

Exhibit “A”

# Software Services

---

City of Pompano Beach, FL

OpenGov Cloud  
Implementation

# **1. Objective**

## **1.1. Summary**

This Statement of Work (“SOW”) identifies services that OpenGov, Inc. (“OpenGov”) will perform for Pompano Beach, FL (“City”).

OpenGov will enable and support the City to deliver on the Scope of Work outlined below. The objective of this Statement of Work (SOW) is to define the scope, activities, roles and responsibilities, and timeline necessary to successfully execute this deployment project. This project aims to implement the OpenGov Cloud for the City to enable effective and accountable governing. This SOW defines the scope and deliverables for a successful implementation of the Budget & Planning, Budget Book, and Operational Performance solutions.

## **1.2. Solution Overview**

This SOW defines the scope and deliverables for a successful implementation of the Operational Performance solution. The configured solution will be used to put the Pompano Beach strategic plan in dashboards for monitoring and reporting purposes.

## **1.3. Engagement Plan and Phases**

### **Phase 1 - Citizen Engagement and Open Data (months 1-4)**

- Kick off Open Data deployment with OpenGov team. City Staff to identify contact person for OpenGov team to work with to configure and deploy platform and integrations. A timeline with agreed upon dates will be identified during the kick off call.
- Create and launch public facing Stories and Surveys based on City initiatives. Deliverables for Stories/Surveys listed below.
- Provide public launch and communications strategy. Provide OpenGov for Journalists training and support.

## Phase 2 - Operational Performance (months 3-6)

- OpenGov team to kick off data collection, dashboard building and KPI configuration based on new strategic plan. Deliverables for dashboards and KPIs listed below.
- OpenGov team will work with handful of “showcase” departments (ie building, planning, etc) to build internal champion departments

## Concurrent to Phases 1 and 2 - Budgeting and Planning (concurrent timeline)

- OpenGov team will work with Budget staff. Kick off call will be set and a timeline based on staff availability in the coming months will be identified. Deliverables for Budgeting and Planning listed below.
- OpenGov team to have discovery session on current budget process and configure in Budgeting and Planning with changes as needed
- OpenGov team to provide administrator overview and training for Budget staff, in preparation for citywide rollout for departments
- Target date for departments trained and operational is February 2019 and start of FY20 budgeting process

## 2. Scope

### 2.1. Project Scope

The project scope includes the following services and deliverables. Any items not specifically included in scope will be considered out of scope.

OpenGov will provide Professional Services to implement its Budget & Planning, Operational Performance, and Citizen Engagement/Open Data solutions, which will enable Pompano Beach to run their budgeting process more efficiently and track their performance metrics via dashboards. The OpenGov Cloud will be integrated to Pompano Beach systems to be defined at the beginning of the project.

### 2.2. Deliverables

Standard Budget & Planning - Services	
Product Setup	<ul style="list-style-type: none"><li>• Design &amp; Configure 1 validation report</li><li>• Design &amp; Configure 1 budget milestones report</li><li>• Design &amp; Configure 1 budget to actuals report</li></ul>
Training	<ul style="list-style-type: none"><li>• Administrator training</li><li>• 1 Training session per department</li><li>• 1 Training session to council and/or other leadership</li></ul>

<b>Project Scope</b>	<ul style="list-style-type: none"> <li>● Project Engagement and Support until Approved Budget</li> <li>● Facilitate Weekly status calls with City Project Team</li> <li>● Review submitted proposals with City Project Team</li> <li>● Budget milestone data support</li> <li>● Assist City with Proposal Creation</li> <li>● Assist End Users with Budget Builder usage questions.</li> <li>● Training and presentation prep</li> </ul>
<b>Hours</b>	220

### Standard Operational Performance - Services

<b>Product Setup</b>	<ul style="list-style-type: none"> <li>● Configure 4 Standard Reports (Annual, Budget to Actuals, Balance Sheet, and Transactions)</li> <li>● Design &amp; Configure 1 Non-financial report as defined by City</li> <li>● Import up to 10 years of data</li> <li>● Create up to 10 saved views per report</li> <li>● Facilitate 2 KPI conceptualizing sessions</li> <li>● Design and Configure up to 4 strategic initiatives dashboards</li> <li>● Configure 2 KPI tiles per initiative (and corresponding reports)</li> <li>● Up to 8 datasets</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>● Administrator Training</li> <li>● Up to 3 training sessions for department heads/analysts/leadership</li> </ul>
<b>Hours</b>	108

### Standard Citizen Engagement - Services

<b>Product Setup</b>	<ul style="list-style-type: none"> <li>● Discovery session to understand data to be communicated to public</li> <li>● Inventory of data to be utilized on Citizen Engagement pages</li> <li>● Design and Configure two non-financial Reports for public facing sites</li> <li>● Create 10 Saved Views to be used for Stories</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>● Administrator Training on creating Stories</li> <li>● Co-develop two Stories defined by City from discovery session</li> <li>● One Departmental user training with City platform Administrator support</li> </ul>

<b>Hours</b>	108
--------------	-----

### Standard Open Data - Services

<b>Product Setup</b>	<ul style="list-style-type: none"> <li>• Basic Out of the Box User Interface</li> <li>• Standard list of extension installations</li> <li>• One-time Data Migration from the following harvest sources: <ul style="list-style-type: none"> <li>- ArcGIS Online</li> <li>- Socrata Open Data</li> <li>- Any web portal that follows Project Open Data</li> </ul> </li> <li>• Metadata Standards</li> <li>• Provide ETL consultation and support</li> <li>• 1 Solution Template with 1 underlying data integration (Property, Crime, and 311)</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Administrator Training</li> </ul>
<b>Hours</b>	Fixed Fee

### Budget Book Premium OnBoarding - Services

The pricing above includes the below services a Budget Book Document.

#### Document Set-Up

<b>Import and Format Main Document</b>	Import document (must be in .docx format for document or .pptx format for presentation or .xlsx format for tables/workbooks/spreadsheets) provided by City. Set up document outline and break document into appropriate outline sections. Review text and tables for formatting accuracy (font style, font size, spacing, borders, shading). Set up default header and footer. Import and place graphics. Set up the Table of Contents to auto generate page numbers, edit text to reflect current quarter and add hyperlinks to text. The remainder of the document content will be as imported.
--	---

<b>Linking</b>	Includes linking from a source spreadsheet to the main document for all data presented in a chart or table in the main document.  <b>For Budget Book:</b> One (1) complete budget book
<b>Set-up Hours</b>	Workiva support team will spend up to 80 hours on the Document Set-Up. If additional time is required, City will need to buy additional on-boarding packages.
<b>Services</b>	
<b>Process Improvement Consultation</b>	Workiva's solutions architect team will spend up to 16 hours with your reporting team. This time will allow Workiva's team to evaluate and review data source files and how they integrate with your final report(s) in Wdesk. The Solutions Architect will provide recommendations in Wdesk reports to increase reporting efficiency based upon automation of data feeds. An example demonstration or proof-of-concept highlighting proposed changes and recommendations.
<b>Training</b>	Workiva's support team will spend up to 4 hours with your reporting team training on the Wdesk Account and Budget Book, CAFR, or PAFR project editing and maintenance following implementation. Five training sessions will be offered:  Wdesk Application Introduction & Account Overview, Wdesk Account Administration, Wdesk Document Editing & Formatting, Wdesk Spreadsheet Editing, and Wdesk Linking & Wdesk Sync.

### 2.3. Assumptions

1. Each dataset provided by Pompano Beach will be able to populate up to 2 KPI's
2. Data will be provided in the structure requested by OpenGov. This structure will be provided during the Initiate Phase.

## 3. Schedule

OpenGov will schedule resources for this project upon signature of this SOW. Unless specifically noted, the OpenGov assigned project manager (as identified below or such alternate designated by OpenGov, the "OpenGov Project Manager") will work with City 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 the deliverables provided by City

## 4. Project Organization

### 4.1. Project Team

OpenGov	
OpenGov Role	Responsibilities
Executive Sponsor (ES)	<ul style="list-style-type: none"><li>● Provides support and updates for key milestones.</li><li>● Serves as the point of contact for any project escalations.</li><li>● Engages with City Executive conversations in strategic partnership discussions.</li></ul>
Customer Success Analyst (CSA)	<ul style="list-style-type: none"><li>● Provides guidance on data extraction and formatting from City's accounting system.</li><li>● Uploads initial data.</li><li>● Works with the City to setup and configure the standard four reports.</li><li>● Performs Administrator Training.</li></ul>
Customer Success Manager (CSM)	<ul style="list-style-type: none"><li>● Main point of contact for City post-deployment.</li><li>● Ensures OpenGov is providing value to the City.</li><li>● Provides quarterly business reviews and regular touch points.</li><li>● Provides visibility on upcoming feature releases.</li><li>● Identifies new use cases for the platform .</li><li>● Coordinates ongoing training.</li></ul>
Integration Engineer	<ul style="list-style-type: none"><li>● Sets up and configures an FTP integration for one accounting system compatible with OpenGov.</li><li>● Validates data feed.</li></ul>
Data Architect	<ul style="list-style-type: none"><li>● Works with City to provide guidance on defining Business and Functional requirements</li><li>● Works with City to provide guidance on ETL workflows</li><li>● Works with City to provide guidance on platform customization</li></ul>
Open Data Solution Engineer	<ul style="list-style-type: none"><li>● Setup and configure the OpenGov Open Data staging and production environments</li><li>● Configure custom platform user interface</li><li>● Develop and configure ETL Integration(s)</li><li>● OpenGov QA of Platform</li></ul>

Customer	
Customer Role	Responsibilities
Executive Sponsor	<ul style="list-style-type: none"> <li>Acts as internal advocate for OpenGov to promote usage and engagement.</li> <li>Serves as a point of contact for any project escalations.</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>Serves as the primary contact for OpenGov deployment, launch, and ongoing platform development.</li> <li>Coordinates meetings and schedules.</li> <li>Controls communication between the City and OpenGov project teams.</li> </ul>
Data Lead	<ul style="list-style-type: none"> <li>Is familiar with the City's chart of accounts and accounting system.</li> <li>Extracts OpenGov-acceptable data from the City's ERP system.</li> <li>Works primarily with the CSA and Integrations Team to set up the ERP Integration with OpenGov.</li> <li>Reviews, validates, and signs off on the OpenGov Chart of Accounts and that it accurately reflects City chart of accounts.</li> <li>Updates chart of accounts segments when new codes are added.</li> <li></li> </ul>
Integration Engineer	<ul style="list-style-type: none"> <li>Sets up and configures an FTP or direct database integration for one accounting system compatible with OpenGov.</li> <li>Validates data feed.</li> </ul>

#### OpenGov

OpenGov will assign a Project Manager (the "OpenGov Project Manager") upon execution of the SOW. The OpenGov Project Manager will coordinate any additional resources needed from OpenGov.

#### City

City will assign a project manager (the "City Project Manager") and technical resource prior to project kick-off. The City Project Manager will be the primary contact person at City and will coordinate all City resources needed to complete the project. It is anticipated that the areas of need will be in Finance, Data Gathering, and the IT department.

### **4.2. Project Responsibilities**

The project responsibilities for each organization are outlined below:

#### OpenGov

1. Manage delivery of in-scope items in coordination with City.
2. Make available deliverables to City project team for review and verification.
3. Provide relevant technical details and documentation for data requirements for City's environment.



4. Keep City Project Manager informed of project progress and communicate any issues relating to the project in a timely manner.
5. Establish documentation and procedural standards for the project.
6. Review and administer project change control, as described in Section 5, Change Control Procedures.
7. Ensure that all meetings and training sessions are attended by OpenGov personnel, as scheduled.

#### City

1. Make available a representative to serve as the primary contact for OpenGov Project Manager to coordinate project activities.
2. Make available appropriate representatives with the authority to review and approve deliverables produced during the project.
3. Make available appropriate Subject Matter Experts (SME) to support the project needs, test integrations and provide City environment specific technical details.
4. Setup firewall rules to allow incoming requests from OpenGov's proxy over HTTP/HTTPS to City systems.
5. Communicate any issues relating to the project to OpenGov Project Manager in a timely manner.
6. Provide acceptance of deliverables and Project in a timely manner.
7. If Integration services are purchased, City will be responsible for making any modifications to Financial System (ERP) and make available access for integration to OpenGov software. The City will be responsible for ensuring that the versions of Financial System (ERP) running on all environments remain the same across all environments.
8. City will be responsible for any infrastructure required to access OpenGov, and will maintain relevant non-OpenGov software licenses and infrastructure needed for this project i.e. accounting system licenses. Please note, OpenGov software is optimized for Google Chrome.
9. The City will be responsible for ensuring that all meetings and training sessions are attended by personnel, as scheduled.

### **4.3. Implementation Methodology**

OpenGov uses an iterative methodology, with a focus on rapid implementation of a configured system. This methodology requires a degree of focus from the City and collaboration between both parties to complete work products in a timely manner.



#### **1. Initiate Phase**

- a. Key Activities:** Discovery, Design Sessions, Solution Document Review
- b. Key Work Products:** Data Inventory, Functional Model Build, Solution Document
- c. Summary:** The Initiate Phase is the first step of the implementation project. The purpose of this phase is to define the success criteria of the project, make design decisions based on the functional model build, and begin gathering data that

needs to be loaded into the OpenGov platform. At the end of the Phase, a Solution Document will be created that outlines how the solutions will be implemented.

## **2. Configure Phase**

- a. Key Activities:** Application and Solution Configuration, Data Load
- b. Key Work Products:** Peer Review
- c. Summary:** The Configure Phase consists of application configuration, and solution configuration as defined in the Solution Document. OpenGov will also load the data gathered in the Initiate Phase from the City to use for unit testing purposes. The Phase ends with a Peer Review done by an OpenGov Subject Matter Expert to confirm that the solution follows OpenGov best practices.

## **3. Validate Phase**

- a. Key Activities:** User Acceptance Testing, Data Confirmation
- b. Key Work Products:** Test Scripts, Test Acceptance
- c. Summary:** The Validate Phase starts with a review of the entire solution with the City project team to confirm that all project elements have been implemented. Once that process has completed, the City will execute test scripts and validate that data is being represented accurately in the solution. If any issues are found, they will be logged and the OpenGov team will assess the issue and resolve as needed. The Phase ends with the Acceptance of test results by the City.

## **4. Deploy Phase**

- a. Key Activities:** Administrator Training, Go Live Support, Transition to Customer Success Manager and Technical Support
- b. Key Work Products:** Project Documentation, Project Acceptance
- c. Summary:** The purpose of the Deploy phase is to complete the Admin Training process, provide Go Live Support, and begin Transition activities to close the project. Post Go Live Support is technical assistance with the project team and issue resolution for the solution during the two week period after Go Live. Once this period has passed, the Project team will begin working on transition activities to the City, the CSM, and the Customer Technical Support Function. The Project closes upon the acceptance of the project and a brief survey to provide feedback about the experience.

# **5. Change Control Procedures**

No amendments, changes or other modifications to this SOW will be effective without a written project change order, in the form attached hereto as Appendix 1 (a “Project Change Order”). The Project Change Order will describe the change, the rationale for the change, and specify any change in the charges, estimated schedule, or other terms. The terms of a mutually agreed upon Project Change Order will prevail over those of this SOW or any previous Project Change Orders. Such Project Change Order may require additional charges, which will be set forth in the Project Change Order.

## **6. Reports**

Upon request by City, OpenGov agrees to provide City with a copy of any available SOC-1/SOC-2 reports on the data center(s) hosting the Licensed Products. Upon request by City, OpenGov also agrees to provide City with a copy of any available SOC-1/SOC-2 reports on the Licensed Products themselves.

## **7. Rate Schedule**

OpenGov shall charge the City in accordance with the rates listed below. All travel shall first be approved by City.

OpenGov Cloud Quote - Pompano Beach, FL- Rates						
Budgeting and Planning	Description	Effective Date	End Date	List Price	YTD Spent FY 2016-18	Offer Price
Budget Builder	Collaborative Cloud-based Budgeting and Forecasting Module	5/1/2018	4/30/2023	\$47,023		
Budget Book (automated publication of Budget Book)	Automated publication of Budget Book	5/1/2018	4/30/2023	\$18,700		
Workforce Planning	Payroll and benefit projection and budgeting	5/1/2018	4/30/2023	\$10,687		
<b>Totals:</b>				<b>\$76,410</b>		<b>\$59,748</b>
Operational Performance		Effective Date	End Date	List Price		
Reporting and Analysis	Current Financial Transparency site	5/1/2018	4/30/2023	\$32,483	\$45,000	\$15,000
Performance Measures	Strategic Planning Dashboards	5/1/2018	4/30/2023	\$21,114		\$5,444
Strategic Initiative	Includes Capital Improvement Plan Database and mapping of the CIP	5/1/2018	4/30/2023	\$0		\$0
ERP Integration (current automated data connection to NaviLine)	Current automated data connection to NaviLine			\$3,875		\$700
<b>Totals:</b>				<b>\$57,472</b>		<b>\$21,144</b>
Citizen Engagement		Effective Date	End Date	List Price		
Story Builder	Narrative rich citizen facing pages	5/1/2018	4/30/2023	\$19,420		
Surveys and Feedback	Citizen input, surveys and forums	5/1/2018	4/30/2023	\$17,952		
<b>Totals:</b>				<b>\$37,372</b>		<b>\$26,398</b>
Open Data Portal		Effective Date	End Date	List Price		
Open Data Portal Level II		5/1/2018	4/30/2023	\$29,800		
Agile Services (Professional Services Hours)		5/1/2018	4/30/2023	\$7,524		
<b>Totals:</b>				<b>\$37,324</b>		<b>\$37,324</b>
One-time Fees						
One-time implementation Fee for Financial Transparency Tool					\$3,000	
One-time implementation Fee for the ERP Integration System					\$3,605	
<b>Totals:</b>					<b>\$6,605</b>	
				<b>Total:</b>	<b>\$208,578</b>	<b>\$58,210</b>
						<b>\$144,614</b>
<b>One-Time Deployment Fees FY 2018</b>					<b>Hours</b>	<b>Fee</b>
Budgeting and Planning					220	\$34,100
Budget Book Premium On-boarding Package (Fixed Fee)						\$12,500
Operational Performance					108	\$16,740
Citizen Engagement					108	\$16,740
Open Data (Standard Deployment) (Fixed Fee)						\$4,900
<b>Total:</b>						<b>\$84,980.00</b>
Total Pricing				Year	Total Price	
				Year 1	\$144,614	
				Reduction Year 1	-\$60,974	
				Reduction Paid in FY 2018	-\$15,700	
				One-Time Deployment	\$84,980	
				<b>Total First Year FY 2018</b>	<b>\$152,920</b>	
				<b>Year 2-5 (per year)</b>	<b>\$144,614</b>	

## 1. Appendix 1

# Project Change Order

Customer:

Project:

Date Requested:

Requested by:

Reason for Change
Scope of Change
Project Impact (Schedule and Cost)

Approvals	
<b>OpenGov</b>	<b>Customer</b>
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date: