

ADD
Info
12

AMENDMENT NUMBER ONE
TO AGREEMENT BETWEEN THE CITY OF CHANDLER
AND
ACCELA
FOR
MASTER SERVICES AGREEMENT (MSA) FOR ELECTRONIC DOCUMENT REVIEW SYSTEM
AGREEMENT NO. 3547

This Amendment No. 1 to that certain Agreement between the City of Chandler (City) and Accela (Contractor) for Master Services Agreement for consulting services for the implementation of an electronic document review system dated, January 19, 2016 and is entered into this ____ day of May, 2016.

I. RECITALS

WHEREAS, a Master Services Agreement was entered into with Contractor for an electronic document review system.

WHEREAS, the City and Contractor identified additional and modified requirements for the Scope of Work (incorporated as Exhibit A in the original agreement) that were not included in the original scope and are necessary to completely implement the Electronic Document Review ("EDR") and Accela Citizen Access ("ACA") objectives.

NOW, THEREFORE, in consideration of the foregoing factual recitals and mutual covenants set forth in this Amendment No. 1 as well as the Agreement, and other good and valuable consideration, the adequacy of which is hereby acknowledged, the City and the Contractor agree to the following modifications, amendments, changes and/or substitutions to the Agreement.

II. AMENDMENT

- A. By their signatures below, the City and Contractor agree that it is in their mutual interests to amend their Agreement by this Amendment No. 1 ("Amendment No. 1").
- B. City and the Contractor affirm to each other that they conducted all negotiations leading to this Amendment No. 1 in good faith and that they are entering into this Amendment No. 1 freely and without duress.
- C. The terms used and capitalized in this Amendment No. 1 shall have the meanings set forth in the Agreement, unless the context clearly requires otherwise.
- D. The Parties agree that this contract amendment will be called the Amendment No. 1 to the Agreement.
- E. Section 4, and its subparts, in the Original Agreement are hereby deleted in its entirety and replaced with the following:

4. PRICE:

4.1. Payment. In exchange for the Contractor's performance of the Scope of Work, City will pay to Contractor the amounts indicated in (Exhibits C through F according to the billing events schedule described therein. The Contract Sum amount listed in Exhibit A of the Agreement is

hereby amended and City shall pay Contractor an amount not to exceed two hundred sixty two thousand twenty six dollars (\$262,026.00) under this Agreement.

4.1. Taxes. City will reimburse any applicable transaction privilege taxes only actually paid by Contractor. If Contractor obtains any refund of privilege license taxes paid, it shall refund the same to the City. City will not pay or reimburse the Contractor for any other tax obligation resulting from the Contractor's performance of this Contract.

4.3. IRS W9 Form. In order to receive payment Contractor shall have a current I.R.S. W9 Form on file with City, unless not required by law.

F. Exhibit A of the original Agreement, along with its subparts labeled as Appendix A, Appendix A-1, Appendix C and Appendix D, is hereby deleted and replaced in its entirety by Exhibits C, D, E, and F, attached to this Amendment No. 1 and incorporated herein by this reference.

III. GENERAL PROVISIONS

A. The effective date of this Amendment No. 1 ("Amendment No. 1 Effective Date") or any other duly processed amendment shall be the date on which the last representative for the Parties executed the amendment.

B. All terms, definitions, and provisions of the Agreement that are not specifically changed in this Amendment No. 1 remain the same and are binding between the Parties.

C. Upon amendment of the Agreement, by this Amendment No. 1 or any other subsequent amendment, references to the Agreement" shall mean the Agreement as amended by earlier Amendments (if any), this Amendment No. 1, and any subsequent amendment(s).

D. If, after the effective date of any amendment(s), the Parties find it necessary to refer to the Agreement in its original, unamended form, they shall refer to it as the "Original Agreement."

E. The Parties agree that the Recitals stated above are true and correct and are incorporated herein by this reference.

CITY OF CHANDLER:

By: _____
Mayor

CONTRACTOR:

By: Angela Langston
Title: SVP Delivery

APPROVED AS TO FORM:

City Attorney *CAB*

ATTEST:

City Clerk

ATTEST: (If corporation)

[Signature]

Asst. Secretary & General Counsel

WITNESS: (If individual or
Partnership)

[SEAL]

EXHIBIT C
SPECIFIC SCOPING DETAILS AND ASSUMPTIONS, DELIVERABLE-BASED TASKS

Total Project Resource Impact: Additional resources required to accommodate increased scope, to be determined in project/staffing plan to be delivered by the Contractor's Project Manager after execution of this Amendment #1.

BILLING TERMS

Details of Deliverables (Table 1)

| Deliverables | Estimated Delivery | Billing Amount |
|--|--|-----------------------|
| 1. Amendment #1 Execution | Amendment 1 Execution | \$10,000 |
| 2. Completion of Record Type/Workflow Consolidation Analysis and Documentation | Two Months after Amendment 1 Execution | \$15,686 |
| 3. Acceptance of Record Type/Workflow Consolidation | Four Months after Amendment 1 Execution | \$15,686 |
| 4. Master Scripts 3.0 Upgrade | Four Months after Amendment 1 Execution | \$15,686 |
| 5. City Live on consolidated record types in production environment | Five Months after Amendment 1 Execution | \$15,686 |
| 6. EDR/ACA Analysis | Five Months after Amendment 1 Execution | \$32,130 |
| 7. EDR/ACA Configuration and EPC Installation | Six Months after Amendment 1 Execution | \$34,440 |
| 8. EDR/ACA User Acceptance Testing Support and EDR/EPC Training and Deployment to Staging | Seven Months after Amendment 1 Execution | \$31,900 |
| 9. EDR/ACA/EPC Go-Live Support | Eight Months after Amendment 1 Execution | \$2,000 |
| 10. Trust Account, Trust Account Reports | Eight Months after Amendment 1 Execution | \$7,843 |
| 11. City live on additional "Scenario 3" scope in Production Environment - End to End Payment Function and Minimal Citizen Access Intake | Eight Months after Amendment 1 Execution | \$7,843 |
| Total of Deliverables | | \$188,900 |

Contractor will invoice the City for deliverables upon completion and acceptance by the City.

Time and Materials Hours

Contractor will perform the following services on an hourly payment basis at a rate of \$185 per hour. The associated tasks, described in Table 2, are expected to take an estimated 368 hours. Therefore, Contractor's total price to perform the Services described in Table 2 is estimated to be **\$68,080**, exclusive of taxes and expenses. The price is based on the information available at the time of execution of this Amendment #1, and the assumptions, dependencies, constraints, and roles and responsibilities of the Parties, as stated in this SOW. If there are changes to the scope, timeline, or resources that may increase the hours or costs needed to complete the project, the Contractor shall prepare and send to City a Change Order outlining the unforeseen scope, timeline, or resources changes as reasons that have required the additional tasks for the project to be accomplished. Contractor's increases in the number of Time & Material Hours must have been unforeseeable given the Scope of

Work, timeline and resources existing at the time of this Amendment #1 and may not be supported otherwise. Notwithstanding any other provision herein, if the increase in hours is unsupported by the Change Order, the Contractor will complete the unfinished Time & Materials tasks without additional cost to the City.

Contractor shall diligently perform so as not to exceed the total estimated amount of project hours. City Project hours for Time & Materials tasks needed in excess of the estimated 368 hrs must be authorized in advance by the City through a signed Change Order. The City is responsible for paying the actual project hours worked only when authorized in advance by this process. Contractor has the right to refuse to work additional hours if a Change Order is supported with an additional scope of work or a negative change to the timeline or resources.

Any estimated hours that remain on the project when Contractor has completed the Time & Materials tasks, will not be used for other work within the Scope of Work without a Change Order signed by both parties outlining the work to which it is applied and the cost and the amount to so be applied. Any estimated hours not worked by Contractor for the Time & Material Tasks will not be billed to City.

Contractor shall invoice the City every two weeks for the actual project hours worked on the Time & Materials tasks.

Table 2 Time & Materials Tasks

| Task | Description | Amount |
|---|--------------------------------------|-----------------|
| Review scripts and replicate for new consolidated record type mapping | 138 scripts 1 hour per script | \$25,530 |
| Review and replicate existing reports for new consolidate record type mapping | 55 reports 2 hours per report | \$20,350 |
| Additional reports for electronic payments | 2 new reports 20 hours per report | \$7,400 |
| One week of UAT support (Scenario 3) | 1 week of UAT Support – 40 hours | \$7,400 |
| One week of Post Go-Live support (Scenario 3) | 40 hours | \$7,400 |
| Total Time and Materials Hours Not to Exceed | 368 hours | \$68,080 |

Travel and Expenses

Actual amounts of any reasonable and customary travel expenses incurred during the performance of services under this SOW will be billed to City, according to Contractor expense policy. Contractor will bill City for actual expenses incurred for travel and lodging/living, as well as other approved out-of-pocket expenses (such as mileage, parking, tolls and telecommunications charges) but in no instance will the expense for lodging or food exceed the federal General Accounting Administration (GSA) rates for such expenses for the Phoenix metropolitan area. Contractor will work with City to manage and control its expenses in accordance with Contractor's global travel policy guidelines. Contractor will not incur expenses in excess of the initial contracted budget below without City's prior written consent. Expense receipts will be made available to support all expenses without request of the City. The parties are estimating 2 trips by a solution consultant and 1 trip by a project manager.

The travel expense budget estimate is **\$5,046.00** based on an estimation of \$1,682 per trip. Should City require more onsite trips than the assumption above, a Change Order will be required prior to additional travel commencing to cover the cost of those additional trips. The specifics of the travel schedule will be determined based on the agreement between City and Contractor.

Optional Services

Should the City elect to exercise the option to include services identified as optional in the Scope and Pricing Summary, a Change Order will be required.

Glossary of Terms (Table 3)

| | |
|-----------------------------|--|
| Accela Citizen Access (ACA) | The citizen-facing portal of Accela Automation |
| APO | The Accela Address, Parcel, and Owner objects which are parts of a |

| | |
|----------------------------|--|
| | Record. |
| ASI / ASIT | Application Specific Information, and Application Specific Information Tables which represent the user-defined fields required for a Record |
| Business Process | The series of steps needed to complete an application, represented as a workflow in Accela |
| Consolidation (of Records) | A requirement by the City to take many record types and consolidate them down to a smaller number by making them more generic |
| Development (Environment) | A non-production software environment used for developing new configurations |
| Document Group/Type | Defines the type of documents that are applicable for a Record Type |
| Document Review | The part of the business process/workflow where submitted documents are reviewed by the City |
| DRUA | DocumentReviewUpdateAfter. An event in the Accela Software that allows for running a custom script whenever a document is reviewed. |
| DUA | DocumentUploadAfter. An event in the Accela Software that allows for running a custom script whenever a document is uploaded. |
| EDMS | Electronic Document Management System, used for storing documents in the City system |
| EDR | Electronic Document Review in the City system |
| EDR/ACA Project | A contract executed between Contractor and the City to configure Electronic Document Review and Accela Citizen Access. |
| EMC AppXtender | City Electronic Document Management System (EDMS) |
| EPC | ePlanCheck, a 3 rd party product used for document review |
| ePlanCheck | A 3 rd party product used for document review |
| FID | Functional Identifier. An Accela Configuration that can enable/disable features for various users |
| IT Admin Staff | The City's Accela Team |
| Minimal | "Minimal", in the context of business processes implemented with ACA, means a streamlined process for online users to arrive at their desired record type with a minimal amount of info. |
| Page Flow | A configuration that represents the series of steps and pages required for a user to complete an application in Accela Citizen Access |
| Production (Environment) | The software environment used for live transactions |
| Project Core Team | Accela's Project Team |
| Record | In Accela, a container that represents all information pertaining to a single business process transaction. |
| Record Type | In Accela, defines all the information required to manage a business process |
| Scenario 3 | The City's requirements not included in the original EDR/ACA project. Includes Consolidation of Records and other tasks. |
| Script | An Accela feature that allows for the creation of custom JavaScript code. This code can be used for to automate user tasks, as well as providing data validation. |
| Staging (Environment) | A non-production software environment used for testing |
| Stamp | A software representation of a City physical stamp used to mark-up documents during document review |
| Standard Choice | An Accela Configuration that is used for multiple purposes, including storing scripts and configuring global functionality of the product |
| UAT | User Acceptance Testing |
| Virtual Folder | An Accela feature that provides the ability to group documents together within a workflow task |
| Workflow | A component of City Record Type in Accela used for managing the business process of an application. Can be shared among many record types |
| Workflow Status | The status of City workflow task represents the current state of that task (complete, incomplete, denied, approved, etc.) |
| Workflow Task | A step within a City business process/workflow that represents an |

| | |
|------|---|
| | action, such as a review or approval |
| WTUA | WorkflowTaskUpdateAfter. An event in the Accela Software that allows for running a custom script whenever a workflow task is updated. |

Scope and Pricing Summary (Table 4)

Note: This table is informational only.

| "Scenario 3" | | |
|---|-------------|--|
| Task | Cost | Description |
| Record Type/Workflow Consolidation Analysis and Documentation | \$11,840 | Analysis and documentation of approach to consolidate 17 record types down to 4 new record types. Analyze and document approach for Implementation of 4 new workflows as well as 4 new consolidated ASI groups. Documentation will include all additions and modifications to existing configuration. These 4 workflows are identified as Building, Civil, Encroachment and Plat. All other configurations will be inherited from the source record types. |
| Record Type/Workflow Consolidation Configuration | \$8,880 | Configuration of up to 4 new record types, 4 workflows, and ASI per analysis documentation |
| Migrate from 1.X to 3.0 Master Script Version | \$23,125 | Convert all standard choices that are used as scripts into JavaScript code, reusable branches converted into functions. Unit testing and integration into source code repository (SVN/Git). Training on using new scripting framework. see EXHIBIT C. |
| Review scripts and replicate for new consolidated record type mapping | \$25,530 | Review scripts associated to source record types, replicate over to new record type mappings. Assumes that no analysis is required on scripted business rules. Simply replicating existing scripts to new record types Assumption: 1 hour per script @ \$185/hour, based on 138 scripts in use for source record types. |
| Review and replicate existing reports for new consolidate record type mapping | \$20,350 | Review existing reports that are associated to source record types, replicate over to new record type mappings. Assumes that no analysis is required on these reports. We are simply replicating existing reports to new record types. (Assumes 2 hours per report @ \$185-/hour, based on 55 reports currently in use for source record types.) |
| Trust Account Configuration and up to two additional reports | \$7,400 | Configure trust accounts to function with ACA, develop up to two additional reports to support. Provide additional reports as needed to support trust accounts and trust |

| | | |
|--|------------------|--|
| | | account payments. (Estimated 2 new reports, 20 hours per report @ 185/hr.) |
| End-to-end payment functionality for electronic payments (including credit cards, e-checks) from Citizen Access as well as Accela Automation | \$0 | The EPay adapter that is currently implemented will support this functionality without additional effort. |
| "Minimal Citizen Access" Intake Process, Design, Documentation, Configuration | \$18,500 | Includes analysis, design, configuration, and implementation of a record type to represent the generic citizen intake process (functionality is based on mockup delivered by Contractor) See Table 2. |
| 40 hours of Support for one week of user Acceptance Testing (Scenario 3) | \$7,400 | Dedicated support for acceptance testing for consolidation effort and additional "scenario 3" scope tasks |
| 40 hours of Go-Live Support (Scenario 3) | \$7,400 | Dedicated support for go-live of consolidation effort and additional "scenario 3" scope tasks |
| Project Management and Executive Oversight – Scenario 3 | \$26,085 | Project Manager, Executive Oversight for Scenario 3 project |
| Subtotal of Scenario 3 tasks | \$156,510 | |
| Travel (Scenario 3) | \$1,682 | Travel budget for Scenario 3 project. Actual amounts shall be billed to City. Estimated 1 trip by consultant. |
| Total Cost Impact of Scenario 3 Scope | \$158,192 | Services and travel |
| EDR Scope (Table 5) | | |
| Task | Cost | Description |
| EDR Analysis | \$10,080 | Contractor shall work with City to understand 4 Workflow Processes in order to enable their associated Record Types for Electronic Document Review. Contractor shall create a specifications document as the basis for AA configuration. |
| ACA Analysis | \$8,400 | Contractor shall work with City to understand 4 workflows and their associated record types as they related to implementing an online application submission in Accela Citizen Access. Contractor shall create a specifications document as the basis for ACA configuration. |
| EDR Installation | \$3,360 | Contractor shall install and configure the ePlanCheck software. |
| EDR Configuration and Corrections Report | \$17,460 | Contractor shall configure the software per the EDR specifications document as accepted by the City. Contractor shall provide an EDR Corrections Report. |
| ACA Configuration | \$12,600 | Contractor shall configure the software per the ACA specifications document as accepted by the City |

| | | |
|---|---------------------------------|---|
| EDR Training (1 Day) | \$5,040 | Train end-users and administrators |
| Optional Day 2 Training | \$5,040 (not included in total) | |
| EDR UAT Support | \$15,980 | Contractor shall deploy the configurations in a non-development environment, and support User Acceptance Testing by researching/resolving any defects. |
| ACA UAT Support (1 Week/40 Hours) | \$7,400 | Contractor shall deploy the configurations in a non-development environment, and support User Acceptance Testing by researching/resolving any defects. |
| Optional Second Week of ACA UAT Support (1 Week/40 Hours) | \$7,400 (not included in total) | |
| EDR/ACA Go-Live Support | \$2,000 | Contractor will provide assistance to Chandler IT as they deploy to Production environment. Contractor shall support the new functionality by resolving defects after go-live (10 day acceptance period). |
| Project Management | \$13,650 | Project Management throughout the project. |
| Executive Oversight | \$4,500 | Executive Oversight throughout the project. |
| Subtotal of EDR Tasks | \$100,470 | |
| Travel Estimate (EDR/ACA Project) | \$3,364 | Travel budget for EDR/ACA project. Actual amounts shall be billed City pursuant to Section outlining specifics on page 3. Estimated 1 trip by consultant, 1 trip by project manager, \$1,682 for each trip. |
| Total EDR/ACA Cost | \$103,834 | Services and travel |
| Total Project Cost | \$262,026 | Combination of EDR Scope and Scenario 3 |

Deliverable Description and Acceptance Criteria (Table 6)

| # | Deliverable | Acceptance Criteria | Acceptance Review Period | Contractor response to reported issues (resolution or plan to resolve) |
|---|---|--|--------------------------|--|
| 1 | Amendment #1 Execution | N/A | N/A | N/A |
| 2 | Completion of Record Type/Workflow Consolidation Analysis and Documentation (MS Word Document) (added by Amendment 1) | Completed Record Type Consolidation Document | Ten (10) business days | Two (2) business days |
| 3 | Completion of Record Type/Workflow Consolidation (added by Amendment 1) | Completed configuration of Record Type consolidation in non-production environment per configuration document Demonstration of new record types in non-production environment | Ten (10) business days | Two (2) business days |
| 4 | Master Script 3.0 Upgrade | City live on Master Scripts 3.0 | Ten (10) business days | Two (2) business days |
| 5 | City live on Consolidated Record Types in production environment (added by Amendment 1) | Issues found in conflict with the agreed up on Record Type Consolidation document are resolved per configuration document Non-Production environment have the final configuration ready to deploy to Production with resolved configuration issues to not include identified product bugs. Assist and observe the City make the migration of final accepted configuration from the development environment to City Production environment | Ten (10) business days | Two (2) business days |
| 6 | EDR and ACA To-Be configuration document (MS Word) (Original Scope) | Completed EDR/ACA Analysis configuration document | Ten (10) business days | Two (2) business days |

| | | | | |
|---|--|---|------------------------|-----------------------|
| 7 | <p>Configure EDR and EPC per approved Configuration Document and scoped tasks</p> <p>Configure ACA per approved Configuration Document and scoped tasks</p> <p>Installation of EPC in one Non-Production environment while City observes</p> <p>Observe and assist City with their installation of EPC in Production environment</p> <p>(Original Scope)</p> | <p>Completed configuration of EDR per the specification document(s) of all record types.</p> <p>Demonstration of working EDR functionality for per the specification document(s) of all record types.</p> <p>Demonstration of the operational Accela Citizen Access functionality per the specification document(s) of all record types.</p> <p>Demonstration of working EPC application and integration with Accela per the specification document(s) of all record types.</p> | Ten (10) business days | Two (2) business days |
| 8 | <p>Research and Resolution of UAT issues</p> <p>One Standard EDR Training Classes for up to 12 users</p> <p>Optional Second Day of Standard EDR Training Classes for up to 12 users</p> <p>IT admin knowledge transfer on Accela and EPC</p> <p>Provide up to 1 week of UAT support.</p> <p>Optional Second Week of UAT Support</p> <p>Contractor to provide up to 8 sample test cases</p> <p>(Original Scope)</p> | <p>Issues found in conflict with the agreed up on EDR/ACA Configuration document are resolved per configuration document</p> <p>Standard End User Training delivered to up to 12 users</p> <p>Knowledge transfer of administration features of EPC and Accela</p> <p>Non-Production environment have the final configuration ready to deploy to Production with resolved configuration issues to not include identified product bugs.</p> | Ten (10) business days | Two (2) business days |
| 9 | <p>EDR configuration migrated to Production Environment</p> <p>Accela Citizen Access configuration migrated to Production Environment, to include ACA end-to-end payment</p> | <p>Assist and observe the City make the migration of final accepted configuration from the development environment to City Production environment</p> | Ten (10) business days | Two (2) business days |

| | | | | |
|----|--|--|-------------------------------|------------------------------|
| | <p>processing.</p> <p>EPC installed and configured in Production environment</p> <p>(Original Scope)</p> | <p>City will deploy to Production within 10 City business days to signature of Deliverable Acceptance Form for Deliverable #3 (UAT/Training) or a mutually agreed upon timeline between Contractor and City.</p> | | |
| 10 | <p>Trust Account configuration</p> <p>Two (2) additional reports</p> | <p>Trust Account configuration live in production environment.</p> | <p>Ten (10) business days</p> | <p>Two (2) business days</p> |
| 11 | <p>City live on additional scope from Amendment 1</p> <p>End-to-end payment functionality for electronic payments including credit cards, e-checks from ACA</p> <p>End-to-end payment functionality for electronic payments including credit cards, e-checks from AA (Additional Scenario 3)</p> | <p>"Minimal Citizen Access" process live in production environment</p> <p>End to end payment functionality live in production environment</p> | <p>Two (2) business days</p> | <p>Two (2) business days</p> |

Project Assumptions

- In support of the project, City will:
 - Make available the appropriate subject matter experts to provide needed information, participate in the analysis and verify the accuracy of the information provided.
 - Provide timely and appropriate responses to Contractor's request for information.
 - Provide Contractor with access to its equipment, systems, and personnel to the extent needed to complete the defined Services. Contractor accepts full responsibility for the actions of its representatives while on City information and communications technology resources.
- City will leverage in-place procedures for storage of documents in Accela Automation (access to a pre-existing EDMS configuration).
- City will purchase any necessary software licenses for ePlanCheck prior to the project start.
- The project will include work in two environments, Non-Production and Production.
- City has already installed Accela Citizen Access in all environments that will be used for this effort.
- Accela Citizen Access's existing wrapper and web site integration will be updated and implemented by City.
- City will have modules setup in ACA to reflect those in Accela Automation. These modules are currently primarily setup for search.
- Contractor assumes the City wishes to have a distinct page flow for every record type where there is a distinct smart choice group.
- City will not use the shopping cart feature.

Project Management and Oversight

Contractor shall provide a project manager for services throughout the implementation in order to plan and monitor execution of the project in accordance with deliverables outlined in the Statement of Work. To support the implementation of the Accela Automation software at City, Contractor shall provide Project Management services throughout the duration of the project. The designated Project Manager will not be removed or substituted without prior approval of the City. Generally these services include the following:

- Project plan management using Microsoft Project,
- Project document management using Accela Hosted project site,
- Issue log management and escalation,
- Status reporting,
- Change order management,
- Project workspace management,
- Resource management (to include staffing the team at the initial outset of the contract),
- Executive project oversight and quality assurance is provided by Contractor's Director of Services.

By mutual agreement, some project management tasks may be shared between the Contractor's Project Manager and City Project Manager. Project Management tasks may be done remotely, at Contractor's and City's discretion.

City has the right to ask for a replacement if tasks performed by the Contractor's Project Manager do not meet the City's expectations. City acknowledges that a request to replace the Project Manager may incur project schedule risks. It may incur an additional carrying cost which shall result in a change order. It may incur an additional cost which be managed through the change order process which shall define the scope change, additional cost and schedule changes.

The City's project team responsibilities include adherence to the approved project plan and the completion by stated due dates, responding to clarifying questions, reviews and approvals within the designated timeframe or with timeliness.

Acceptance of work products shall be given or rejection of the work product shall be stated within the time period designated as the acceptance period.

The project schedule is managed using Microsoft Project. Should any tasks slip behind schedule ten (10) business days, Contractor and City will escalate according to the Escalation. Additionally, in the event there are any project delays or concerns that could not be resolved by either the Contractor or City's project management team, escalation to the City's IT Management team must occur within five (5) days of identified delay or concern. Escalation from the City to Contractor will begin with the Contractor Project Manager. Contractor Project Manager will escalate to the Add-On Segment Manager. If the delay or concern continues for an additional five

(5) days then the Contractor's Project Manager and Add-On Segment Manager will escalate to Contractor's Director of Services. The City will concurrently escalate to their IT and Business level leadership.

Contractor Responsibilities:

- Contractor shall provide a weekly status report and meeting in WebEx and written formats.
- Contractor shall provide an updated project schedule at least monthly to the City's Steering Committee.
- Contractor shall provide a project website to share documents and track issues.
- Contractor shall initially draft any change order on our standard change order form and then work with the City to mutually approve and finalize the terms.
- Contractor shall plan, schedule, coordinate and track the implementation with City
- Ensure that the project team stays focused, tasks are completed on schedule
- Identify and mitigate issues and risks and escalate as needed in a timely manner
- Collaborate closely with City Project Manager
- Contractor Executive Oversight shall provide high level oversight and quality assurance throughout the project. Contractor's Director of Services is responsible for Executive Oversight.
- Contractor Executive Oversight shall assist in removing project execution obstacles
- Contractor Executive Oversight shall resolve issues and risks escalated by the Contractor Project Manager

City Responsibilities:

- City shall provide a primary point of contact
 - Primary point of contact (ex. City Sponsor, City Project Manager, etc.) shall act as vocal and visible project champion. This person(s) shall also work to remove project obstacles.
- City shall have a core project team that shall be involved in the majority of project activities
- City primary point of contact (ex. Project Manager) shall ensure that the core project team stays focused, tasks are completed on schedule
- Collaborate closely with Contractor Project Manager
- Provide project priorities throughout the project
- Identify and mitigate issues and risks and escalate as needed in a timely manner

Assumptions:

- Contractor's Project Manager will provide a weekly status meeting via WebEx an estimated 20 times (or 20 weeks).
- City shall provide core project team representation at the weekly status meeting.
- City core project team, technical and functional, shall be available throughout the project to attend meetings.
- Issues and risks shall be discussed weekly at the weekly status meeting.

Record Type/Workflow Consolidation

Analysis

Contractor will work with City to understand the record type/workflow consolidation requirements. Contractor will document the to-be state and the software changes required to meet the to-be state.

Associated Deliverable: #2

Contractor Responsibilities:

- Perform analysis on a maximum of 17 existing record types that will be consolidated to a maximum of 4 new record types
- Analyze and document approach for implementation of 4 new workflow processes to be used on the new record types
- Analyze and document approach for implementation of 4 new consolidated ASI groups to be used on the new record types.
- Contractor will meet with City on-site for initial analysis of the processes, as well as conduct follow up meetings remotely to clarify any business requirements.
- Contractor will produce a written Record Consolidation Specification Document as the basis for configuration.

City Responsibilities:

- The City will select decision makers to approve the documents and make them available so as not to delay the schedule.
- City will review the documents to ensure the business requirements needed for configuration were properly captured.
- City will review the documents according to the agreed deliverable schedule and acceptance criteria.

Assumptions:

- This analysis will cover record types, workflow, and application specific information (ASI) groups. All other configurations to be used on the new record types will be inherited from the source record types (fees, security settings, smartchoice groups, etc.).

Configuration

Contractor will configure the software according to the approved Record Consolidation Specification Document.

Associated Deliverable: #3

Contractor Responsibilities:

- Contractor will configure the software in the non-production environment
- Contractor will use the approved Record Consolidation Specification Document as the basis for configuration.
- Contractor will provide City a list of all the "Global Settings" that are affected by this new configuration
- Contractor will demonstrate record types that were configured in non-production environment

City Responsibilities:

- City will review the configuration according to the agreed deliverable schedule and acceptance criteria.

Migrate from 1.X to 3.0 Master Script Versions

Associated Deliverable: #4

Contractor Responsibilities:

- Contractor will analyze and deliver an updated script package to support Master Scripts 3.0, including:
 - Analysis of existing EMSE Event scripts
 - Delivery of a customized master script 3.0 deployment package
- The script package will contain all scripts for the City (standard choices) converted to JavaScript files and functions. The conversion process will consist of optimizing and formatting the code properly, as well as converting redundant code into functions as deemed necessary.
- The script package will be a repository of the converted scripts
- The script package will include custom/modified functions to a separate INCLUDES_CUSTOM file
- Delivery of an analysis document that describes modifications and suggestions for script improvement, as well as deployment instructions
- Scripts in the script package will be unit tested for proper JavaScript syntax by Contractor prior to installation in City's development environment.
- A Source code repository is not included. If source code control is desired, the City will need to provide one of their choosing. Accela Automation 7.3.3 Service Pack 2 supports integration with GIT and Subversion protocols for source code control. Prior to this version, scripts must be manually copied from the repository to Accela Automation
- Contractor will provide defect resolution and testing support for the Master Scripts 3.0 upgrade, including:
 - Deployment Support - Contractor will instruct City on how to deploy the updated scripts and respond to any issues that arise from their deployment
 - Testing Support - Contractor will respond to issues that arise during City testing of the new scripts and resolve any issue arising from the script upgrade
- See Exhibit E for Sample Deliverables

City Responsibilities:

- Provide data manager extract of the current production scripting configurations (events, scripts, and standard choices)

- Minimize edits to production scripts during the conversion process. Track any edits that are made and implement manually after the 3.0 script deployment.
- With Contractor assistance, implement and test the deployment package in a non-production environment
- With Contractor assistance, implement the deployment package in the production environment

Go-Live on Record Type Consolidation

Associated Deliverable: #5

Contractor Responsibilities:

- City with the help of Contractor will migrate the Contractor configuration to the Contractor Production environment.
- Contractor will provide a list of configuration elements to migrate.

City Responsibilities:

- The City will provide all necessary environment access.
- In support of User Acceptance Testing, the City will:
 - Develop use cases / test cases needed to test the configuration.
 - Allocate appropriate staff to the testing effort to ensure that the system is operating per signed specifications and ready for the move to production.
- City will review the configuration according to the agreed deliverable schedule and acceptance criteria.
- City will migrate to Production environment within 10 City business days of successful testing, or a mutually agreed upon timeline between Contractor and City.

Assumptions:

- UAT will be conducted in the Non-Production environment.
- Contractor will support City IT Admin staff and Project Core Team staff
- City and Contractor will mutually agree on the escalation and communication procedures.
- City and Contractor will mutually agree on a schedule for migration and testing to minimize impact to their users.
- Contractor will WebEx and watch as City performs migration to production environment and assist or give guidance as necessary.
- The City will be on at least Accela Civic Platform version 7.3.3.9 prior to deployment

Electronic Document Review + EPC and Accela Citizen Access

This section describes the tasks, responsibilities and assumptions that will enable submissions, review and markup of documents for up to 4 business processes (workflows) across 4 record types in the DevServices Module within City's current configuration. Contractor will work with City to identify business requirements for EDR configuration:

- Documents that will be submitted online through Accela Citizen Access and Accela Automation as part of the review process.
- City workflows associated with the document review process.
- Requirements for workflow tasks / statuses / assignments for each role (e.g. intake personnel, plan reviewers, plan processors / approvers, etc.) in support of City workflow.
- Versioning of documents submitted / reviewed.
- Process steps within City's workflow associated with reviewing the plan.
- Requirements for notifications via email.
- Stamps to be used on submitted documents.
- Information that will be exposed to the public via Accela Citizen Access.

Contractor will work with City staff to implement Accela Citizen Access (ACA) online applications across one module that will accommodate EDR.

Contractor will conduct the following activities in support of the EDR/ACA original implementation:

EDR Analysis

Contractor will work with City to understand its document submission and approval process for up to four (4) processes in order to enable the Accela Electronic Document Review configuration to work effectively with City's workflow.

Associated Deliverable: #6

Contractor Responsibilities:

- Contractor will meet with City on-site for initial analysis of the processes, as well as conduct follow up meetings remotely to clarify any business requirements.
- Contractor will produce a written Accela Electronic Document Review Specifications Document as the basis for configuration.

City Responsibilities:

- City will review the documents to ensure the business requirements needed for configuration were properly captured.
- City will review the documents according to the agreed deliverable schedule and acceptance criteria.

ACA Analysis

Associated Deliverable: #6

Contractor Responsibilities:

- Contractor will work with City to review existing Accela Citizen Access configuration and work with City to define configuration To-Be requirements to enable online applications
 - Create the configuration specification for Accela Citizen Access based on analysis with the City for up to the following items:
 - One ACA Module setting
 - City already has this module implemented in ACA with view only access for users. They intend to implement an online application submittal in this existing module to support Electronic Document Review.
 - Up to seven (7) Page flows to support the EDR processes/workflows – a page flow is a set of pages representing the application process for online applications. It is possible for one page flow to be utilized by multiple records.
- Contractor will produce an Accela To-Be Configuration Document as the basis for configuration.

City Responsibilities:

- City will review the documents to ensure the business requirements needed for configuration were properly captured.
- City shall review the configuration documentation submitted by Contractor and shall respond "Accepted, "Accepted with Minor Issues", or "Not Accepted Due to..."

Assumptions:

- The City will select decision makers to approve the documents and make them available so as not to delay the schedule.

EDR Installation

Associated Deliverable: #7

Contractor Responsibilities:

- Contractor, with the supervision of City's IT staff, will install all the documented software to integrate ePlanCheck with Accela on two environments: One Non-Production – Development and one Production.
- Contractor will provide oversight to the City as they install EPC on the Production environment. City will use the knowledge gained by observing Contractor install the software on one Non-Production environment.

City Responsibilities:

- ePlanCheck and other necessary software components (example: MS SQL Server) must be purchased by City.
- City will install EPC on production environment

Assumptions:

- City will have an Electronic Document Management System (EDMS) installed and configured (access to a pre-existing EDMS configuration) prior to the contract period of performance.
- The EPC install is on one web server per environment, not multiple load balanced web servers.
 - The integration with Accela and EPC requires a one for one match of environments (i.e. Accela Dev environment integrates with an EPC Dev environment, Accela Production environment integrates with an EPC Production environment). The integration does not recommend having two Accela Non-Production environments integrate with one EPC Non-Production environment.

ACA Configuration

Associated Deliverable: #7

Contractor Responsibilities:

- Contractor will configure up to 7 page flows and 1 module settings in the non-production environment.
- The configuration of page flows will include custom or instructional text for the components being used in the online application.
 - For usage of any ASI components this will include the configuration of instructional text, watermarking, and/or labels.
- Contractor will configure record type settings to enable the online applications in the non-production environment.
- Contractor will configure instructional text as related to the components used in the modules and disclaimers in the non-production environment.
- Contractor will provide one page flow script that will force the user to submit the require documents at the Attachments component.

City Responsibilities:

- Modifications to, Address – Parcel - Owner (APO), Contacts, Licensed Professionals needed to configure those components in the ACA page flows will be the responsibility of the City prior to configuration.
- City, with the help of Contractor, is responsible for configuring the ACA global settings
- City will be responsible for configuring global ACA Email settings for ACA users, to include registration email, password reset, lock account, associate LP or contact, etc. Contractor will only be configuring emails in Accela Automation if it is related to an EDR event script.
- City will configure any page flows, module settings or components that are not migrated from the non-production environment, into the production environment.

Assumptions:

- Any global setting that needs to be modified for this project will be discussed in detail with City and after understanding and communicating impacts we will document and move forward.
- The scoped configuration of the page flow does not include page flow scripting (expect for the one indicated above) or expression scripts.
- Any required reports work (new reports, exposing existing reports to ACA) are not part of this task but are part of the estimated Time & Materials tasks estimated in Table 2.

EDR Configuration

Contractor will configure to allow for electronic document review in City's current workflows.

Associated Deliverable: #7

Contractor Responsibilities:

- Contractor will use the Accela Electronic Document Review Specifications Document as the basis for configuration.
- Contractor will provide City a list of all the "Global Settings" that are affected by this new configuration

- Potential items for Contractor to configure to enable EDR:
 - Standard choices: Document Status, Document Review Status, Virtual Folders, EDMS, External Doc Reviews, External Reviewers
 - User Groups: activate FIDs to allow for EDR
 - Attachments: Document group codes and document types
 - Workflow: Add workflow tasks to allow for Plans Distribution and Plans Consolidation (if necessary)
 - Record/Application Type: Set document group code
 - Workflow email notifications: setup notifications (as needed)
 - EDMS security policy: set document security for ACA Public Users
 - Checklists: create document review checklists (if necessary)
 - Configuring Third Party Document Review Tool
 - Configuring standard comments
 - Creating a corrections report
 - Configuring the shared data mapping fields

City Responsibilities:

- City will make any adjustments to Fees that might change with introducing EDR

Assumptions:

- Contractor will demonstrate working functionality on at least all four (4) record types before the User Acceptance Testing (UAT) phase will begin.
- Configuration does not include adjustments to fee schedules
- EDMS (such as, ADS) will be configured and operable in AA prior to configuration. Contractor is expecting a back office user to be able upload documents to a record. The documents will be stored in an EDMS connected to Accela Civic Platform.

EDR Scripting

Associated Deliverable: #7

Contractor Responsibilities:

- Contractor will provide up to 4 Module level scripts. City and Contractor will mutually agree on the 4 module level EMSE scripts to develop. Here are four common examples.
 - 1) WorkflowTaskUpdateAfter (WTUA): Email the applicant when revisions/resubmittals are required OR when the application is approved.
 - 2) DocumentUploadAfter (DUA): When awaiting a revision/resubmittal, when the document is uploaded, the workflow task status for Application Submittal will be updated AND optionally City staff can be notified.
 - 3) DocumentReviewUpdateAfter (DRUA): When the Document Review Status is modified it will automatically update the Plan Review workflow task, alleviating the staff from having to update both.
 - 4) External Doc Review Completed (EDRC): This event is fired by the Automation API that is called by the 3rd party application for the check-in action. Agencies can use it to script the document status update on the current reviewed version.

City Responsibilities:

- City will provide Accela access to configure the above items.
- City will provide approval for the use of the above scripts. Any scripts required beyond the scope will require a change order.

Assumptions:

- The creation/configuration of Accela Electronic Document Review scripts will build on the configuration, record types, and workflow tasks City already has in place or Contractor modifies to allow for EDR. City can elect to modify the other aspects of their existing workflows to better accommodate scripting, but will do so at the risk of the schedule.
- Where applicable Contractor will recommend Module level scripts instead of record type specific scripts. This generally is recommended to minimize the sustainment effort on the part of City.
- These event scripts are built once and then repeated across modules as desired. Contractor will change the variables across modules.

- Building these event scripts, assumes the variables of application status or workflow task status is consistent for the Module for all workflows.
- Scripting for document assignment is not scoped and would require a change order for additional budget.

ACA User Acceptance Testing (UAT)

Associated Deliverable: #8

Contractor Responsibilities:

Contractor will work with City in the testing and validation of the configuration to ensure its readiness to be migrated to Production. As City staff executes testing activities during the UAT process, Contractor will address and rectify issues discovered. Contractor will provide an issue tracking list in the project portal to facilitate the documentation of the issues.

City Responsibilities:

- In support of User Acceptance Testing, City will:
 - Develop use cases / test cases needed to test the configuration.
 - Allocate appropriate staff to the testing effort to ensure that the system is operating per signed specifications and ready for the move to production.
- City shall review and test work submitted by Contractor and shall respond "Accepted, "Accepted with Minor Issues", or "Not Accepted Due to..."

Assumptions:

- City will be ready to test immediately following end user training of EDR which includes ACA application intake.
- UAT will be conducted in the Non-Production environment.
- UAT will last one week.
- City and Contractor will mutually agree on the escalation and communication procedures.

EDR User Acceptance Testing (UAT)

Associated Deliverable: #8

Contractor Responsibilities:

- will provide City with sample test cases (best practices for Accela EDR)
- Contractor will work with City in the testing and validation of the configuration to ensure its readiness to be migrated to Production. As City staff executes testing activities during the UAT process, Contractor will address, research, and/or rectify issues discovered.
- Contractor will provide an issue tracking list in the project portal to facilitate the documentation of the issues.

City Responsibilities:

- City will modify tests scripts to "fit" the business needs
- In support of User Acceptance Testing, the City will:
 - Develop use cases / test cases needed to test the configuration.
 - Allocate appropriate staff to the testing effort to ensure that the system is operating per signed specifications and ready for the move to production.
- City will review the documents according to the agreed deliverable schedule and acceptance criteria.

Assumptions:

- UAT will be conducted in the Non-Production environment.
- UAT will last one week.
- City will be ready to test immediately following the core project team training.
- City and Contractor will mutually agree on the escalation and communication procedures.

Training for Configuring and EDR Administration

Associated Deliverable: #8

Contractor Responsibilities:

- Contractor will provide EDR admin knowledge transfer via a WebEx session using City Non-Production environment. This will include the core configuration of the ePlanCheck and Accela software that is essential to the integration. Contractor will record the session for future viewing by City.
- Contractor will also provide written documentation for EPC admin training to the core project team.

City Responsibilities:

- City is responsible for providing Accela configuration maintenance staff (i.e., train the trainer or IT staff)

Assumptions:

- Software dependencies will be installed prior to any configuration or training.
- Training will occur remotely as group training with the core project team up to 12 participants.

EDR End-User Training

Associated Deliverable: #8

Contractor Responsibilities:

- Contractor will provide EDR user training (one class for a total of up to 12 participants) to the core project team. Typically these participants will be conducting User Acceptance Testing (UAT) immediately concluding training. Train the trainer staff is recommended for this City.
- Contractor will provide EPC training in written documentation in addition to those elements that integrate the two software platforms.

City Responsibilities:

- City will provide suitable facilities, hardware, software and supporting equipment required for training – including fully configured workstations.

Assumptions:

- Training participants will already have been trained in Accela Automation.
- Training will focus on leveraging the functionality of Accela EDR.
- The training schedule will be drafted based on mutual agreement of Contractor and the City.
- Additionally, Contractor and City will mutually agree to remote training or on-site training.
- Training will be conducted in the Non-Production environment.

ACA Deployment Support

Associated Deliverable: #9

Contractor Responsibilities:

- Contractor will provide a list of configuration elements to migrate.
- Contractor will manually move any items not covered by the Data Manager tool in the production environment.

City Responsibilities:

- City will provide all necessary environment access.
- City, with the help of Contractor will migrate the Accela non-production configuration to the production environment.
- City, with the help of Contractor will migrate the Accela configuration to the production environment.
- City, with the help of Contractor will move any items not covered by the Data Manager tool into the production environment.
- City shall review and test work submitted by Contractor and shall respond "Accepted", "Accepted with Minor Issues", or "Not Accepted Due to..."
- City will migrate to Production environment within 10 City business days of signature of Deliverable Acceptance form for Deliverable #3 (UAT/Training) or a mutually agreed upon timeline between Contractor and City.

Assumptions:

- Contractor will support City IT Admin staff and not directly support the end users.
- City and Contractor will mutually agree on a schedule for migration and testing to minimize impact to their users.
- Contractor will WebEx and watch as City performs migration to production environment and assist or give guidance as necessary.

EDR Deployment Support

Associated Deliverable: #9

Contractor Responsibilities:

- City with the help of Contractor will migrate the Accela configuration to the Accela Production environment.
- City with the help of Contractor will migrate the EPC configuration to the EPC Production environment.
- Contractor will provide a list of configuration elements to migrate.

City Responsibilities:

- The City will provide all necessary environment access.
- City shall review and test work submitted by Contractor and shall respond "Accepted," "Accepted with Minor Issues", or "Not Accepted Due to..."
- City will migrate to Production environment within 10 City business days of signature of Deliverable Acceptance form for Deliverable #3 (UAT/Training) or a mutually agreed upon timeline between Contractor and City.

Assumptions:

- Contractor will support City IT Admin staff and Project Core Team staff
- City and Contractor will mutually agree on a schedule for migration and testing to minimize impact to their users.
- Contractor will WebEx and watch as City performs migration to production environment and assist or give guidance as necessary.

Additional "Scenario 3" Tasks

Trust Account Configuration

City customers can deposit money into a trust account that the customer can draw from when they need to pay fees for an application. This is helpful for customers that have a large amount of work they regularly perform in your jurisdiction, such as contractors or developers. Accela Automation allows you to set up trust accounts for address, parcels, licensed professionals and contacts. The trust account functionality allows you to establish and maintain trust account information, perform trust account transactions, and print trust account reports.

Associated Deliverable: #10

Contractor Responsibilities:

- Perform analysis with City to determine trust account requirements
- Configure the software (AA and ACA) to meet the City requirements. Configurations could include:
 - Configuration of trust account functionality in AA and ACA as needed
 - Modification of permissions/consoles to allow access to trust account functions
 - Provide up to two reports to support trust account functionality.
- Contractor will meet with City (on-site or remotely) for initial analysis of the processes, as well as conduct follow up meetings remotely to clarify any business requirements
- Contractor will configure the software in the non-production environment
- Contractor will provide a list of configuration elements to migrate.
- Contractor will provide City a list of all the "Global Settings" that are affected by this new configuration

City Responsibilities:

- The City will provide all necessary environment access.

- City will migrate to Production environment within 10 City business days of successful testing, or a mutually agreed upon timeline between Contractor and City.
- City will review the configurations according to the agreed deliverable schedule and acceptance criteria.

End-to-end payment functionality for electronic payments including credit cards, e-checks from Citizen Access as well as Accela Automation

Associated Deliverable: #11

Contractor Responsibilities:

- Perform analysis with City to determine payment requirements
- Configure the software (AA and ACA) to meet the City requirements. Configurations could include:
 - Configuration of payment adapter
 - Configuration of payment configurations in AA/ACA
 - Configuration of trust account functionality in ACA
- Any required reports (receipts, etc.) are not part of this task but are instead part of the Time & Materials tasks estimated in Table 2.
- Contractor will meet with City (on-site or remotely) for initial analysis of the processes, as well as conduct follow up meetings remotely to clarify any business requirements
- Contractor will configure the software in the non-production environment
- Contractor will provide a list of configuration elements to migrate.
- Contractor will provide City a list of all the "Global Settings" that are affected by this new configuration

City Responsibilities:

- The City will provide all necessary environment access.
- City will migrate to Production environment within 10 City business days of successful testing, or a mutually agreed upon timeline between Contractor and City.
- City will review the configurations according to the agreed deliverable schedule and acceptance criteria.

"Minimal Citizen Access" Intake Process

The City requires a simplified intake process in ACA. The ACA user will submit a generic request for a record. A City user will review this request and its associated data to determine the record type that the user is requesting. Once selected, a new record (of the correct type) will be created and the ACA user will be notified (via email) of the new information. The ACA user will then be able to continue data entry of the correct record type. For more information, see Appendix D for a mock up.

Associated Deliverable: #11

Contractor Responsibilities:

- Perform analysis with City to determine the "minimal citizen access" process requirements
- Configure the software (AA and ACA) to meet the City requirements. Configurations could include:
 - Configuration of a generic record type
 - Configuration of workflow to enable processing of this record
 - Configuration of security to allow access to this record
 - Configuration of scripts to automate the cloning and notification aspects of the process
- Any required reports are not part of this task. Instead T&M hours from Table 2 will be required to develop these reports.
- Contractor will meet with City (on-site or remotely) for initial analysis of the processes, as well as conduct follow up meetings remotely to clarify any business requirements
- Contractor will configure the software in the non-production environment
- Contractor will provide a list of configuration elements to migrate.
- Contractor will provide City a list of all the "Global Settings" that are affected by this new configuration

City Responsibilities:

- The City will provide all necessary environment access.
- City will migrate to Production environment within 10 City business days of successful testing, or a mutually agreed upon timeline between Contractor and City

- City will review the configurations according to the agreed deliverable schedule and acceptance criteria.

EXHIBIT D
SPECIFIC SCOPING DETAILS AND ASSUMPTION, TIME AND MATERIALS TASKS

All Time and Materials tasks will be managed via a SharePoint List. When logging time spent on T&M tasks, All Contractor resources will include the numeric ID of the corresponding task in the list. A timesheet report will be generated weekly to communicate this information to the City.

Report Services

Contractor's technical staff will work with the City Staff to create and/or modify reports in order to support the Record Consolidation tasks.

Contractor Responsibilities:

- Contractor will review reports delivered by the City in order to support the Record Type consolidation tasks. Based on this review, Contractor will replicate the report (or expand the record selection criteria) to support the new consolidate record types. It is estimated that this effort will take 2 hours per report, assuming that no other changes are required.
- Contractor will develop new reports as requested by the City.

City Responsibilities:

- Provide timely and appropriate responses to Contractor's requests for information.
- Provide report files to be modified/replicated
- Provide specifications of any required new reports

Assumptions

- City has 55 reports to be reviewed/replicated/updated.
- All reports will be written using SSRS.

Script Services

Contractor's technical staff will work with the City Staff to create and/or modify scripts in order to support the Record Consolidation tasks.

Contractor Responsibilities:

- Contractor will review City scripts in order to support the Record Type consolidation tasks. Based on this review, Contractor will replicate the script (or expand the script selection criteria) to support the new consolidated record types. It is estimated that this effort will take 1 hour per script, assuming that no other changes are required.

City Responsibilities:

- Provide timely and appropriate responses to Contractor's requests for information.

Assumptions

- City has 138 scripts to be reviewed/replicated/updated.

User Acceptance Testing (UAT) Support and Go-Live Support on Record Type Consolidation

Contractor Responsibilities:

- Contractor will work with City in the testing and validation of the record type consolidation configuration to ensure its readiness to be migrated to Production. As City staff executes testing activities during the UAT process, Contractor will address, research, and/or rectify issues discovered.
- Contractor will provide an issue tracking list in the project portal (SharePoint – provided by Contractor at the start of the project) to facilitate the documentation of the issues.

Figure 3: Sample of standard choices converted to JavaScript

```

    applyChoice()
    formatChoice()

    // getLink()
    applyChoice()
    formatChoice()

```

Figure 3

Figure 4: Screenshot of data manager package

Scripts

View Selected Only

| <input type="checkbox"/> Script Code | Script Title |
|--|---------------------------------|
| <input checked="" type="checkbox"/> ASA:LICENSES/COMPLAINT/"/ | ASA:LICENSES/COMPLAINT/"/ |
| <input checked="" type="checkbox"/> ASB:BUILDING/BOILER/INSURANCE INSPECTOR/NA | ASB:BUILDING/BOILER/INSURANCE |
| <input checked="" type="checkbox"/> ASB:BUILDING/COMBO/"/ | ASB:BUILDING/COMBO/"/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/BOILER/INSURANCE INSPECTOR/ | ASIA:BUILDING/BOILER/INSURANCE |
| <input checked="" type="checkbox"/> ASIA:BUILDING/BOILER/NA/ | ASIA:BUILDING/BOILER/NA/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/BUILDING/"/ | ASIA:BUILDING/BUILDING/"/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/COMBO/"/ | ASIA:BUILDING/COMBO/"/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/ELECTRICAL/CONTRACTOR/NA | ASIA:BUILDING/ELECTRICAL/CONTR |
| <input checked="" type="checkbox"/> ASIA:BUILDING/ELECTRICAL/RESIDENTIAL/ | ASIA:BUILDING/ELECTRICAL/RESIDE |
| <input checked="" type="checkbox"/> ASIA:BUILDING/ELEVATOR/"/ | ASIA:BUILDING/ELEVATOR/"/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/MECHANICAL/"/ | ASIA:BUILDING/MECHANICAL/"/ |
| <input checked="" type="checkbox"/> ASIA:BUILDING/PLUMBING/"/ | ASIA:BUILDING/PLUMBING/"/ |
| <input checked="" type="checkbox"/> ASIA:LICENSES/"/ | ASIA:LICENSES/"/ |
| <input checked="" type="checkbox"/> ASIA:LICENSES/BOILER OPERATOR/"/ | ASIA:LICENSES/BOILER OPERATOR/ |
| <input checked="" type="checkbox"/> ASIA:LICENSES/CRANE AND HOIST OPERATOR/"/ | ASIA:LICENSES/CRANE AND HOIST (|
| <input checked="" type="checkbox"/> ASIA:LICENSES/FIRE PROTECTION/LICENSE/ | ASIA:LICENSES/FIRE PROTECTION/L |

Figure 4

Figure 5: Sample recommendations after script code analysis

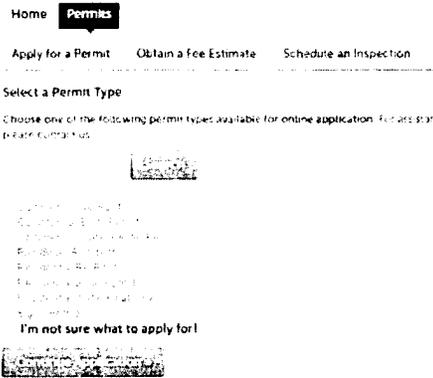
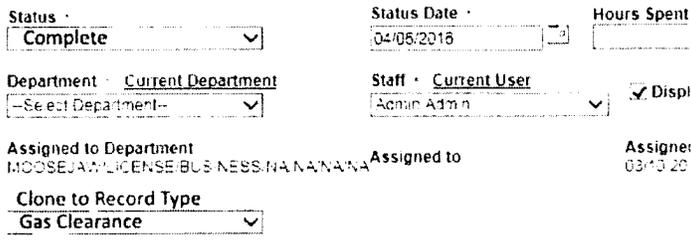
RECOMMENDATIONS

Some recommendations on the existing code are as follows:

- There are 654 script lines used to create outgoing emails. There is new email template functionality that can be used which would make management of these emails much easier. See the V360 Admin -> Notification Template feature for more information. The number of scripts used to send these emails could be dramatically reduced.
- The *addFee* function is used in events other than ApplicationSubmitAfter. This means that the fee could be added more than once to the same record. Consider using *updateFee* which will increment the units on a non-invoiced fee to prevent creating duplicates.
- There are many comments embedded in the script controls. Using the 2.0 master script

Figure 5

EXHIBIT F: "Minimal Citizen Access" Intake Process Concept

| | |
|--|---|
| <p>New record type is created for the "Minimal Citizen Access Process". This record is made available in ACA.</p> <p>We could also create a "deep link" so that a hyperlink directly into this record could be placed on the main City site.</p> |  |
| <p>This record type has minimal intake information – as much as needed for Chandler staff to determine the proper record type.</p> <p>The information about the contact is captured based on their ACA login. Alternatively, we can ask for the contact information.</p> <p>Information about the address/parcel/owner can also be captured.</p> | <p>Detail Information</p> <hr/> <p>Project Name:</p> <p>* Description of Work:</p> |
| <p>The online user submits the record.</p> | |
| <p>In the back office, a workflow task is activated for staff to triage this incoming request. They review the information submitted, call the user if needed, then select the proper record type from a dropdown list on the workflow task.</p> |  |
| <p>After the workflow is submitted, a new record is created of the selected type (in this case, Gas Clearance) and all details submitted by the online user are copied to it.</p> | |

The new record appears in the ACA user's record list, with two possibilities:

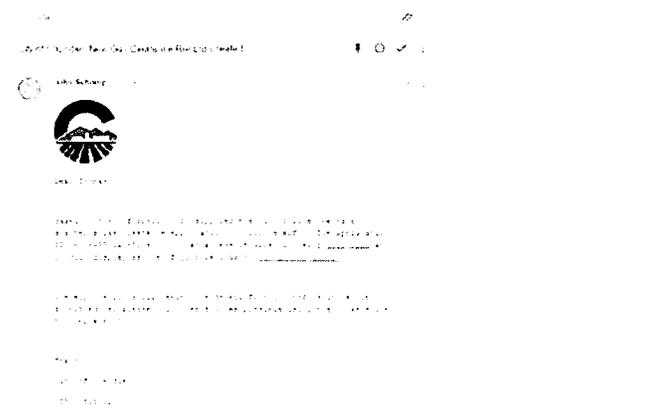
Option 1: The new record is a "temporary" record, just as if the user began to submit the application online and can continue filling out the form. This is useful if there is additional data we would like the applicant to fill out. The user can click on "Resume Application" to continue filling out the form.

Option 2: the new record is a "real" record, and is considered final. The user can still pay fees, schedule inspections, etc., but the data within the record is final.

Records

| Created | Expires | Record Type | Record Name | Address | Site | Area |
|------------|--------------|---------------------|-------------|---------|------|------|
| 04-05-2016 | 12/31-000743 | Commercial Re-Proof | | | | |

The online user can also be automatically emailed information about the new record, including a hyperlink directly into ACA to view/edit the record.





Chandler • Arizona
Where Values Make The Difference

DATE: May 19, 2016

TO: Mayor and Council

SUBJECT: Master Services Agreement (MSA) No. 3547, Amendment No. 1, for an electronic document review system with Accela, in the amount of \$153,981

The corresponding agreement amendment and supporting documentation shall be available by Wednesday, May 25, 2016.



**PURCHASING ITEM
FOR
COUNCIL AGENDA
Memo No. TDA16-075**

1. Agenda Item Number:

2. Council Meeting Date:
May 26, 2016

TO: MAYOR AND COUNCIL

3. Date Prepared: May 11, 2016

THROUGH: CITY MANAGER

4. Requesting Department: Transportation & Development

5. SUBJECT: Amendment No. 1 to Agreement 3547 for Master Services Agreement (MSA) for an Electronic Document Review System

6. RECOMMENDATION: Staff recommends City Council approve Amendment No. 1 to Master Services Agreement (MSA) No. 3547 for an electronic document review system with Accela for a revised not to exceed contract amount of \$262,026 and authorize the transfer of General Fund appropriation from the Transportation & Development Department to the Information Technology Oversight Committee in the amount of \$29,717.

7. BACKGROUND/DISCUSSION: The City utilizes the Accela Civic Platform for processing permits and inspections as well as code enforcement. Currently, the City's plan review process is manual and requires multiple paper copies of construction plans. The existing process does not take advantage of today's electronic plan review technology and does not offer on-line plan submittal options for customers.

Providing an option for on-line plan submission and plan review will reduce the need for paper plans, lower overall submission costs, provide for receiving comments from City staff electronically, and help to streamline the overall plan review process. An electronic document review module will be added to the existing Accela Civic Platform, which will integrate with the electronic plan review solution (ePlanCheck). Likewise this will also integrate with the existing Electronic Document Management System (EDMS), where all plans and supporting documents will be stored. Modifications to the interactive voice response (IVR) system will be needed to schedule inspections by telephone along with the existing option to schedule inspections on-line.

An internal work team from Transportation & Development, Planning, and Information Technology has been working since the Summer of 2015 on the framework of this project. Additionally, external stakeholders were identified and surveyed to provide feedback on their experience with electronic document submittals. The external stakeholders have also been asked to participate in a pre-launch pilot program in the Fall of 2016, prior to full implementation. The project plan calls for a public launch in December 2016.

During initial discovery performed as part of the development of the business requirements document, several issues and opportunities were identified that would impact the overall success of the project. For example, consolidating the number of plan submittal types will allow the permitting process to be streamlined to better meet the needs of the customer as well as the City. In addition, it was discovered that the existing programming custom to the City's implementation of the Accela Civic Platform needed to be converted to the new version to provide better support and make it easier to make changes in the future. The programming conversion cost is included in this additional scope of work and all Accela Civic Platform modules used by the City will benefit from this conversion, including electronic document review.

Working closely with Accela, staff identified the specific tasks and deliverables that needed to be added to the original scope of work under the MSA to ensure the success of the project. These tasks are referred to as "Scenario 3."

The amount of the original MSA is \$162,675. This included professional services in the amount of

\$108,045. The purchase of ePlanCheck software in the amount of \$45,680 with annual support and maintenance in the amount of \$8,950 was also included in the original scope of work and remains unchanged. The cost associated with the additional scope of work required is \$153,981 including \$50,000 for the programming conversion used by all Citywide Accela Civic Platform Modules. The total project cost is \$316,656.

8. EVALUATION: On January 19, 2016, City Council approved Master Services Agreement No. 3547 for an electronic document review system with Accela in the amount of \$162,675. The original MSA included professional services, software, and support and maintenance.

Amendment No. 1 revises the scope of the original MSA to detail the professional services, tasks and deliverables originally contemplated. The Amendment adds the professional services, tasks, and deliverables of "Scenario 3."

Staff diligently negotiated the scope and fees associated with the additional professional services, tasks, and deliverables of "Scenario 3." The cost of the added work is \$153,981, for a revised not to exceed agreement amount of \$262,026, which includes the previously approved amount of \$108,045 for professional services. The total project cost is \$316,656.

9. FINANCIAL IMPLICATIONS:

Cost: \$153,981 Professional Services (including travel)

| | | | |
|------------------------|--------------------------------|-----------------------------------|---------------|
| <u>Acct. No.:</u> | <u>Fund:</u> | <u>Program Name:</u> | <u>Funds:</u> |
| 401.1285.5219.0.6IC005 | General Gov't Capital Projects | ITOC – Electronic Document Review | \$153,981 |

10. PROPOSED MOTION: Move City Council approve Amendment No. 1 to Master Services Agreement (MSA) No. 3547 for an electronic document review system with Accela for a revised not to exceed amount of \$262,026, and authorize the transfer of General Fund appropriation from the Transportation & Development Department to the Information Technology Oversight Committee in the amount of \$29,717.

ATTACHMENTS: Amendment

APPROVALS

11. Requesting Department

RJZ for

Ron Boose, Building Official, Transportation & Development

13. Department Head

RJZ

R.J. Zeder, Transportation & Development Director

Steven Philbrick

Steven Philbrick, Chief Information Officer

12. Procurement Officer

Rozal McMahon for

Carolee Stees, CPPB

14. City Manager

Marsha Reed

Marsha Reed