Lead(s).

All Defects that are deemed "fixed" by a CLIENT tester as a result of testing will be closed by the CLIENT Project Manager. Defects that are not completely fixed will be sent back to Computronix with supporting detail. They will remain "open" and will be subject to the same testing and approval process.

Escalating Issues

The CLIENT Project Manager has ready access to the Computronix Project Manager for relating concerns about individual Issues and the quality of the project in general. In addition, CLIENT Project Sponsor and IT Project Manager have further recourse to the Computronix Regional Manager, and ultimately to the Computronix President/CEO. Likewise the Computronix Project Manager may request to discuss an Issue at the monthly steering committee meetings in order to get a decision or resolve a particular Issue.

Testing Time Frames

Once Computronix provides notice that all deliverables are ready for UAT, the CLIENT will work to complete UAT within 20 business days. This anticipated timeframe is required to fully and adequately test the system prior to implementation. This also assumes that the quality of the deliv-

ered system is high such that the number of reported Defects is low and does not impact UAT progress.

In the event that critical Defects are found and logged, the CLIENT's timeframe for UAT will be renegotiated and a new baseline set, based on expected timeframe for Computronix to resolve the Defects.

Completing UAT

Testing is considered completed when all documented test cases have been completed and all Defects with a severity of Critical, High, or Medium have been closed.

Section 10.0 Project Schedule

Our proposed Project Schedule has been included in **Appendix E**.

Note: Our team will review this schedule in detail with CLIENT, before and during the Kick-off meeting, with the perspective to improve and fine-tune timelines and tasks based on possible greater efficiencies and/or alternate task dependencies.

Section 11.0 Compensation and Payment (Project and Payment Milestones)

Compensation, Project and Payment Milestones

MILESTONE	ESTIMATED MONTH OF COMPLETION	PAYMENT ON COMPLE- TION OF MILESTONE
-----------	----------------------------------	---

Compensation, Project and Payment Milestones for the POSSE LMS licensing, software modules, services and project have been identified in the table below. Month 1, by example is the month in which the contract is finalized. Milestone payment months will be adjusted once an approved project timeline is completed, and applicable State and Local taxes will be included in the Final Milestone Payment Schedule and invoiced accordingly upon completion of each milestone.

Payment milestones will be aligned with Deliverables defined in Section 5.0 Project Scope.



Statement of Work - POSSE® LMS

City of Riverside

September 21, 2015

POSSE One-Time Software License (at Contract Signing)	1	\$267,120
Annual Support & Maintenance (at Contract Signing)	1	\$60,000
	Month 1 total	\$327,120
Stage 1 – Plan / Initiate		
Project Plan and Project Kick-off	2	\$40,000
Phase 1 – Building and Interfaces		
Stage 2 - Installation and Initial Training		
Install Dev/Test Environment (POSSE Software)	2	\$60,000
Orientation Training	2	\$25,000
	Month 2 total	\$125,000.00
Stage 3 – Fit/Gap Analysis		
Fit/Gap Analysis Document	3	\$35,000
System Design Document	3	\$35,000
	Month 3 total	\$70,000.00
Stage 5 – Gap closure		
Phase 1- Interfaces development completed	5	\$148,100
	Month 5 total	\$148,100.00
Phase 1 – Gap closure completed	6	\$123,000
Phase 1 – Reports development completed	6	\$30,000
	Month 6 total	\$153,000.00
Stage 6 –User Acceptance Testing		
User acceptance testing support completed	9	\$28,400
	Month 9 total	\$28,400.00
Stage 7 – Implementation		
Go-Live completed	11	\$10,000
	Month 11 total	\$10,000.00
Phase 2 – Planning, Public Works, Utilities, Fire and Compliance and Enforcement.		
Stage 2 – Installation and Initial Training		
Orientation Training	3	\$35,000
	Month 3 total	\$35,000.00
Stage 3 – Fit/Gap Analysis		
Fit/Gap Analysis Document	6	\$70,000



	Month 6 total	\$70,000.00
Stage 3 – Fit/Gap Analysis		
System Design Document	8	\$45,000
	Month 8 total	\$45,000.00
Stage 5 – Gap closure		
Phase 2 – Gap closure completed (Planning, Fire)	13	\$110,720
Phase 2 - Gap closure completed (Public Works & Utilities, CE)	13	\$109,900
Phase 2 – Reports development completed	13	\$20,200
	Month 13 total	\$240,820.00
Stage 6 –User Acceptance Testing		
User acceptance testing support completed	15	\$31,730
	Month 15 total	\$31,730.00
Stage 7 – Implementation	17	\$23,700
Go-Live completed		
	Month 17 total	\$23,700.00
Total Costs (not to exceed):		\$1,307,870.00

Computronix will provide an invoice to the City of Riverside of all services as of the last day of the month and each invoice will contain milestones achieved in that month. All payments are due within 30 days of receipt of an invoice from Computronix.

On-site Trips

The following trips are anticipated to CLIENT, related to implementation of the POSSE LMS software:

ITEM No.	NUMBER OF TRIPS	REASON FOR TRIP, ROLE	TOTAL ANTICIPATED DAYS ON-SITE (TRAVEL DAY NOT INCLUDED)
1	1	Kickoff Meeting	1
2	2	Orientation Training	4
3	4	Analysis	12
4	3	Design	9
5	4	Configuration	12
6	3	Interfaces	6
7	3	Data Conversion	6
8	2	Core Team Training	8
9	1	Admin Training	3
10	2	On-site Go Live Support	10
11	3	Project Management	6

Appendix A - Status Report

Project Status Report <date> to <date>		
CLIENT IT Project Manager		
Computronix Project Manager		
1. Accomplishments <ul style="list-style-type: none">		
2. Status of Deliverables		
Deliverable	Against Schedule	
3. Changes to Project Scope <ul style="list-style-type: none">		
4. Management of Issues		
Key Outstanding Issues	Assigned to	Response / Due Date
5. Plans for Next Reporting Period <ul style="list-style-type: none">		
6. Risk Management		
Description	Assigned to	Response / Due Date
7. Action Items		
Description	Assigned to	Response / Due Date

Appendix B - Change Request

Project Change Request			
Requestor Name		CR Number	CR
Requestor Phone		Reference Number	
Date Created		Attachments	
Date Required		Priority	Medium
Description of proposed change			
Scope of Change	Task	Responsibility	Date
	Change Detail	Fixed Cost	T&M Estimate
Implications and Notes			
Contract	Non-chargeable		Chargeable
			Time & Materials Estimate
			Fixed Price Quotation
	Total Estimated Hours		Total Estimated
	Proceed	Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Date		
	CLIENT Approval, Signature, and Date		
	Computronix Approval, Signature, and Date		
	Project Plan Documents Require Updating	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Appendix C – Deliverable Acceptance Form

Deliverable Acceptance Form

Project Name: POSSE LMS Project
Deliverable: <Deliverable Name>
Completion Date: <Date>

Disposition of Deliverable:

☐

Accept deliverable without modification.

☐

Reject deliverable, resolution of attached issues required, re-submit for approval.

Comments and Notes

<Enter Comments/Notes here>

Deliverable Acceptance

This document serves to formally indicate that <Deliverable Name> is now complete. By signing this form the CLIENT Board agrees that Computronix has completed the deliverable as described in the <Document Name> and any subsequent Change Requests.

Project Sponsor

Name	Signature	Date Signed

IT Project Manager

Name	Signature	Date Signed



Appendix D - Project Acceptance Form

Final Project Acceptance Form

Project Name: POSSE LMS Project

Project Completion Date:

Project Overview

Deliverables Produced

Project Deliverable	Acceptance Criteria	Acceptance Date

Work Packages Completed

Name	Date Completed	Comments

Project Acceptance

This document serves to formally indicate that POSSE LMS Project is now complete. By signing this form the CLIENT agrees that Computronix has fulfilled its project obligations as documented in the contracts and any subsequent Change Requests.

Steering Committee

Name	Signature	Date Signed

Project Manager

Name	Signature	Date Signed

Appendix E – CLIENT – Project Schedule

See attached documents.