Statement of Work
Right of Way Management

Version 1.4

City of San Antonio, TX
Information Technology Division
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Overview

The following is an overview of the Statement of Work to be provided by Carahsoft and Accela Right of Way Management for the City of San Antonio, Texas. The goal of this effort is to:

- Implement the ROWM solution for the City of San Antonio, Texas consisting of the following ROWM functional modules: Utility Coordination, Permit with Workflow, and Document Attachment Management
- Provide a custom online permitting capability for COSA. There is NO additional fees to COSA for Accela to develop this capability.
- Provide a review of agency GIS and project data sources, identify any potential issues, and perform the initial data load / import into the ROWM system.
- Provide assistance in re-defining the business process surrounding the new system.
- Provide training to identified departments and users.

This Statement of Work ("SOW") sets forth a scope and definition of the consulting/professional services, work, and/or project (collectively, the "Services") to be provided by Accela Right of Way Management ("Accela ROWM").

Work Description

Accela ROWM will work with the appropriate agencies to analyze the existing dataset and business process. A new, integrated process will be delivered inclusive of any existing, legacy systems with the new Accela ROWM solution.

Project Schedule

The implementation of ROWM Deliveables 1, 2, and 6 are estimated to be three (3) months. This will include the required training of the customers / users.

The implementation of ROWM Deliverables 3, 4 and 5 and 6 are estimated to be four (4) months. This will include the required training of the customers / users.

The implementation of ROWM Deliverables 7 is estimated to be four (4) months. This will include the required training of the customers / users.

Some of the deliveable implementations and developments will take place in parallel of each other. For example, the development of Deliveable 7 may be in parallel with the other specified deliverables.

Due to the compressed nature of the project schedule, if a Customer-based delay puts the project on hold more than one (1) month, Accela ROWM reserves the right to terminate the contract and new terms will need to be negotiated. If a Customer-based delay puts the project on hold past the termination period, Accela ROWM reserves the right to terminate the contract at the time of the delay.

Payment Terms

Payment Schedule

Accela will perform the Services on a Deliverable payment basis based on: the nature and scope of the Services and associated Deliverables outlined in Appendix A, the expected staffing requirements, project schedule, Accela's and Customer's roles and responsibilities and the other assumptions set forth in this SOW. Accela's total price to perform the Services and provide the Deliverables described in Appendix A is $71,410.00 exclusively of taxes and expenses (the "Fixed-Fee"). The Fixed-Fee price is based on the information available at the time of sighing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Customer shall pay the Professional Services fees, and Platinum Support within thirty (30) days of the Effective Date, and for each Renewal Term.   All invoices are payable via check or wire transfer in US Dollars (USD).

Expenses:

Not applicable.

Contract Sum

The contract sum for Accela ROWM Professional Services implementation fee is priced at a fixed cost of $71,410.00, which includes 386 hours, through Carahsoft's GSA Schedule 70.

Change Order

This SOW is predicated on the timely completion of project milestones. Should completion of milestones slip due to actions out of the control of Accela ROWM resulting in material effort by Accela ROWM in excess of the hours provided for in this document, Accela ROWM will produce a change order for additional hours in support of the scope and deliverables contained herein. Any change order will need to be approved by all involved parties. Change orders will need to be approved within three business days of delivery to avoid a halt of work on the engagement.

General Assumptions

- Customer and Accela will review their respective responsibilities before work begins to ensure that the engagement is a success and can be satisfactorily completed in the appropriate timeframe.
- The current version of the ROWM solution does not have an online permit user interface. Accela will develop a custom online permitting capability for COSA. There is NO additional fees to COSA for Accela to develop this capability.
- All of the ROWM REST APIs are available to the agency to leverage and use to provide additional import, export and interaction capabilities with the ROWM system.
- Configurations and coding not specifically described in this document is the responsibility of the Customer.
- The Customer has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined by this SOW.
- The Customer will provide access to subject matter experts and decision makers in a timely fashion.
- Any additional worked hours over the hours or scope stated in the SOW will require a change order.
- Accela ROWM is not responsible for impacts to project timeline created by dependency on any Customer third party consultants. Timeline changes will result in a change order for extension of Accela ROWM project resources caused by the Customer's third party consultant actions (including availability) resulting in additional time or scope.
- Invoices are due net 30 of the invoice date.

Acceptance:

Accepted By:
City of San Antonio, TX

Accepted By:
City of San Antonio, TX (TCI)

_____
Authorized Signature

_____
Authorized Signature

_____
Name - Type or Print

_____
Name - Type or Print

_____
Title

_____
Title

_____
Date

_____
Date

Accepted By:
Carahsoft Technology Corp

Lorin Hicks
_____
Authorized Signature

Lorin Hicks
_____
Name - Type or Print

Senior Account Manager
_____
Title

12-1-2015
_____
Date

Appendix A follows

Appendix A: Specific Scoping Details and Assumptions

Deliverable 1: Accela ROWM will provide implementation and testing support for Utility Coordination including:
- Accela will create departments and security as defined by the Customer.
- Accela will code custom lifecycles as required by the Customer.
- Accela will include proper facility types and build custom lifecycle as provided by the Customer.
- Testing Support - Accela ROWM will respond to issues that arise during the Customer testing of the new system and resolve any issue accordingly.
- Build custom user attributes.
- Importing of Customer map layer data.

Customer Responsibilities:
- Fully test system and security setup.
- Provide custom lifecycle and custom attribute requirements.
- Finalize format of source data for extract.
- Provide extract of source data files in appropriate format
- Determine requirements for automatic notifications.
- Provide list of Accela ROWM users including department and definition of access.

Acceptance Criteria: The deliverable will be accepted when a routinely successful exchange of the source data is established.

Deliverable 2: Accela ROWM will analyze and assess source data to be integrated into ROWM including:
- Analysis of existing custom user attributes
- Delivery of a data assessment and training on planned data mapping from COSA to ROWM.

Customer Responsibilities:
- Finalize selection of attributes and format of source data for extract.
- Provide (multiple) extracts of source data files in appropriate format.
- Provide list of departments and security needs required for user setup.

Acceptance Criteria: The deliverable will be accepted when the data translation is agreed to by Accela ROWM and the Customer.

Deliverable 3: Accela ROWM will provide implementation and testing support for Permit with Workflow:

- Create departments, ROW permit types and subtypes as necessary, and build/code custom attributes required for integration.
- Develop customized workflows for each of the permit types and subtypes required including:
    - Building workflow tasks
    - Defining custom responses
    - Defining custom conditions
    - Building custom rules
- Build custom inspection types as required.
- Create fee schedule and calculations to mimic current COSA permit fees.

- Review data files and build custom data mapper and test accordingly.
- Import initial round of source data, confirm successful import, and perform any necessary adjustments to mapper.
- Provide Customer testing support and respond to issues that arise during this phase and respond accordingly.

Customer Responsibilities:
- Fully test process for legacy export and ROWM import of data.
- Fully test workflow steps by permit types/subtypes.
- Determine requirements for automatic notifications.
- Provide a list of name(s) of who will be responsible for which workflow task(s).
- Provide list of Accela ROWM users including department and definition of access.
- Provide the most current COSA permit fee schedules
- Provide formulas to calculate fees for closure types of permits.

Acceptance Criteria: The deliverable will be accepted when a routinely successful exchange of the source data, manual data entry, workflow notification and response are established.

Deliverable 4: Accela ROWM will provide implementation and testing for Document Attachment Management including:
- Create document types as defined by the Customer.
- Build security around attachments as required by the Customer.
- Provide Customer testing support and respond to issues that arise during this phase and respond accordingly.

Customer Responsibilities:
- Fully test system and security setup.
- Provide custom lifecycle requirements.
- Determine requirements for automatic notifications.
- Provide list of Accela ROWM users including department and definition of access.

Acceptance Criteria: The deliverable will be accepted when appropriate type(s) of document(s) can be uploaded, stored, accessed, and be associated to the correct permit/project.

Deliverable 5: Accela ROWM will establish security and notifications for Permits with Workflow including:
- Establish appropriate security privilege groupings and apply to users as defined in Deliverable 2.
- Deploy notifications defined in Deliverable 3

Customer Responsibilities:
- Provide Accela ROWM with list of notifications to be implemented.
- Test and verify notification requirements.

Acceptance Criteria: The deliverable will be accepted when notifications are routinely, successfully deployed.

Deliverable 6: Accela will provide training for Permits with Workflow, Document Attachment Management, and Utility Coordination including:

- Accela will conduct web-based training sessions in two hour increments daily for two (2) weeks leading up to go-live.
- Accela may conduct additional web-based training sessions as needed or requested by the customer post go-live within the annual subscription time frame.

Customer Responsibilities:

- Refresh initial data initial import of source data (GIS data and project/permit) prior to training session(s).
- Assist with internal coordination and scheduling of all training sessions.

Acceptance Criteria: The deliverable will be accepted once the training sessions have been completed.

Deliverable 7: Accela will provide an online ROW permiting capability to COSA including:

- Accela will develop a custom online interface / capability to provide COSA the ability to request and submit for online ROW permits and the calculation of the appropriate permit fee(s).
- Accela may conduct additional web-based training sessions as needed or requested by the customer post go-live within the annual subscription time frame.

Customer Responsibilities:

- Fully test the user interface and provide feedback and inputs to Accela's development team as required.
- Fully test the workflow steps to ensure accuracy of the process.
- Provide all appropriate instructional and informational verbiage required for each and all online permit webpages.

Acceptance Criteria: The deliverable will be accepted once the training sessions have been completed.