

SEP Technology Consulting, LLC

245 West 99th Street, Ste 14B
New York, NY 10025

Phone: (212) 634-9221
Fax: 646-569-9100

MASTER SERVICES AGREEMENT

This Master Services Agreement (“Agreement”) is made and entered into by and between SEP Technology Consulting, LLC, a New York limited liability company with a place of business at 85 Broad Street, 18th Floor, New York, NY 10004 (“SEPTech”) and **County of Monterey, a political subdivision of the State of California** with its principal place of business at **1270 Natividad Road, Salinas, California, 93906** (“Client”). SEPTech and Client are hereinafter sometimes referred to, individually, as a “Party” and, collectively, as the “Parties.”

In consideration of the mutual promises contained in this Agreement and other good and valuable consideration, the receipt and sufficiency of which are acknowledged by the Parties, the Parties agree to be legally bound as follows:

1. Services. Subject to the terms and conditions of this Agreement, SEPTech will perform the consulting, implementation, and professional services specified in the Statement of Work attached hereto as Exhibit A, which is incorporated herein by reference, as well as those services specified in subsequently mutually agreed upon Statements of Work that are attached to this Agreement (collectively, the “Services”). The Services may include the delivery of certain work product, creative design and development, selection and arrangement, and other content and materials (collectively, the “Work Product”). If Client requires services or work product beyond those defined in the Statement of Work, the Parties will prepare and mutually agree upon a separate Statement of Work specifying such additional services and work product. Any changes to the Statement of Work and any additional Statements of Work must be mutually agreed to by the Parties in writing, in accordance with any terms and conditions for change orders specified in the applicable Statement of Work (if any). Each Statement of Work shall be incorporated into, made part of, and governed by the terms and conditions of this Agreement. If there is a conflict between this Agreement and any Statement of Work that cannot be reconciled by the plain meaning of the documents read together, then the terms of this Agreement shall control unless specifically stated otherwise in the Statement of Work.

2. Fees. All fees and charges (other than expenses) will be set forth in the applicable Statement of Work. Except as otherwise provided, all fees, charges, and expenses must be paid within thirty days of the date of an invoice certified and submitted to County Auditor-Controller. All amounts are payable in United States Dollars in accordance with the instructions provided in the invoice or other instructions provided by SEPTech in writing. All charges under this Agreement are stated exclusive of any applicable taxes, duties, fees and other assessments of whatever nature imposed by governmental authorities, and Client is solely responsible for and shall pay or reimburse SEPTech for such. Without prejudice to its other rights and remedies, if SEPTech does not receive any payment before its due date, SEPTech may assess a late payment charge on the unpaid amount at the rate of three percent per month or the highest rate allowed under applicable law, whichever is more. Client shall reimburse SEPTech for all reasonable costs, including attorneys’ fees and

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expenses, related to any proceedings to collect any past-due amounts.

3. Acceptance. The timeline and requirements for Client's evaluation of the Services and Work Product will be specified in the applicable Statement of Work. If the Services fail to conform to this Agreement and the Statement of Work in any material respect, Client may provide notice of non-conformance of the applicable Services by describing the failure in reasonable detail in writing to SEPTech within the timeframe specified in the applicable Statement of Work or, if no timeframe is specified, twenty days from the date of completion of the applicable Services or delivery of the applicable Work Product. Client's failure to give notice of non-conformance within the specified timeframe shall be deemed to be acceptance. Upon such notice, SEPTech shall cure the reported failure as soon as practicable. If such non-conformance is not cured within thirty days of Client's rejection or such longer period as may be reasonably necessary, Client may terminate this Agreement and SEPTech shall deliver materials that have been paid for at the time of termination in their then-current state (with no further obligations with respect thereto). After Client's acceptance of the Services, any requests for modifications, support, or other assistance shall be subject to SEPTech's then-current fees.

4. Term and Termination. This Agreement commences as of the Effective Date and continues for a period of one year, unless earlier terminated as provided for in this Agreement. Either Party may terminate this Agreement, with or without cause, upon thirty days' prior written notice to the other Party; provided that, in any event, Client shall pay any fees and expenses payable to SEPTech for all Services performed by SEPTech prior to the date of termination. In addition, either Party may terminate this Agreement immediately by giving written notice of termination to the other Party and without prejudice to any other rights or remedies the one Party may have, if the other Party: (a) breaches any of its material obligations under this Agreement and does not cure the breach within thirty days after its receipt of the other Party's written notice of the breach; or (b) becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, or becomes subject to any proceeding under any bankruptcy or insolvency law, whether domestic or foreign, or has wound up or liquidated, voluntarily or otherwise.

5. Client Obligations. Client shall be responsible, at its own expense, for providing to SEPTech all available and appropriate information regarding Client's current business and technical processes and any other information relevant to the Services. In performing the Services, SEPTech will be relying on the accuracy and completeness of the information SEPTech receives from Client, Client's agents or representatives and other third parties. Inaccuracies in or omissions from such information may affect the accuracy and price of SEPTech's Services.

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6. Warranties and Disclaimers. Each Party represents and warrants that: (i) it has the full right and authority to enter into this Agreement and perform its obligations hereunder; (ii) its performance under this Agreement will not result in a breach of or conflict with any agreement with a third party; and (iii) it will comply with all applicable laws, ordinances, regulations, and codes in the performance of its obligations under this Agreement. SEPTech represents and warrants that all Services performed under this Agreement shall be performed by qualified personnel with the proper skill, training, and experience so as to be able to perform competently and in a manner consistent with good practice in the industry. Client represents and warrants to SEPTech that it has obtained all necessary consents, permits, and authorizations to enable SEPTech to provide the Services hereunder, and has the full legal right to grant SEPTech the right to use the Client Materials for use in the Services. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY MAKES ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ANY OTHER WARRANTIES ARISING IN LAW OR EQUITY.

7. Confidentiality.

7.1 Confidential Information. The Parties acknowledge that by reason of their relationship under this Agreement, they may have access to and acquire knowledge from, material, data, systems and other information concerning the operation, business, projections, financial affairs, products, customers and intellectual property rights of the other Party that may not be accessible or known to the general public (“Confidential Information”). Confidential Information includes the terms of this Agreement to include all Client data and each Statement of Work.

7.2 Obligations. Each Party receiving Confidential Information (the “Receiving Party”) agrees to maintain all such Confidential Information received from the other Party (the “Disclosing Party”), both orally and in writing, in confidence and agrees not to disclose or otherwise make available such Confidential Information to any third party without the prior written consent of the Disclosing Party; provided, however, that the Receiving Party may disclose the terms of this Agreement to its financial and legal advisors if such third parties agree to maintain the confidentiality of such Confidential Information. The Receiving Party further agrees to use the Confidential Information only for the purpose of performing or exercising its rights under this Agreement and any Statement of Work. The Receiving Party shall prevent the unauthorized access, disclosure, and use of the Disclosing Party’s Confidential Information using the same degree of care, but no less than commercially reasonable care, that it uses to prevent the unauthorized access, disclosure, and use of its own confidential information. Any duplication, use, disclosure, or other act or omission by any person that obtains access to or possession of Confidential Information through the Receiving Party that would be a breach of this Agreement if committed by the Receiving Party is deemed a breach of this Agreement by the Receiving Party for which the Receiving Party shall be responsible. Whenever requested by the Disclosing Party, the Receiving

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Party shall immediately return to the Disclosing Party all manifestations of the Confidential Information or, at the Disclosing Party's option, shall destroy all such Confidential Information as the Disclosing Party may designate. The Receiving Party's obligation of confidentiality shall survive expiration or termination of this Agreement.

73 Exclusions. The Receiving Party's obligations under Sections 7.1 and 7.2 above shall not apply to Confidential Information that: (i) is or becomes a matter of public knowledge through no fault of or action by the Receiving Party; (ii) was rightfully in the Receiving Party's possession prior to disclosure by the Disclosing Party; (iii) subsequent to disclosure, is rightfully obtained by the Receiving Party from a third party who is lawfully in possession of such Confidential Information without restriction; or (iv) is independently developed by the Receiving Party without resort to the Disclosing Party's Confidential Information. The foregoing exclusions shall not apply to any Confidential Information that does not, in its entirety, fall within one of the foregoing exclusions, even if aspects or features of that Confidential Information fall within those exclusions. Notwithstanding the foregoing, the Receiving Party may disclose the Confidential Information of the Disclosing Party that is required to be disclosed by governmental agencies, regulatory authorities or pursuant to court order, but only to the extent such disclosure is required by law and only if the Receiving Party, to the extent permitted by law, provides the Disclosing Party with prompt notice of such requirement.

8 Ownership

8.1 Client Materials. Client shall retain ownership of all rights, title, and interest, including copyright and any other intellectual property rights, in and to all proprietary materials, software, information, and know-how provided by Client to SEPTech hereunder, including any of the foregoing owned by a third party and licensed to Client (collectively, "Client Materials"). Client hereby grants to SEPTech a non-exclusive, royalty-free right and license to use, reproduce, display, modify, and create derivative works based upon the Client Materials, all in connection with the performance of its obligations under this Agreement. Client shall be responsible for obtaining all permissions necessary for SEPTech to provide the Services. Client represents that Client has all necessary legal rights to provide the Client Materials to SEPTech, and that use of the Client Materials by SEPTech and all other persons and entities as intended hereunder will not infringe any intellectual property right of any person or entity, or any right of publicity, personality, or privacy of any person or entity, or violate any law, statute, ordinance, or regulation.

8.2 Work Product. This Agreement shall automatically effectuate assignment from SEPTech to Client of all Work Product covered by a Statement of Work immediately upon Client's payment in full of all fees and expenses due to SEPTech under such Statement of Work; *however*, until such time, SEPTech shall own all rights, title, and interests in and to such Work Product, including all rights available under the U.S. Copyright Act, as well as any trademark, trade dress, patent, or other intellectual property rights related thereto. In the event of a default in Client's

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payment obligations hereunder, Client will terminate immediately any use of the Work Product and return the Work Product to SEPTech immediately. Upon the transfer to Client of ownership of part or all of the Work Product, SEPTech shall retain the right to use and exploit such Work Product in the context of SEPTech's own portfolio for business, marketing, and related purposes.

83 SEPTech Tools and Third Party Materials. Notwithstanding anything to the contrary herein, SEPTech shall at all times retain all right, title and interest, including copyright and any other intellectual property rights, in and to all proprietary materials, information, and know-how incorporated in the Work Product or that are used by SEPTech in the Services, together with any improvements and modifications thereof, to the extent created prior to or outside the scope of this Agreement ("SEPTech Tools"). To the extent that any preexisting rights are embodied in the Work Product, including any such rights in the SEPTech Tools, SEPTech grants to Client an irrevocable, perpetual, non-exclusive, world-wide, royalty-free right and license to use, execute, reproduce, display, perform, distribute copies of such preexisting rights, solely as embodied in the Work Product as delivered to Client. Further, if and to the extent the Work Product incorporates the proprietary materials of a third party (such as third party software), as identified and agreed upon in the applicable Statement of Work, Client's rights in the third party materials shall be subject to the terms and conditions of the applicable license agreements and any unauthorized use by Client of those third party materials outside the scope of those licenses shall constitute a material breach of this Agreement.

9. Limitation of Liability. EXCEPT AS IT RELATES TO A PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, IN NO EVENT WILL EITHER PARTY, ITS SUBSIDIARIES, OR AFFILIATES, OR ITS OR THEIR RESPECTIVE DIRECTORS, MANAGERS, OFFICERS, MEMBERS, PARTNERS, EMPLOYEES, AGENTS, SUCCESSORS, OR ASSIGNS, BE LIABLE TO THE OTHER OR ANY THIRD PARTY FOR ANY LOST PROFITS, LOST DATA, INTERRUPTION OF BUSINESS, OR OTHER SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, AND WHETHER OR NOT SUCH PARTY HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. EXCEPT AS IT RELATES TO SEPTech's GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, IN NO EVENT SHALL SEPTech BE LIABLE IN THE AGGREGATE FOR ANY CLAIMS OR DAMAGES IN ANY AMOUNT EXCEEDING THE AMOUNT PAID BY CLIENT TO SEPTech UNDER THE STATEMENT OF WORK GIVING RISE TO THE CLAIM. SEPTech shall not be liable for or in breach of any provision of this Agreement: (i) attributable to any breach of this Agreement by Client; or (ii) directly or indirectly resulting from any inaccuracies contained in any of the data or information provided to SEPTech by or on behalf of Client.

10. Indemnification

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101 SEPTech Indemnification. SEPTech shall defend, indemnify and hold Client and its affiliates and its and their respective managers, directors, officers, members, partners, employees, agents, successors and assigns harmless, to the full extent permitted in law or equity, from and against all third party claims, actions, losses, damages, liabilities, costs and expenses (including reasonable attorneys' fees and expenses) (collectively, "Losses"), to the extent proximately caused by or resulting from any misrepresentation or non-fulfillment or breach by SEPTech of any representation or warranty contained in this Agreement (an "SEPTech Breach").

102 Client Indemnification. Client shall defend, indemnify and hold SEPTech and its affiliates and its and their respective managers, directors, officers, members, partners, employees, agents, successors and assigns harmless, to the full extent permitted in law or equity, from and against all Losses, to the extent proximately caused by or resulting from: (a) Client's use of the Services or Work Product, other than as a result of a SEPTech Breach; and (b) any misrepresentation or non-fulfillment or breach by Client of any representation or warranty contained in this Agreement.

103 Indemnification Process. The Party obligated to provide indemnification under this Section 10 shall have the right to control the defense and settlement of any claims or actions for which such indemnifying Party is obligated to defend, but the persons entitled to indemnification hereunder shall have the right to participate in such claims or actions at their cost and expense. The indemnifying Party shall not consent to entry into judgment or enter into any settlement that admits an indemnified person's liability, provides for injunctive or other non-monetary relief affecting an indemnified person, or that does not include as an unconditional term the giving by each claimant or plaintiff to the indemnified persons of a release from all liability with respect to such claim without the indemnified person's prior written consent. The indemnifying Party's liability under this Section 10 shall be reduced to the extent that the indemnifying Party is actually prejudiced by the indemnified person's failure to give notice promptly after learning of such claim.

11. General.

11.1 Survival. The following provisions of this Agreement shall survive any termination or expiration of this Agreement: Sections 7, 8, 9, 10, 11.1, and 11.2.

11.2 Non-Solicitation. During the term of this Agreement (including any renewals) and for a period of twelve months thereafter, neither Party shall directly or indirectly hire, solicit for employment, or retain the services of any employee of the other Party. This provision shall not prohibit either Party from hiring a person who answers any general advertisement or who otherwise voluntarily applies for hire without having been solicited or recruited by the hiring Party.

11.3 Independent Contractor. In making and performing this Agreement, the Parties act and will act at all times as independent contractors and nothing contained in this Agreement will

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be construed or implied to create the relationship of principal-agent, partner, joint venturer, franchisor-franchisee or employer-employee between the Parties. At no time will either Party have any right, power or authority to create any obligation or responsibility on behalf of the other Party.

11.4 Governing Law. This Agreement and all matters related thereto will be governed by, and construed in accordance with, the laws of the State of New York, without regard to conflicts of law provisions thereof. Any legal action or proceeding arising under the Agreement will be brought exclusively in the federal and state courts located in New York, New York, and the Parties hereby irrevocably consent to the exclusive jurisdiction and venue of such courts and waive any right to trial by jury. In any action relating to the subject matter of this Agreement, the prevailing Party will be entitled to recover reasonable legal fees and related costs.

11.5 Force Majeure. Except for the obligation to pay money, if, as a result of unforeseeable circumstances, Acts of God, war (declared or undeclared), riot, revolution, fires, floods, strikes, labor disputes, sabotage, terrorist attacks, epidemics, network failures or other similar causes beyond the reasonable control of the Parties (a "Force Majeure"), either Party is unable to perform or is materially delayed in the performance of any of its obligations hereunder, such failure or delay shall not be deemed a breach of this Agreement, but such obligations shall remain in full force and effect and shall be performed or satisfied pursuant to this Agreement, as soon as legally and practically possible after the termination of the Force Majeure; *provided, however,* that in the event such Force Majeure continues for more than forty-five days or is of such nature that it is obvious it will continue for at least forty-five days, then either Party may terminate this Agreement upon ten days' written notice. During the pendency of any Force Majeure, each of the Parties shall take reasonable steps to mitigate the effects of such Force Majeure on this Agreement.

11.6 Assignment. Client may not assign or delegate this Agreement or any or all of its rights or obligations under this Agreement, in whole or in part, by operation of law or otherwise, to any party or entity without the prior written consent of SEPTech. For the purposes of this Agreement, any change in control, merger, consolidation, or acquisition of all or substantially all of the assets of Client shall be deemed an assignment. Any attempted assignment in violation of the foregoing shall be void. Subject to the foregoing, this Agreement shall be binding upon and inure to the successors and permitted assigns of the Parties. SEPTech reserves the right to subcontract any of the Services; *provided, however,* any use of a subcontractor by SEPTech shall not relieve SEPTech of any of its obligations under this Agreement and SEPTech shall be responsible for the actions of the subcontractor.

11.7 Miscellaneous. This Agreement, together with the attached Exhibits, constitutes the complete agreement between the Parties and supersedes all prior or contemporaneous agreements or representations, written or oral, concerning the subject matter of this Agreement and the Exhibits. No other act, document, usage or custom shall be deemed to amend or modify this

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Agreement. The Exhibits attached hereto shall be considered part of this Agreement. This Agreement is for the exclusive benefit of the Parties who sign it. No third party will be entitled to assert third party beneficiary status or otherwise make a claim under this Agreement. This Agreement may be amended, modified, or supplemented only by a written agreement signed by a duly authorized representative of each Party. Except as authorized in this Section 11.7, any other purported amendment or other modification shall be void and unenforceable. No waiver of any breach of this Agreement, and no course of dealing between the Parties, shall be construed as a waiver of any subsequent breach of this Agreement. In the event one or more of the provisions of this Agreement or the application thereof to any circumstance are found to be invalid or unenforceable to any extent, the remaining provisions shall continue in full force and effect. If any provision of this Agreement is found to be so broad as to be unenforceable, such provision shall be interpreted to be only as broad as is enforceable. When used herein, the words “includes” and “including” and their syntactical variations shall be deemed followed by the words “without limitation.” Headings herein are for convenience of reference only and shall in no way affect interpretation of the Agreement. This Agreement may be executed in two or more counterparts, including by electronic delivery, each of which shall be deemed to be an original, and all of which together shall constitute one and the same agreement.

[Signature Page Follows]

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IN WITNESS WHEREOF, the Parties accept this Agreement and have caused this Agreement to be executed and delivered and do each hereby represent and warrant that its respective signatory whose signature appears below has been and is on the date executed and delivered duly authorized by all necessary and appropriate corporate action to execute this Agreement on its behalf.

County of Monterey

**SEP TECHNOLOGY CONSULTING,
LLC**

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

ATTACHED

Exhibit A – Statement of Work

Exhibit B – Example Project Implementation Plan

DocuSigned by:

Katherine Hansen

16878463597F46B...

Katherine Hansen

Deputy Counsel Counsel

7/21/2021 | 9:22 AM PDT

DocuSigned by:

Gary Giboney

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Gary Giboney

Chief Deputy Auditor-Controller

7/21/2021 | 10:19 AM PDT

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EXHIBIT A

STATEMENT OF WORK

This Statement of Work dated **[DATE OF SOW]** (the “SOW”) describes services to be performed and work product to be provided by SEP Technology Consulting, LLC (“SEPTech”) for **County of Monterey, a political subdivision of the State of California** (“Client”), and is issued pursuant to the Master Services Agreement by and between SEPTech and Client, dated **August 1, 2021**, (the “Agreement”).

Accela EH Civic Application Implementation Project as indicated on Exhibit A attached, NTE \$308,478.

EXHIBIT A - SCOPE OF SERVICES/PAYMENT PROVISIONS

Services Description

Purpose

The purpose of this document is to detail the deliverables, roles and responsibilities, between SEPTech and Client that comprise the implementation of the Civic Platform for the Client, specifically Citizen Access and Civic Platform. Client wishes to implement the Accela Civic Platform to manage the Monterey County, Health Department - Environmental Health Bureau programs. SEPTech will provide professional services for implementation of the Accela solution scope as detailed in this Agreement.

Term

Term of this Agreement shall be from August 1, 2021 through February 28, 2023.

Project Term & Phases

The term of this project is 30 - 36 weeks.

Phase	Project Tasks
Initiation	Project Kick-off
	Accela Civic Platform Setup (Accela Cloud)
Solution Foundation	Business/Gap Analysis for the configuration of the below Health Programs as listed in this SOW
Build	Business Rules Automation: The Accela Environmental Health Civic Application contain configuration automation and scripts limiting the need for custom business rules automation. As needed, SEPTech will provide additional functionality for basic validation and automation scripts surrounding workflow and inspection for total of up to 10 additional scripts and 3 batch jobs.
	Accela basic GIS Set up: Install and configure Accela GIS to link and leverage existing Client GIS information (must be ESRI ArcGIS) including assistance with establishing the map service to be used in conjunction with Accela GIS.
	Reports: See Reports section for details.
	Accela Mobile Office Set-up
	Interfaces: CERS integration (Accela product feature)
	Data Migration / Conversion: Data conversion from Decade EnvisionConnect. Client to Is responsible for authorizing the data to be provided in the specified data format (template to be provided by SEPTech).
Readiness	Training (See Training Section for details)
	User Configuration Review (UAT): Max of 2 Rounds of 5-day UAT.
Deploy	Pre-production Go Live Support: 10 days
Production Support	3 weeks (15 business days) of remote post go-live production support

It is expected that the Client will provide some Level of Effort (LOE) in the implementation of the Accela Civic Platform to control costs and reduce the delivery timeframe. The LOE provided by Client is defined in the Assumptions below.

Any delays (e.g., change in staff availability and or engagement, change in requirements, missed deadlines) in the Project Timeline, which by mutual agreement were created due to no fault of SEPTech, may result in an increase in the duration of the project and will require a Change Order for the additional costs associated with the delay, including, but not limited to additional hours for project management, repetitive work, deliverable development and review.

Upon execution of this SOW, SEPTech will schedule a project kick off meeting within four weeks, predicated on

staff availability and fully set up Accela SaaS environments for Accela. The parties will confirm the proposed start date for Services to be rendered. Upon initiation of these Services, the assigned resources will work with the Client to collaboratively define a high level, baseline project schedule. SEPTech will use the baseline project schedule to plan and schedule resource availability to complete the defined scope.

Given the fact that project schedules are working documents that change over the course of the project, SEPTech will work closely with Client to update, monitor, agree, and communicate any modifications. Changes to the baseline project schedule may result in a change in resource availability.

Project Scope

The following Client departments comprise the organizational scope of the project:

- Health Department – Environmental Health Bureau

The following Accela product versions are in scope for this project:

- Accela Civic Platform version 20.2
- Environmental Health Civic App version 2
- Accela Citizen Access
- Accela Mobile
- Accela GIS

Critical Success Factors

To successfully execute the services described herein, there are several critical success factors for the project that must be closely monitored and managed by the stakeholders. These factors are critical in setting expectations between the Agency and SEPTech, identifying and monitoring project risks, and promoting strong project communication.

- **Delivery of Needed Information and Documentation** – In order to ensure success and meet the timelines and costs described, it will be essential that the Agency provide required documentation and information as requested by the delivery staff in timely manner. The expected information required is described in detail in each of the delivery sections. Failure to provide the required information within the timeframes, which will be detailed in the project timeline, in an accurate and complete manner can result in an extension of the project timeline and/or an increase in the scope/cost of the proposed solution.
- **Implementation Methodology** – We offer a successful, proven, implementation methodology which is crucial to the project success. Accela's Civic Platform and customer base is a niche market and as such our implementation methodology may differ from other consulting firms and software packages. It is imperative to project success that the Agency is willing to adhere/adopt to the Methodology and tasks described in this Statement of Work.

Project Assumptions

General Project Assumptions

- Scope is based on information provided to date as included in this SOW.
- Changes or additions to scope or responsibilities as listed in this SOW, requested by the Client may require a Change Order to reimburse SEPTech for the additional costs associated with the change. All changes shall be approved by Client before services can commence.
- Deliverables not specifically described in this document are the not the responsibility of SEPTech and cannot be included in the project schedule without the approval of the SEPTech project manager. If additional deliverables or tasks are added and approved, these changes may trigger a change order and associated increase in costs.
- All work conducted by SEPTech will be performed remotely. Client is responsible to provision and support required access and any required hardware.
- SEPTech will implement the known Civic Application that exists, at the time of the contract signing, in the

current Accela Environmental Health Civic Application. Should a new version become available during the project implementation, the Client can request the enhanced features, but it will require a Change Order to reimburse SEPTech for the additional costs associated with such changes.

- Client fully understands and acknowledges that it's staff must be actively involved throughout the entire duration of Services as defined in the Project Plan.
- Client is responsible for and will provide technical assistance for access through the Client network firewall(s) if required to use Accela Automation with Accela GIS or any interfaces implemented by the SEPTech team.
- Client will provide fee schedules that are complete and current.
- Client is responsible for the scheduling of Client employee and facilities in support of project activities.
- Client is responsible for access to Accela, its components, any other software or hardware, as required through the duration of this project, for its staff and users.
- Client will assign a Project Manager representing the Client during the course of the implementation. The Client Project Manager will be the single point of contact and will be responsible to identify appropriate Client resources and subject matter experts and ensure their participation as required. Lack of participation of resources is not the responsibility of SEPTech. The Client Project Manager is responsible for the timeliness and qualitative fulfillment of Client responsibilities.

Programs in Scope (corresponding Accela record types will be confirmed/updated during gap analysis sessions and configuration)

Administration	Food
Emergency Response	Smoking
Water Systems	Cannabis
Compostable Materials Handling Ops and Facility	CAL ARP
Environmental Health Review	Underground Storage Tanks
Sewage	Hazardous Materials Release Response Plan
Field Toilet	RMP Waiver Determination
Closed Disposal Site	Above Ground Petroleum Tanks (AST)
CDI Transfer Processing Facility	Hazardous Waste Generator
Disposal Facility	Waste Generating Recycler
Transfer Operation	Hazardous Waste Generator (RCRA-LQG)
LEA Program - Solid Waste	Permit By Rule (PBR)
Local Programs-Solid Waste	Conditionally Exempt (CE)
General Sanitation	HazWaste Consolidation
Recycling And Oil	Recreational Waters
Body Art	Housing
Medical Waste	CE-CECL Program

Project Management

- SEPTech will provide the Client with a twice monthly Status Reports that outline the tasks completed during the prior week, the tasks that need to be completed during the upcoming week, the resources needed to complete the tasks, an updated version of the project plan when necessary, and to the extent known any issues that may be placing the project at risk (i.e., issues that may delay the project or jeopardize production dates). Should any tasks slip behind schedule ten (10) business days, SEPTech will escalate with Client Project Sponsors.
- Where deliverable materials are required, deliverables will be documented in SEPTech based templates using the SEPTech methodology. There is no stated or implied promise that deliverables will be of a specified page length or comply to Client formatting requirements. Sample templates are available to Client upon request.
- Client is responsible for Organizational Change Management activities including conducting all promotion, communications and training activities for the new system with their Residents, Business Community, Contractors, other Client departments, and all other Constituents.

- “Go-Live” is defined as the state when Accela software is up and running in production. When the Client moves to production, i.e., “Goes Live” it is deemed to have accepted the product and shall comply with any payment obligation for “Move to Production”, “Go-Live” and/or “Acceptance”. There may be post Go-Live issues that are being supported during this time; however, any financial obligations the Client may have to SEPTech based on “Go-Live”, commence on the date the software is available in production.
- For Deliverable based payment agreements each Deliverable will be deemed accepted based on the Acceptance Criteria for that Deliverable. Upon completion of each Deliverable, SEPTech will provide the Client with a Deliverable Acceptance Form to formally accept completion of that piece of scope. It is preferable that the Deliverable Acceptance Form be authorized for each Deliverable, however, it is not necessary. Invoicing and related payments will be based on the fulfilling of Acceptance Criteria and completion of the Acceptance Review Period defined for each Deliverable.

Data Conversion

- **Level of Effort** (Cost) scope assumption is using the following conversion data criteria:
 - All Septic records
 - All Water Well records
 - All Site Remediation Records and associated History
 - Active Complaints + (3) years of all other complaints regardless of status
 - Active Service Requests + (3) years of all other service requests regardless of status
 - Facilities with one or more Active Permits (all codes that refer to active facilities) and Programs (e.g., General Health Program, Public Water System)
 - ➔ For the facilities above, up to five (5) years of inspection history
 - Open Invoices (non-zero balance) and all invoices retroactive to four (4) years (open and closed)
- **“As-Is” Approach:** Conversion of transactional tables and Address/Parcel/Owner (APO) data, is executed “As-is” into Accela Civic Platform. “As-is” means that the data will be transformed as mapped to existing configuration elements in Accela Civic Platform. The conversion process will not create configuration data, which means if invalid, inaccurate, or incomplete data is provided, it will be loaded into Accela Civic Platform “As-Is”. All data cleanup must occur prior to execution into Accela Civic Platform.
- **Data Cleansing:** SEPTech believes customers are in the best suited for performing data cleansing as they know and understand their data better than vendors and partners. Where possible, SEPTech will assist with questions that the Client may have in performing data cleansing.
- **Data Conversion Tools:** Data will be mapped and converted utilizing SEPTech’s/Accela conversion tools & methodologies. Accela tools consist of the Accela data mapping tool and the Accela conversion tool.
- **Daily time and activity:** five (5) years of data to be refined during the project planning and implementation phase.
- **Acceptable Data Formats for Historical Conversion:** It is expected that the Conversion Source Data be provided in an MS SQL database format that is currently supported by Accela CivicPlatform Application product.
- SEPTech will perform unit testing of the conversion program including spot checks of the data within Accela Civic Platform to identify if data corruption issues exist. Quality assurance of legacy/historical data by the Client is required to ensure accurate transfer of data.
- A completed, signed off, Solution Foundation must be available before SEPTech will begin the data conversion mapping effort. Any changes to the configuration after data conversion has been initiated will require a change order to cover effort impact.
- The standard data conversion includes the conversion of transactional data to the Client’s Accela Civic Platform instance when a configured destination exists. In the event there is no destination for certain legacy transactional data then it will be required to be converted as best fits into another area of the configuration or excluded from the conversion effort.

Integration/Interfaces

- With the exception of Payments Processor, Batch Import of Lockbox Payments and External Address Parcel Owner (XAPO), SEPTech assumes no additional integration/interface activities are required for the

completion of this Statement of Work.

- **Payments processor interface:** Implementation can utilize the pre-existing Accela environment (SaaS in Azure) payment adapter that the Client’s Land Management implementation will be using.
- CERS interface will be used as available out of the box functionality only. *No SEPTech effort scoped for this functionality including any customization required to the CERS integration to meet regulations, which should be addressed directly by Accela.*

Reporting

- Where available, prior to the project kick-off meeting, Client will provide samples of current reports that the Client would like to have developed.

HACCP Plan Review

- HACCP plan review, if required, will not be developed utilizing a graphical representation of the plan steps. These steps will be represented utilizing a table that will be used to list out the plan steps and their attributes in the order in which they are expected to occur.

User Acceptance Testing (UAT)

- Client is solely responsible for all User Acceptance Testing activities.
- Client is responsible for performing User Acceptance Testing on a timely basis.
- User testing must be completed within the time frames detailed in the project timeline. Any delays could lead to a change order and a corresponding increase in costs to the Client.
- User Acceptance Testing must take place within two (2) calendar weeks of the completion of the Build Phase (see Payment Deliverables). Any changes to this date must be agreed to by both parties in writing.

Go Live and Go Live Support

- The definition of “Go Live” is that the Accela software is up and running in the Production environment. If a Client moves to Production, i.e., “Goes Live” it is deemed to have accepted the product (see “Acceptance” in Services Agreement) and shall comply with any payment obligation for “Move to Production”, “Go-Live” and / or “Acceptance”.

Cost Schedule

SEPTech will perform the Services on a fixed price payment basis (with limits and assumptions as described in this SOW). SEPTech’s total price to perform the Services is **\$308,478** exclusive of taxes and travel expenses. The price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Should there be changes to the scope, timeline or resources that increases the duration, hours or costs needed to complete the project, a Change Order may be required for project continuation &/or completion. SEPTech will submit invoices, referencing the Deliverable #, after the completion of the Deliverables referenced below in the Payment Schedule. Monterey County Auditor-Controller shall pay the invoiced amount within thirty (30) days of receiving the invoice.

For any Time and Materials or limited hours/effort related work, SEPTech will not exceed the total estimate amount without the prior approval of Customer. Any additional services will require Client request in writing and approval. Upon approval of the Change Order, services may commence. Below is the Payment Schedule according to the Scope of Services. Travel is not included in this Agreement.

Payment Schedule

Deliverable #	Phase	Implementation	Cost	Description
1	Initiation	Project Initiation	\$ 2,765	
		Installation and Setup (3 Environments): Accela	\$ 2,459	Accela will stand up the environment per SaaS agreement at a no cost basis. Effort for environment shakeout.

		Automation, Citizen Access, AGIS & AMO		
2	Gap Analysis	Gap Analysis Workshops	\$ 20,736	Conduct Gap analysis workshops to identify must have regulatory configuration changes to the baseline Environmental Health Civic Application configuration
3		Gap Analysis Document + Solution	\$ 6,912	Foundation Document (Configuration Document) + Business Rules Automation Solutions (Scripting) Document
4	Solutions Foundation	Solution Foundation (Gap updates to base record)	\$ 27,648	
5		Accela Citizen Access (ACA)	\$ 13,824	
6	Build	Business Rules Automation	\$ 25,574	Develop / unit test Business Rules for a maximum of 10 general automation and 3 batch jobs
7		Accela GIS Integration to Agency GIS	\$14,602	Install and configure Accela GIS link and leverage existing Agency GIS information (must be ESRI, ArcGIS) including assistance to establish the map service to be used in conjunction with Accela GIS.
		XAPO Integration		Integration of Address, Parcel, Owner information
8		Payment Processor Integration	\$ 14,602	Integration into County's external payment processor (Official Payments). Batch import of bank lockbox payments
9		Accela Mobile Office / Inspector	\$ 2,765	Training on setup of one mobile device.
#10 - 50% due upon start of Data Conversion. #11 - Remaining 50% due upon completion of 2 nd mock.		Data Conversion	\$ 36,504	EnvisionConnect Conversion: 2 mock runs
#12 - #21 Will be invoiced upon completion of each report		Reports	\$ 19,200 { \$1,920 for each report)	Maximum of 10 reports (3 high complexity, 3 medium, 4 low)
#22	Readiness	User Acceptance Testing	\$ 13,824	Maximum of 2 weeks of UAT support (Agency to perform testing)
#23	Training	Civic Platform Core Team All Users (Admin and Daily Users)	\$ 5,530	Civic Platform Core Team Training – up to 2.5 days, 15 max attendees.
#24		Civic Platform Admin Usage Admin Users	\$ 5,530	Civic Platform Admin Usage – up to 2.5 days, 10 max attendees.
#25		Citizen Accela	\$ 2,074	Citizen Access – up to 1 day, 12 max attendees.
#26		Accela Mobile	\$ 2,074	Accela Mobile - 2 sessions up to 4 hours each session, 12 max attendees per session

#27		Ad hoc Reporting	\$ 1,382	Ad-Hoc Reporting – up to 4 hours, 7 max attendees.
#28		Train the Trainer	\$ 6,912	Train the Trainer – up to 4 days, 7 max attendees.
#29	Deploy	Go live Support	\$ 6,912	1 week of go-live readiness support
#30	Support	Production Support	\$ 13,824	2 weeks of remote post go-live production support
#31 - #39		Project Management	\$ 37,325	Project Mgmt.: status report, 30 min. status meeting, planning & management for up to 36 weeks. Will be invoiced @ \$4,147.22 per month (30 calendar days) for months 1 thru 8. Month 9 will be invoiced at \$4,147.24. Month One (1) invoice period will begin 2 weeks prior to the scheduled project kickoff meeting
TBD	Additional Professional Services and Technical Consulting	Optional Services needed during the course of Agreement on an "as-needed" and "as-approved" basis	\$ 25,500	Client will submit written request for services. SEPTech will provide a written quote. Upon approval by Client Project Manager (by email), services may commence. Rate for additional services shall be \$175/hour
Total Statement of Work Amount			\$ 308,478	

Total amount payable by Client to SEPTech under this Agreement is not to exceed the sum of \$308,478.

Project Delays, On Hold, or Termination

In the event that Client chooses to put a project on hold, Client must send a formal written request to SEPTech to put the project on hold. Explicit delays due to the project put on hold, or implicit delays due to non-fulfillment of client responsibilities of 2 weeks or more (cumulatively throughout the duration of the project), that have a tangible impact to SEPTech's resource plan, are subject to change order.

If a Client delay, including those due to project on-hold, delays the project go-live for more than forty-five (45) days, SEPTech reserves the right to terminate the contract with immediate effect and negotiate new terms. Should the Client become non-responsive to SEPTech communications for a term of 14 calendar days, SEPTech may choose to terminate the remainder of the project with immediate effect.

If the project is terminated by either party, SEPTech will invoice the Client for all completed deliverables per the price schedule included in this SOW and additionally for effort spent on all incomplete deliverables on a time and materials basis at its SEPTech Accela-Services Blended hourly rate. All payments will be due immediately.

Work Description

The following section describes the specific activities and tasks that will be executed to meet the business objectives and business requirements of the Client. In support of the implementation effort as described above, SEPTech will provide the following detailed implementation services. For each activity a description is provided as well as criteria for acceptance of the deliverable.

Initiation

Upon Contract signing, SEPTech will work with Accela to validate the proper installation and configuration of the

Accela Civic Platform cloud environment.

SEPTech Responsibilities:

- Schedule and lead project initiation/kick-off meeting
- Verify that the Civic Platform is operational by using the valid credentials to log into the Client's Accela environment.

Client Responsibilities:

- Provide timely and appropriate responses to requests for information by SEPTech.
- Procure and configure any necessary hardware, non-Accela systems software, and networking infrastructure as specified by SEPTech and Accela.
- As needed, schedule appropriate Client staff participants and meeting locations for activities.
- Gather and provide as much of the following and provide to SEPTech 2 weeks prior to the project initiation/kick-off meeting:
 - Paper applications
 - Fee schedules and associated account codes
 - Permit and License samples
 - Letterhead sample
 - List of Users, User Names, and their email, Departments, roles: are they responsible for conducting inspections or are reviewers
 - Payment Processor Merchant Account information
 - List of Inspections: Types, Schedule, Checklists
 - Process workflow diagrams (if available)
 - Selected Reports – Existing and if available, proposed

Acceptance Criteria:

- Display of an operating Accela Civic Platform such that Client can log into the system.

Acceptance Review Period:

- Three (3) business days. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Gap Analysis & Solution Foundation (Configuration)

SEPTech will implement the Accela Environmental Health Civic Application configuration for the Health Programs as listed in this SOW, including Applications, Renewals, Complaints, Inspections and Violations. SEPTech will conduct Business/Gap Analysis Workshops to identify the Client specific updates to meet their requirements.

Workshops will include the following:

- Review documents provided in Project Kickoff
- Review and understand existing business process gaps intended for migration into Accela Civic Platform.
- Assist the Client in adapting existing business processes for fit into Accela Civic Platform.
- Collect employee names and associated roles and identify user group setups.
- Review the intake requirements, forms, and data fields for each process.
- Review the output requirements (documents/letters/reports).
- Review the fees, fee schedules, and collection procedures for each process.
- Review all required inspections and inspection result options for each type.

SEPTech will coordinate and schedule the Gap Analysis Workshops in conjunction with the Client Project Manager and according to the agreed upon Project Schedule. **All customizations to the solution including but**

not limited to business processes, fees, automation, custom fields, notifications, branding, data validation, integrations and conversions, must be documented in the Workshops. New requirements that were not defined in the Workshops and included in the config document may require a change order.

In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:

- Provide Client with the pre-defined formatted templates for fees, document types, custom fields, custom lists, inspection checklist, etc. prior to the start of the workshops.
- Conduct Gap analysis sessions to identify must have regulatory configuration changes to the baseline Environmental Health Civic Application configuration for the record types listed in this SOW.
- Implement the configuration changes to the record types as discovered in the analysis sessions.
- Disable the record types and data fields, based on Client instructions.
- The Client can request up to **ten (10)** new user group permissions created, by copying or cloning an existing, defined user group deployed from the Environmental Health Civic Application with up to **ten (10)** distinct updates per new user group permission created, such as add or removal of access for the defined user role.
- SEPTech will provide up to **twenty (20)** distinct updates to the existing user group permissions configured in the deployed Civic Application
- SEPTech will setup a maximum of **one hundred (100)** Client staff users. SEPTech will deliver and discuss the Accela Roles and Functions Matrix document, and the Client will indicate which user group role each staff is to be assigned.
- SEPTech will provide up to **forty (40)** distinct updates to the existing workflow processes and up to **forty (40)** distinct updates to the existing inspections configured in Environmental Health Civic Application. Using the Accela Environmental Health Civic Application Datasheets, the Client will indicate which Workflow Process and/or Inspections to update. Distinct workflow process updates are any changes to the Civic Application workflow including renaming, adding or removing a workflow task or workflow task status result. Distinct inspection group updates are any changes to the Civic Application inspections including renaming, adding or removing inspection types, inspection groups, inspection status results, checklist items or checklist status results. In a similar manner for Workflow Processes, each edit, update or removal of a workflow task, workflow status result, inspection type, inspection status result, is considered a distinct single action change.
- SEPTech will provide up to **sixty (60)** new fee items configured during the project implementation. SEPTech will configure unique fee items based on the inherent fee formulas in the Civic Platform (documented in the Accela Civic Platform Administration Guide, Part 7, Fee Formulas), which include flat fees, fees based on a specific range. Examples include fee calculations based on the number of employees for a restaurant or a square footage fee for a building.
- SEPTech will provide up to **five hundred (500)** new Client defined data fields configured and associate the data elements to specific record types to ensure information is tracked according to the Client business process. SEPTech will configure each new Client defined data field using one of nine (9) data types: text, date, y/n radio button, number, dropdown list, comment text area, time, money or checkbox.
- SEPTech will configure up to **Six (6)** new service record types, not already represented in the EH Civic Application. SEPTech will use the existing, preconfigured record components (i.e., workflow process, inspection groups, record status result, fee schedule, documentstatus).

Client Responsibilities:

- Provide SEPTech with updates to the pre-defined formatted templates for fees, document types, custom fields, custom lists, inspection checklist, etc. one (1) week prior to the start of the workshops.
 - Client will indicate which record types and data fields they wish to have disabled from the initial Environmental Health Civic Application load
- Designate the Responsible Expert for each Grouping of solutions to be reviewed that will make decisions and represent the department/business.
- Make available the appropriate Client key users and content experts to provide required information,

participate in the configuration analysis and verify the accuracy of the workflows, input/output formats, and data elements.

- Provide, no later than one week prior to the start of the workshops, any additional (not provided prior to the kick-off meeting) existing business process documentation, including process flows; fee schedules; commonly used applications, reports, forms and other relevant information.
- Schedule participants and meeting locations for analysis activities.
- Client staff must provide record type and data field feedback based on SEPTech and Client agreed upon project plan timeline.
- Schedule appropriate Client staff participants and meeting locations for activities.

Acceptance Criteria:

- Gap Analysis Workshops (Deliverable #2) will be invoiced upon the completion of the Workshop Sessions.
- Gap Analysis Document + Solution (Deliverable #3) will be invoiced upon the delivery of the Foundation Document (Configuration Document) and Business Rules Automation Solutions (Scripting) Document
- Solution Foundation - Gap updates to base record (Deliverable#4): Completion of the configuration updates as identified in the Gap Analysis Workshop and as evidenced in the Configuration Document.

Acceptance Review Period:

- Client will have Ten (10) business days to conduct initial review of the Solution Foundation. The second and final review will have Five (5) business days for acceptance. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Solution/Citizen Access (ACA) Configuration and online payments

This deliverable includes setup and configuration of the Client municipal website branding, the online payment processing gateway for the Accela supported payment vendors for Citizen Access, and up to **twenty** distinct updates to the citizen portal pages to make the pages more in line with the Client processes per the best practice configurations. A distinct update to a citizen portal page includes changes to a Page Flow component, for example:

- Adding attachments to an existing defined Page Flow setup
- Updating the section instructional text with Client language
- Descriptive help instructions for specific Client defined data fields
- Updating the online disclaimer text

Each update to the citizen portals and sections are considered a single action change. Note that the ACA site cannot be shared with the existing self-hosted land management configuration as they will be on separate databases. In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:

- Setup Citizen Access branding by loading up to **one (1)** banner file provided by the Client
- SEPTech has assumed that this implementation can utilize the pre-existing Accela environment (SaaS in Azure) payment adapter that the Client's Cannabis implementation is currently using. If this proves not to be a viable solution, a Change Order will be executed to account for the additional work needed to implement a new payment processor integration.
- Configure up to **twenty (20)** distinct updates to the citizen portal pages, based on Client feedback
- Verify the loaded citizen access branding, citizen portal pages and sections updated and payment acceptance in environment, based on Client feedback.
- Configure ACA for English language only.
- Will only configure online record types identified in the Solution Foundation (Deliverable 3).

Client Responsibilities:

- Provide timely and appropriate responses to SEPTech’s requests for information.
- Provide website branding files, which include the top and sidebanner
- Arrange for the availability of appropriate Client staff to review the branding on Citizen Access
- Client staff is responsible to work with a supported payment vendor to collect the necessary information for the payment processing gateway. For example, the staff will need to provide the SEPTech information such as the Product ID, the Payment gateway URLs and other vital information to successfully implement the payment processing gateway.
- Client staff must provide web branding, a full list of up to 20 distinct updates and supported payment vendor information based on SEPTech and Client agreed upon project plan timeline.
- Client staff must review and test all Citizen Access configuration and provide feedback to SEPTech based on the agreed upon project plan timeline
 - Any additional changes identified during review and testing beyond the scope identified above may be subject to a Change Order request
- Schedule appropriate Client staff participants and meeting locations for activities.

Acceptance Criteria:

- Payment Deliverable 5: Access to confirm Citizen Access functionality such as login/logout, the updated citizen portal pages and sections,
- Payment Deliverable 8: Ability to process payments in ACA

Acceptance Review Period:

- Ten (10) business days. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Build/Business Process Automation (Scripting)

During the Business Analysis sessions, SEPTech will identify opportunities to supplement the Accela Civic Application base functionality via Event Manager Script Engine (EMSE) scripts and Expression Builder to validate and automate business processes. SEPTech will work with Client to identify desired functionality, and subsequently will assist with prioritizing the needs to determine what will be developed by Accela within the scope of this implementation.

During the Business Analysis sessions, SEPTech will identify opportunities to supplement the Accela Civic Platform base functionality via Event Manager Script Engine (EMSE) scripts and Expression Builder to validate and automate business processes. SEPTech will work with Client to identify desired functionality, and subsequently will assist in selecting those which can be developed within the scope of this implementation.

Examples of Business Process Automation
Send Contact Emails: Allows the Client to send an email to contacts to the Applicant to include certain criteria from case.
Record Fee (Standard Record Automation): Allows fees to be applied. Requires calculation of fees to use out of the box fee formulas.
Batch Renewal - About to Expire: Setup daily batch job that looks for records that need to be set to About to Expire.
Batch Renewal – Notifications: Setup of a daily batch job that looks for records that are set to About to Expire and sends notifications for specified periods before the License expires.

Appendix I provides the list of business rule automation scripts available which can be selected. Accela defines Rule Automation as an independent action within the system that supports the processing of the permit/license or inspection. Rule automations are triggered based on user events (and associated configurable parameters) called a User Story. The User Story will define one action based on pre-defined criteria on the business process. For example, the Applicant on the Permit will receive an email if the staff updates the workflow to “Additional Info

Required". The email will include a link to the Applicants application in Accela Citizen Access, where they can login to the online portal to understand what is required. The SOW includes **a maximum number of ten (10) General Automation Scripts or Expressions and three (3) Batch Script business rules.**

Prior to the development, the Client will review a design specification document that will be created by SEPTech. The reviewed document will be used as a basis for determining completion and approval of the deliverable.

In terms of specific output, the following will be provided for this deliverable:

- Specification document for required Automation
- Demonstration of completed Automations in development or test environments per the specifications document(s)

SEPTech Responsibilities:

- Work with Client staff to identify potential uses of scripting
- Aid the Client in prioritizing which scripts will be developed
- Develop a maximum of **ten (10)** general automation and **three (3)** batch jobs
- Develop scripts based on the specifications
- Demonstrate functionality of scripts per specifications

Client Responsibilities:

- Prioritize desired functionality to determine which scripts SEPTech will develop
- Provide timely and appropriate responses to SEPTech's request for information
- Verify the Script Specification meets the intended business requirement
- Allocate the time for qualified personnel to test the script for acceptance

Acceptance Criteria:

- Demonstration of developed scripts to the Client

Acceptance Review Period:

- Ten (10) business days. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Build/Accela GIS and External Address Parcel Owner Integration

SEPTech will install and configure Accela GIS to link and leverage existing Client GIS information, including assistance with establishing the map service to be used in conjunction with Accela GIS. The following are the main objectives being pursued through the implementation of the Accela GIS:

- Look up permit information and parcel information from the Permitting system
- View selection, location, and associated GIS information
- Select one or more parcels and add new applications to the permit system
- Auto-populate spatial attributes for a property in forms (including ACA)

During GIS installation, SEPTech's technical staff will work with Client IT staff to ensure that the components for hardware, software, database, network, and Internet are in place for the Accela GIS test and production environments. Accela technical staff will validate the proper installation and configuration of the Accela GIS environment.

SEPTech Responsibilities:

- Install Accela software and perform quality assurance checks on the configuration
- Demonstrate that the Accela GIS applications are operational in the Client computing environment thus

communicating with the Accela Civic Platform system

Client Responsibilities:

- Arrange for the availability of appropriate staff for the system installation, setup, testing, and quality assurance throughout the setup process
- If needed, order and procure necessary hardware, non-Accela systems software, and networking infrastructure as specified by SEPTech
- Provide people and physical resources based on the dates outlined in the project schedule
- Prepare the hardware, software, and network in accordance with the specifications provided by SEPTech
- Provide SEPTech with network access for remote installation and testing
- Provide information and data in the formats specified by SEPTech that will be needed for the GIS implementation

Acceptance Criteria:

- Access to confirm Accela GIS in development (Support) environment.

Acceptance Review Period:

- Five (5) Business Days. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Build/Data Conversion (EnvisionConnect)

Data conversion of historic/legacy data from Client systems is a critical activity for the success of this project. The SEPTech team is highly experienced in planning for and executing these activities and will work closely with Client staff to ensure a successful transition of data. Specifically, the SEPTech team will work with Client to understand the data sources, how they are used, where their data will be stored in Accela Civic Platform and the quality of that data. It is also common to find that data sources have not had strong controls and the accuracy is questionable or there is missing data. There are techniques and tools that SEPTech may recommend understanding the current state of Client data so that decisions can be made about data quality and what to convert. Upon completion of the data analysis, mapping of historical/legacy data sources will begin with Accela's mapping tool.

For conversions, it is expected and anticipated that the Client will provide resources knowledgeable with the historical data to assist in the data migration/conversion effort.

Accela will be responsible for the data conversion programs to load data from the staging tables to the Accela Civic Platform database. Please refer to the Assumptions section in this SOW for specific assumptions and parameters related to SEPTech's conversion approach. SEPTech will provide a data mapping template which will assist the Client in the data mapping of Client's historical data into Accela Civic Platform. Upon completion of the Historical Data mapping document, SEPTech will execute a program(s) to migrate appropriate historical data into Accela Civic Platform.

In terms of specific output, the following will be executed for this deliverable:

- Historical Data Conversion Mapping Document
- Completion of mocks 1 and 2 migrated data into Accela Civic Platform development or test environment.

SEPTech Responsibilities:

- Work with the Client to define and document historical data elements that are required for the conversion.
- Assist the Client with questions related to data analysis and mapping process
- Migrate historical data into the Client's AA test database environment.
- Data conversion will include up to two (2) conversion loads (mocks) for Client review.

Client Responsibilities:

- Provide historical data in acceptable formats (formats to be provided by SEPTech).
- Provide subject matter experts on the data source to aid SEPTech in identifying key components of the historical data
- Data mapping process of the Client's historical data utilizing the data mapping template provided by SEPTech
- Provide resources to validate the conversion statistics and the quality of the data converted into Accela Civic Platform.
- Assist in the execution of the data conversion program and provide access to environments as needed

Acceptance Criteria:

- For each mock conversion, historical data has been converted to Accela Civic Platform testing environment according to the Data Conversion Mapping document.

Acceptance Review Period:

- Five (5) business days total for each mock conversion

Build/Reports

Reports are defined as anything that can be printed from the system, including but not limited to, reports, forms, documents, notices, and letters that the Client wishes to print as identified during the gap analysis phase.

Additional custom reports can be contracted at approximately 16 - 40 hour per report. In terms of specific output, the following will be executed for this deliverable:

SEPTech Responsibilities:

- SEPTech will build a total of 10 custom reports (examples: Inspection report, invoice report and permit report).
 - 3 High Complexity Reports
 - 3 Medium Complexity Reports
 - 4 Low Complexity Reports
- Reports are classified by level of effort: High, Medium, and Low.
 - High is defined as a report containing calculation and/or extensive detail and number of fields – for example a financial statistical report or complex permit or compliance report.
 - Medium level effort reports are defined as a report displaying non-calculated and minimal calculated data fields.
 - Reports with a low level of effort are typically letters or notices that contain contact information and basic application data.
- These reports will be developed using either the Accela Ad-Hoc Report Writer included with the Accela Civic Platform or SQL Server Reporting Service (SSRS). These custom reports, whether developed with Accela Ad-Hoc Report Writer or SQL Server Reporting Service (SSRS), will be deployed in the Report Manager for use within the Accela Civic Platform.

Client Responsibilities:

- Provide existing report examples that can be used as the basis for the development of the listed reports
- Make available the appropriate key users and content experts to participate in the report review

Acceptance Criteria:

- Review and approval of developed reports
- Each reports will be invoiced upon completion of the review and approval

Acceptance Review Period:

- Three (3) business days for each delivered report. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Build/California Environmental Reporting System (CERS) Integration

The California Environmental Reporting System (CERS) is the statewide web-based system that supports the electronic exchange of required Unified Program information among businesses, local governments and the U.S. EPA. Assembly Bill 2286 (Feuer) Opens a New Window, effective January 1, 2009, requires all Unified Program regulated businesses and local regulating Unified Program Agencies (UPAs), to report and submit mandatory Unified Program information electronically, through CERS or a local UPA portal.

SEPTech Responsibilities:

- CERS interface will be used as available out of the box functionality. *There is No SEPTech effort included for this functionality.*

Build/Accela Mobile Office (AMO) Configuration

Using Accela Mobile Office, a Client inspector will be able to perform activities in either wireless or store/forward mode.

SEPTech Responsibilities:

- SEPTech will configure the Accela Mobile Office application for the ability to result inspections in the field.
- SEPTech will perform the configuration tasks required to ensure Accela Mobile Office interfaces with Accela Automation.

Client Responsibilities:

- Provide timely and appropriate responses to SEPTech's requests for information.
- Acquire and configure mobile devices for Windows.

Acceptance Criteria:

- Access to confirm Accela Mobile Office has been configured for Inspectors to complete and result Inspections in the Test environment.

Acceptance Review Period:

- Five (5) business days. If issues are raised within the Acceptance Review Period, the milestone is considered approved after those issues have been satisfactorily addressed, else the milestone is considered approved at the completion of the Acceptance Review Period.

Training

This Deliverable includes the delivery by SEPTech of:

- **Civic Platform Core Team Training** – up to 2.5 days, 15 max attendees. Core team training will be conducted prior to the gap analysis workshops
- **Civic Platform Admin Usage** – up to 2.5 days, 10 max attendees.
- **Accela Citizen Access** – up to 1 day, 12 max attendees.
- **Accela Mobile** – 2 sessions up to 4 hours each session, 12 max attendees per session.
- **Ad-Hoc Reporting** – up to 4 hours, 7 max attendees.
- **Train the Trainer** – up to 4 days, 7 max attendees. Train the Trainer will be conducted directly after User Acceptance Testing (UAT)

Training should be coupled with the Client delivering supplementary user training to its staff using the core Use Cases documented in the Gap Analysis Document. Accela recommends the Client adopt the “80/20 rule” for training, focusing the majority of their training on 80% of what the Client normally does operationally. The recommended supplementary training conducted by the Client can utilize business experts from each area to train on all aspects of their configuration.

SEPTech Responsibilities:

- Coordinate with the Client to define training schedule and logistics.
- Conduct the training sessions as listed in this SOW.

Client Responsibilities:

- Identify Client resources who will receive the training and who have the skills to perform as “trainers”, if required.
- Provide the Accela Success Community website to the staff users who will require the online training content.
- Ensure that users are proficient in using PCs as a prerequisite before accessing the online training content.
- Ensure that users are familiar with use of standard Internet browsers as a prerequisite for the course.
- Provide suitable Client facilities to accommodate various training classes including quiet, private classrooms or conference rooms, laptops or terminals, internet connectivity and sufficient bandwidth. Provide mobile devices for training of mobile capabilities.
- Schedule appropriate Client staff participants and meeting locations for training activities
- Provide timely and appropriate responses to SEPTech requests for information.

Acceptance Criteria:

- Each training session will be invoiced upon the completion of each training session as listed in this SOW

User Acceptance Testing, “UAT”

Client will conduct the User Acceptance Testing “UAT”.

SEPTech will provide consulting and guidance to Client to assist in the testing and validation of the solution and its readiness to be migrated to production for active use.

SEPTech will provide support, answer questions and address issues discovered during the configuration review. It should be noted that it is critical that the Client devote ample time and resources to this effort to ensure that the system is operating properly and ready for the move to production. The testing effort will require a significant time investment by the Client, in a short time duration, and coordination of resources is critical. At this point in the implementation process, the Client should test individual components of functionality of the solution (i.e. functional and/or unit testing), and also test to ensure that the interrelated parts of the Accela Automation solution are operating properly (i.e., integration testing).

UAT is limited to **two (2) weeks (10 business days)** of testing inclusive of resolution of Critical Issues. If resolution of Critical Issues extends beyond UAT period, the testing period will be extended similarly.

If the Client does not devote adequate time and staffing to this effort in order to completely test the solution, SEPTech may opt to postpone go-live at the Client’s expense. SEPTech will work diligently with Client to ensure this does not occur and provide several opportunities for the Client to add additional staff and time to this effort before recommending a postponement or delay.

SEPTech Responsibilities:

- Provide support, oversight, answer questions and address issues discovered during the configuration review.

- Resolve all Critical and High Issues that are within the SOW scope and signed off deliverables.
 - Medium and Low defects should be resolved by the Client as they are expected and encouraged to begin taking ownership of the solution in preparation for post go-live. These updates should be closely coordinated between the Client and Accela teams so that no unexpected issues or changes are introduced with the resolution of these Medium and Low defects. Requested changes to the system must be managed through the Change Management process and should not be treated as defects

Client Responsibilities:

- Participate in user acceptance testing as defined and managed by Client.
- Develop the User Acceptance Test Plan and Test Scripts. SEPTech will provide guidance and suggestions for Best Practices
- Ensure ample test data is entered into the system for testing purposes.
- Test the system

Acceptance Criteria:

- Completion of UAT to resolve Critical or High Issues.

Defect Severity Definition:

- **Critical:** The defect affects critical functionality. It does not have a workaround. Example: Unsuccessful installation, complete failure of a feature.
- **High:** The defect affects major functionality. It has a workaround but is not obvious and is difficult. Example: A feature is not functional from one module, but the task is achievable if 10 complicated indirect steps are followed in another module/s.

Acceptance Review Period:

- If no Critical or High defects are raised within the Testing Period, the milestone is considered approved by the Client.

Pre-Production & Post Go-Live Production Support

Production date is defined as the official date in which Accela Civic Platform moves from the test environment to production for daily Client usage. If the project gets delayed for any reason SEPTech will work with the Client to decide on the best, Go-Live date. The date will be agreed to by both SEPTech and the Client at project inception. It may be altered only by change order agreed to by both parties.

SEPTech Responsibilities:

- SEPTech will provide resources to support the move to Production effort.
- Pre-Production Go-Live Support is limited to **One (1) Week (5 business days)**
- With assistance from the Client, SEPTech will lead the effort to transfer the system configuration and any required configuration data from Support to Production.
- SEPTech will assist the Client in the development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production.
- SEPTech will perform one (1) final production data conversion.
- Go-Live date must take place within three (3) calendar weeks of the completion of UAT. Any changes to this date must be agreed to by both parties in writing.
- SEPTech will provide **two (2) weeks (10 business days)** of remote post go-live production support

Client Responsibilities:

- Provide technical and functional user support for pre- and post-production planning, execution, and monitoring.
- Development of a Pre-Production checklist that details the critical tasks that must be accomplished prior to moving to Production.

- Make available the appropriate Client key users and content experts to participate in user acceptance testing as defined and managed by Client.

Acceptance Criteria:

The definition of “Go Live” is that the Accela software is up and running in the Production environment. If a Client moves to Production, i.e., “Goes Live” it is deemed to have accepted the product (see “Acceptance” in Services Agreement) and shall comply with any payment obligation for “Move to Production”, “Go-Live” and / or “Acceptance”

Appendix I

Business Rules Automation - General Automation and Expressions Scripts

Script Number	Business Rule Script	User Story Short Title	User Story Brief Description
1	Record Automation	Prevent Application Creation and/or Workflow Task updates without attached Documents	Get list of record types and documents from Client
2	Record Fee (Standard Record Automation)	Fees - Application	Add fees at Application Creation in Citizen Portal. Application cannot be created without the fees being paid. In AA - Fees are added at record creation. Workflow Task Application Review cannot be updated to Completed without a 0 balance.
3	Record Fee (Standard Record Automation)	Fees - Renewal	Add fees at Renewal Record Creation in Citizen Portal - or if Batch Script 5 is used - add fees when Renewal Record is created by batch script. Renewal Record cannot be submitted for review without the fees being paid. In AA - Fees are added at record creation.
4	Record Automation		Workflow Task Permit Renewal cannot be updated to Renewed without a 0 balance.
5	Form Level Validation (expression)	Required Fields - Workflow	Plan Review - Cannot Proceed without certain fields being populated by the CLIENT - usually the Risk field and the Program Element Field.
6	Form Level Validation (expression)	Application Name populated by DBA	Copy the Custom Field "DBA" to the Application Name on the Application Record
7	Send Contact Emails	Email requesting Additional Information or Revisions Required	Whenever any Workflow Task is given the status of "Additional Information Required" send an email to the contacts on the record with the Comments in that Workflow Task. When a document is uploaded in Citizen Portal, change the status of the workflow task to "Additional Information Received"
8	Form Level Validation (expression)		
9	Inspection Scheduling	First Inspections	When the Workflow Task "Pre-Operational Inspection" has a status of "Ready for Inspection" schedule an Inspection 30 days after plan review approval Status Date for an operational inspection - All Application Record Types
10	Record Automation	Permit Issuance on Workflow	When the application is approved (Workflow Task "Application Approval" has the Status "Complete") and fees paid with a 0 balance on the application record, create the Permit Record. Set the Expiration Status to 1 year from the approval date
11	Send Contact Emails	Permits Issued	When the Permit is created - Email a copy to the contact types - "Facility Owner" and the "Applicant" and Permit Records are put into set so that they can be printed out and sent to the Record Address. Attach the report to the Permit Record - so it will be available for download from Citizen Portal
12	Inspection Scheduling	First Inspection on Permit - Subsequent Inspections	When the Permit is created - schedule the first routine inspection based on the "Inspection Based on Risk" Tab. From that point going forward - Schedule the next Inspection based upon custom field (Risk) and record type when a routine inspection is completed.
13	Send Contact Emails	Inspection Results	When an Inspection is resulted, send an email to all the contacts on the Permit or Application record with a copy of the Inspection Report.
14	Inspection Automation	Required Re- inspections	If inspection has failed (Required Reinspection Status/ Not Approved) schedule a follow-up inspection 30 days default but provide Custom Field in checklist to manually update reinspection date.
15	Send Contact Emails	License Renewal on Renewal Record "Renewed"	When the Renewal Record has a status of "Renewed" or if the Fees are paid on the Renewal Record, Update the status for Permit or License, reset the expiration date, email a copy of the new permit certificate to the Facility Owner contact, put the Permit Record into a set so that a report can be run against the set to print the permit certificate. Attach a copy of the Permit report to the Permit record
16	Renewal Issuance		
17	Record Fee (Standard Record Automation)	Calculate Penalty Fees	Based on the Expiration Date - Calculate the penalty fees or late fees for the Food Establishment Health Permit Renewal - EnvHealth/Food/Retail/Food Facility/ Renewal and

			EnvHealth/Food/Retail/ Grocery/Renewal - Retail Market Permit Renewal. When Renewal Record is created, based on the number of days the record is created past the expiration date the Penalty Fees will be added.
18	Record Fee (Standard Record Automation)	Renewal Information	Copy the ASI from the Permit to the Renewal. Contact submitting Renewal Record can be updated/changed custom fields resulting in the appropriate fees. Fees for the renewal will reflect the changes and, if applicable. After Renewal Record is reviewed and approved, update the parent record (the Permit/License) Custom fields with the Renewal Custom Fields to reflect the "new" Permit status. Do not update the Program Element field on the Permit.
19	Record Automation		
20	Inspection Automation	End Date = Expiration Date	Set Expiration Date to "End Date" on the Permit for temporary and special event records. Schedule inspection for "Start Date"

Business Rules Automation - Batch Scripts

Script Number	Business Rule Script	User Story Short Title	User Story Brief Description
1	Expiration Batch	Annual Fees - using a Renewal Record	When the Permit is about to expire (45 Days prior to expiration) Email to Accounts Payable will be sent information that Renewal is Due. The email template will tell them that they need to renew and include 'hard coded' information on the renewal amount (Link to an online site with all fee information) - The Permit record will be added to an About to Expire Set - so mailing address labels can be printed out. Add record to a set so that a report (for paper) can be printed and mailed. (See 5 for enhanced scripting.)
	Send Contact Emails		
2	Expiration Batch	Expired Records Delinquent Fees - using a Renewal Record - 30 Days	When the Permit is has expired - Set Expiration Status on the Permit to Expired. If Delinquent fees are required, Calculate the Penalty Fee Based on "Late Fee Calculations" documentation and add it to the Renewal record at record creation - so that it can be paid in Citizen Portal/AA, Add to Set "Expired" so that a report (for paper copies) can be printed and mailed.
3	Expiration Batch	Expired Records Delinquent Fees - using a Renewal Record - 60 Days	When the Permit is has expired - Set Expiration Status on the Permit to Expired. If Delinquent fees are required, Calculate the Penalty Fee Based on "Late Fee Calculations" documentation and add it to Renewal record at record creation - so that it can be paid in Citizen Portal/ AA, Add to Set "Expired" so that a report (for paper copies) can be printed and mailed.
4	Expiration Batch	Expired Records Delinquent Fees - using a Renewal Record - 90 Days	When the Permit is has expired - Set Expiration Status on the Permit to Expired. If Delinquent fees are required, Calculate the Penalty Fee Based on "Late Fee Calculations" documentation and add it to the Renewal record at record creation - so that it can be paid in Citizen Portal/AA, Add the Renewal Record to Set "Expired" so that a report (for paper copies) can be printed and mailed.
5	Expiration Batch	Create Renewal Records - at "About to Expire Date" with Calculated fees	Create the Renewal Records at "About to Expire Date" with the fees calculated. The Email that is sent out can have the invoice attached. Note - this only works if there are no fields required to be updated every year (like Annual Gross Receipts). When fees are paid in Citizen Portal - update status of Renewal Record to "Submitted". Renewal Records with payment/ 0 Balance will be identified with a Filter named "Ready for Renewal Review" if review of the Renewal Records is required. Or to Renewed - if no Client review is required.

EXHIBIT B: PROJECT IMPLEMENTATION PLAN

Task ID	Stage	Sub-Stage	Task	Resource Responsibility	Predecessor	Start	End
1 Define Initiation/Governance							
1.1	Define	Initiation/Governance	Project Management: (status reporting, 30 min. status meetings, sprint planing)	SEPTech - Lead County - Participate		Wed 9/01/21	Fri 6/24/22
1.2	Define	Initiation/Governance	Installation and Setup (3 Environments): Accela Automation, Citizen Access, AGIS & AMO	Accela - Lead SEPTech - Assist		Wed 9/01/21	Fri 9/10/21
1.3	Define	Initiation/Governance	Project Initiation (Kick-off):	SEPTech - Lead County - Participate	1.1	Mon 9/13/21	Mon 9/13/21
2 Refine Analysis							
2.1	Refine	Analysis	Core Team Training (Prep County for Analysis Sessions) - Sessions will be split by process function	SEPTech - Lead County - Participate	1.3	Mon 9/13/21	Fri 9/24/21
2.2	Refine	Analysis	Complete Questionnaire	County - Lead		Mon 9/13/21	Fri 10/01/21
2.3	Refine	Analysis	Gap Analysis Sessions - Separate sessions will be conducted for all programs	SEPTech - Lead County - Participate	2.1	Mon 9/27/21	Fri 10/15/21
3 Develop Configuration & Scripting							
3.1	Refine	Configuration & Scripting	Refine Configuration - AA & ACA (Record/Program, Inspections, Checklists, Fees, Page flows, etc.)	SEPTech - Lead	2.3	Mon 9/27/21	Fri 10/29/21
3.2	Refine	Configuration & Scripting	Business Rules Automation	SEPTech - Lead	3.1	Mon 11/01/21	Fri 12/10/21
4 Develop Integrations							
4.1	Develop	Integrations	Integrations: Payment Adapter: (online payments)	SEPTech - Lead		Mon 10/25/21	Fri 11/19/21

Display of an operating Accela Civic Platform (such that Agency can log into the system and verify that the software was set up).

Participants will learn the major design/build concepts of the Accela Civic Application. This course will give clients the knowledge they need about the Civic Application prior to going into analysis and configuration. It will familiarize them with the terminology, basic to advanced concepts, possibilities of automation and all things Accela.

Conduct Gap analysis sessions to identify must have regulatory configuration changes to the baseline Environmental Health Civic Application configuration

Implement the configuration changes to the record types as discovered in the Gap Analysis Sessions.

Develop / unit test Business Rules for a maximum of N# general automation and N# batch jobs

- Install and configure Accela GIS link and leverage existing Agency ESRI ArcGIS information including assistance to

Task ID	Stage	Sub-Stage	Task	Resource Responsibility	Predecessor	Start	End
4.2	Develop	Integrations	Standard Integrations: GIS and XAPO	SEPTech - Lead		Mon 11/22/21	Fri 12/10/21
4.3	Develop	Integrations	Accela Mobile Office / Inspector	SEPTech - Lead	3.1	Mon 11/22/21	Mon 11/22/21
5	Develop	Conversion				Mon 11/01/21	Fri 3/04/22
5.1	Develop	Conversion	Data Conversion kick-off meeting	SEPTech - Lead County - Participate		Mon 11/01/21	Mon 11/01/21
5.2	Develop	Conversion	Conversion: Legacy Data Clean up	County - Lead		Mon 11/01/21	Fri 11/26/21
5.3	Develop	Conversion	Conversion: Data Mapping	County - Lead	3.1, 5.2	Mon 11/08/21	Fri 12/03/21
5.4	Develop	Conversion	Conversion: Mock #1	SEPTech - Assist			
5.4	Develop	Conversion	Conversion: Mock #1	SEPTech - Lead	5.3	Mon 12/06/21	Fri 12/31/21
5.5	Develop	Conversion	Conversion: Mock #1 Results Data Validation	SEPTech - Lead	5.4	Mon 1/03/22	Fri 1/21/22
5.6	Develop	Conversion	Conversion: Mock #1 Remediation	County - Participate			
5.6	Develop	Conversion	Conversion: Mock #1 Remediation	SEPTech - Lead	5.5	Mon 1/24/22	Fri 1/28/22
5.7	Develop	Conversion	Conversion: Mock #2 (Dress Rehearsal)	SEPTech - Lead	5.6	Mon 1/31/22	Fri 2/11/22
5.8	Develop	Conversion	Conversion: Mock #2 Results Data Validation	County - Lead			
5.8	Develop	Conversion	Conversion: Mock #2 Results Data Validation	SEPTech - Assist	5.7	Mon 2/14/22	Fri 2/25/22
5.9	Develop	Conversion	Conversion: Mock #2 Remediation	SEPTech - Lead	5.8	Mon 2/28/22	Fri 3/04/22
6	Develop	Reports				Mon 12/13/21	Fri 2/11/22
6.1	Develop	Reports	Reports Development	SEPTech - Lead	2	Mon 12/13/21	Fri 2/11/22
7	Develop	Training				Mon 2/28/22	Fri 3/11/22
7.1	Develop	Training	Readiness Training: Citizen Access, Accela Mobile, Ad hoc Reporting (*sessions will be distributed over the 2-week period) - UAT Prep	SEPTech - Lead			
7.1	Develop	Training	Readiness Training: Citizen Access, Accela Mobile, Ad hoc Reporting (*sessions will be distributed over the 2-week period) - UAT Prep	County - Participate	3.1, 4, 5.8	Mon 2/28/22	Fri 3/11/22
7.2	Develop	Training	Readiness Training: Admin Users	SEPTech - Lead			
7.2	Develop	Training	Readiness Training: Admin Users	County - Participate	3.1, 4, 5.8	Mon 3/14/22	Fri 3/18/22
8	Develop	User Acceptance Testing (UAT)				Mon 3/21/22	Fri 5/27/22
8.1	Develop	UAT	UAT: Initial Testing	County - Lead	7.1	Mon 3/21/22	Fri 4/22/22

establish the map service to be used in conjunction with Accela GIS.
- Configure xAPO (External Address, Parcel, Owner)

Task ID	Stage	Sub-Stage	Task	Resource Responsibility	Predecessor	Start	End
8.2	Develop	UAT	UAT: Remediation	SEPTech - Lead	9.1	Mon 4/25/22	Fri 5/06/22
8.3	Develop	UAT	UAT: Remediation Testing	County - Lead	8	Mon 5/09/22	Fri 5/27/22
9	Deploy	Go-Live				Mon 6/06/22	Fri 6/24/22
9.1	Deploy	Training	Train the Trainer – 4 hours per day	SEPTech - Lead County - Participate		Tue 5/31/22	Fri 6/03/22
9.2	Deploy	Go-Live	Go-Live Prep	SEPTech - Lead County - Participate	8.3	Mon 6/06/22	Fri 6/10/22
9.3	Deploy	Go-Live	Go-Live Weekend	SEPTech - Lead County - Participate	9.2	Fri 6/10/22	Sun 6/12/22
9.4	Deploy	Go-Live	Go-Live ★	County - Lead	9.3	Mon 6/13/22	Mon 6/13/22
9.5	Deploy	Go-Live	Go-live Support & Transition to Accela Customer Support	SEPTech - Lead	9.4	Mon 6/13/22	Fri 6/24/22