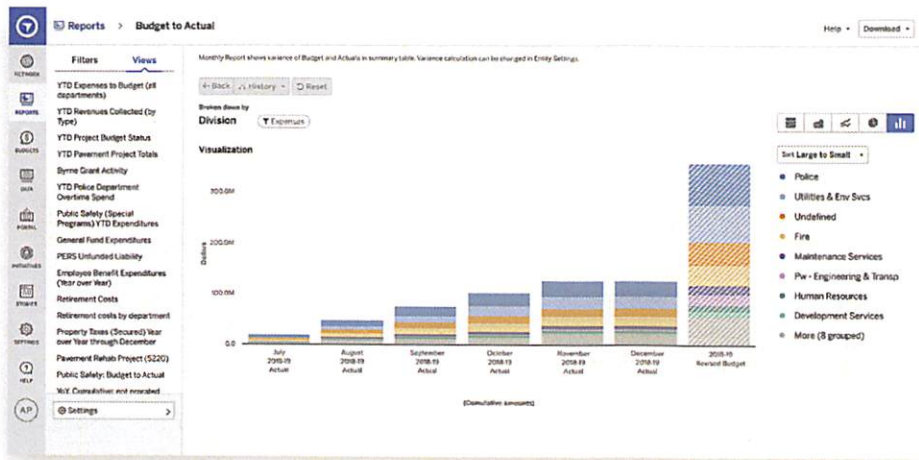


OpenGov Budgeting & Planning

Full-Featured Cloud Budgeting and Planning for Government

Modern Cloud Budgeting and Planning

Budgeting & Planning is a modern, full-featured cloud budgeting solution designed to meet the unique needs of public sector planning and analysis. Trusted by hundreds of forward-thinking governments, Budgeting & Planning is the industry's most collaborative experience for budget process automation, managerial reporting, and public transparency driving more effective planning and strengthening public trust.



The Most Collaborative and Efficient Solution

Powers efficient planning through intuitive end-user experiences, breakthrough communication between offices and departments, and easy-to-configure controls to ensure data integrity.



Operating Budget

Liberate your budgeting from disparate spreadsheets with a unified process that seamlessly ties spending to desired outcomes.



Workforce Planning

Simplify planning for your most complex and important asset - your people - with scenario analysis, advanced position allocations, and integrated budget requests.



Capital Initiatives

Forecast long-term capital expenditures, manage proposals, track performance, and easily keep the public informed of progress.



Online Budget Book

Publish a fully interactive, easily digestible budget book generated directly from your budgeting system, not other software.

↓ 30-50%

Governments using OpenGov's Budgeting & Planning solutions have seen a 30-50% reduction in the time spent creating the budget.

88%

88% of all spreadsheets, including those used to make the budget, have errors.

\$ 1%

Many governments were able to re-allocate 1% of their total budget to strategic initiatives with OpenGov.

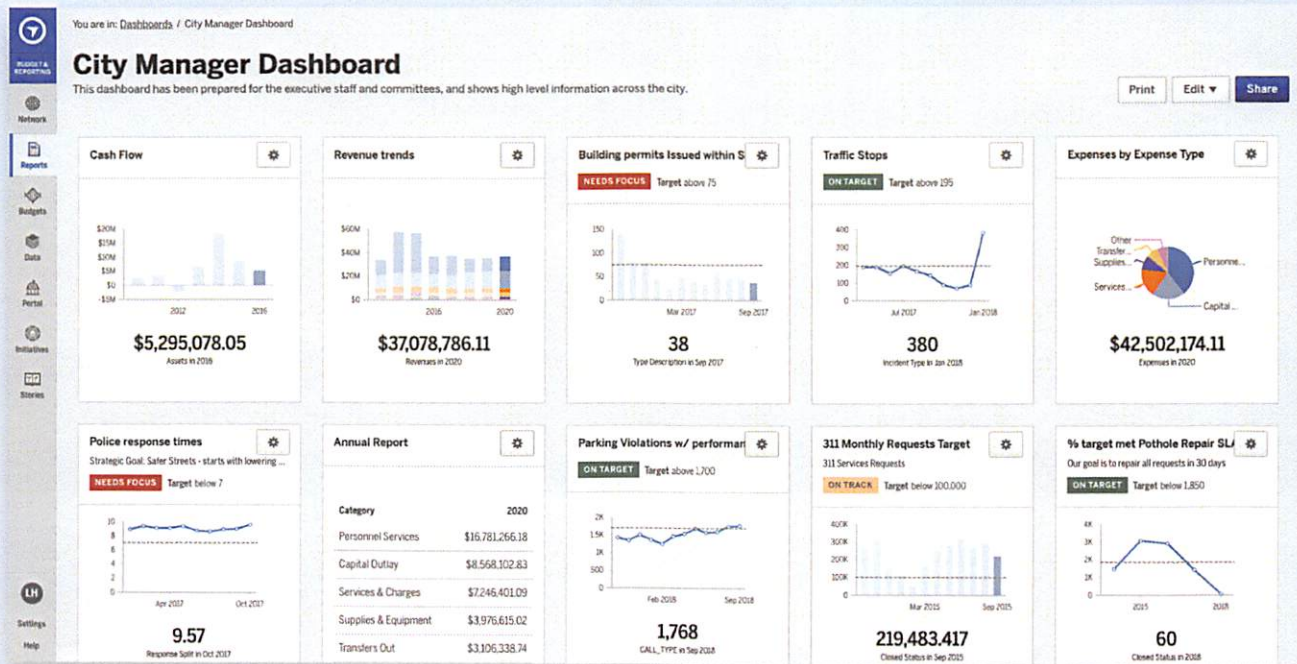
Powered by the Industry-Leading Reporting & Transparency Platform

Data-First Foundation

Budgeting & Performance comes with a robust reporting and analysis platform with out-of-the-box capabilities for dashboards, managerial reporting, KPI tracking, data consolidation and sharing, and scenario modeling.

Platform to Strengthen Public Trust

Leverage the leading transparency platform to communicate initiatives clearly and effortlessly, run public budget simulations, publish interactive budget books online, and deliver up-to-date financial and operational data with context.



Why OpenGov?

- **The only modern cloud ERP for local government.** OpenGov offers transformative solutions for budgeting, financial management, and citizen services with the market-leading reporting and transparency platform -- allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.
- **A trusted and dedicated partner.** More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations and strengthen public trust. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.
- **A platform built to grow with you.** Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to modular implementation, seamless maintenance, user-level configurability, and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

"Our budget completion time has gone from a six month process down to four months (>30% time savings!) in our first year, and we anticipate that we'll see even more time savings and process efficiencies as we continue to use OpenGov."

Klarryse Murphy
CFO, Ravalli County, MT



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MINNEAPOLIS



CITY OF
RICHMOND



STATE OF
IDAHO



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OKLAHOMA



COUNTY OF
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MONO



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Hear What Our California Customers Have to Say

"OpenGov facilitated the budgeting for personnel costs resulting in savings of several millions," said City of Milpitas Finance Director Walter C. Rossmann. "This is especially important during this financial crisis we are experiencing."

Walter Rossmann
Finance Director, Milpitas

"OpenGov helped our City to model several budget and workforce scenarios quickly during a time the City was rapidly adjusting to a financial crisis and working remotely. While a new system implementation will always take time and effort, the OpenGov team and partners were there with us every step of the way and went above and beyond. And without the OpenGov platform, our City, with a relatively small staff size, would not have been able to adjust to the financial crisis so quickly."

Will Fuentes
Finance Director, Campbell

"The County has placed an emphasis on advancing technology and fiscal transparency. OpenGov has facilitated this by providing an innovative platform for a dynamic online budget book and reporting tools."

Stewart Patri
County Budget Director, San Benito County

"OpenGov will help us be more effective by streamlining our budgeting and reporting process. We are excited to expand our transparency and build community trust and engagement through our OpenGov transparency portal. Since we implemented OpenGov budgeting and began streamlining our processes, we have saved an estimated 600 hours, allowing the budget team to focus more time on budget strategy".

Daphine Harris
Financial Services Manager, Ukiah

"OpenGov has helped us in streamlining our budget processes. The contributors to our budget found the software user- friendly and efficient. It cut the time involved in creating the budget tremendously. The interactive budget tool is a cherry on top and the charts and graphs are very professional-looking."

Puneet Behl
CFO, PRISM

"The OpenGov platform of graphs and charts provided a financial reporting system that was friendly to staff regardless of their financial understanding. Pairing the new report information with the OpenGov budget system allowed for departments to take charge of their budgets and to work in an up-to-the-minute environment with County Administration".

Scott De Moss
County Administrative Officer, Glenn County

"The City of Rancho Cordova is very excited to partner with Open Gov to transform its budget document into an easily understood, user friendly, informational tool to better inform its citizens of how tax payer dollars are spent."

Kim Juran Karageorgiou
Administrative Services Director, Rancho Cordova



OpenGov Inc.
 PO Box 41340
 San Jose, CA 95160
 United States

Created On: 1/13/2022
Quote Expiration: 1/31/2022
Subscription Start Date: 1/24/2022
Subscription End Date: 1/23/2027

Prepared By: Andrew Kercado
Email: akercado@opengov.com
Contract Term: 60 Months

Customer Information			
Customer:	City of Imperial, CA	Contact Name:	Alexis Brown
Bill To/Ship To:	420 S. Imperial Ave Imperial, California 92251 United States	Email:	abrown@cityofimperial.org
		Phone:	(760) 355-1153
		Contact Name:	Alexis Brown
		Email:	abrown@cityofimperial.org (760) 355-1153

Order Details	
Billing Frequency: Annual	Description: See Billing Table Below
Payment Terms: Net Thirty (30) Days	

SOFTWARE SERVICES:

Product / Service	Start Date	End Date	Annual Term	Annual Fee
Budgeting & Planning	1/24/2022	1/23/2027	5	\$24,400.00
Annual Subscription:				\$24,400.00

PROFESSIONAL SERVICES:

Product / Service	Description	
OpenGov Deployment	Product configuration, setup, and training described in the attached SOW.	
Professional Services Total:		\$47,730.00

Billing Table:

Billing Date	Amount Due
January 24, 2022	\$72,130.00 <i>(Software Services + Professional Services)</i>
January 24, 2023	\$24,400.00
January 24, 2024	\$24,400.00
January 24, 2025	\$24,400.00
January 24, 2026	\$24,400.00

Order Form Legal Terms

Welcome to OpenGov! Thanks for using our Software Services. This Order Form is entered into between OpenGov, Inc., with its principal place of business at 6525 Crown Blvd #41340 San Jose, CA 95160 ("OpenGov"), and you, the entity identified above ("Customer"), as of the Effective Date. This Order Form includes and incorporates the OpenGov Software Services Agreement ("SSA") attached, or if no such SSA is attached, the SSA available at <https://opengov.com/terms-of-service> and the applicable Statement of Work ("SOW") incorporated herein in the event Professional Services are purchased. The Order Form, SSA and SOW shall hereafter be referred to as the "Agreement". Unless otherwise specified above, fees for the Software Services and Professional Services shall be due and payable, in advance, on the Effective Date. By signing this Agreement, Customer acknowledges that it has reviewed, and agrees to be legally bound by, the OpenGov Software Services Agreement. Each party's acceptance of this Agreement is conditional upon the other's acceptance of the terms in the Agreement to the exclusion of all other terms.

City of Imperial, CA

Signature:

Name:

Title:

Date:

OpenGov, Inc.

Signature:

Name:

Title:

Date:



Statement of Work

City of Imperial, CA

Created by: Ariana Tuckey
Creation Date: 12/09/21
Document Number: DD-02149
Version Number: 1

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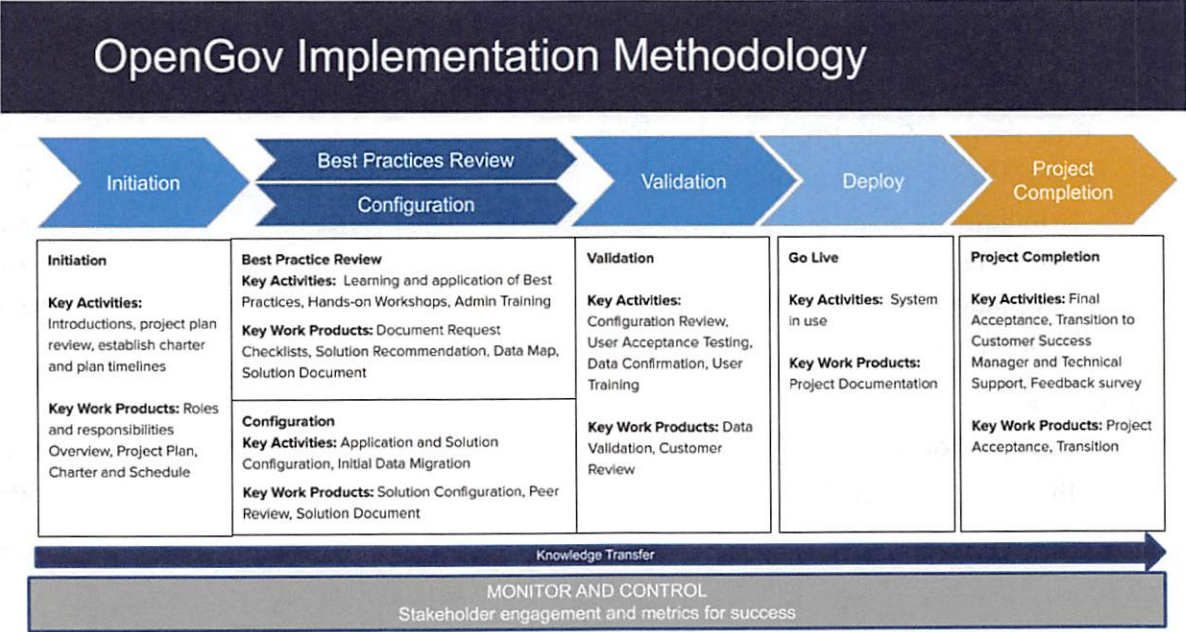
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1. Overview

1.1. Preamble

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

- Customer’s use of the Professional Services are governed by the Agreement and not this SOW.
- Upon execution of the Order Form or other documentation referencing the SOW, this SOW shall be incorporated by reference into the Agreement.
- In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement, the terms and conditions of this SOW shall govern with respect to the subject matter of this SOW only. Unless otherwise defined herein, capitalized terms used in this SOW shall have the meaning defined in the Agreement.
- This SOW may not be modified or amended except in a written agreement signed by a duly authorized representative of each party.
- openGov will be deployed as is, Customer has access to all functionality available in the current release.



2. Methodology

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

Project Initiation

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

Best Practice Review

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

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

Configuration

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

Validation

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

Deploy

- The solution is usable by Customer.

Project Completion

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

3. Project Schedule

OpenGov will schedule resources for this project upon signature of the order form. Unless specifically noted, the OpenGov assigned project manager (as identified below or such alternate designated by OpenGov, the “OpenGov Project Manager”) will work with Customer Project Manager to develop the project schedule for all requested deliverables under this SOW. OpenGov reserves the right to adjust the schedule based on the availability of OpenGov resources and/or Customer resources, and the timeliness of deliverables provided by the Customer.

4. Roles and Responsibilities

4.1. Roles and Responsibilities Matrix

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

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

	<p>timeline and budget when decisions are stalled. The Executive Sponsor is not expected to regularly attend deployment working sessions. Executive Sponsors, attend monthly (or other frequency) executive meetings to review deployment status, documented issue list, status and closure summary.</p>
<p>Project Manager (“PM”)</p>	<p>Serves as the primary contact for OpenGov Project Initiation, Best Practice Review, Configuration, Validation, Deploy, Project Completion. Coordinates meetings and schedules. Controls communication between the Customer and OpenGov project teams.</p>
<p>Project Lead (“PL”)</p>	<p>Is an internal SME in the functional area of deployment. Attends working sessions, trainings, and responsible for reviewing configurations. Primary OpenGov counterpart will be the Analyst.</p>
<p>Data and SystemsLead (“DSL”)</p>	<p>Responsible for mapping out data infrastructure and validating migration, conversion, integration requirements. Someone who is able to connect OpenGov team with any of Customer’s third-party data sources and vendors as needed to fulfill SOW requirements.</p>

5. Governance

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

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

5.1. Regular Communication Components

Meeting		Frequency	Purpose	Participants	
				OpenGov	Customer
Quarterly Management Review ("QMR")	Engagement Review	Quarterly	Overview of Program Status, Value Realization, trends, savings reports, program improvement, technology, and discuss program adjustments	PM, ES, others as necessary	PM, PL, ES, others as necessary
	Statement Committee	Bi-Annually	Review of milestones per commercial agreement, review budget and fiscal matters. Discuss strategic direction from deployment, alignment of OpenGov with Customer's 3-year roadmap, evaluate potential shift in strategy and impact to relationship	PM, ES, AE, CM	PM, BO, ES
Executive Sponsor Meeting		Monthly / Bi-Monthly	Discuss deployment: - Strategic impacts: timing, scope, process - Value prop changes,	PM, ES, plus others as necessary	PM, ES, plus others as necessary

		confusion - Project specific: items that need guidance, support and/or clarity		
Weekly Deployment Updates	Weekly	Summary of project actions against project plan. Risks and achievements highlighted in addition to asks of leadership.	Project Team + ES(s)	Project Team + ES(s)

5.2. Commitment to Project Direction and Goals

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

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

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

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

6. Escalation Process

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

6.1. Process

- Identification of an issue impeding deployment progress, outcome or capturing the value proposition, that is not acceptable.
- Customer or OpenGov Project Manager summarizes the problem statement and impasse.
- Customer and OpenGov Project Managers will outline solution, acceptance or schedule Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.
- Resolution will be documented and signed off following Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.

6.2. Escalation Requirements

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

6.3. Documentation

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

7. General Project Commitments

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

- This SOW is limited to the Implementation of the OpenGov Cloud as defined in the Project Scope. Any additional services or support will be considered out of scope.
- Customer will commit and provide access to all necessary stakeholders and subject matter experts, and other key parties whose roles are defined in Section 4.1, necessary to the successful implementation of the OpenGov ERP Cloud as defined in this SOW.
- Customer is responsible for internal change management associated with the purchase of new software.
- Response Protocol
 - OpenGov and Customer commit to responding to inquiries, updates, or any other project-related matters in no more than 10 business days throughout the course of this project. If Customer is delayed in its response, Customer acknowledges that: a) the delay may impact the project schedule; and b) any fees for Professional Services due to OpenGov after such delay shall become due and OpenGov may invoice Customer for such prepayment.
 - As set forth in Section 6.1(e) of the Agreement, if extended delays in Customer responsiveness are encountered, OpenGov may opt to put the project into an "On Hold" status, which includes causing OpenGov to stop or cause to be stopped the Professional Services to be provided to the Customer, until the Customer has fulfilled its obligations set forth in the On Hold Notice as described in the Agreement.
 - The Professional Services will be provided during regular business hours (8am to 6pm Pacific Time) Monday through Friday (holidays excluded).
- SOW Expiration:
 - This SOW is valid for up to 90 days from the Creation Date, or as agreed to in writing by OpenGov and Customer.

8. Project Scope

8.1. OpenGov Reporting & Transparency Platform

8.1.1. OpenGov Reporting & Transparency Platform Project Deliverables

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

8.1.2. Project Tasks

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

8.1.2.1. Initiate

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

8.1.2.2. Best Practices

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

8.1.2.3. Configuration

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

8.1.2.4. Validation

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

8.1.2.5. Deploy

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

8.2. OpenGov Budgeting & Planning

8.2.1. Budget & Planning Project Deliverables

Functionality	Description
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OpenGov Budgeting & Planning Suite	Budgeting & Planning Suite, includes: <ul style="list-style-type: none"> ● Operating Budget ● Workforce Planning ● Online Budget Book ● Budget Reporting
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8.2.2. Project Tasks - Budgeting and Planning

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

8.2.2.1. Initiate

Functionality	Description
Documentation Receipt	Customer to provide OpenGov: <ul style="list-style-type: none"> ● Budget export ● Examples of the documentation currently provided to department, ● Budget schedule, ● Management budget reports example
OpenGov University Budget Training	During the initial phase, OpenGov will provide system training to administrators. Training will include: <ul style="list-style-type: none"> ● How to create <ul style="list-style-type: none"> ○ a budget ○ a proposal ○ a worksheet ○ add a line item ○ reselect line items ○ submit a budget ● Reporting overview ● Stories overview ● Open Town Hall overview ● Workforce Planning Overview
Budget and Workforce Solution Examples	OpenGov will build out examples of best practices for budgeting solutions: <ul style="list-style-type: none"> ● 2 budget instances in OpenGov ● 2 proposals for each budget instance (Traditional and OpenGov) ● 3 budget reports

	<ul style="list-style-type: none"> ○ Budget Development ○ Budget Details ○ Budget Categories ● 1 budget story for review <p>Workforce Planning Shell</p> <ul style="list-style-type: none"> ● 4 Standard cost elements <ul style="list-style-type: none"> ○ Wages ○ Insurance ○ Retirement ○ Taxes
Online Budget Book Examples	<p>OpenGov will build out:</p> <ul style="list-style-type: none"> ● Look and feel of Online Budget Book ● Best practice templates for: <ul style="list-style-type: none"> ○ Table of Contents ○ Budget message ○ Introduction ○ Revenue and Expenditure Assumptions ○ Budget Summary ○ Departmental Information ○ Debt

8.2.2.2. Best Practices

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

8.2.2.3. Configure

Functionality	Description
Base Budget File	OpenGov will configure and upload Customer's base budget file into OpenGov.
Budget Configuration	<p>Based on the Review and Confirmation phase OpenGov OpenGov will set up Customer's preferred budget format:</p> <ul style="list-style-type: none"> • 1 Budget instance • 2 Proposals (Department) • Corresponding worksheets (single, fund, division, or function) • 1 standard budget Story template <p>Based on the review of the Workforce Planning Shell and with the guidance of the Implementation Analyst, Customer will:</p> <ul style="list-style-type: none"> • Buildout remaining cost elements • Populate position template • Validate Workforce calculation
Budget Configuration Working Sessions	<p>OpenGov will hold working sessions between the Implementation Analyst and Customer for the purpose of validating, reviewing, and iterating upon draft budget instances. Session will focus on:</p> <ul style="list-style-type: none"> • Set up • Structure • Workflow • User access
Administrator Budget Management Training	<p>OpenGov will provide 1, 60-Minute training sessions to enable Customer's Budget Administrators to manage and maintain their OpenGov budgets including:</p> <ul style="list-style-type: none"> • User access • Approval workflow • Cloning • Phases • Proposal status
Dataset and View Configuration	OpenGov will set up 1 export and dataset view to enable budget reports
Budget Report(s)	<p>OpenGov will set up 4 budget reports to include:</p> <ul style="list-style-type: none"> • Budget Milestones

	<ul style="list-style-type: none"> • Budget Development • Budget Details • Budget Categories
Budget Exports and Reporting Training	<p>OpenGov will provide 1, 60-Minute training sessions to enable Customer to own, manage and maintain their OpenGov Budget Data and Reports including:</p> <ul style="list-style-type: none"> • Exports • Dataset views • Reports
Online Budget Book Configuration and Training Session	<p>OpenGov will setup 3 OpenGov standard Online Budget Book templates chosen from examples defined above, including 1 completed story from 1 template</p> <ul style="list-style-type: none"> • Administrator training <ul style="list-style-type: none"> ○ One 60-Minute session for training: <ul style="list-style-type: none"> ■ Using and Copying Templates ■ How Datasets and Reports work in Stories ■ How the Online Budget Book works with Transparency Portal ■ Preparing for updating and ongoing use • OpenGov will provide working sessions for OpenGov to consult with Customer on Online Budget Book, scheduled as needed. <i>(Not to exceed more than 10 sessions unless agreed upon by openGov Project Manager and Customer.)</i> <p>Customer administrators will set up additional project story shells and corresponding project users, and admins/users will add content</p>

8.2.2.4. Validation

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

8.2.2.5. Deploy

Functionality	Description
Internal	OpenGov will provide 1, 60-Minute training sessions to enable

Budget User Training	Customer's internal users to understand budgeting requirements.
Sign Off	Customer will provide written sign off that all Budgets and reports have been configured based on agreed upon formats.

8.3. Financial Integrations

8.3.1. Financial Integration Deliverables

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

8.3.2. Financial Integration Tasks

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

8.3.2.1. Initiate

Functionality	Description
Solution Review	<p>OpenGov will review the proposed solution with Customer</p> <ul style="list-style-type: none"> • Functionalities to be Integrated <ul style="list-style-type: none"> ○ Actuals (Revenue and Expenses) ○ Budget • Integration Approach <ul style="list-style-type: none"> ○ Database Connect / Agent Install • OpenGov Assumes: <ul style="list-style-type: none"> ○ The data will be linked to the Customer's COA. ○ Integration is unidirectional from the Customer's accounting software into OpenGov. <p>If OpenGov determines during the review that OpenGov's existing database maps do not meet the Customer's requirements, the Customer may need to purchase additional hours to develop a custom database map.</p> <p>If OpenGov is not able to access or extract data directly from the database, Customer must provide data files in CSV format into</p>

	OpenGov FTP Location. Customer would be responsible for automating the process of uploading CSV data files to the OpenGov FTP location.
Data Analysis	<p>OpenGov will perform the data analysis</p> <ul style="list-style-type: none"> • To align with the required functionalities • To align with the COA

8.3.2.2. Configuration

Functionality	Description
Integration Setup	<p>OpenGov will perform the following</p> <ul style="list-style-type: none"> • Installation of Agent • Database View Deployment • OpenGov Assumes: <ul style="list-style-type: none"> ○ OpenGov will require assistance from Customer to understand source system specific customizations and configurations when building the data extract. When OpenGov is not able to access or extract data as per requirements, Customer should provide the data files in CSV format into OpenGov FTP Location. ○ When the source accounting software is hosted by a third party vendor on behalf of Customer, Customer is responsible for brokering OpenGov's access to Customer's data residing at the vendor's premises in accordance with OpenGov's data formatting requirements.
Configuration and Testing	<p>OpenGov will perform the Configuration to</p> <ul style="list-style-type: none"> • Extract, Transform (when required) and load the data • Build Reports for the required functionalities • Initial validation of data

8.3.2.3. Validation

Functionality	Description
Data Validation	<p>OpenGov team to work with Customer to</p> <ul style="list-style-type: none"> • Validate the historical data • Validate the current year data

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

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

8.4. OpenGov Procurement Suite

8.4.1. Procurement Suite Project Deliverables

Functionality	Description
Procurement Suite	Supplier Engagement, Evaluation and Award Solution <ul style="list-style-type: none"> • Vendor Portal • Generic Template • Related Training and Knowledge Transfer Solicitation Development Solution (with or without Intake Management) <ul style="list-style-type: none"> • 3 Templates: Bid (ITB), RFP, RFQual, or RFQuote • Related Training and Knowledge Transfer Contract Management Solution <ul style="list-style-type: none"> • 1 Contract Template

	<ul style="list-style-type: none"> • Contract Migration • Related Training and Knowledge Transfer <p>System-wide Training</p> <ul style="list-style-type: none"> • System Admin Training • Procurement (Super User) Training • Template Administration Training • Departmental User Training. Super User led, OpenGov supported • Supplier Documentation
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8.4.2. Project Tasks - Procurement Suite

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

8.4.2.1. Initiate

Functionality	Description
Creating Environment	OpenGov will provision a Procurement environment and verify that the Customer has access to all purchased modules. A customer system administrator will be added to the environment following contract signing and creation.
Website Integration	OpenGov meets with Customer and website resource to review website integration document. Agree on changes to be made and timeline for completion. Customer Vendor Portal live is a milestone before beginning configuration.
Vendor Registration Portal	OpenGov will provide the Customer with an example Vendor Intro Letter to be edited and approved by the agency. Once the Customer sends the vendor email/letter. OpenGov will import the list of vendors provided by the agency and send automated vendor invitations to the list of vendors provided to register and subscribe to the agency. Reminder emails will be sent on a weekly basis. Vendor support for registration is provided by OpenGov Tier 1 Support via live chat function 8AM -8PM Eastern.

Supplier Engagement, Evaluation and Award Solution	<p>Opengov will provide our “Paper to Paperless Language Transition Guide” to help them transition their standard language from paper process to electronic.</p> <p>Customer will provide OpenGov:</p> <ul style="list-style-type: none"> • Information to complete the generic solicitation upload template • Vendor questions required for Sourcing Projects
Solicitation Development Solution	<p>Customer will provide OpenGov:</p> <ul style="list-style-type: none"> • Boilerplate or Templates of Solicitation types: Bid (ITB), RFP, RFQual, RFQuote, etc. of the agreed upon templates. • Forms associated with Solicitation templates.
Contract Management Solution	<p>Customer will provide OpenGov:</p> <ul style="list-style-type: none"> • Existing Contract Data and Contract files • Contract Sample Templates

8.4.2.2. Configure

Functionality	Description
Vendor Registration Portal	<p>Customer with OpenGov will confirm and complete website updates</p> <p>OpenGov will provide the Customer with an example Vendor Introduction communication to be edited and approved by the agency.</p> <p>Customer sends the vendor an introduction email/letter.</p> <p>OpenGov will import the list of vendors provided by the agency and send automated vendor invitations to the list of vendors provided to register and subscribe to the agency. Reminder emails will be sent on a weekly basis. Vendor support for registration is provided by OpenGov Tier 1 Support via live chat function 8AM -8PM Eastern.</p>
Working Session	<ul style="list-style-type: none"> • Work alongside customer to provide knowledge transfer on how to manage the Vendor Registration Portal
Supplier Engagement, Evaluation and Award Solution	<p>OpenGov will review solicitation documents provided.</p>

Supplier Engagement, Evaluation and Award Workshop	<p>OpenGov will lead workshop to:</p> <ul style="list-style-type: none"> • Create the first Bid and discuss the formats of the other solicitation types • OpenGov will suggest changes to language based on using OpenGov Procurement • Customer and OpenGov work together to create the bid template, and the initial generic template.
Supplier Engagement, Evaluation and Award Working Sessions	<p>Work alongside customer to provide knowledge transfer on:</p> <ul style="list-style-type: none"> • Creating Bids within OpenGov Procurement • Bid Opening, Tabulation, Evaluations, and Awarding the Project
Solicitation Development Solution	<p>OpenGov will review Boilerplate or Templates of Solicitation types and Forms provided (3).</p>
Solicitation Development Workshop	<p>OpenGov will lead workshops to:</p> <ul style="list-style-type: none"> • Design the Solicitation Template in OpenGov Procurement. • Customer selects the first solicitation type (usually either ITB or RFP), and works with OpenGov with the design <p>Typically two to three sessions are required to complete the first template.</p> <ul style="list-style-type: none"> • First template sign off before beginning the subsequent 2 templates. • Subsequent template build is faster with Solution knowledge.
Solicitation Development Working Sessions	<ul style="list-style-type: none"> • Work alongside customer to provide knowledge transfer on how to write Solicitations with OpenGov Procurement
Intake Workflow	<p>Solicitation intake process, when working with decentralized sourcing, reviewed to be incorporated within OpenGov Procurement.</p> <ul style="list-style-type: none"> • Planning for expansion into internal customers/departments and bringing departments online. • Training: Preparing for Intake (Buyers and Department Directors) • Implement default “Review/Approval” Processes. • Training: Internal Customer/Department Training for 1 department

Contract Management Solution	<p>OpenGov will import documents attached to contract metadata provided via csv or excel to create contract records in OG Procurement.</p> <p>Requirement:</p> <ul style="list-style-type: none"> • Dependent on having historical metadata to create a contract record. • Customer must provide a single file (Excel, CSV, etc) with one row per contract, each document must include a unique identifier or location, and the file's physical location (a file path or URL). • Customer will need to either provide a copy of the files or grant OpenGov access to the file locations in order to migrate them. • The folder structure of the documents provided must reflect the paths provided in the file. • Data cleanup/correction is not included.
Contract Management Workshop	<p>OpenGov will work with Customer to develop the 1 Contract Template.</p>
Contract Management Working Sessions	<ul style="list-style-type: none"> • Work alongside customer to provide knowledge transfer to use Contract Developer tools

8.4.2.3. Validation

Functionality	Description
Supplier Engagement, Evaluation and Award Solution	<p>Customer will sign off:</p> <ul style="list-style-type: none"> • Generic Template
Solicitation Development Solution	<p>Customer creates test solicitations using templates and testing logic for each template.</p> <p>Customer will sign off:</p> <ul style="list-style-type: none"> • First bid solicitation • Afterward, subsequent solicitations • Intake process aligned per specifications

Contract Management Solution	Customer will sign off: <ul style="list-style-type: none"> • Contract template • Contract database. Dataset provided is represented within OpenGov Procurement per specifications detailed.
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8.4.2.4. Deployment

Functionality	Description
Supplier Engagement, Evaluation and Award Solution	<p>Customer:</p> <ul style="list-style-type: none"> • Prepared first first bid for immediate or future release <p>Customer to complete OpenGov-provided sign off document</p> <p><u>Training:</u></p> <ul style="list-style-type: none"> • Review sourcing process with Administrators and Super Users, preparing them to deliver training for department users • Department User training Solicitation process within OpenGov Procurement led by Customer Super Users with OpenGov support
Solicitation Development Solution	<p>Customer goes live with 3 Solicitations templates.</p> <p>Internal Solicitation process goes live.</p> <p>Customer to complete OpenGov-provided sign off document</p> <p><u>Training:</u></p> <ul style="list-style-type: none"> • Review Solicitation Development Solutions with Administrators and Super Users, preparing them to deliver training for department users • Department User training of Solicitation Development Solution within OpenGov Procurement led by Customer Super Users with OpenGov support, where needed
Contract Management Solution	<p>Customer goes live with the Contract Template and Database.</p> <ul style="list-style-type: none"> • Communicate access and process <p>Customer to complete OpenGov-provided sign off document</p> <p><u>Training:</u></p> <ul style="list-style-type: none"> • Managing New Contracts in OpenGov Procurement

	<ul style="list-style-type: none">• Review Contract Management Solution with Administrators and Super Users, preparing them to deliver training for department users (if necessary)
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9. Acceptance

9.1. Acceptance Process

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

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

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

9.2. Acceptance Requirements

- All acceptance milestones and associated review periods will be tracked on the project plan.
- The Customer Project Manager will have decision authority to approve/reject all project Deliverables, Phase Acceptance and Project Acceptance.
- Any open issues shall receive a response in accordance with Section 7 General Assumptions of this SOW following the Validation Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project.
- Both OpenGov and Customer recognize that failure to complete tasks and respond to open issues may have a negative impact on the project.
- For any tasks not yet complete, OpenGov and/or Customer will provide sufficient resources to expedite completion of tasks to prevent negatively impacting the project.

10. Change Management

This SOW and related efforts are based on the information provided and gathered by OpenGov. Customer acknowledges that changes to the scope may require additional effort or time, resulting in additional cost. Any change to scope must be agreed to in writing or email, by both Customer and OpenGov, and documented as such via a:

- *Change Order* - Work that is added to or deleted from the original scope of this SOW. Depending on the magnitude of the change, it may or may not alter the original contract amount or completion date and be paid for by Customer. Changes might include:
 - Timeline for completion
 - Sign off process
 - Cost of change and Invoice timing
 - Signed by OpenGov and Customer Executives approving funds.

Change documentation will be mutually agreed upon as defined in Section 7 General Assumptions of this SOW. Should that not occur, the change will be added to the next Executive Sponsor agenda for closure.

Example of changes that might arise during a deployment:

- Amending the SOW to correct an error.
- Extension of work as the complexity identified exceeds what was expected by Customer or OpenGov.

- Change in type of OpenGov resources to support the SOW.