
Statement of Work Between City of Augusta, GA & International Data Base Corp. dba Bidnet**Implementation Professional Services****Project Timeline**

- This project is budgeted for a duration of number (16) weeks from the project kick off meeting to the transition to customer support. The project start date will be mutually agreed upon by both parties and shall occur within two (2) weeks of contract signature.

Project Assumptions

- Services will be delivered through 100% offsite resources and meetings.
- A mutually agreed-upon project schedule will be finalized within two (2) weeks of project kickoff. Following this, Company will allocate resources to meet project deadlines and manage costs effectively. The Customer is also expected to adhere to all project deadlines. If actions or inaction by the Customer cause a delay and require Company to reschedule or reallocate resources, the project cost may increase and will be addressed through the Change Control process.
- Product enhancements are changes to product functionality that require new software development and that the company adopts as part of the product offering. No enhancements are included in this Order.
- If Customer requests changes to the Deliverable Details as identified herein, or additional enhancements, the Change Control Process will be used.
- Only services to support rollout and testing of Deliverables detailed herein are included in this Order. If any additional services are requested by the Customer, the Change Control process will be used.
- All existing SLAs remain applicable.

Customer Responsibilities

- Assign a Project Manager that makes decisions on Customer's behalf with respect to schedule, configuration decisions, and coordinating meetings.
- Ensure adequate representation and participation of Customer staff in implementation services to ensure successful configuration decision making and knowledge transfer.
- Confirm the configured solution meets the Customer's needs and requirements through a comprehensive testing and validation process.
- Coordinate and conduct User Acceptance Testing.
- Plan and implement required business process and policy changes.
- The Customer is expected to provide the requested input and feedback consistent with the project schedule. Failure to do so may result in change orders affecting the project schedule and/or cost.
- Ensure time is reserved to complete training as per agreed project plan.

Company Responsibilities

- Manage Company resources and provide the personnel needed to support the enhancements.
- Assist the Customer in remediation of material defects.
- Ensure the configured solution meets the testing and validation requirements.
- Coordinate our participation in all meetings and training and make required staff and resources available, as required.

Change Control

In the event changes to the Order (“Changes”), become necessary or desirable to the Parties, a Change shall be effective only when documented by a written, dated agreement executed by both parties that expressly references and is attached to this Order (a “Change Order”). The Change Order shall set forth in detail: (i) the Change requested, including all modifications of the duties of the parties; (ii) the reason for the proposed Change; and (iii) a detailed analysis of the impact of the Change on the results of the Services and time for completion of the Services, including the impact on any associated price.

Delivery Details

Sourcing Platform

- Manage the entire solicitation process, from publishing, interacting with suppliers, Q&A, amendments, receiving bids, monitoring, and tracking deadlines, with a full audit trail of the entire process and in-depth reporting.
- Implementation service provided:
 - Discovery of requirements (up to 2 hours)
 - Review of Customer’s current process
 - Configure UAT Environment
 - Configure the UAT environment to reflect the agreed configurations
 - Support User Acceptance Testing
 - Configure Production Environment
 - Configure the Production environment to reflect validated configurations
 - Training
 - Provide remote training for administrators and end users (up to 4 hours)

RFX Creation Advanced

- Generate RFX and other solicitation documents, with dynamic multi-user collaboration, templates, clauses, approval workflows, notifications, and advanced configuration capabilities for a more tailored solution.
- Solicitation templates can have clauses injected across multiple templates (such as an indemnification clause) which eliminates having to update them in multiple templates. Clauses can also be conditionally injected based on a checkbox field selected in the form.
- Implementation service provided:
 - Discovery of requirements (up to 2 hours)
 - Review of Customer’s current process
 - Configure the UAT Environment
 - Configure first template while Training
 - Configuring up to ten (10) client fields and conditional logic
 - Configuration of Workflow with up to five (5) conditions
 - Configuring solicitation types and other associated fields
 - Support User Acceptance Testing
 - Configure Production Environment
 - Configure the Production environment to reflect validated configurations

- Training
 - Provide training for administrators and end users (up to 4 hours)
- Assumption
 - Company will train Customer on the configuration of templates and client fields. If Customer requests that Company perform configuration activities on its behalf for these items, or requests additional workflow configuration beyond what is in scope for the Order, such services will be managed through the Change Control process at the rates set forth below. These rates apply only during the project implementation phase.

Bid Evaluation

- The Bid Evaluation service allows authorized users to evaluate bids online. Administrators can create a library of standard questions. Managers can set up evaluations and invite evaluators as well as set up the process and track until completion.
- Implementation service provided:
 - Discovery of requirements (up to 3 hours)
 - Review of Customer's current process
 - Configure UAT Environment
 - Configure the UAT environment to reflect the agreed configurations
 - Support User Acceptance Testing
 - Configure Production Environment
 - Configure the Production environment to reflect validated configurations
 - Training
 - Provide training for administrators and end users (up to 2 hours)

Single Sign On (SSO) Configuration

- SSO provides secure access following your company's login policies and allows users ease of access.
- Implementation service provided:
 - Requirements Discovery (up to 2 hours)
 - Discovery with Customer's IT/Security team
 - Exchange of required information to configure for Customer and Company
 - Configure Production Environment
 - Testing Support – joint testing with Company and Customer of the integration

Intake Management Advanced

- Manage internal intake using dynamic request forms to gather all the necessary information to start a sourcing or contracting process for internal users and keep them informed throughout. Advanced configuration capabilities for a more tailored intake solution.
- Implementation service provided:
 - Discovery of requirements (up to 3 hours)
 - Configuration in UAT and Production environments.
 - Configuring up to 10 client fields and conditional logic
 - Configuration of Workflow with up to 5 conditions
 - Remote Training – Admin and User (up to 3 hours)

Certification and Qualification Management

- The Certification and Qualification Management service facilitates supplier qualification by applying your own prequalification and certification criteria. Build and monitor your supplier database, including any diversity requirements, and limit follow-up costs.
- Implementation service provided:
 - Discovery of requirements.
 - Configuration in production environment of form, maximum of 1 form with 10 criteria
 - Remote Training – Admin and User (2 hours)

Supplier Performance Management

- Manage the performance of your vendors by evaluating Key Performance Indicators (KPIs) that will increase the quality of your pool of vendors
- Implementation service provided:
 - Discovery of requirements (up to 4 hours)
 - Review Company's standard Supplier Performance Management module and discuss configuration options.
 - Configure UAT Environment
 - Configuration of custom score card, maximum of two (2) forms with max ten (10) KPIs per form
 - Support User Acceptance Testing
 - Configure Production Environment
 - Configure the Production environment to reflect validated configurations
 - Training
 - Provide training for administrators and end users (up to 2 hours)

Contract Advanced

- Contract Lifecycle Management with notifications and tracking, unlimited document repository, reports, allows the generation of contract documents using templates and clauses, dynamic multi-user collaboration, track changes, version control, external user access control, approval workflows, advanced configuration capabilities for a more tailored solution and eSignature management if purchased.
- Solicitation or Contract templates can have clauses injected across multiple templates (such as an indemnification clause) which eliminates having to update them in multiple templates. Clauses can also be conditionally injected based on a checkbox field selected in the form.
- Implementation service provided:
 - Discovery of requirements (up to 2 hours)
 - Review of Customer's current process
 - Configure UAT Environment
 - Configure first template while Training
 - Configure up to ten (10) client fields and conditional logic
 - Configure Workflow with up to five (5) conditions
 - Configure contract types and other associated fields
 - Support User Acceptance Testing

- Training
 - Provide training for administrators and end users (up to 4 hours)
- Assumption
 - Company will train Customer on the configuration of templates and client fields. If Customer requests that Company perform configuration activities on its behalf for these items, or requests additional workflow configuration beyond what is in scope for the Order, such services will be managed through the Change Control process at the rates set forth below. These rates apply only during the project implementation phase.

Integrated eSignature

- Integrated eSignatures come in bundles of 250 packages that can be sent out for signature. The client will be notified that they are about to or have exceeded their purchased amount and will be invoiced for another bundle.
- Implementation service provided:
 - Discovery of requirements (done with the Contracts discovery)
 - Configuration in production environment
 - Remote Training – Admin and User (done with Contracts training)

User Acceptance Testing (UAT) Environment

- The UAT environment provides an environment to configure, test and approve changes prior to applying these changes to production. The environment will be used during implementation to configure and seek approval to move configuration to the Production environment. Once in Production the environment can be used for training as well as place for the client to test configurations prior to doing them in the production environment.
- Implementation service provided:
 - Configure the UAT environment and add UAT client team members.
 - This environment is set up without SSO to allow users to have multiple logins for role testing.
 - Access to environment
 - Demonstrations of configurations in the environment during implementation
 - Support during the client User Acceptance Testing
 - Training
 - Move configurations into production environment once approved
- For production Core releases, they will typically be promoted two weeks prior to production to this environment to allow admins to get familiar with any changes/enhancements seen in news/release notes.
- Once in production, it will be up to the client to maintain configuration consistency that they make in each environment as desired.

Contract Spend Tracking

- Contract Spend Tracking enables financial calculations and the roll-up of contract amounts to parent contracts, with roll-up activity recorded on the parent contract using the solution's standard financial roll-up template.
- Spend Tracking functionality supports the following contract categories:
 - Contract

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- Subcontract
 - Amendment
 - Contract Spend Tracking will be performed via Flat File Integration to apply purchase order drawdowns against contracts, subcontracts, or amendments that increase or decrease contract spend limits.
 - Customer is responsible for submitting files using the Company's standard template for import.
 - Submitted files will be detected within ten (10) minutes, at which time the import process will be initiated. Files may be submitted up to a maximum of four (4) times per hour. Flat files exceeding 1 MB in size must be imported during non-business hours.
 - Implementation service provided:
 - Delivery of Company's Contract Spend Tracking documentation and template
 - Provide up to two (2) hours of services to answer questions related to the documentation provided.
 - Configuration in Production Environment
 - Flat File Integration configuration of SFTP account, import job, and template.
 - Training
 - Training for administrators and end users, delivered as part of the Contracts training.

Future Platform Upgrade Commitment

International Data Base Corp. dba Bidnet agrees to provide the Customer with a complimentary, like-for-like upgrade to the new platform upon its official release. This upgrade will be delivered at no additional cost to the Customer and will include the standard implementation services necessary to transition from the current system to the new platform. The like-for-like upgrade ensures that all existing functionality included in the Customer's current licensed modules will be maintained within the new platform's equivalent feature set. The Vendor will communicate release timelines and any technical requirements in advance and will coordinate with the Customer to ensure a smooth and timely upgrade process.