Town of Apex, NC

Infor Government Essentials Implementation – Financials, Human Capital Management, and Infor Public Sector

Statement of Work

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April 7, 2023

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Revision History

Date	Version	Description of Revision
11/30/2022	1.0	Initial Draft of Statement of Work developed and sent to client
1/11/2023	2.0	Added data archiving scope
2/17/2023	3.0	Added change management scope, change deliverable acceptance to 10 days, elaborate conversion scope
4/5/2023	4.0	Added Infor Public Sector scope and adjusted conversion scope based on conversations with the Town.

Statement of Work

This Statement of Work ("SOW") represents a new project-based engagement between RPI Consultants LLC ("RPI" or "Consultant") and Town of Apex, NC ("Client" or "Apex") and is subject to the terms and conditions of the Master Services Agreement with an effective date of ___________________. The purpose of this document is to define requirements, services, costs, and other information relevant to the work to be completed by RPI, assuming successful execution of this agreement.

Under the assumptions of this SOW, RPI will provide consulting services and project management support for the following objective:

- Infor CloudSuite Financial & Supply Management (FSM) Implementation
- Infor CloudSuite Human Capital Management (HCM) Implementation
- Infor Public Sector – Permits & Inspections / PM / Planning

Term

The term of this SOW begins as of the last date on the approval and acceptance page, then continues for approximately 62 weeks.

Project Scope

The following objectives provide detailed descriptions of the scope of services which will be completed during this engagement. Any services not explicitly defined in this section are considered out of scope and billed as incurred. Significant changes in scope may be estimated separately and executed through a scope change document.

Application and Organizational Scope

RPI Consultants will support the implementation of the following Infor modules for Apex:

Finance & Supply Management

- Global Ledger
- Project Ledger
- Payables
- Grant Accounting
- Receivables
- Cash Management
- Assets
- Invoice Matching
- Purchasing
- Requisitions/Requisition Self Service
- Inventory Control

Human Capital Management

- Global HR
- Payroll
- Benefits
- Absence Management (FMLA)
- Performance Management
- Employee Space
- Manager Space

Workforce Management

- Time and Attendance
- Time Off (Absence Management)
- Mobility
- Multi-View Scheduler

Technology

- Infor OS
- Infor Document Management

Questica

- Budgeting and Planning

Services Scope

On the following pages we have outlined the full Project Scope we are proposing and the Services we are providing.

Business Processes Scope

- The RPI team will provide best practice guidance and testing support around a standardized set of business processes.
- Town of Apex, NC will provide consolidated representation from each business area responsible to make future state process decisions on behalf of the organization.

Services Provided

RPI provides the following services:

- **Project Management Services**
  - Provide management of the RPI team
  - Maintain and Update Project Workplan, Status Reporting, Budget Reporting
  - Track Risks, Action items, Issues, and key Decisions (RAID)
  - Co-create project kick-off
  - Assist in the creation and presentation of the Final (Project Closure) Report
- **Technical Services**
  - Guidance and advisory on technical topics throughout the project such as: tenant strategy, maintenance, and system/application updates, transitioning project areas, RICE development techniques, information security, etc.
  - Enablement & Advisory for CloudSuite Technical Tools & Security Management
  - Interface Development per Extension Scope
  - Data Conversion per Conversion Scope
  - Extensions Development (Workflows, Configuration Console, Security) per Extension Scope
  - Reporting Tool Training
  - Custom Report Development Advisory
- **Discovery and Design**
  - Lead the review of current processes and procedures and leverage industry best practices to design the new system
  - Conduct workshops for: Conversions, Interfaces, Workflow & Action Requests, Configuration Console (application and security)
  - Create Technical Development plan (RICE)
- **Unit Testing, System Testing, User Acceptance Testing**
  - Provide templates and requirements for functional and technical test plans
  - Prepare system for testing cycles
  - Provide consulting expertise to support analysis and resolution of test issues
  - Provide technical consulting expertise to support analysis and resolution of technical development test issues

- **Training**
  - Train the Apex project team
  - Develop an end-user training plan
  - Develop end-user training materials
  - Deliver end-user training for super users
- **Readiness**
  - Assist in development of a readiness assessment, contingency plan, and cutover plan
- **Provide Go-Live and Post Go-Live Support**

Training Scope

Assumptions

Activity	Phase	Responsible	Key Assumptions / Description
Development of Training Strategy	**Initiate & Plan**	RPI	
Development of Training Curriculum	**Initiate & Plan**	RPI	
Design Enablement	**Analyze & Design**	RPI	RPI will provide Super User Enablement to facilitate solution design.
End User Guides	**Verify & Empower**	RPI	RPI will develop custom training materials based on Client training preferences.
End User Training	**Verify & Empower**	RPI	RPI will conduct End User training. Training sessions will be recorded where possible.
Self Service Training	**Verify & Empower**	Apex	Client will be responsible for conducting Self Service training. RPI will assist with train the trainer documentation.

Detailed representation of these tasks is delineated in the Training Strategy document delivered as part of the Planning Phase of the project.

Change Management Scope

RPI will provide an Integrated Change Management Plan (ICM) and assist the project team in Change Management communications.

Activity	Phase	Responsible	Key Assumptions / Description
Change Risk Assessment	**Initiate & Plan**	RPI	RPI Change Manager will conduct a Change Risk Assessment with the project Sponsor(s) and other leaders to evaluate the scope of the change (Change Characteristics) to be compared against the organization's overall change readiness (Organizational Attributes) in order to determine the project's level of change risk.
Project Vision & Branding	**Initiate & Plan**	RPI/Apex	RPI Change Manager will work with Apex leaders to create the project's vision statement and the associated organizational value propositions. Apex may choose to develop branding for the project; this effort would typically be led by the marketing

Activity	Phase	Responsible	Key Assumptions / Description
			department with support from the RPI Change Manager. Branding can include project name, logo, and style guide.
Development of Change Management Plan	**Initiate & Plan**	RPI	RPI Change Manager will develop a custom Change Management Plan based on the knowledge gathered during Initiate & Plan, which establishes the major change management deliverables, activities, and milestones for the project, including: • Organizational Change Profile • Change Network Roster • Change Communication Plan • Resistance Mitigation Strategy
Change Impact Assessment	**Analyze & Design**	RPI	Following completion of the initial Design Document, RPI Change Manager will work with the RPI and Client functional team leads to identify the most impactful changes that the organization will experience in moving from the current state to the future state. This deliverable describes each significant change, its impacts, identifies the impacted parties, notes any related value propositions, and defines the recommended response, if applicable. The assessment findings heavily inform both the training and communication strategies.
Knowledge Transfer Evaluation & Training Support	**Build & Develop, Verify & Empower**	RPI	Following each major testing cycle or End User training event, RPI Change Manager evaluates knowledge transfer. This process takes the form of proficiency self-evaluations and/or knowledge checks which track the core project team's level of knowledge and ability relevant to set expectations across the project lifecycle. The result of Knowledge Transfer Evaluation inform the Training Strategy to ensure a successful Go-Live.
Change Champion Program Facilitation	**Verify & Empower**	RPI/Apex	With RPI Change Manager guidance, Apex may choose to create a Change Champion Program. Champions volunteer or are recruited from outside of the project team to support and advocate for the project. Champions facilitate bidirectional communication for the project and can act as early adopters of the future state. The program also educates Champions about change management models, principles, and strategies which can be employed to benefit the project at hand, but also any future change that the organization may undergo.
Development of Sustainment Plan	**Go-Live & Support**	RPI	RPI Change Manager will work with the project team leads to deliver a Sustainment Plan designed to be implemented post-live, in order to ensure that system adoption, utilization and proficiency continue to be reinforced after project close. Analysis will be performed to ensure that the plan is actionable and that the right Apex resources are enabled to carry out sustainment activities.

Testing Scope

RPI will lead Unit Testing and System Integrated Testing. Client will take a lead role for User Acceptance Testing. Detailed representation of these tasks is delineated in the Testing Strategy document delivered as part of planning.

Assumptions

Activity	Responsible	Key Assumptions / Description
Testing Plan Development	RPI	Testing Plan Development
Script Development	RPI: Unit Test, SIT Shared: UAT	Test Script Development
System Prep	RPI: Unit Test, SIT Shared: UAT	Prepare the designated CloudSuite tenant for testing cycle
Testing Support, Issue Resolution	Shared: Unit Test, SIT, UAT	User Testing Support and Issue Resolution
Testing Management	RPI: Unit Test, SIT Client: UAT	Management of overall testing process
User Management	Client	Provisioning new user accounts, role assignment and troubleshooting and resolving any issues as required to support testing process
Data Validation	Client	Validate all data is accurate
Resource Allocation	Client	Providing resources to complete testing as per project schedule
Test Execution	Client	Executing test scripts

Conversion Scope

Data conversion activities will precede each of the three rounds of testing and final cutover. RPI will lead the conversion passes with assistance from the Client. RPI services include support for up to four conversion passes. Data conversion scope may vary between passes.

Conversion Schedule

Project Phase	Conversion
Build & Develop	Initial Data Conversion Load (Limited Data)
Build & Develop	First Full Conversion Pass for Unit Test
Verify & Empower	Second Conversion Pass for System Integrated Test
Verify & Empower	Third Conversion Pass for User Acceptance Test
Go-Live & Support	Fourth Conversion Pass for Go-Live

Conversion Tooling

The following data conversion tools are anticipated to be used:

Systems	Conversion Tooling
NewWorld to Infor FSM & Infor HCM	RPI Tooling & Spreadsheet Designer Uploads

Master Files - FSM

Data	Scope	Additional Notes / Assumptions
Accounting Units	All required for converted GL transactions	Part of financials build 7 years archived
Chart/Account Categories	All required for converting GL transactions	Account Categories may be mapped elsewhere depending on the GL design 7 years archived
Assets	All active/non-disposed assets – 1 book	One asset file, provided by Customer 7 years archived
Vendor Master and Locations	All active Vendors plus currently inactive vendors used within the last 24 months	7 years archived
Supplier Contracts	All active agreements (w/remaining balances)	7 years archived
Item Master	All active Items	7 years archived
Purchase Orders	Open purchase orders (w/open remaining quantities and lines)	7 years archived
Requisitions	Strongly encourage all requisitions to be closed prior to cutover (due to approvals)	5 years archived

Transaction Files - FSM

Data	Scope	Additional Notes / Assumptions
GL Transactions	1 Year detail, 2 Years summary	7 Years archived
GL Budgets	1 Year detail, 2 Years summary	7 years archived
Accounts Payable	All open AP Invoices	7 years archived
Accounts Receivable	All open AR Invoices (unapplied portion), Closed AR Invoices Header & Distributions (current + 1 year)	7 years archived

Master Files - HCM

Data	Scope	Additional Notes / Assumptions
Org Structure	All Active	

Employees	All employees including termed employees	15-30 year archived
Work Assignments (active employees)	All work assignments for active employees	15-30 years archived
Work Assignments (termed employees)	All work assignments included in payroll history within last 2 years, Termed employees beyond last 2 years will be mapped to a special conversion work assignment	15-30 years archived
Job Codes	All active job codes & inactive job codes supporting converted work assignment history	15-30 years archived
Supervisors	All Active & inactive supervisors supporting converted work assignment history	15-30 years archived
Positions	All Active & inactive positions supporting converted work assignment history	15-30 years archived
Employee User Fields	Actively used (current value only)	15-30 years archived
Dependents	All dependents for employees with active benefit enrollments	15-30 years archived

Transaction Files - HCM

Data	Scope	Additional Notes / Assumptions
Payroll Records w/deductions	All active pay codes and deduction codes, current year to date pay records w/deductions and 1 year payroll history (previous year) – all inactive pay codes and deduction codes supporting the payroll history	7 years archived
Leave Records	Current balances	15-30 years archived
Benefits – Participant Enrollment	Current year-to-date enrollments	15-30 years archived
Benefits – Dependent Enrollment	Current year-to-date enrollments	15-30 years archived
Benefits – Beneficiary Enrollment	Out of scope	Benefit providers should be the system of record (SOR) for beneficiary information. Therefore out of scope for Infor CloudSuite.

Assumptions

Activity	Responsible	Key Assumptions	Description
Review Identified Conversions	RPI & Client	Decisions on module scope and historical transaction time periods finalized. The conversion specifications are dependent on RPI functional experts participating in the mapping workshops along with Apex data legacy experts.	List needed data conversions and criteria for inclusion.
Extract data from legacy applications	Client	RPI will provide Excel templates in a format ready to upload to Infor. Client will extract and transform data to conform to templates.	All activities involved in getting data from third party solutions into the appropriate cleansing tools.
Migration Strategy and process description	RPI & Client	Client has suitably qualified personnel that have experience and knowledge of existing data to provide mapping support. Apex and RPI are responsible for providing a fully-configured target environment for each conversion cycle per the approved project schedule. This includes all required setups and data objects that are required for the conversion objects in Premier's scope.	Defines how the process is going to be managed and routines used.
Mapping	RPI & Client	Client will ensure all data cleanup activities include comprehensive mapping to original data.	Mapping "old" to "new" values
Transform Data	RPI	RPI will take primary responsibility for data conversions. RPI will execute and troubleshoot the programs that load data into Infor.	Legacy data is transformed into the new data base structure. New fields are created and populated.
Data cleansing and rationalization	Client	Client will be responsible for data cleansing.	All data fields will be reviewed by the appropriate qualified business owner to ensure that data is accurate and meets the business requirements.
Data validation	Client	Client is responsible for ensuring that all converted and integrated data is accurate and will be responsible for data validation efforts associated with all testing.	Validate all data loaded into CloudSuite is correct and accurate
Full Migration - Systems test	Client	RPI will run the conversions and Client process owners will conduct data verification tests and sign-off.	All data within scope will be migrated to ensure performance is measured.

Technical Development Scope

Integration Scope

System	Integration	Assumptions
Bank	Positive Pay	Assumes 1 Bank
	ACH (Electronic Payments)	
	Bank Reconciliation	
Benefits	401K/403b Contributions	1 provider, 1 plan
	Health Insurance	1 provider, up to 3 plans
	Dental Insurance	1 provider, 1 plan
	Life Insurance	1 provider, 1 plan
	AD&D (Disability)	1 provider, 1 plan
	Flex Plan	1 provider, 1 plan
	HSA	1 provider, 1 plan (standard bank interface)
Time Entry System	Employee Demographics	To Infor WFM
	Time Records	From Infor WFM
	Time Off	From Infor WFM
Generic HCM File Creation Utility Outputs	Generic EE Demographic Data Outbound	Assumes HCM File Creation Utility meets requirement. File to SFTP Server.
Applicant Tracking System	Inbound EE Record	New Hire and Rehire Action requests only
	Outbound Job/Location	Job Location Master File

Assumptions

Activity	Responsible	Key Assumptions	Description
Integration Tool Training	RPI	Client's technical / development team will participate in training	RPI will provide training on Infor FSM integration tools and techniques
Integration Development	RPI & Client	RPI responsible for integrations listed above and within available budget. Client is responsible for all other integrations to and from the Infor system.	Creation of interfaces and integrations
Infor FSM Compatibility	Client	Client is responsible to apply updates to on-premise systems as required for compatibility with Infor Cloud integrations.	Any updates to on-premise or third-party software required for Infor FSM integration

Activity	Responsible	Key Assumptions	Description
Data Mapping	Client	Client responsible for data mapping from source system to Infor CloudSuite.	Mapping Infor business classes and fields to interface files and systems
File Transfer	Client	Client responsible for FTP/SFTP servers and processes.	Movement of data in and out of Infor
Testing and Data Validation	Client	Client is responsible for testing and validation of all interfaces.	
Third-party relationships	Client	Client is responsible for understanding and detailing non-Infor system file structure and providing timely and accurate file downloads, managing third party vendor relationships, and ensuring an adequate test environments and support from those systems with which to test Infor integrations.	Subject matter expertise and coordination with non-Infor systems and providers
Single Sign-on	Client	Active Directory Integration is a client responsibility.	Configure Infor CloudSuite to sign-on using Client's Identity Provider

Extensions Scope

Extension	Category	Scope
Workflows	AP Invoice Approval	Infor Delivered, client responsible for modifications
	Payment Request	Infor Delivered, client responsible for modifications
	Requisition Approval	Custom - RPI Delivered. Approvals based on requesting location and dollar thresholds. Full approval occurs within FSM.
	Journal Entry Approval	Infor Delivered, client responsible for modifications
	New Item Request	Infor Delivered, client responsible for modifications
	New Vendor Request	Infor Delivered, client responsible for modifications
	New Hire Action Request	Infor Delivered, client responsible for modifications
	Transfer Action Request	Infor Delivered, client responsible for modifications
	Promote Action Request	Infor Delivered, client responsible for modifications
	Terminate Action Request	Infor Delivered, client responsible for modifications
	Re-Hire Action Request	Infor Delivered, client responsible for modifications
	Add Work Assignment Action Request	Infor Delivered, client responsible for modifications
	Change Pay Rate	Infor Delivered, client responsible for modifications

Extension	Category	Scope
	Change Relationship to Organization Action Request	Infor Delivered, client responsible for modifications
	Employee Space User Provisioning	RPI Delivered – Adds user accounts for Employee Space and Disables accounts upon termination based on GHR source data. Integrations begin and end within SFTP server. Client responsible for powershell scripts to update or query AD.
Configuration Console	Role Based Security	Infor Delivered
	Application Configurations	Defaulting Fields (Limited to Employee, Manager) User Fields Creation, Form Configuration, Business Class Creation, Modifying Action Requests (Based on prioritization during Configuration Workshop and available consulting hours)
IDM Output Format	Purchase Orders	
	Pick Ticket Print	If applicable
	Document Creation, including AP Checks	Infor Delivered

Assumptions

Activity	Responsible	Key Assumptions	Description
Extension Tool Training	RPI	Client's technical / development team will participate in training	RPI will provide training on Infor FSM extension tools such as Configuration Console and IPA
Requirements Analysis	RPI & Client	RPI will assist Client in determining where configurations will be needed	Determine gaps between Client needs and Infor Delivered functionality
Agile Scrum facilitation	Client	Client is responsible for technical project management over development team	Provide technical project management of development activities following Agile methodology
Extension Design	Client	Client is responsible for design documentation and testing criteria for all extensions	Creation of requirements documentation for all extensions
Workflow Development	Client	RPI will provide advisory support within budgeted hours	Technical development of workflows, approvals, and action requests
Security Configuration	Client	RPI will provide advisory support within budgeted hours	Creation of custom security roles and classes
Configuration Console Development	Client	RPI will provide advisory support within budgeted hours	Creation of application configurations

Activity	Responsible	Key Assumptions	Description
Testing and Validation	Client	Client responsible for testing all extensions including approval logic and approver assignments	Validate all extensions work correctly and accurately

Reporting Scope

An allocation of 120 consulting hours is included in the SOW for the RPI team to provide a workshop to train designated Apex personnel on self-service BI and custom report development tools available within Infor CloudSuite and provide advisory services for development of custom reporting.

An allocation of 200 consulting hours is included for creation of custom reports.

Assumptions

Activity	Responsible	Key Assumptions	Description
Delivered Report Enablement	RPI	Training and best practice utilization of standard Infor CloudSuite delivered reports are included with the implementation of core application functionality.	Training and enablement of core project team on Infor delivered reports
Infor BI Tool Training	RPI	Training will be provided on Application Studio and Birst including initial configuration up to the budgeted hours. All future state reports must be identified and prioritized in a development plan along with requirements documented prior to training.	Train Client report development team on use of Infor CloudSuite reporting tools
Custom Report Requirement Definition	Client		Identify and document custom report development needs
Custom Report Development	RPI & Client	RPI will provide report development services up to the budgeted hours. All future state reports must be identified and prioritized in a development plan along with requirements documented prior.	
Report Testing	Client		Testing to ensure all reports are accurate and meet business requirements.

WFM Scope

The following pertains to the implementation of Infor WFM:

Activity	Scope
Calculation Groups	Up to 4 Calculation Groups in Scope
Security Groups	Up to 4 Security Groups in Scope
Other Configurations	Time Off Planner Configuration Blackout Calendars Mobility UI Configuration Multi-View Scheduler

Questica Scope

The following pertains to the implementation of Questica:

Activity		Scope
Budget Configuration & Shared Components	Application-Level Security	Initial Assessment and Assignment. Updates transition to client responsibility upon enablement.
	Single Sign-On	Standard authentication protocols only (i.e. Windows, LDAP, CAS, Google, or SAML Authentication)
	Import Master Configuration Data	Configuration and data import of the following Questica standard data structures, using data supplied by The Customer in Excel® workbooks provided by Questica: • Division/Department hierarchy; • Fund Categories and Funds; • Account Categories and Expense and Revenue GL Accounts; • Statistical Account Categories and Statistical Accounts; • Other Chart of Account Segment Values; • Performance Measure Units
	Analytics	Standard Reports – Questica Budget's standard reports. These reports are provided as-is and may not fully address The Customer's specific reporting requirements. Administrator Authored Reporting - Questica's reporting infrastructure allows users to create ad hoc views which can be used as datasets when using Report Builder 3.0 for administrator authored reporting; as the data source for dashboard widgets; and as part of the ad-hoc analytics interface. Each ad hoc view requires a base "entity" (database table), which can be one of Questica's native data entities; a user configured entity; or a custom built "report entity" which consolidates the data from multiple entities and presents it to the ad hoc view as a single entity ready to report on.
Operating Module	Import Costing Centers	Configuration and data import of standard Questica Operating data structures, using data supplied by The Customer in Excel® workbooks provided by Questica. At a minimum, the files will contain the data necessary to:

Activity		Scope
		• Create Costing Centers (for each historical and current/future budget year to be loaded); • Add Costing Centers to Departments consistent with, and shared by, the Capital budget module; • Associate Costing Centers with Funds; • Define Budget Promotion Stages.
	Initial Data Load	Import Initial Budget - Questica will import the most recent budget with 1 year of future forecast data. Questica will repeat the import once, to accommodate a refresh prior to going live. Import Historic Budgets - Questica will import 2 prior years' budgets. Import Actuals Transactions - Import Operating actuals transactions from data import workbooks Statistical Imports are Not in Scope
	Integrations	Approved operating budget (1 integration) Operating budget amendments (1 integration)) Operating actual costs (1 integration)) Statistical Integrations are Not in Scope
Personnel Planning & Budgeting Module	Initial Data Load	Configuration and data import of standard Questica Personnel data structures, using data supplied by The Customer in Excel® workbooks provided by Questica. At a minimum, the files will contain the data necessary to: • Create positions; • Create salary grades; • Create salary grade steps; • Create modifiers (benefits); • Create employees; • Allocate employees to positions; • Allocate positions to costing centers. For the purpose of the above, the definitions of positions, grades, grade steps, employees and modifiers shall be those found in the Questica Budget Personnel manual. The relationships between them shall be those currently supported by Questica Budget and described in the Questica Budget Operating Manual. Import Positions & Employees - Import from data workbooks. Import Grades & Scales - Import from data workbooks. Create Benefits (Modifiers) – Questica will create Initial "Modifiers" to generate supplementary personal costs, such as benefits, allowances and insurances. Updates transition to client responsibility upon enablement.
	Integrations	Employee Data Sync (1 Integration) Position Data Sync (1 Integration) Position Allocations (1 Integration) Payroll Actuals Import is not in Scope Integration of profiles (bargaining units), grades, steps, pay scales and details of benefit calculations is not in Scope

Activity		**Scope**
Capital Module	Import Projects	Configuration and data import of standard Questica Operating data structures, using data supplied by The Customer in Excel® workbooks provided by Questica. At a minimum, the files will contain the data necessary to: • Create Projects (including closed projects where historical budget is to be loaded); • Add Projects to Departments consistent with, and shared by, the Operating budget module; • Define Project Promotion Stages. The configuration data may optionally contain data necessary to: • Define Asset Categories & Asset Types; • Define Project Regions; • Define a single set of Project Ranking Metrics.
	Initial Data Load	Import Initial Budget - Questica will import most recent budget with 5 years future forecast, Questica will repeat the import once, to accommodate a refresh prior to going live Import Historic Budgets – Questica will import 2 prior years' budgets. Import Actual Transactions - Configuration and data import of standard Questica Operating data structures, using data supplied by The Customer in Excel® Statistical Budget Imports – Not in Scope
	Integrations	Budget Export (1 Integration) Actuals Import (1 Integration) Amended Budget Export – Not in Scope Statistical Imports – Not in Scope
Performance Measures	Configuration	Questica will, with the help of The Customer, determine and configure the Performance Measures Categories and Units, establishing those lookup values within the system.
	Initial Data Load	Questica will import the initial set of performance measures, to a limit of 4 hours of consulting. Questica will, with the help of The Customer, create the initial set of scorecards, to a limit of 4 hours of consulting.
	Integrations	Not in scope
OpenBook	Configuration	System Administration – Customer is responsible – with reasonable assistance from Questica and provided training material – for General configuration of OpenBook to set the look-and-feel, captions, and add users. Visualizations - Questica will assist in configuring OpenBook "Visualizations", to a limit of 10 hours of consulting time Questica Budget - Questica will, with the help of The Customer, configure up to 3 ad hoc views as a source of OpenBook data. The Customer is able to configure as many additional ad hoc views as required.

Activity		Scope
	Integrations	Import from Questica Budget - Connection of OpenBook to Questica Budget, through a shared API key, and the publication of ad hoc views for seamless import of data into OpenBook from Questica Budget. Import from CSV Files – Customer Responsibility
Training	Administration	Training in Questica Budget administration is delivered via a series of training courseware, such as pre-recorded videos. One Training Session.
	Administrator Authored Reporting	Training in the use of ad hoc views and dashboards is delivered via pre-recorded training videos. Questica also provides instructional videos on the use of the Report Builder 3.0 report authoring tool but recommend that users make use of the many online resources to gain expertise in this tool. This will be delivered in one training session.
	Administrator Authored Reporting	Training in the use of ad hoc views and dashboards is delivered via pre-recorded training videos. Questica also provides instructional videos on the use of the Report Builder 3.0 report authoring tool but recommend that users make use of the many online resources to gain expertise in this tool. This will be delivered in one training session.
	Operating	"Train the trainer" training in the use of Questica Budget's Operating module. In scope: Up to 2 training sessions will be held on this topic.
	Personnel	"Train the trainer" training in the use of Questica Budget's Personnel Planning & Budgeting module. In scope: This will be delivered in one training session.
	Capital	"Train the trainer" training in the use of Questica Budget's Capital module. In scope: This will be delivered in one training session.
	Performance Measures	"Train the trainer" training in the use of Questica Budget's Performance module is via pre-recorded training video.

Go-Live Scope

During go-live and post, our consultants are often immediately resolving issues. However, at a minimum, the following are the SLA commitments go-live and post go-live support:

Priority	During Business Hours Response Time	Outside of Business Hours Response Time
High	Within 2 hours	Within 1 hour of next business day
Medium	Same day, if reported before 3:00 PM	Within 4 hours of next business day
Low	Same day, if reported before 3:00 PM	Within 4 hours of next business day

Note: Business hours are defined as 8:00 AM – 5:00 PM Eastern Time during weekdays excluding major holidays.

Data Archiving Scope

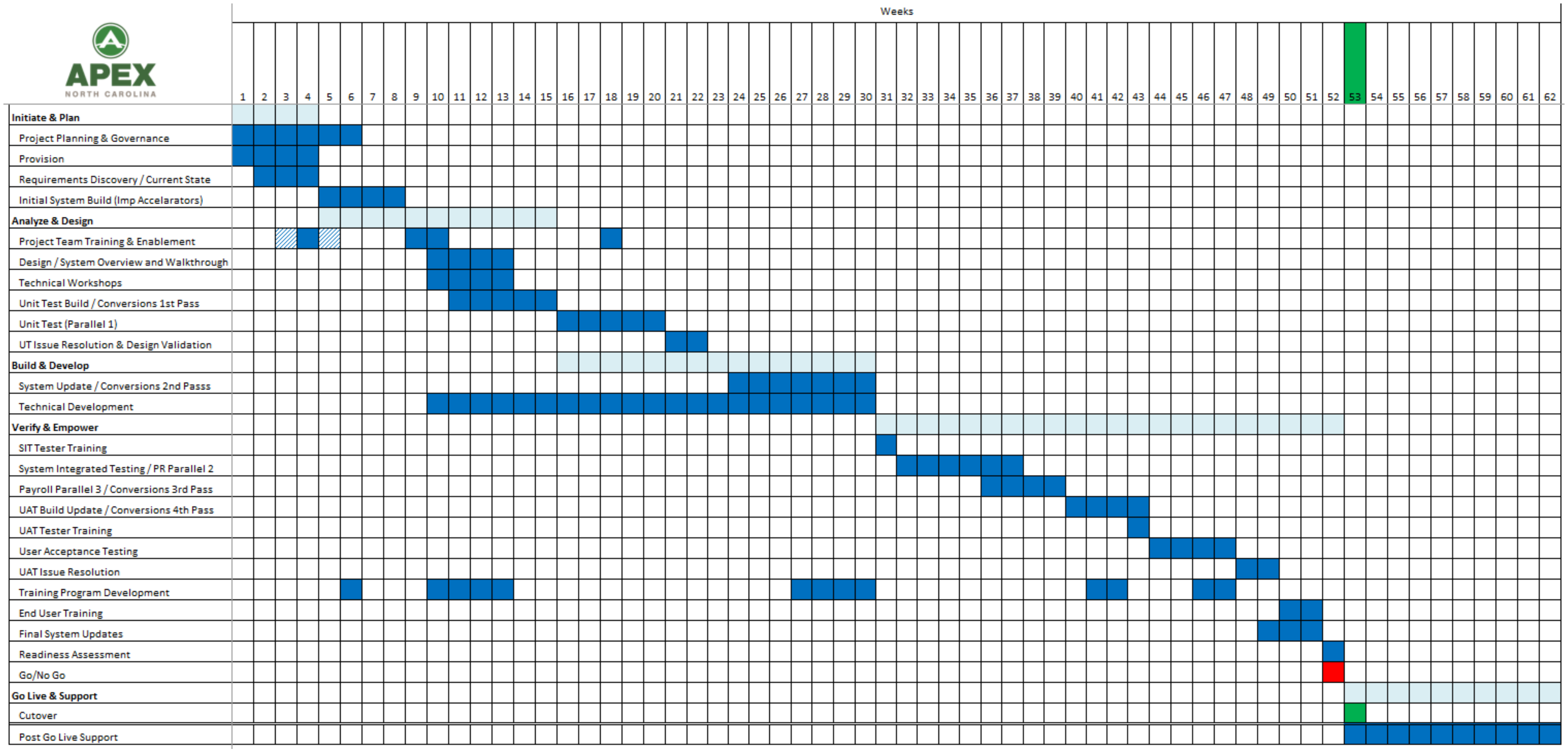
RPI is allocating 500 hours for additional historical data archiving, with an estimated cost of $102,500 of services. This pertains to LogosDB, LogosDB_HrReporting and eSuitedb databases that support the New World ERP suite. We recommend during the discovery sessions to determine the best solution for the Town, and RPI will allocate those hours to the preferred solution. Software cost (if any) is not included in this estimate.

Standard Assumptions

All necessary credentials, including remote access and administrative access, will be provided to RPI team members as needed to complete required tasks. RPI resources will have access to independently initiate a remote connection to all Infor tenants. Town of Apex, NC will provision appropriate access to complete the project deliverables unimpeded.

Proposed Project Timeline

The sample timeline presented below reflects a 53-week project timeline with 10 weeks of post Go-Live support.



Note: Delays may result due to responsibilities not being met by the APEX team, Infor, or by third parties outside of the scope of control of the RPI team. If Apex is not able to make resources available to complete a particular task, RPI may be able to provide additional assistance to keep the project on schedule. RPI will do its best to adjust our approach and schedule to accommodate these changes and keep the project on-track and on-budget. A change in responsibilities or delay in schedule may result in an increased cost. RPI communicates any changes to Apex and provides the opportunity to determine the appropriate steps.

Roles & Responsibilities

A description of the various roles and associated responsibilities is as follows. Roles may be expanded or consolidated based on the skill sets of the assigned APEX associates.

Project Management

Organization	Role	Responsibilities
Town of Apex, NC	Project Sponsor / Steering Committee	• Assumes ultimate responsibility for the Town of Apex, NC Project team's success. • Communicates Project directives and objectives. • Provides timely and effective resolution to issues escalated by the Project team. • Designates and assures commitment of resources throughout the Project to ensure Project success. • Determines Project priorities and approves all changes to Project scope. • Provides final review and approval of Project deliverables and milestones. • Monitors Project quality and integrity with respect to business goals. • Provides positive leadership and ongoing support to all Project team members. • Identifies and communicates any issues of concern throughout the course of the Project. • Participates in monthly Steering Committee Meetings.
Town of Apex, NC	Project Managers	• Ensures Project quality and integrity. • Controls and directs day-to-day aspects of the Project, including task assignment. • Manages the ongoing Project scope and measures Project performance. • Manages third party vendors • Coordinates efforts between Project components (applications, interfaces, hardware, conversions). • Monitors, tracks, maintains, and assumes overall responsibility for the Project work plan to ensure timeline is adhered to. • Monitors, tracks, maintains, and assumes overall responsibility for the Project issues log. • Monitors budget of the implementation. • Oversees and manages interdependencies of all system modules and interfaces. • Identifies and allocates Project Team resources and ensures participation and dedication to Project activities. • Facilitates timely issue resolution and escalates Project issues to executive management as needed. • Facilitates weekly Project Team status Meetings and monthly Project Steering Committee Meetings. • Establishes, coordinates, and ensures effective communication channels are maintained throughout the Project. • Ensures effective team building and conflict resolution.

Organization	Role	Responsibilities
		• Serves as the primary point of contact for Sponsors, Project Team, and RPI. • Responsible for coordination and issue management with third party vendors.
RPI	Project Manager	• Schedules the Project's consulting and training activities together with the Town of Apex, NC Project Manager. • Provides regular status reports to Town of Apex, NC. • Develops the initial implementation plan jointly with the Town of Apex, NC Project Manager. • Helps ensure team understanding of objectives and methodology. • Assigns and manages RPI consulting resources. • Serves as the escalation contact at RPI. • Attends & participates in Project status meetings. • Reports on issues and concerns affecting the Project. • Identifies and helps resolve issues. • Identifies and allocates appropriate resources. • Drives deliverables, activities, and milestone achievement according to the Project plan. • Partners with Town of Apex, NC Project Manager to prevent "Scope Creep". • Works with Town of Apex, NC management and PM to insure timely review of change requests.

Functional

Organization	Role	Responsibilities
Town of Apex, NC	Functional Team Leads	• Actively participates in System Design to define requirements in pertinent functional areas. Includes system process requirements, conversion requirements, and high-level interface requirements. • Defines processing roles for end users in pertinent functional areas and accommodates security requirements definition. • Responsible for identifying and coordinating resources for Super User Training. • Responsible for sign-off of Operating Model and Configuration Documents in pertinent functional areas. • Responsible for supporting prioritization of technical development backlog as Process Owner. • Responsible for providing technical development acceptance criteria as Process Owner. • Responsible for identifying and coordinating resources for Integrated Testing. • Identifies Integrated Testing Scenarios and provides validation/reconciliation of parallel test results. • Responsible for data validation of all converted data in pertinent functional areas. • Determines training requirements for end users and coordinate resources for end user training. • Performs end user training.

Organization	Role	Responsibilities
		• Provides sign-off of end user training materials. • Provides sign-off of Go-Live Cutover Plan. • Develops high priority reports using standard reporting tools.
RPI	Functional Consultants	• Leads System Design by conducting interviews, assessing business needs, analyzing gaps, and providing best practice recommendations for process and system configuration in pertinent functional areas. • Provides recommendations relative to conversion requirements, interface requirements, and end user roles/security definition. • Prepares Configuration Documents for Operating Model. • Provides detailed security specifications to the technical team for end user Roles. • Assists Data Conversion team with build out of structural Infor data, such as employee master, chart of accounts, item master, vendor master, etc. • Assists Data Conversion team with recommendations and mapping of historical transactional data. • Configures system for Super User Training. • Collaborates with Functional leads to identify Integrated Testing Scenarios and requirements. Provide leadership and assistance to Town of Apex, NC testers through Integrated Testing. • Coordinate/Conduct Security Test. • Provides available templates for custom User Manuals and facilitates End User Training. • "On the ground" Go-Live facilitation and post-Live application consulting expertise through first month end close.
Town of Apex, NC	Super Users	• Responsible for individual task completion. • Communicating and resolving issues. • Development and testing of procedures and policies. • Testing and documentation of functionality. • Provide assistance and training to end users. • Develops, validates, and documents policies and procedures. • Provides Town of Apex, NC subject matter expertise. • Completes prerequisite web-based training courses and attends Infor Application Training classes. • Learns basic Infor system functionality and features and applies this knowledge to the Town of Apex, NC functional business needs. • Assumes responsibility for design decisions, execution of system setup, and validation that design meets the business needs of the organization. • Participates in weekly Project Team status meetings, including the preparation and presentation of a weekly Project status report by application area. • Identifies, communicates and resolves application team issues. • Learns in-depth building, maintenance and integration of system files. • Define, document, execute and validate unit test (prototyping) and system test scenarios and results. • Validates converted and/or interfaced data.

Organization	Role	Responsibilities
		• Participates in the Sprint Review Event as designated in the technical development strategy and at the direction of the Functional Team Lead/Process Owner. • Develops and documents end-user training materials. • Conducts or assists in end-user education as needed. • Communicates business process changes to Town of Apex, NC personnel, including policies and procedures. • Participates in report definition, prioritization, and development. • Assists with identification and validation of security needs. • Effectively communicates throughout the course of the Project.

Technical

Organization	Role	Responsibilities
RPI	Lead Technical Consultant	• Initial setup of the newly provisioned Infor FSM tenants. • Facilitate base data conversion and uploads into Infor. • Provides leadership on technical development strategy.
Infor	Cloud Ops	• As per SaaS delivery guide
RPI	Development lead	• Provides guidance on development strategy.
RPI	Developer	• Responsible for developing technical items as per scope
Town of Apex, NC	Interface Specialists	• Responsible for developing interfaces. • Participates in Sprint Events as designated in the technical development strategy. • Supports troubleshooting and interface updates throughout Unit Testing, SIT and Post Live.
Town of Apex, NC	Process Automation Developer/Administrator	• Responsible to develop workflows per design agreed upon during design. • Participates in Sprint Events as designated in the technical development strategy. • Responsible for supporting, maintaining, and/or extending Infor Process Automation solutions.
Town of Apex, NC	Reporting Specialist	• Develops custom (nonstandard Infor) reports and distribution method. • Participates in Sprint Events as designated in the technical development strategy.
Town of Apex, NC	Security Administrator	• Responsible for maintaining the Infor Application and Environment security. This position will work closely with the Functional Team and RPI Security Consultant. • Administration of users, roles, & tasks – including security. • Defines user access to printers, access to multiple environments. • Works with business users to design the security model. • Participates in testing with business users. • Effectively communicates security development status throughout the course of the Project.
RPI	Conversions Consultants	• Responsible to upload data into Infor system as per Conversion Scope.

Organization	Role	Responsibilities
Town of Apex, NC	Conversion Specialist	• Provides requisite data dumps from legacy systems for all conversion activities.
Town of Apex, NC	IT Support	• Configure and administer the identity provider for CloudSuite • Responsible to provide remote access to RPI team. • Installation and administration of on-premises servers, if applicable. • Procurement of any third-party software keys that may be required for the Infor installation and operation. • All hardware and software acquisitions, including sizing. • Procurement and support of handheld devices including wireless. • Responsible for Active Directory administration and creation and management of user accounts. • Responsible for network configuration and security for external access.

Estimated Effort

The following represents comprehensive estimates of hours for both Apex and RPI resources based on information provided by Apex and our experiences migrating customers to CloudSuite.

We look forward to refining these estimates through further discussions with the Apex team to achieve a mutually successful partnership and outcomes.

Estimated Client Effort by Phase

Apex Effort Estimate								
Role	Initiate & Plan	Analyze & Design	Build & Develop	Verify & Empower	Go-Live & Support	Total Hours	Hours / Week*	FTE
Project Sponsor	16	42	60	88	20	226	3.6	9%
Project Manager	160	408	568	880	200	2216	35.7	89%
Finance Lead	80	208	240	672	160	1360	21.9	55%
GL Super User	32	120	136	392	120	800	12.9	32%
Grants Super User	32	120	136	392	120	800	12.9	32%
AP Super User	32	120	136	392	120	800	12.9	32%
SCM Lead	80	208	240	672	160	1360	21.9	55%
Procurement Super User	32	120	136	392	120	800	12.9	32%
HCM Lead	80	208	240	672	160	1360	21.9	55%
GHR/Perf Super User	32	152	208	296	32	720	11.6	29%
Payroll Super User	32	152	208	296	32	720	11.6	29%
WFM Lead	56	168	208	512	120	1064	17.2	43%
System Administrator	24	136	180	264	144	748	12.1	30%
End Users (UAT)	0	0	0	1792	0	1792	28.9	72%
IT Support	96	248	296	432	56	1128	18.2	45%
Interfaces	0	112	280	140	0	532	8.6	21%
Configuration Console	0	80	200	100	0	380	6.1	15%
IPA Development	0	112	280	140	0	532	8.6	21%
Report Development	0	112	280	140	0	532	8.6	21%
Totals						**17870**	**288.2**	**7.2**

Estimated RPI Effort by Phase

RPI Effort Estimate								
Role	Initiate & Plan	Analyze & Design	Build & Develop	Verify & Empower	Go-Live & Support	Total Hours	Hours / Week*	FTE
Project Director	64	68	60	112	48	352	5.7	14%
Project Manager	88	352	496	728	200	1864	30.1	75%
Change Management	0	50	30	220	30	330	5.3	13%
Project Coordinator	0	144	240	352	96	832	13.4	34%
Technical Architect	24	92	30	44	48	238	3.8	10%
Senior Financials Consultant	112	344	400	708	168	1732	27.9	70%
Fin BA	0	80	268	240	80	668	10.8	27%
Budget Lead	0	0	120	160	0	280	4.5	11%
Senior SCM Consultant	112	344	400	708	168	1732	27.9	70%
SCM BA	0	80	268	240	80	668	10.8	27%
Senior GHR/PG Consulant	112	328	360	572	104	1476	23.8	60%
Payroll/BN Consultant	112	344	400	736	168	1760	28.4	71%
HCM BA	0	128	268	392	80	868	14.0	35%
WFM Conusltant	112	344	400	736	120	1712	27.6	69%
Development Lead	0	160	216	0	0	376	6.1	15%
Development	0	96	656	0	0	752	12.1	30%
Data Conversions Lead	0	112	56	72	0	240	3.9	10%
Data Conversions	0	296	160	216	24	696	11.2	28%
Systems Analyst	32	120	120	216	144	632	10.2	25%
Reporting	0	80	240	0	0	320	5.2	13%
Totals						**17528**	**282.7**	**7.1**

Implementation Cost

RPI Deliverables Strategy

The foundation for a successful fixed priced ERP implementation is to identify up-front the deliverables that will require development and approval by both the vendor and the client. Fixed Price projects provide budget protection for the client but require a higher degree and precision of expectation management and outcomes. Fixed price contracts by their nature require a fixed project schedule, fixed approach, fixed scope, fixed resource staff, fixed outcomes and most importantly, fixed expectations.

Deliverable Acceptance

The Project Work Plan will be used to plan and track the Deliverable Acceptance activities. The schedule will be built with a ten (10) business day approval cycle unless otherwise discussed based on the complexity of a particular deliverable.

Deliverables by Phase/Milestone

Listed below are the Deliverables Apex will receive during each Milestone of the project.

Initiate & Plan
1-Project Governance Documents
Program Charter
Program RACI
Program Change Log
Communication Plan
Training Strategy
Testing Strategy
Technical Strategy
Technical Development Strategy
Data Conversion or Migration Strategy
Data Validation Strategy
Roles and Responsibilities
Communication Strategy
2-Project Management Plan
Detailed Project Plan
PMO - Schedule for Discovery, Training, Design, Testing
Current State Assessment
3-Change Readiness Assessment
Change Management Plan
Change Readiness Assessment
Knowledge Transfer Assessment
4-System Provisioning
Tenant Strategy/Plan
Analyze & Design
5-Super User Training & CRP Build
Super User Training Curriculum/Schedule
CRP Tenant Build

6-Technical Development Strategy
Technical Future State Design
Technical Requirements & Design
Tech Development Plan
7-Unit Test Plan
Unit Test Plan
8-Initial System Design for Unit Test
Initial Draft System Design
Conversion Mapping Workshop Agenda/Deck
Data Conversion Requirements & Design
Data Validation Plan
Build & Develop
9-Unit Test System Build
Unit Test System Build
10-Unit Test Scripts
Infor-Delivered Test Scripts for Client Updates
11-Complete Unit Test
Conversion - 1st Pass Unit Test Results
Testing and Data Validation Results
12-Updated System Design for SIT
Updated Draft System Design
Security Strategy
Functional Security Requirements Workshop
Security Role Requirements & Design
Process Automation & Action Request Design
Configuration Console Requirements & Design
13-SIT Test Plan
System Integrated Test Plan
14-SIT Test Scripts
System Integrated Test Scripts
15-RICE Development Ready for SIT
Technical Development Plan Updated
Technical Design Documents
Verify & Empower
16-SIT System Build
System Integrated Test System Build
17-Complete System Integrated Test
Conversion - 2nd Pass SIT Results
Testing and Data Validation Results
Payroll Parallel Testing and Validation Results
18- Final Design
Final System Design
Security Role Requirements Final Design
Process Automation & Action Request Final Design
Configuration Console Requirements Final Design
19-UAT Test Plan
User Acceptance Test Plan
20-UAT Test Scripts
User Acceptance Test Scripts

21-UAT System Build
Cutover Plan for User Acceptance Test
22-Complete User Acceptance Testing
Conversion - 3rd Pass UAT Results
Testing and Data Validation Results
Payroll Parallel Testing and Validation Results
23-End User Training Guides
Training Materials/User Guides
24-Cutover Plan
Final Cutover Plan for Go Live
25-End User Training Delivery
End User Training Curriculum/Schedule
Go-Live & Support
26-Cutover
Execution of Cutover Plan
27-Support 30 Days Complete
Issues Log
28-Support 90 Days Complete
Issues Log
Project Closure Document

Milestone Schedule

Detailed deliverable payment schedule by phase.

#	Phase	Milestone	Cost
1	**Initiate & Plan**	Project Governance Documents	$73,227
2	**Initiate & Plan**	Project Management Plan	$54,920
3	**Initiate & Plan**	Change Readiness Assessment	$36,614
4	**Initiate & Plan**	System Provisioning	$54,920
5	**Analyze & Design**	Super Training & CRP Build	$224,258
6	**Analyze & Design**	Technical Development Strategy	$137,301
7	**Analyze & Design**	Unit Test Plan	$36,614
8	**Analyze & Design**	Initial System Design for Unite Test	$256,295
9	**Build & Develop**	Unit Test System Build	$201,374
10	**Build & Develop**	Unit Test Scripts	$54,920
11	**Build & Develop**	Complete Unit Test	$228,835
12	**Build & Develop**	Updated System Design for SIT	$109,841

#	Phase	Milestone	Cost
13	**Build & Develop**	SIT Test Plan	$36,614
14	**Build & Develop**	SIT Test Scripts	$73,227
15	**Build & Develop**	RICE Development Ready for SIT	$256,295
16	**Verify & Empower**	SIT System Build	$219,681
17	**Verify & Empower**	Complete System Integrated Test	$256,295
18	**Verify & Empower**	Final Design	$54,920
19	**Verify & Empower**	UAT Test Plan	$36,614
20	**Verify & Empower**	UAT Test Scripts	$36,614
21	**Verify & Empower**	UAT System Build	$73,227
22	**Verify & Empower**	Complete UAT	$109,841
23	**Verify & Empower**	End User Training Guides	$73,227
24	**Verify & Empower**	Cutover Plan	$36,614
25	**Verify & Empower**	End User Training Delivery	$73,227
26	**Go-Live & Support**	Cutover	$73,227
27	**Go-Live & Support**	30 Days Support Complete	$73,227
28	**Go-Live & Support**	90 Days Support Complete	$99,631
		Total	**$3,051,600**

#	Activity	Milestone	Hours	Cost
1	**Data Archiving**	Development of a Data Archiving Strategy & Solution	500	$102,500
			Total	**$102,500**

Travel

RPI will charge all reasonable out-of-pocket expenses. Out-of-pocket expenses include such items as travel, lodging, airport parking, and/or mileage at the rate published by the IRS. All expenses shall be reimbursed for actual out-of-pocket amounts, except for meals. Meals shall be reimbursed based on current GSA standard per diem rates.

Estimated Travel Cost

Project Phase	Estimated Trips	Estimated Cost Per Trip	Estimated Travel Cost
Initiate & Plan	10	$2,000	$20,000
Analyze & Design	24	$2,000	$48,000
Build & Develop	24	$2,000	$48,000
Verify & Empower	28	$2,000	$56,000
Go-Live & Support	14	$2,000	$28,000
TOTAL TRIPS ESTIMATED	**100**		**$200,000**

Addendum A - Infor Public Sector, Community Development & Regulation (CDR) Implementation Services

RPI will partner with TruePoint Solutions (TPS) to implement Infor Public Sector (IPS) Community Development and Regulation (CDR) Suite v11.2 using a SaaS Multi-Tenant (MT) environment for the Town of Apex, NC. **These applications will handle business processes for the Town's Licensing & Permitting team and the PM/Planning team.**

About TruePoint

TruePoint Solutions (TPS) is a privately held software and solutions company and certified Small Business Entity based in California. Established in late 2004, TPS formally commenced operations in 2005. The team totals over 50 staffers who in turn encompass well over 700 years of Public Sector IT experience.

TPS is comprised of a significant number of former Infor/Hansen employees and executives. In fact, the team at TPS has more than 170 years of cumulative, employed by Infor/Hansen, software experience. No other services company can claim as much direct experience with these products as TPS. TPS also has extensive experience in local municipalities, with over 150 years of experience working for local government.

TPS can provide the guidance and experience based on best practices to the Town of Apex, NC. that are necessary to make a successful implementation to a new platform (Infor Public Sector).

Purpose

The purpose of this implementation plan and scope of work is to document the services to be delivered, the level of effort of the requested services, the roles of the various parties participating in the implementation, and the associated responsibilities for each position in delivering implementation. This implementation plan and scope of work is presented in conjunction with RPI Consultants' proposal response to the Town of Apex, NC ERP RFP for Software and Implementation Services for a Permitting Software Systems Environment. The final configuration of the Infor Public Sector software is expected to align with the descriptions provided within RPI/TPS proposal response, to the extent that they conform to the mutually agreed upon business requirements documented as a result of this implementation plan and scope of work and the IPS product functionality demonstrated to the Town of Apex, NC by Infor. If this implementation plan and scope of work conflicts in any way with RPI/TPS's proposal response to the above-mentioned RFP, the implementation plan and scope of work shall supersede RPI/TPS's proposal response.

This document addresses the specific requirements of the Town of Apex, NC as well as the specific requirements of RPI/TPS in order to efficiently and feasibly deliver the requested services. This document is a starting point for describing the project and related professional services. The associated project plans and documents will continue to evolve over time with collaboration from both the Town of Apex, NC and RPI and RPI/TPS staff.

Project Summary

The Town of Apex, NC (Town/Client) will replace New World and EPermits Permitting Solutions. The Town of Apex, NC's current, primary application, which is used to support the Community Development and Regulations (CDR). The goals of this project are expected to include:

- Provide a single, comprehensive, and integrated solution that uses a shared repository of information and processes to ensure that all users have access to the same information and reporting is consistent
- Streamline business processes to take advantage of best practices through automation, integration, and electronic business workflows
- Implement a platform with a modern look and feel, with thoughtful, intuitive functionality.
- Provide easy access to real-time data that enables and facilitates sound business decisions.
- Automate currently manual processes.
- Eliminate the need for Excel spreadsheets to manage business information.
- Eliminate the need for redundant data entry
- Improve and provide necessary reports and access to data through inquiry or drill down capabilities for better decision making (Accessible via Microsoft Power BI)
- Provide interface capabilities with third-party systems.
- Provide robust mobile capabilities where appropriate.

Implementation Approach

Project implementation will be a collaborative effort between the Town of Apex, NC, RPI and TPS. Significant time will be spent to ensure Apex's goals are met, as defined above. TruePoint Solutions implementation projects range in duration from six months to several years based upon a variety of factors. **For the implementation of Infor Public Sector, we are expecting a project timeline of fourteen (14) to eighteen (18) months.**

RPI, in conjunction with RPI/TPS, will develop a project management plan that provides details of the approach, strategy, organization, communication strategy, risk mitigation strategy, staffing plan, training plan, development, transition and implementation plan, and collaboration between Apex and the design team for program success. Tasks, as specified below, will be accounted for within the project management plan to support the execution of it. At the program level, we will integrate the individual tasks and activities to form an overall project management plan and an integrated master schedule.

Implementation Scope

Application Scope

RPI Consultants, in conjunction with TPS, will support the implementation of the following Infor modules for Apex:

- Infor Public Sector (IPS) Community Development and Regulation (CDR) Suite v11.2 using a SaaS Multi-Tenant (MT) environment.
  - CDR Enhanced Bundle (Modules include: Building; Project; Planning; Use; Code Enforcement; Business and Trade Licensing; Customer Service; Map Drawer; Web Services – Assets, Billing, CDR; Microsoft Exchange; Open 311 API).
  - CDR Billing
  - Rhythm for Civics (Portal)
  - Field Inspector – CDR (mobile)
  - GIS Sync (Esri Interface)
  - Birst Enterprise and IDM (Reporting)

Services Scope

The following services will be delivered as part of this implementation:

1. Project Management
2. Software Provisioning Oversight
3. Business Analysis
4. Configuration
   - 4.1. Workflow Configurations
   - 4.2. Portal, Mobile and GIS Configurations
5. Data Migration of legacy data
6. Interface – Third (3rd) party applications
   - 6.1. Critical: out-of-the-box interface
   - 6.2. Critical: interface design needed
   - 6.3. Desired Interface
7. Testing – Unit, Functional, User Acceptance Testing (UAT)
   - 7.1. Unit Testing
   - 7.2. Functional Testing
   - 7.3. User Acceptance Testing (UAT)
8. Training – Core Team, Admin, and End User - Train the Trainer
   - 8.1. Implementation Training (Core Team)
   - 8.2. Train-the-Trainer Classes
   - 8.3. Reporting – Includes BIRST Enterprise and Infor Document Management (IDM)
9. Go-Live
   - 9.1. Go-Live Support
   - 9.2. Post Go-Live Support

Work Plan Items

1. Project Management

Responsibilities

RPI/TPS Responsibilities:	Client Responsibilities:
• Develop and maintain project plan. • Schedule and participate in kick-off meeting. • Maintain an Issue Log throughout the implementation and propose solutions to identified issues. • Lead weekly project status meetings and provide weekly status reports. • Manage all consulting resources throughout the project. • Actively manage the project in partnership with client.	• Review and approve initial project plan. • Schedule and participate in kick-off meeting. • Schedule and participate in status meetings. • Manage all Client resources throughout the project. • Actively manage the project in partnership with RPI/TPS team. • Give direction on resolution of issues on the issue log.

Deliverables:

- **1.1 – Project Management Plan**
- **1.2 – Kick Off Meeting**

2. Software Provisioning Oversight

RPI/TPS will oversee and review initial software setup and configuration (aka 'provisioning') of the Infor Multitenant SaaS environment, completed by Infor under separate contract.

Responsibilities:

RPI/TPS Responsibilities:	Client Responsibilities:
• Ensure the initial setup of the Infor Public Sector MT environment and associated bundle products are configured and working seamlessly together.	• Participate in IPS 11.2 maintenance training for staff.

Deliverables:

- **2.1 – Infor Public Sector Setup & Configuration**

3. Business Analysis

RPI/TPS will lead the business analysis efforts for this project.

Our consultants will meet with designated Apex staff to participate in Business Requirement Design (BRD) meetings. The purpose of these meetings will be to document the business workflow requirements for each of the included Community Development divisions:

3.1 Planning

3.2 Site Development

3.3 Building

RPI/TPS will plan to conduct initial business analysis meetings onsite to meet with project team members from each division separately. During these meetings, it is expected that we will review the following:

- Existing documentation related to both As-Is and To-Be workflows (as available)
- Current application types and workflows being used by each division.
- Application types and workflows that are not currently within the Town has determined need to be included in the new system.
- Review of existing reports and printable forms.
- Discussion of Best Practices use with the IPS product.

RPI/TPS will develop a BRD document for each of the workflow types defined within Section 4.1 Worklfow Configurations. RPI/TPS will document the business processes and workflows from the BRD meetings and develop the initial BRD documents. The initial draft BRD documents will be presented to Apex for initial review and to ensure that the business processes are documented correctly. If Apex finds discrepancies, they will submit a conditional BRD sign off listing the discrepancies to RPI/TPS.

RPI/TPS expects that an average of two (2) BRD revisions will be completed per BRD document prior to final signoff, provided that RPI/TPS has fully and accurately corrected any discrepancies in each revision. Once the Town reviews and completes a final sign off on the BRD documents, RPI/TPS will configure the IPS CDR system based on the agreed upon BRD requirements.

Responsibilities:

RPI/TPS Responsibilities:	Client Responsibilities:
• Be an active owner of the BRD. • Lead business analysis meetings. • Work closely with Client Business Analyst(s). • Deliver individual workflow BRD documents for Client review. • Revise BRD documents. • Deliver final BRD document.	• Be an active owner of the BRD. • Be an active participant in RPI/TPS led business analysis meetings. • Apex Business Analyst(s) work closely with the RPI/TPS team to learn Best Practices use with the IPS product, understand BRD needs, and assist Apex staff. • Provide documentation and information on current business processes and workflows. • Review draft BRD documents for accuracy and consistency.

Deliverables:

- **3.1 – Business Requirements Design documents – Planning**
- **3.2 – Business Requirements Design documents – Site Development**
- **3.3 – Business Requirements Design documents – Building**

4. Configuration

RPI/TPS will lead the configuration efforts for this project. RPI/TPS will commence configuration once the Town of Apex, NC accepts the BRD's. RPI/TPS will configure the IPS system to the BRD specifications and present the configurations to Apex. Apex will complete two rounds of testing, provide feedback and updates.

RPI/TPS will also provide 'hands-on' configuration training to designated Apex staff. This will be completed as a part of the included Implementation Training. The goal of this training will be for the Town's sustainment staff to become proficient with the IPS configuration tools during the implementation and play an active role in the configuration effort. This will also ensure that Apex staff will be able to configure additional application types identified after go-live or that that are determined to be outside of this scope.

RPI/TPS will configure:

- Ten (10) workflow types for Planning
- Ten (10) workflow types for Site Development
- Fifteen (15) workflow types for Building
- Six (6) detail pages per workflow type
- Ten (10) advanced scripts per module (i.e. IPS Building Permits, Project, and Planning)
- Twenty (20) Notification Templates

RPI/TPS will configure up to a total of thirty-five (35) workflow types for Planning, Site Development and Building. At the Town's discretion, the Apex may elect to adjust the number of workflow types to be configured for each division.

RPI/TPS will also lead business analysis sessions related to the configuration of:

- the Rhythm for Civics (portal)
- Field Inspector (mobile)
- GeoAdministrator (GIS) products

Responsibilities:

RPI/TPS Responsibilities:	Client Responsibilities:
• IPS CDR Configuration for Planning, Site Development and Building. • Provide 'hands-on' configuration training to designated Apex Business Analysts in order to create new application types. • Rhythm for Civics initial delivery includes updating of picture and graphic. Theme editing not included.	• Be an active owner of the product and solution. • Participate in Testing. • Apex Systems Analyst(s) work closely with the RPI/TPS team to learn IPS CDR system configuration and assist Apex staff. • Configure application types in IPS CDR as assigned by Project Team .

RPI/TPS Responsibilities:	Client Responsibilities:
• Provide configuration and training for one (1) Customer Portal Questionnaire 'Wizard' workflow. • Mobile device Readiness. • IPS GeoAdministrator configuration for use with Apex GIS data for addressing and parcels (two (2) layers) using the Apex Esri 10.5.1 environment.	• Providing appropriate Mobile devices for staff field use. • Participate in RPI/TPS analysis sessions for configuration. • Participate in Testing. • Provide address and parcel layers for editing during GIS configuration. • Be an active owner of the products and solutions.

Deliverables:

- **4.1.a – Workflow for Planning**
- **4.1.b – Workflow for Site Development**
- **4.1.c – Workflow for Building**
- **4.2.a – Rhythm for Civics Configuration and 'Wizard'**
- **4.2.b – Mobile Configuration**
- **4.2.c – GIS Configuration**

5. Data Conversions

An analysis of Apex's legacy data will be conducted in order to determine if Apex's legacy data will be migrated to the new IPS system as a part of this project. Apex will deliver existing legacy data from the current System to RPI/TPS as a SQL backup. This data will include permit records for Planning, Site Development and Building. A database dictionary and schema will be provided by Apex. The task associated with this work will include:

Data Conversion - Analysis

Upon the completion of the Data Conversion – Analysis task, Apex will make a final determination as to what, if any, data will be migrated from the Town's current Permit. If Apex elects to proceed with a data migration effort, the following optional data migration tasks will be included within this project scope at the direction of Apex's Project Manager.

Data Conversion Mapping

Each IPS module (i.e. Planning, Site Development, Building Permit) will have one historical record type that all applications will be converted to. These historical records will be converted for 'view only' use and will not be editable within the IPS system. Active records will be either input manually by the Town staff or cloned after conversion. The Town will be responsible for providing support to RPI/TPS in order to facilitate the completion of the conversion process. There will be three (3) iterations of the data conversion which will include:

- Data Conversion - initial – test
- Data Conversion - revised after Apex review – test
- Data Conversion - final – production

Data Migration: Definition of Roles

Role	Summary
Lead	The party ultimately responsible for the activity.
Assist	The party provides active assistance for the activity.
Participate	The party provides passive assistance for the activity.
Share	Both parties share equal responsibility for the activity.
None	The party has no role in the activity.

Data Migration: Summary of Response Indicators

Indicator	Response	Description
S	Supports	The Proposal supports the prescribed responsibility roles with its proposed data conversion methodology and approach.
C	Conflict	The Proposal has a conflict with the prescribed responsibility roles and proposes alternate responsibility in its proposed data conversion methodology and approach.

Data Migration: Responsibilities of Deliverables

No	Data Conversion Activity	Proposer Role	City Role	Response	Other Comments
1	Perform Conversion Analysis of Existing Legacy Data	Lead	Participate	S	
2	Perform Crosswalk Development of Legacy Data from Legacy System to New System	Lead	Participate	S	
3	Provide Conversion Data	None	Lead	S	
4	Provide File Layouts/Data Maps of Existing System	None	Lead	S	
5	Proof Data Provided	Assist	Lead	S	
6	Analysis of Data to be Converted	Lead	Assist	S	
7	Developing and Testing Conversions	Lead	None	S	
8	Review and Correct Errors	Share	Share	S	
9	Load Converted Data into Training Database	Lead	Participate	S	
10	Confirmation of Converted Data in Training Database	None	Lead	S	
11	Approval/Signoff of Converted Data in Training Database	None	Lead	S	
12	Load Converted Data into Live Database	Lead	Participate	S	
13	Confirmation of Converted Data into Live Database	None	Lead	S	
14	Approval/Signoff of Converted Data in Live Database	None	Lead	S	
15	Other:				
16	Other:				

Data Migration: Data Migration Scope

Category	Infor Object	Data Requirement	Clarification on Scope
Planning/Project Management	Applications	2-4 years active	Actively used (current applications only)
Planning/Project Management	Contacts	Must have required data for IPS contact.	

Category	Infor Object	Data Requirement	Clarification on Scope
Planning/Project Management	Fees	Requires active fee types	Outstanding fees will be converted with amounts owed.
Planning/Project Management	Reviews	Requires active review type	Problems and reviews for history of the active applications
Planning/Project Management	Logs		Logs are used to store reportable data from the historical system that may not have a one to one match in the new workflows
Planning/Project Management	Inspections	Requires active fee types	Problems and inspections for history of the active applications
Planning/Project Management	Historical Details		If there is any queried data that can not be mapped to a destination in IPS a custom table can be created.
Permits	Applications	2-4 years active	Actively used (current applications only)
Permits	Contacts	Must have required data for IPS contact.	
Permits	Fees	Requires active fee types	Outstanding fees will be converted with amounts owed.
Permits	Reviews	Requires active review type	Problems and reviews for history of the active applications
Permits	Logs		Logs are used to store reportable data from the historical system that may not have a one to one match in the new workflows
Permits	Inspections	Requires active fee types	Problems and inspections for history of the active applications
Permits	Historical Details		If there is any quired data that can not be mapped to a destination in IPS a custom table can be created.

Responsibilities:

RPI/TPS Responsibilities:	Client Responsibilities:
• Lead data conversion mapping sessions. • Develop, test and execute data conversion program to import data into IPS database. • Maintain data integrity. • Deliver data conversion document to Apex. • Deliver converted data to the Infor Cloud Team.	• Participate in data conversion mapping. • Review and approve the conversion document. • Deliver appropriate data set for testing, development and implementation. • Complete testing and verification of the converted data. • Provide input and solutions to matters as they are required.

RPI/TPS Responsibilities:	Client Responsibilities:
• Infor Cloud Team will be responsible for the final data load into Apex's MT Cloud environment.	• Provide alternatives and solutions to any and all rejected data.

Deliverables:

- **5.1 – Data Conversion – Analysis**
- **5.2 – Data Conversions – Final Production**

6. Interfaces

Interfaces will be addressed on an individual basis. Hour's estimate is based on similar Parcel Owner and State Licensing Board integrations. If the analysis and design exceed the typical requirements more resources may be required.

Interface Design Document Process

Each Interface Design Document will include the following process:

a. **Document workflows and data requirements**. Through a combination of onsite and remote meetings, Apex will share the requirements they envision for the system interface. Apex will communicate and document the required interface needs and upon examination, the Project Team will provide recommendations for process improvements. Through an iterative process, a final requirements document will be developed.
b. **Third Party Interface Tools**. Identify and determine the availability of third-party interface tools. We understand that all software systems are evolving, and vendors are continuing to develop easier ways to share and exchange data and processes with other systems. As such, an effort to examine the availability of APIs, import tools and other data sharing functions supported by Apex's back office and other third-party solutions will be completed. We anticipate this being a joint effort with Apex as they may have existing experience using these tools. This is also an opportunity to engage directly with the third-party vendors for inclusion on any subsequent scope requirements.
c. **Interface design document development**. A design document will be prepared which will outline the Interface requirements and the anticipated scope of work to execute the design.

Responsibilities:

RPI/TPS Responsibilities:	Client Responsibilities:
• Develop Interface Design Documents for listed applications.	• Participate in Interface Review and Design sessions. • Approve Interface Design Documents.

RPI/TPS Responsibilities:	Client Responsibilities:
• Conduct Interface Reviews for listed applications.	

Deliverables:

- **6.1 – Interface Design Document**
- **6.2 – Interface Development Complete**

7. Testing

Project testing will occur throughout the project, which includes on-going Core Team training.

Unit Testing

Intended to be done by the configuration team. In this phase of testing the goal is to ensure the small function or pieces produce the desired outcome.

Functional Testing

Intended for the core team. In this phase of testing the goal is to ensure that the iterations within each sprint are successful and produce the desired outcome.

User Acceptance Testing (UAT)

Testing the whole solution from start to finish. In this phase of the testing the goal is to ensure the product works in total and produces the business solution.

RPI/TPS Responsibilities:	Client Responsibilities:

• Unit Testing of configurations.
• Core Team Training (throughout the project).
• Functional Testing: Staff doing the Functional testing will receive training as each item is delivered (e.g. Conversion, CDR configuration).
• User Acceptance Testing (UAT)
  ○ RPI/TPS responsible for test case development.
  ○ RPI/TPS responsible for training for testing.
  ○ RPI/TPS responsible for supporting UAT (On and off site), including making any corrections to failed UAT test cases identified during testing.
	• Schedule appropriate people for core team training and testing.
	• Functional Testing: Staff doing the Functional testing will receive training as each item is delivered (e.g. Conversion, CDR configuration).
	• User Acceptance Testing (UAT): the end users that will participate in the UAT will receive core training. Staff will also provide input and review of test cases developed.
	• Participate in training and testing.
	• Participate in regression testing (as needed).
	• Continue ongoing training and testing.

Deliverable:

- **7.1 – Completion and sign-off for User Acceptance Testing (UAT)**

8. Training

Training Roles and Responsibilities

During project initiation, a draft training plan will be created based on the products purchased, the numbers and types of users, and the specific Apex requirements relative to training and development for both Apex's operational and on-going administrative needs. Should needs change as the implementation progresses, this plan will be updated accordingly.

Implementation Training (Core Team)

The RPI/TPS team will plan multiple opportunities for Implementation Training for the Apex over the course of the project. There will be initial Product Overview and Basic Concepts training. There will also be training sprints planned to educate the project team in parallel with the needed configuration skills for each implementation sprint. RPI/TPS will spend time explaining how the software works and will review with Apex staff so they will understand how the solution was built, how they can build their parts of the solution, and where documentation exists.

Implementation Training Classes will include the following:

- Product Overview and Basic Concepts Training – 16 hours
- Technical Systems Configuration Training – 40 hours
- GeoAdministrator Training – 4 hours

End User Training

RPI/TPS provides a variety of user and administrator training courses that are designed to orient, educate, and reinforce the core concepts behind the operation and management of Infor Public Sector. For this project the RPI/TPS team intends to train the end users with the assistance of the Apex subject matter experts during the trainings.

RPI/TPS and the Apex team will work together to identify the end user sessions needed. This will be done by identifying the daily processes and functional groups. Also, before scheduling the training sessions, the configuration of the processes will be in a state close to final in order to avoid any retraining efforts. RPI/TPS will provide up to 80 hours of end-user training sessions.

Reporting Training

RPI/TPS will provide training to Apex staff on the use of ad-hoc query and reporting capabilities within the Infor Public Sector product. This will include both the use of the IPS Dashboard and the ability to export data from developed queries.

RPI/TPS will also provide training to designated Apex staff on the Birst product intended for use in developing business analytics and custom reports; and the IDM product, used for creating Report Templates with MS Word for the Community Development Department. RPI/TPS will assist with developing Birst and IDM reports for Apex on an as-requested basis. It is expected that following Birst and IDM report training, Apex will be able to develop the majority of custom reports for this project using Apex resources. The maximum level of effort allocated by RPI/TPS will be 200 hours for this reporting task.

Deliverables:

- **8.1 – Implementation Training**
- **8.2 – End-User Training**
- **8.3 – Reporting Training**

- **8.4 – Report Design Documents and Reports**

9. Go-Live & Support

RPI/TPS will be onsite for the Go-Live week (2 staff, 4 days). It is expected that all divisions (Planning, Site Development and Building) will participate in a single Go-Live event.

RPI/TPS will provide remote, Post Go-Live support to the Town of Apex, NC for 30 days following the Go-Live week. It is expected that all divisions (Planning, Site Development and Building) will participate in a single Go-Live event.

RPI/TPS Responsibilities:	Client Responsibilities:
• Create Go-Live Plan. • Deployment of Go-Live Plan. • Onsite Support during Go-Live event.	• Participate in creation of Go-Live Plan. • Deployment of Go-Live Plan. • Go-Live Support.

Deliverables:

- **9.1 – Cutover**
- **9.2 – Support 30 Days Complete**

Services and Products Out-of-Scope

Work that is not specifically listed in this SOW as being In-Scope is considered Out-of-Scope for this project. Specific items out-of-scope include:

- Customizations to the IPS software.
- Load Performance testing.

Role and Responsibilities

Organization	Role	Responsibilities
Town of Apex, NC	Project Sponsor (CDD Director and Assistant Director)	• Ultimate responsibility for the success of the project • Create an environment that promotes project buy-in • Drive the project through all levels of the Town • High-level oversight throughout the duration of the project • Serve as the primary escalation point to address project issues in a timely manner
Town of Apex, NC	Implementation Project Manager	• Overall administration, coordination, communication, and decision-making associated with the implementation • Planning, scheduling, coordinating and tracking the implementation with TruePoint Solutions and within the Town

Organization	Role	Responsibilities
		• Ensuring that the project team stays focused, tasks are completed on schedule, and that the project stays on track
TruePoint	Project Manager and Lead	TruePoint Solutions' Project Manager is responsible for overall project management and works directly with the Apex throughout all aspects of the TruePoint Solutions implementation—from the initial scoping, planning, staffing, to delivery. The Project Manager undertakes the project administration tasks: • Project plan management • Change order management • Issue log management and escalation • Status reporting • Project workspace management • Resources management • Work plan management • Meeting management In addition, the Project Manager will have significant experience in the business process as well as the product functionality and is responsible for: • Business Process Analysis activities—Mapping the Apex's business processes and requirements to the functionality of Infor Public Sector and the creation of the To-Be Analysis Documentation using the Business Requirements Design (BRD) documents. • Leading system configuration activities • Ensures continuity of all implementation tasks with Apex goals/processes • Facilitating meetings with the Apex's business and IT staff • Day to day management of overall work plan tasks • Involved in overall concept design of Conversion and Report analysis as it relates to the known Apex business requirements
TruePoint	Business Consultants	Implementation Consultant resources have significant Infor Public Sector and business experience. Each Consultant will be responsible for one or more of the following: • Lead and conduct To-Be Analysis sessions • System Configuration based on workflow documentation • Data migration specification mapping • Report Configuration Mapping • Providing training/mentoring to Apex staff
Town of Apex, NC	Division/Departmental Business Leads (Planning Manager(s), Site Development Manager, Building Official, ISD Manager, ISD Systems Analyst)	A user representative for each affected department must be appointed to facilitate analysis and configuration and serve as a decision-making entity for that group. These critical appointments may well determine the success of the implementation for their respective areas. Responsibilities include: • Attending requirements workshop sessions

Organization	Role	Responsibilities
		• Willing and able to gather data and make decisions about business processes • Assist in the creation of specifications for reports & conversions • Review and test the system configuration, reports & conversion • Participating in the implementation of the Infor Public Sector solution
Town of Apex, NC	Division/Departmental Subject Matter Expert (SME)	Responsibilities include: • Being trained on IPS at a System Administration level • Being fully engaged in the Business Analysis and system configuration activities • Assist internal efforts towards the creation of reports & conversions • Assist in the review and testing of the system • Actively participate in the full implementation of IPS
TruePoint	Technical Consultants	The Technical Consultants will provide expertise in their areas of assignment. The Technical Consultants work with the PM to ensure that solution design meets the Apex's overall goals/process requirements. Tasks for a technical consultant could include: • Data Migration Development • Infor VB Configuration Development • Report Development • GIS Configuration and support • Installation/System Provisioning and support
Town of Apex, NC	Technical Lead (ISD Systems Analyst)	Responsibilities include: • Primary responsibility for the technical environment during the software implementation • Work with TruePoint Solutions technical personnel during implementation • Act as the primary technical resource for troubleshooting problems

Deliverable Acceptance

The Project Work Plan will be used to plan and track the Deliverable Acceptance activities. The schedule will be built with a ten (10) business day approval cycle unless otherwise discussed based on the complexity of a particular deliverable.

Milestone Payment Schedule

Detailed deliverable payment schedule by phase.

#	Phase	Milestone	Cost
1.1	**Project Planning**	Project Management Plan	$40,512
1.2	**Initiate & Plan**	Project Kick-off	$10,128
2.1	**Provision**	System Setup and Initial Configuration	$60,768
3.1	**Business Analysis**	Requirements - Planning	$50,640
3.2	**Business Analysis**	Requirements – Site Development	$50,640
3.2	**Business Analysis**	Requirements – Building	$50,640
4.1a	**Configuration**	Workflow Configurations – Planning	$60,768
4.1b	**Configuration**	Workflow Configurations – Site Development	$60,768
4.1c	**Configuration**	Workflow Configurations – Building	$60,768
4.2a	**Configuration**	Rhythm for Civics Configuration	$30,384
4.2b	**Configuration**	Mobile Configuration	$30,384
4.2c	**Configuration**	GIS Configuration	$20,256
5.1	**Conversions**	Conversion Analysis	$20,256
5.2	**Conversions**	Data Conversions – Test	$30,384
5.2	**Conversions**	Data Conversions – Final	$40,512
6.1	**Interfaces**	Interface Design Document	$20,256
6.2	**Interfaces**	Interface Development	$20,256
7.1	**Testing**	User Acceptance Testing Sign-off	$81,024
8.1	**Training**	Implementation Team Training	$30,384
8.2	**Training**	End User Training	$30,384
8.3	**Training**	Reporting Training	$20,256
8.4	**Training**	Reports and Report Design Documents	$40,512
9.1	**Go-Live & Support**	Cutover	$50,640

#	Phase	Milestone	Cost
9.2	**Go-Live & Support**	Support 30 Days Complete	$50,640
9.3	**Go-Live & Support**	Final Acceptance – 90 Days	$50,640
		Total	**$1,012,800**

Travel

RPI will charge all reasonable out-of-pocket expenses. Out-of-pocket expenses include such items as travel, lodging, airport parking, and/or mileage at the rate published by the IRS. All expenses shall be reimbursed for actual out-of-pocket amounts, except for meals. Meals shall be reimbursed based on current GSA standard per diem rates.

Estimated Travel Cost

Project	Estimated Trips	Estimated Cost Per Trip	Estimated Travel Cost
Initiate & Plan	20	$2,000	$40,000
TOTAL TRIPS ESTIMATED	**20**		**$40,000**

Approval & Acceptance

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work. By signing below, Client hereby acknowledges and agrees to the work required as documented herein, and to the payment of the fees required herein. This Statement of Work must be fully executed by January 31, 2023, to remain valid.

Town of Apex, NC

Printed Name	Title

Date	Signature

RPI CONSULTANTS LLC

Printed Name	Title
Greg Pollard	Partner

Date	Signature
4/12/2023	DocuSigned by: Greg Pollard 651F2ECED3DA486...

INVOICE & CONTACT INFORMATION

Contact Name

Contact Address	Contact City, State, Zip

Email Address

PO# or Other Instructions

[ ] Please Check for Invoicing via Email

[ ] Please Check if PO# is Required