

## ACCELA CIVIC PLATFORM Services Statement of Work

### ENHANCING GOVERNMENT

Together we are transforming the way we serve our communities through improved efficiency, reliability, and transparency





## Table of Contents



Silver Lining Solutions Company Background .....	3
Licensing and Insurance .....	7
Project Team .....	8
Implementation Approach .....	11
Scope of Services.....	17
Deliverables .....	19
Project Expenses.....	31



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**Submittal Date:** March 15, 2024

RFP valid for 60 days following date of submittal.

Presented By: Carahsoft Technology Corporation

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Direct: 225-83-1827

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March 15, 2024

## RE: Accela Civic Platform Implementation Project

It is my pleasure, on behalf of Carahsoft Technology Corporation (Carahsoft) to submit a proposal to the City of Cooper City, FL for the support of your **Accela Civic Platform Implementation Project**. Services will be provided by Silver Lining Solutions, LLC (SLS).

We look forward to assisting the City in meeting its business goals as they relate to this project. This proposal features the industry's leading system – Accela Civic Platform - capable of meeting the City's goals today and well into the future. We combine this platform with a team of seasoned industry and platform experts with experience in developing solutions that streamline business processes, increase communication between citizens and staff, and empower City leadership to track and improve business strategies.

SLS is one of Accela's oldest certified partners and a clear leader in the Accela community. Since 2009 our company has helped shape and define how the Civic Platform is deployed and optimized for Accela customers from coast-to-coast.

The way leading government agencies do business is rapidly changing. We are excited to demonstrate how our team, skills, and leadership are best positioned to be your partners in this endeavor.

If you have any additional questions related to our response, please contact Jazmine Fitts at [jazmine.fitts@carahsoft.com](mailto:jazmine.fitts@carahsoft.com). Thank you for your time and consideration. We look forward to working with you.

## Silver Lining Solutions Company Background



Streamlining Government Processes and  
Increasing Civic Value

## Silver Lining Solutions

Silver Lining Solutions offers a wide range of consulting services for Local and State Government Agencies. We have got the necessary tools and expertise to help you refine and manage your expansion, or your next project. We partner with our clients to develop engaging business strategies, design high quality and scalable solutions, and build long-lasting experiences.

### The Silver Lining Team

Silver Lining Solutions is a Colorado based small business founded in 2009. With our headquarters in Aurora, Colorado our team has been involved in Accela Implementation projects from Coast to Coast. Our team's experience started in 2006 when our President and Founder Eric Koontz worked for Accela Inc., and eventually directed the Western US Services Team for the company. Our team of Accela Civic Platform experts provide deep industry and Accela platform knowledge and has participated in well over 70 Accela projects.

### The Project Team

At Silver Lining Solutions, we understand the importance of teamwork, transparency, and total customer satisfaction. This group of highly qualified and experienced professionals has been working together as a team for over a decade. We have helped large State Agencies implement enterprise level CRM solutions, Counties to improve their Code Enforcement business process, and developed Service Request (i.e. 311 type of solutions) for Cities that improve communication with constituents. These are just a few of the thousands of business processes that we have improved or developed for government agencies across the country.

At SLS, **Simple and Elegant** solutions are our focus, and we take pride in achieving complete customer satisfaction.

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**A few highlighted SLS Customers include:****The State of Virginia Alcoholic Beverage Control Authority**

The SLS team serves an important role in the State's licensing and citizen portal project. Based on the team's significant industry knowledge, they were selected to provide IV&V, Architectural, and Professional Services oversight for this enterprise project.



**The City of Downey CA :** The SLS team has been partnered with the City of Downey for over a decade. Eric Koontz was the project manager and one of the lead consultants that developed the initial City implementation and today we are proud to continue helping the City to continue to grow and improve thier Accela Civic Platform.



**The City of Lancaster CA :** This implementation of the Accela Civic Platform was for the Community Development Department. Licensing (Cannabis and Business) and permitting modules developed with Customer Request Portals. SLS has become the preferred vendor for support, maintenance, and expansion of this agency's current platform. SLS provided the primary services lead responsible for design, analysis, and implementation services.



CITY OF LONE TREE

**The City of Lone Tree CO :** Enterprise solution for online customer permitting and inspection requests. Building and Planning departments were included in this project. SLS provided the primary implementation services and today continues to provide ongoing maintenance and support for this fantastic city.

**The City and County of Denver CO**

The SLS team provided professional services focused on re-engineering service request business processes. Much of this work was heavily focused on increasing the citizen portals that enhanced transparency and communication.

**The City of Aurora CO**

The SLS team provided professional services for the City's full implementation of the Community Development System. Report development, Business Automation, Service Request development, Citizen Portal services, and so much more.



## Select SLS Customers / Projects

The SLS team has either provided key roles or been the primary consultant for the following projects:

Adams County, CO	Eastvale, CA	Pima County, AZ
Arapahoe County, CO	Fort Collins, CO	Rancho Cucamonga, CA
Aurora, CO	Fresno, CA	Salt Lake City, UT
Boston Health	Hermosa Beach, CA	San Diego County, CA
Boulder County, CO	Hillsboro, OR	San Dimas, CA
Boulder, CO	King County, WA	San Francisco, CA
Brookhaven, NY	Lancaster, CA	Santa Barbara, CA
Caldwell, ID	Larimer County, CO	Santa Clarita, CA
California State	Lincoln, NE	South El Monte, CA
Chula Vista, CA	Lone Tree, CO	South Metro Fire Rescue, CO
Cincinnati, OH	Longmont, CO	Surprise, AZ
City of Chandler, AZ	Miami Beach, FL	Tempe, AZ
City of Perris, CA	Miami Dade, FL	Toledo, OH
Cobb County, GA	Michigan State	Torrance, CA
Concord, CA	Menifee, CA	Ventura County, CA
Cowlitz County, WA	Mohave County, AZ	Virginia Beach, VA
Culver City, CA	New Mexico State	Virginia State
Dayton, OH	Oklahoma City, OK	Weld County, CO
Denver City and County, CO	Oregon State	Winter Park, CO
Downey, CA	Peoria, AZ	Tempe, AZ
Virginia State ABC		

## Licensing and Insurance

Silver Lining Solutions is a certified Women Owned Business in good standing with the State of Colorado. Upon request we will provide certificates of insurance.

OFFICE OF THE SECRETARY OF STATE  
OF THE STATE OF COLORADO

**CERTIFICATE OF FACT OF GOOD STANDING**

I, Jena Griswold, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

Silver Lining Solutions, LLC

is a

Limited Liability Company

formed or registered on 03/12/2009 under the law of Colorado, has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 20091150176.

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 07/06/2020 that have been posted, and by documents delivered to this office electronically through 07/08/2020 @ 10:06:11.

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this official certificate at Denver, Colorado on 07/08/2020 @ 10:06:11 in accordance with applicable law. This certificate is assigned Confirmation Number 12453082.





Secretary of State of the State of Colorado

\*\*\*\*\*End of Certificate\*\*\*\*\*

*Notice: A certificate issued electronically from the Colorado Secretary of State's Web site is fully and immediately valid and effective. However, as an option, the issuance and validity of a certificate obtained electronically may be established by visiting the Validate Certificate page of the Secretary of State's Web site, <http://www.sos.state.co.us/biz/CertificateSearchCriteria.do> entering the certificate confirmation number displayed on the certificate, and following the instructions displayed. Confirming the issuance of a certificate is merely optional and is not necessary to the valid and effective issuance of a certificate. For more information, visit our Web site, <http://www.sos.state.co.us/> click "Businesses, trademarks, trade names" and select "Frequently Asked Questions."*



## Project Team

### Key Staff Highlights: Eric Koontz (Project Director)

As the president and founder of Silver Lining Solutions, Eric has formed a team of leading experts that are changing the way agencies do business today. With a focus on process improvement, cutting-edge technology, and a passion for collaboration Eric's leadership is redefining success. The Silver Lining Solutions Team has been responsible for the success of hundreds of software implementations. Silver Lining Solutions improves the way governments do business and ultimately the way their constituents experience the benefits of government agencies.



### Skills

- Project Oversight and Management
- Certified ScrumMaster Scrum Alliance January 2017
- Certified Asset Management Auditor August 2015
- Business Process Engineering
- Java, Javascript, SQL, CSS, HTML and other programming languages

### Project Experience

Eric has provided leadership and technical solutions for over 100 projects in the last 12 years. The following projects are highlighted:

#### **Boston Public Health Commission Mobility/Web CXM implementation, Boston, MA**

Sr PD responsible for overseeing the Community Development Platform Implementation for Environmental Health and Permitting services at BPHC. Provided project oversight, project management, end-user training, scripting and report development, as well as solution design services resulting in a successful on-time and on-budget project

#### **City of Salt Lake Citywide Enterprise Service Request and Licensing Solution, UT**

SR PM responsible for managing the implementation of a citywide Community Development solution, consisting of 9 City Divisions for their Permitting and Service Request processes. This One Stop solution drastically improved communication and data sharing between these divisions, enhancing the ability for the public to easily retrieve property data and initiate Service Requests with the City of Salt Lake.

#### **City of Brookhaven Community Development Implementation, NY**

SR PM responsible for ensuring the implementation and delivery of a citywide Community Development solution, consisting of multiple departments for their Permitting and Service Request processes. This Community Development solution significantly improved communication, data sharing, and document sharing between external departments, giving the city of Brookhaven its first city wide solution for Permit processing and Service Requests.



## Key Staff Highlights: Chad Weiffenbach (Project Manager)

Chad leads his clients to enable strong collaboration and empower teams to crush their goals! Accumulating 26 years of professional experience, he has the skills to lead major programs and projects for established businesses and governments as well as start-ups. Through his vast experience as a project manager has developed an expertise of delivery strategies which has enabled Chad to successfully lead projects to completion. Chad also excels in leading large and small project teams utilizing Agile methodology for software implementations.

## Skills

- Certified PMP, Scrum Master, Scrum Product Owner, SAFe Agilist, and Six Sigma Black Belt
- Programming: C, C#, .NET, C++, HTML SQL, Java, Javascript, SQL, PL/SQL
- Systems: Windows Server (2003/2008 & 200 R2/2012 & 2012 R2), Linux (Ubuntu), UNIX (HP-UX, Solaris, AIX), Virtualization (VMware Workstation/Virtual Box/Hyper-V)
- Databases and Analytics: MS SQL, MySQL, Oracle, MS SSRS, Crystal Reports, Power BI,
- Training, IV&V, Business Process Analysis and Business Process Re-design

## Project Experience

### **Boston Public Health Commission Mobility/Web CXM implementation, Boston, MA**

Sr PM responsible for successfully managing the Community Development Platform Implementation for Environmental Health and Permitting services at BPHC. Provided change management, project management, end-user training, architectural oversight, scripting and report development, and solution design services resulting in a successful on-time and on-budget project

### **Enforcement Service Request, Permit Application/Processing Implementation - State of Michigan**

PgM and Scrum Master responsible for multiple projects including the implementation of Enforcement service requests, Permitting application and processing, and a statewide Business Licensing solution. As a PM and Scrum Master during this multi-year multi-phase project, was critical in the design for upwards of 500 unique business processes.

### **City of Virginia Beach Planning Dept. Accela Implementation, VA**

Sr PM responsible for successfully managing the City Planning Department's system implementation of automated business processing, document review and document management. Provided change management, project management, end-user training, architectural oversight, scripting, report development, and solution design services resulting in a successful on-time and on-budget project.

## Key Staff Highlights: Darren Koontz (Senior Consultant)

Darren has spent the last 11 years implementing business solutions for government agencies. From working with new client implementations to enhancing and streamlining existing business processes, Darren has a customer success record that is second to none. Darren's customers have all experienced the same - a relentless passion to solving technical business problems, streamlining processes, increasing public transparency. His understanding and experience in Business Licensing, Record Management, and Asset Management, has made him one of the most experienced Business Consultants in today's rapidly evolving industry.



### Skills

- Team Building and Leadership
- Business Process Analysis
- Microsoft Office Products
- Customer Relations
- Software Training

### Project Experience

#### **City and County of Denver Permit Processing and Service Requests Implementation, CO**

Sr Business Analyst responsible for redesigning and streamlining out of date business processes, including the implementation of new Service Requests, Permitting Processes, and Licensing Processes, for City of Denver's One-Stop Community Development solution. As the lead consultant on this project, was also critical in resolving upwards of 350 post go live issues identified during the initial implementation.

#### **City of Lincoln Community Development Permit Processing/Service Request Implementation, NE**

Business Analyst in charge of implementing a One-Stop Community Development solution for the City's Building Department's numerous Permitting Processes, as well as multiple Public Works Service Requests. With experience in script development as well as report writing, was vital to the development stage of the project ensuring the success of script and report development for all city records.

#### **City of Tempe Community Development Permit Processing and Service Request Implementation, AZ**

Sr Business Analyst tasked with implementing a Community Development solution, consisting of multiple unique Service Requests, and Permitting Processes. As a seasoned business analyst, was key to the successful delivery of this joint partner implementation of a Community Development platform with limited access to additional implementation resources.



## Implementation Approach

For support and maintenance, some system or development needs may be substantial enough that they should be thought of as small projects. Occasionally, some system issues are substantial enough that they too can be considered a stand-alone project. And nearly always, the cumulation of all system enhancements and issues create a “task list” that is worthy of being properly managed. We call this task list a **Product Backlog**. A failure to properly manage this product backlog results in poor planning, communication, and a breakdown of a good partnership. Even worse, it results in disappointing results and unacceptable ROI.

Part of our SLS leadership for your agency includes an Agile Methodology and a formal Scrum methodology that ensures we focus on the tasks that are your priority. Together we set reasonable expectations, and we monitor them collaboratively until we achieve our goals.

This methodology is used both for initial implementations as well as ongoing support and maintenance.

### Methodology Overview

Our project philosophy is to guide and enable our customers towards self-sustained support of their new investment. It is Silver Lining Solutions’ opinion that our customer should expect to stay involved in the project.

For new development or new projects, expect to spend about 70% of the total effort expended by SLS. If you have not already invested the effort to define your goals or may still be looking to conduct some business process improvements, this number can easily go higher. For more simple tasks and modifications that resolve issues, expect your level of effort to be approximately 10-25% of the SLS teams’ effort to perform adequate system testing and to adjust your processes when necessary. Our experience tells us that while we are experts in implementing Accela Civic Platform for many customers, our customers are not always experts on the new platform and therefore must invest adequate time to become fully self-supporting.

Silver Lining Solutions will provide a Certified Scrum Master who will lead the team for all projects and tasks. The Agency should dedicate one person to serve the role of the Scrum Product Owner full time for the duration of the project (if possible). The

## LEADERSHIP IN ACTION

This Agile / Scrum implementation approach was created by Chad Weiffenbach and Eric Koontz of Silver Lining Solutions.

Chad and Eric are both Certified Scrum Masters and have been working in the Computer Science industry since the late 80’s.

Accela hired Chad and Eric to create this methodology for the Accela Community and today Accela uses this implementation approach as do many partners!

Agency Product Owner will be responsible for setting the overall priority of work for the team. Silver Lining Solutions will advise and consult with the Product Owner to insure consistency and success of the project, as necessary.

## Project Kick off and Backlog Creation:

After contract signing, SLS and the Agency will create the project charter and define the roles and responsibilities of each team member from both parties. After agreement of the charter, the Scrum Master and Product Owner will lead efforts to plan and break down the work encompassed in the Scope of Work.

The Agency Product Owner, Agency Staff, and Silver Lining Solutions consultants will create a list (the project backlog) of User Stories based on the Agency's requirements and prioritize them for the project. More Agency staff experts may be needed to create the User Stories for their area of expertise. These initial User Stories will be the basis for the Silver Lining Solutions Scrum Master to lead the team in initial sizing of each User Story's work effort. Initial sizing (sometimes referred to as scoring in Agile methodologies) will be relative to each other and not directly tied to actual work effort. Given this initial estimating, the Product Owner can better understand how to prioritize work for the team.

### Backlog Planning

The Agency Product Owner and the Silver Lining Solutions Scrum Master will then work collaboratively to create an overall work plan, dividing the work into "Sprints" of equal durations. Each Sprint will have an agreed up on Sprint Goal that sets the tone of what work will be completed in the sprint. The Sprint Goal will direct the Product Owner and Scrum Master to assess the project backlog to determine what highest priority User Stories must be included in a sprint to meet the Sprint Goal. During each sprint the requirements will be elaborated on with the team to create Sprint Backlog of User Stories and decide what work can be committed to being completed within the Sprint. The Project Backlog will be updated throughout the project's lifecycle (referred to as Backlog grooming) according to the needs of the project, however once a sprint starts the Sprint Backlog cannot change. By doing this we reduce the risk of scope creep during a given sprint. Experience tells us that projects change through their lifecycle – change is necessary – and therefore the backlog grooming is a perfect tool to discuss and introduce changes needed for the project's success.

## Sprint Overview

### Sprint Planning:

During the first 1 to 2 business days of every Sprint, the team will collectively discuss and assign the User Stories on the Sprint Backlog, confirming all the work can be completed by the team. At the end of the sprint planning all parties will agree and commit to the work assigned on the Sprint Backlog.

Within a sprint each user story will go through 5 processes as follows:

1. **Requirements Elaboration** – Agency business processes will be analyzed to take advantage of Accela Automation and a solution will be agreed upon and documented by user stories.
2. **Design** – Tasks will be added to further define the work needed to complete a user story's requirement. At this stage test requirements for the tasks are also developed by Agency staff.
3. **Build** – all agreed to, in scope, solutions defined during the Design process will be developed. This includes configurations, customizations, conversions, interfaces and reports, testing plans, and training plans.
4. **Test** – For each User Story, the system is tested, corrections are made as deemed necessary, the system is prepared for deployment to the next environment and users are trained.
5. **Deploy** – The User Story solutions are moved to the test environment.

### Daily Stand-up Meetings:

Daily Stand-Up Meetings will be held on a mutual agreed upon schedule. The purpose of the stand-up meetings is to report progress of daily tasks utilizing a Kanban board (Trello) to track and report progress. Task assignments will be made by the Silver Lining Solutions Scrum Master and agreed to by the team in attendance of the stand-up calls. By meeting regularly for this purpose, the team will be in much closer communication and collaboration while reducing schedule risk as impact will be known much earlier for the project.

### Sprint Review:

A Sprint Review is held two days before the last day of the Sprint to inspect the work completed and adapt the Project Backlog if needed. This meeting is run by the Product Owner. During the Sprint Review, the project team and other stakeholders collaborate about what was done in the Sprint. Based on this discussion and any changes to the Project Backlog during the Sprint, attendees collaborate on what could be done to optimize value in the future. This is an informal meeting, not a status meeting, and the presentation of the Increment is intended to elicit feedback and foster collaboration. This is typically a ½ day meeting.

### Sprint Retrospective:

The Sprint Retrospective is an opportunity for the team to inspect itself and create a plan for improvements to be enacted during the next Sprint.



The Sprint Retrospective occurs after the Sprint Review and prior to the next Sprint Planning. This is a two-hour time-boxed meeting. The Silver Lining Solutions Scrum Master ensures that the event takes place and that attendants understand its purpose.

The purpose of the Sprint Retrospective is to:

Inspect how the last Sprint went with regards to people, relationships, process, and tools;

Identify and order the major items that went well and potential improvements; and,

Create a plan for implementing improvements to the way the Scrum Team does its work.

By the end of the Sprint Retrospective, the Team should have identified improvements that it will implement in the next Sprint, although improvements may be implemented at any time.

The Sprint Retrospective provides a formal opportunity to focus on the team's self-improvement.





## The SLS Approach

A better way to conduct discovery and business analysis.

A successful approach to discovery and business analysis starts with having the right people engaged in the project, clear directives, industry expertise, and business subject matter expertise. Clearly, “It takes a village”! It also takes leadership and guidance from a team that has significant experience.

The SLS team has complete confidence in our ability to foster the collaborative teamwork necessary to ensure project success. The following information illustrates the high-level approach our team takes for business analysis and discovery.

### Clearly Establish Goals

- Well in advance of conducting the actual business analysis and discovery all participants and oversight should discuss and agree to the goals and outcome of the work.

### Define Criteria for Done

- After goals are established, the team should agree to the outputs and format for work produced.

### Identify Expected Challenges

- Often overlooked is our ability to project challenges and get ahead of them. This step sets us apart as we communicate and plan for our hurdles!

### Verify the correct SMEs and Authorized Approvers are Engaged

- Without having the right experts involved it is a waste of everyone’s time to engage. The right people must be involved from beginning to end to ensure continuity and accuracy. It is also imperative that whoever owns the responsibility for approval is involved and not simply arriving at the end of the process.

### Prepare

- Prior to executing workshops, it is imperative that all members involved in the process arrive prepared with their homework complete.

### Execute Workshops

- We are workshop experts and thoroughly enjoy the rewards of a team that successfully collaborates and exceeds expectations and goals! This step is easy when the previous steps are executed properly. Unfortunately, too many teams start and end with this step!

### Review Solution





- Before completion of the Workshop, the team should ensure that the solution meets the goals and criteria established at the onset. Often, the work performed will cause the goals and criteria to be adjusted or revised. This is normal and should be documented.

### Approve and Commit

- This last step seems to be obvious but is too often overlooked. It is never okay to wrap up the analysis and discovery without having also invested the time to ensure that approval is imminent.

In evaluating the “SLS Approach” above, we expect that most experienced professionals will find the approach to be refreshing. This approach has been refined by talented experts. It has been simplified so that it can be used consistently and with predictability. It has eliminated the excessive tasks that do not add value, and it reinforces a process that ensures quality and confidence. We always follow these steps.



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## Scope of Services

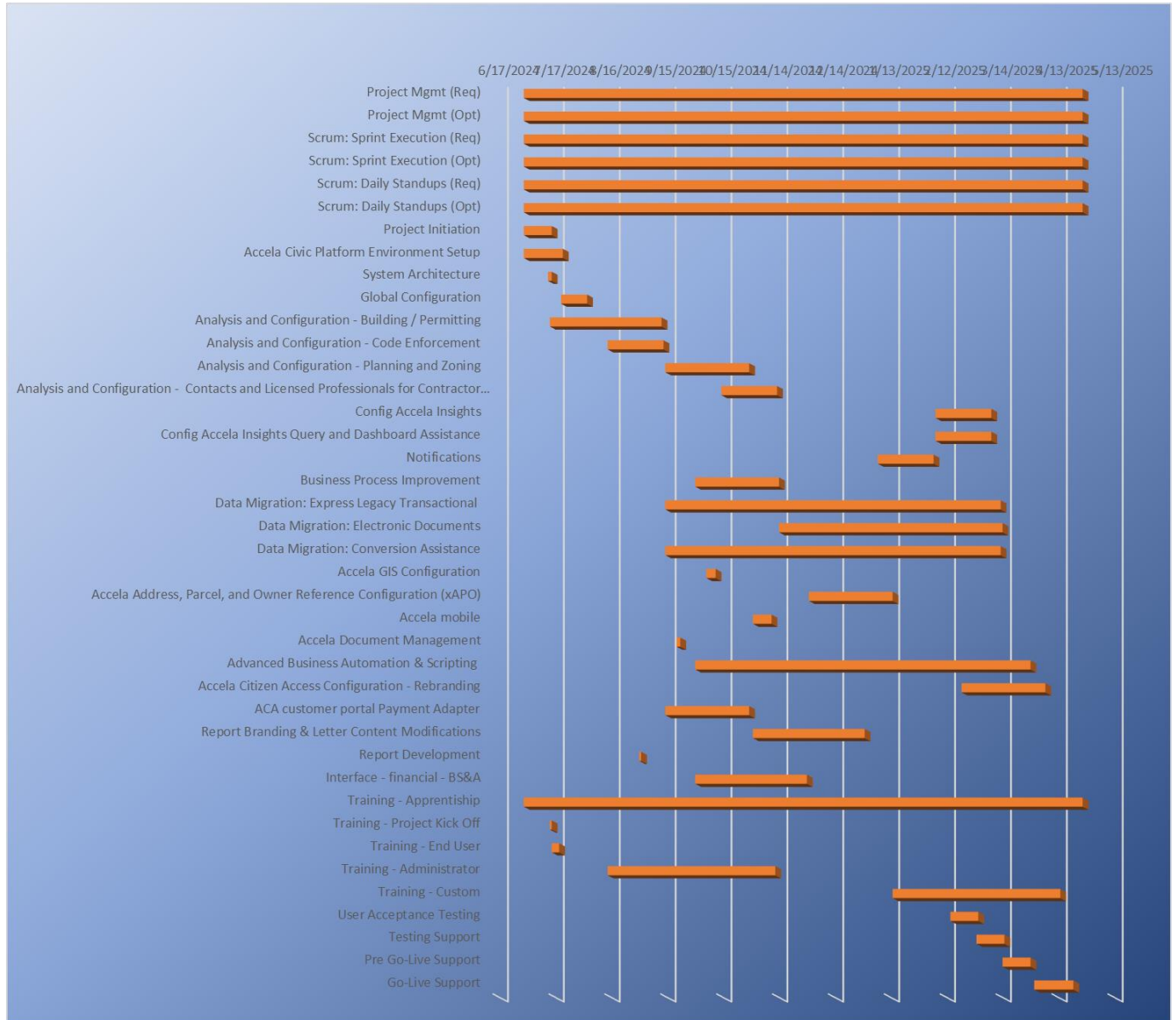
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The deliverables described in this section are included in the scope of this project. The Accela Civic Platform is a highly customizable system in which there is an unlimited amount of configuration and automation available to customers. In no way are the deliverables identified intended to be unlimited. It is reasonable for an Agency to expect that during the project and after the project completion there will be opportunities to further refine and improve the platform.



## Example Timeline

The following timeline is meant to provide the project team with an example of how the project might be organized. This is meant to be a rough guideline only as an Agile / Scrum project is intended to provide flexibility to the project team and focus on small incremental product development through sprint execution.





## Deliverables

### Deliverables Summary

Row Labels	Req	Opt	Grand Total
<b>3rd Party Enterprise Solutions</b>	<b>\$41,637.36</b>		<b>\$41,637.36</b>
08.3P.110: 3rd Party Enterprise Solutions - Interface - financial - BS&A	\$41,637.36		\$41,637.36
<b>Accela Platform Enterprise Solutions</b>	<b>\$8,220.25</b>	<b>\$7,148.04</b>	<b>\$15,368.29</b>
05.ES.100: Accela Platform Enterprise Solutions - Accela GIS Configuration	\$2,859.22		\$2,859.22
05.ES.110: Accela Platform Enterprise Solutions - Accela Address, Parcel, and Owner Reference Configuration (xAPO)	\$4,288.83		\$4,288.83
05.ES.120: Accela Platform Enterprise Solutions - Accela mobile	\$714.80		\$714.80
05.ES.130: Accela Platform Enterprise Solutions - Accela Document Management	\$357.40		\$357.40
05.ES.150: Accela Platform Enterprise Solutions - Advanced Business Automation & Scripting		\$7,148.04	\$7,148.04
<b>Config, Analysis, and Business Improvement</b>	<b>\$71,837.84</b>	<b>\$1,429.61</b>	<b>\$73,267.45</b>
03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Code Enforcement	\$7,148.04		\$7,148.04
03.CA.120: Config, Analysis, and Business Improvement - Config Accela Insights	\$1,787.01		\$1,787.01
03.CA.125: Config, Analysis, and Business Improvement - Config Accela Insights Query and Dashboard Assistance	\$2,144.41		\$2,144.41
03.CA.130: Config, Analysis, and Business Improvement - Notifications	\$7,148.04		\$7,148.04
03.CA.150: Config, Analysis, and Business Improvement - Business Process Improvement		\$1,429.61	\$1,429.61
03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Contacts and Licensed Professionals for Contractor Management	\$17,155.31		\$17,155.31
03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Building / Permitting	\$25,732.96		\$25,732.96
03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Planning and Zoning	\$10,722.07		\$10,722.07
<b>Data Migration</b>	<b>\$14,296.09</b>	<b>\$10,722.06</b>	<b>\$25,018.15</b>
04.DM.100: Data Migration - Data Migration: Express Legacy Transactional	\$14,296.09		\$14,296.09
04.DM.120: Data Migration - Data Migration: Electronic Documents		\$7,148.04	\$7,148.04
04.DM.150: Data Migration - Data Migration: Conversion Assistance		\$3,574.02	\$3,574.02
<b>Global Project</b>	<b>\$10,722.07</b>		<b>\$10,722.07</b>
02.GP.100: Global Project - Accela Civic Platform Environment Setup	\$5,718.44		\$5,718.44
02.GP.110: Global Project - System Architecture	\$714.80		\$714.80
02.GP.120: Global Project - Global Configuration	\$4,288.83		\$4,288.83
<b>Go Live and Preparatory work for Production Deployment</b>	<b>\$17,870.11</b>	<b>\$8,935.05</b>	<b>\$26,805.16</b>
10.GL.100: Go Live and Preparatory work for Production Deployment - User Acceptance Testing	\$7,148.04		\$7,148.04
10.GL.110: Go Live and Preparatory work for Production Deployment - Testing Support		\$5,361.03	\$5,361.03
10.GL.130: Go Live and Preparatory work for Production Deployment - Pre Go-Live Support		\$3,574.02	\$3,574.02



10.GL.150: Go Live and Preparatory work for Production Deployment - Go-Live Support	\$10,722.07		\$10,722.07
<b>Online Citizen Portal</b>	<b>\$12,866.48</b>		<b>\$12,866.48</b>
06.CP.100: Online Citizen Portal - Accela Citizen Access Configuration - Rebranding	\$5,718.44		\$5,718.44
06.CP.121: Online Citizen Portal - ACA customer portal Payment Adapter	\$7,148.04		\$7,148.04
<b>Project Delivery</b>	<b>\$41,369.30</b>	<b>\$4,735.58</b>	<b>\$46,104.88</b>
01.PD.100: Project Delivery - Project Mgmt (Req)	\$23,052.44		\$23,052.44
01.PD.101: Project Delivery - Project Mgmt (Opt)		\$3,395.32	\$3,395.32
01.PD.110: Project Delivery - Scrum: Sprint Execution (Req)	\$11,794.27		\$11,794.27
01.PD.111: Project Delivery - Scrum: Sprint Execution (Opt)		\$1,072.21	\$1,072.21
01.PD.120: Project Delivery - Scrum: Daily Standups (Req)	\$2,948.57		\$2,948.57
01.PD.121: Project Delivery - Scrum: Daily Standups (Opt)		\$268.05	\$268.05
01.PD.130: Project Delivery - Project Initiation	\$3,574.02		\$3,574.02
<b>Reporting and Documentation</b>	<b>\$3,574.02</b>	<b>\$0.00</b>	<b>\$3,574.02</b>
07.RD.100: Reporting and Documentation - Report Branding & Letter Content Modifications	\$3,574.02		\$3,574.02
07.RD.120: Reporting and Documentation - Report Development		\$0.00	\$0.00
<b>Training</b>	<b>\$10,722.06</b>		<b>\$10,722.06</b>
09.TR.100: Training - Training - Apprentiship	\$0.00		\$0.00
09.TR.120: Training - Training - End User	\$2,859.22		\$2,859.22
09.TR.130: Training - Training - Administrator	\$3,574.02		\$3,574.02
09.TR.150: Training - Training - Custom	\$3,574.02		\$3,574.02
09.TR.110: Training - Training - Project Kick Off	\$714.80		\$714.80
<b>Grand Total</b>	<b>\$233,115.58</b>	<b>\$32,970.34</b>	<b>\$266,085.92</b>



## Deliverable Descriptions

Deliverable	Agency Specific Description	General Description
<b>01.PD.050:</b> <b>Project Delivery -</b> <b>Project Mgmt</b> <b>Tools</b>	PM effort for this project's required services is estimated at 12%. This includes an experienced Project Manager that is assigned to the project.	Project Management is a critical component of every project. The PM team oversees and monitors every aspect of a project from timelines, resourcing, and quality of execution. SLS, unless otherwise specified, executes all projects using the SLS Scrum Implementation Approach. This approach ensures that the project leadership and the project team remain engaged in the project and it's activities. This has in impact on the amount of traditional PM effort that is required.
<b>01.PD.100:</b> <b>Project Delivery -</b> <b>Project Mgmt</b> <b>(Req)</b>	PM effort for this project's optional services is estimated at 12%. This includes an experienced Project Manager that is assigned to the project.	Project Management is a critical component of every project. The PM team oversees and monitors every aspect of a project from timelines, resourcing, and quality of execution. SLS, unless otherwise specified, executes all projects using the SLS Scrum Implementation Approach. This approach ensures that the project leadership and the project team remain engaged in the project and it's activities. This has in impact on the amount of traditional PM effort that is required. Large Projects should estimate 15% of the Project to be PM, Medium projects should factor 10% and small projects can reduce PM time to 8% of the total project cost.
<b>01.PD.101:</b> <b>Project Delivery -</b> <b>Project Mgmt</b> <b>(Opt)</b>	Standard Sprint Meetings for the Required Services is estimated as 6 Sprints. An accelerated project can help to save time as it reduces the number of sprints.	Scrum and Agile implementation methodology increases the engagement of both the implementation team and the customer. This is intentional. As engagement increases, many important measurements of success increase as well. Knowledge transfer, training, transparency, product accuracy, customer confidence, go live readiness are all measurably improved. Standard Sprint Approach requires that each Project Sprint will require 1 Sprint Planning (2 hours), Internal Team Status (1 hour), Review (2 hours) and Retrospective (1 hour) Meetings as standard
<b>01.PD.110:</b> <b>Project Delivery -</b> <b>Scrum: Sprint</b> <b>Execution (Req)</b>	Standard Sprint Meetings for the Optional Services is estimated as 0 Sprints. An accelerated project can help to save time as it reduces the number of sprints.	Scrum and Agile implementation methodology increases the engagement of both the implementation team and the customer. This is intentional. As engagement increases, many important measurements of success increase as well. Knowledge transfer, training, transparency, product accuracy, customer confidence, go live readiness are all measurably improved. Standard Sprint Approach requires that each Project Sprint will require 1 Sprint Planning (2 hours), Review (2 hours) and Retrospective (1 hour) Meetings as standard



<p><b>01.PD.111:</b> <b>Project Delivery -</b> <b>Scrum: Sprint</b> <b>Execution (Opt)</b></p>	<p>This project is factored at 2 days per week for an average of 2 SLS attendees for the estimated 6 Sprints.</p>	<p>Scrum and Agile implementation methodology places an emphasis on team engagement. An important project feature is the "Daily Standup". As the name suggests, this is a daily (or near daily for smaller projects) meeting where the members of the agile team meet for a brief 15-minute meeting. This is a forum that allows project leadership and team members the opportunity to bring into focus the work that is ongoing or about to start and to quickly identify project impediments and resolutions. Large projects will require several SLS team members in attendance 4 or 5 days a week. Medium sized projects should meet 3 or 4 times a week with 2 or 3 SLS team members in attendance at all times, and smaller projects can be scaled as appropriate</p>
<p><b>01.PD.120:</b> <b>Project Delivery -</b> <b>Scrum: Daily</b> <b>Standups (Req)</b></p>	<p>This project is factored at 2 days per week for an average of 2 SLS attendees for the estimated 0 Sprints.</p>	<p>Scrum and Agile implementation methodology places an emphasis on team engagement. An important project feature is the "Daily Standup". As the name suggests, this is a daily (or near daily for smaller projects) meeting where the members of the agile team meet for a brief 15 minute meeting. This is a forum that allows project leadership and team members the opportunity to bring into focus the work that is ongoing or about to start and to quickly identify project impediments and resolutions. Large projects will require several SLS team members in attendance 4 or 5 days a week. Medium sized projects should meet 3 or 4 times a week with 2 or 3 SLS team members in attendance at all times, and smaller projects can be scaled as appropriate</p>
<p><b>01.PD.121:</b> <b>Project Delivery -</b> <b>Scrum: Daily</b> <b>Standups (Opt)</b></p>	<p>For this project, the standard Project Management control tools should include: Project Charter, timeline, and monthly status reports. In addition, the following Agile / Scrum tools should be utilized: Agile/Scrum board for Product and Sprint Backlog.</p>	<p>Project initiation is the first phase in any project life cycle. It's where the Project Management team refines the project scope and goals, and where logistically a plan is finalized to meet the project requirements. During this phase the Project Management team will develop the project's control docs, resource the project properly, and develop the project's timeline. Project Control Tools include: Project Charter, Project Timeline, Project Resourcing, Project Status Report Template, Trello Board for Project Backlog. Other Agency required project controls should be brought to the attention of the SLS PM team.</p>



<p><b>01.PD.130:</b> <b>Project Delivery -</b> <b>Project Initiation</b></p>	<p>This project is focused on the implementation of the Community Development Department - specifically the building division, planning and zoning division, business licensing, and code enforcement.</p>	<p>Immediately after the Accela environment is provisioned in the cloud, the SLS project team will prepare each Accela Civic Platform Module. This work is focused on getting the environment ready for training and the project team's engagement. The goal for the SLS team is to ensure that the basic elements of the system are ready for the project and not necessarily to resolve all known configuration needs. Those will be focused on later in the project. The team will focus primarily on the Accela Platform's global setup such as: the Super Agency settings, general global module setup, global ACA, EDMS security policy, organization, and the Admin Security Groups. The effort for this work is based on the number of modules that will be included in the project, the overall project requirements, and the online project expectations</p>
<p><b>02.GP.100: Global</b> <b>Project - Accela</b> <b>Civic Platform</b> <b>Environment</b> <b>Setup</b></p>	<p>Standard Services</p>	<p>The SLS team will work with the Agency to ensure that overall design and approach are well communicated and understood. System Architecture includes needs such as interdepartmental communication, interdepartmental record dependencies, module security, secure communication between the Agency and the Accela Hosted Cloud environment and other IT or Business needs requiring a Senior level consultant to assist in the design of solutions. Multiple department and large projects will require a greater amount of work for System Architecture compared to Smaller single-department implementations.</p>
<p><b>02.GP.110: Global</b> <b>Project - System</b> <b>Architecture</b></p>	<p>Discovery Workshops - workshops to review security, users, etc. This budget will likely require a focus on prioritized elements. Customer will be given some homework to finish assignments - follow up to implement the global settings.</p>	<p>The Accela Civic Platform will be configured at the Agency level for several system functionalities. The SLS team will work with the Agency in workshops to identify Agency level defaults for calendars, logos, security, and SSO. As with many Accela features, there is an endless number of options and configuration possibilities, so the SLS team will work with the Agency project leadership to identify and prioritize the features that are most critical to the project. We focus significantly on training Agency members on these settings so that they can become self sufficient</p>



<p><b>02.GP.120: Global Project - Global Configuration</b></p>	<p>Based on existing permits offered by the Agency, the following permit types will be developed. Record Types: Building Permit (based on Broward County uniform), accessory, air conditioning, driveway, electrical service/panel, fence, roofs, signage, slab, solar panels, swimming pool, temporary sign bond, water heater, windows and doors, wood deck. The scope of work for this work is based on utilization of Accela Civic Apps as a starting point for the record type development. Based on 2 to 3 unique work flows (many of the permit types should share a common workflow). Basic fee formulas are included in this deliverable, while complex fees requiring custom formulas can be accommodated with the scripting deliverable. Includes an average of 10 data fields per record type. As with all Accela record type solutions, there is an unlimited amount of configuration and customization that can be done. The SLS team will work with the customer to prioritize the features that are most important for the Agency for this initial implementation. More advance system capabilities may need to be placed on a future development list and addressed post project.</p>	<p>featuring <i>Accela Civic Apps</i></p>
<p><b>03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Building / Permitting</b></p>	<p>SLS will develop a single code enforcement record type that will support the enforcement of the city's building code. This process will replace the current Iwerks solution with functionality that allows for online citizen interaction and reporting, GIS locating, and ensure that complaints cannot be submitted anonymously. As with all Accela record type solutions, there is an unlimited amount of configuration and customization that can be done. The SLS team will work with the customer to prioritize the features that are most important for the Agency for this initial implementation. More advance system capabilities may need to be placed on a future development list and addressed post project.</p>	<p>featuring <i>Accela Civic Apps</i></p>
<p><b>03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Code Enforcement</b></p>	<p>Based on collaborative workshops, the goal for implementing the Planning and Zoning division business processes is to develop one single record type that creates a simple submittal solution for customers. This solution will allow for the attachment of documents, collect standard data, apply and collect fees, and possibly integrate with plan review processes. There will not, for example, be a need to include more advanced appellate types of processes or committee/board solutions. As with all Accela record type solutions, there is an unlimited amount of configuration and customization that can be done. The SLS team</p>	<p>featuring <i>Accela Civic Apps</i></p>



will work with the customer to prioritize the features that are most important for the Agency for this initial implementation. More advance system capabilities may need to be placed on a future development list and addressed post project.

<b>03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Planning and Zoning</b>	<p>After working with the Agency team, it has been determined that the development of two distinct processes should accommodate the various business licenses issued by the City. The solution will provide for online applications and renewals, status tracking, assessment of fees based on the license type, the attachment of documents, execution of inspections, validation of jurisdiction, transfer of ownership, and other business needs within the scope of this deliverable.</p> <p>As with all Accela record type solutions, there is an unlimited amount of configuration and customization that can be done. The SLS team will work with the customer to prioritize the features that are most important for the Agency for this initial implementation. More advance system capabilities may need to be placed on a future development list and addressed post project.</p>	featuring <b>Accela Civic Apps</b>
<b>03.CA.100: Config, Analysis, and Business Improvement - Analysis and Configuration - Contacts and Licensed Professionals for Contractor Management</b>	standard services.	<p>Accela Cloud MS Azure Hosted Environment now offers Power BI data analytic tools and dashboarding features. This feature is highly customizable and designed for customers to be able to create the managerial views that will help drive business. SLS will help setup the initial dashboard and services that are included with the MS Azure Hosted environment</p>
<b>03.CA.120: Config, Analysis, and Business Improvement - Config Accela Insights</b>	standard services	<p>The SLS team can extend the Accela Insights assistance to include additional support, training, and dashboard creation for the customer. This dashboard is really designed to allow individual users to be empowered to build their own views and create dashboards that facilitate their business. Sometimes, however we all need a bit of assistance.</p>



<b>03.CA.125:</b> <b>Config, Analysis, and Business Improvement - Config Accela Insights Query and Dashboard Assistance</b>	<p>standard services</p> <p>NOTE: this level of scope should accommodate all or nearly all of the automatic notifications needed for the initial implementation. Should additional work be required, the customer will be trained on this functionality.</p>	<p>One of the many strengths of the Accela Civic Platform is its ability to keep colleagues, management, and customers informed using automated notifications. There are several opportunities to utilize notifications - Revision requests, receipts, stop work order, approvals, permit, etc. There is nearly an endless opportunity for these notifications. SLS will provide assistance to the Agency to create several Notifications and to train the Agency on how to be self-sufficient with further creation of these important communications.</p>
<b>03.CA.130:</b> <b>Config, Analysis, and Business Improvement - Notifications</b>	<p>The SLS team can provide professional business process engineering services for the City. This is work that the City may chose to do alone. Using the SLS team may help with incorporating industry standards and best practices, improving alignment of newly designed processes with the native strengths of the Accela platform, and avoiding common pitfalls that other agencies have encountered.</p>	<p>In general, it is assumed that the Agency subject matter experts (SMEs) understand their business processes and if there are adjustments being made to the process. SLS recognizes that an implementation project is an opportune time for Agencies to make business process modifications. We respectfully request that our Agency SMEs arrive at workshops with business requirements and expectations already prepared. But, if you need help with this, SLS can leverage our significant industry expertise and help the Agency to make these improvements.</p>
<b>03.CA.150:</b> <b>Config, Analysis, and Business Improvement - Business Process Improvement</b>	<p>standard services</p>	<p>The Express Legacy Transactional migration is the ideal solution for most Agencies that need to have their current and archived electronic data moved into the new Accela platform. This is a budget conscious and predictable solution. The Express data migration will import all customer data. The focus of this strategy is to import all data so that it is available for property research. In this strategy, each record type will be mapped from the legacy system to the new Accela Platform using a single historical record type. In addition, the owner, applicant, address, parcel and up to 6 other data fields will be mapped directly. The remaining data will be imported into concatenated fields.</p>
<b>04.DM.100: Data Migration - Data Migration: Express Legacy Transactional</b>		<p>This is the migration of the electronic documents that are attached to the historical permits and licenses.</p> <p>Agency must provide documents and document manifest in acceptable format for document storage conversion. Agency will be required to provide SLS staff with remote access to conversion server with Agency supplied software necessary to conduct conversion activities. If Agency cannot provide server SLS will provide conversion server at a rate of \$650.00 per month for the duration of hte project.</p>
<b>04.DM.110: Data Migration - Data Migration: Custom Legacy Transactional</b>		<p>Mapping of fields from the legacy system to the Accela platform is the responsibility of the agency's Data mapping team. It is also the responsibility of the Agency to perform any data scrubbing, data consolidation, data type</p>



		modification, or any other data preparation. It is often beneficial to have the SLS team augment this team and assist in the mapping and data preparation.
<b>04.DM.120: Data Migration - Data Migration: Electronic Documents</b>		The Accela Civic Platform provides a native adapter that can consume and utilize an Agency's ESRI GIS information. The Agency will be able to utilize multiple GIS layers and control via security what users have this access.
<b>04.DM.130: Data Migration - Data Migration: Professional Contacts Reference</b>		The Accela Civic Platform streamlines the work performed by an Agency's users by having a Reference collection of the jurisdictions property information. This reference collection can be used for validation and to ensure that data integrity is maintained. To implement this feature, the Agency must have Accela GIS configured. SLS will configure the Accela platform to use the Accela GIS property information as a reference collection
<b>04.DM.140: Data Migration - Data Migration: Other Reference Information</b>	1, half-day training	Inspectors, enforcement officers, and others that take their jobs into the field will benefit from Accela's mobile capabilities. Users can perform many tasks such as inspection resulting, capturing digital signatures, taking pictures, and reviewing permit and license information. The SLS team will configure the Accela Civic Platform to accommodate mobile device usage and then demonstrate to the Agency how to prepare their mobile devices for usage.
<b>04.DM.150: Data Migration - Data Migration: Conversion Assistance</b>		The Accela Platform includes a standard document management solution. This native solutions provides Accela Agencies with a solution for attaching electronic files to Permits, Applications, and Licenses. SLS will assist the Agency in the simple configuration required to identify document types and document groups that the Agency works with.
<b>05.ES.100: Accela Platform Enterprise Solutions - Accela GIS Configuration</b>		<p>This scope is included in the project for the purpose of assisting the Agency in addressing some of the advanced automation needs. SLS will work with the Agency to identify automation opportunities in the system and prioritize these for development. Based on Exhibit A, there are several system functional capabilities that may be addressed such as: time tracking, auto notifications, GIS reporting, advanced fee processing, jurisdictional validation, batch processing, etc.</p> <p>The Accela Platform offers a business automation and scripting engine that can be used to make nearly unlimited enhancements to the standard configuration. These enhancements allow Agencies to automate Business needs for validation, streamlining business processes, and many other complex tasks. The SLS team will work with the Agency's management team to assess the scope and focus the SLS team on critical project needs within this time allotted for this deliverable.</p>

<b>05.ES.105: Accela Platform Enterprise Solutions - Extended GIS Consultation</b>		Today, a strong on line presence is nearly mandatory for Agencies. Accela Citizen Access will give your agency the ability to increase transparency, enable citizens to self-serve, and streamline business by extending the Accela platform to the internet. The portal can be configured based on Agency security and business needs to offer application submittal, inspection requesting, document attachment, property research and more. As the options for enhancing and modifying the on line portal is nearly limitless, this work will focus on branding, simple adjustments, enhancing page flows as necessary, and other prioritized modifications. We also focus on training so that Agency's can meet project goals. Our SLS team will work with the Agency's management team to assess the scope and focus the SLS team on critical project needs within this time allotted for this deliverable.
<b>05.ES.110: Accela Platform Enterprise Solutions - Accela Address, Parcel, and Owner Reference Configuration (xAPO)</b>	<p>An online payment adapter (Point and Pay) will extend the customer portal capabilities to include customer payments. Will need to confirm that Point and Pay has a API that is compatible. Interface will require hosting subscription, or agency hosted IIS server that is setup, installed, and maintained by the agency. Server will require security certificate for https security installed and maintained by the agency.</p> <p>If CSG Forte payment solution (fully integrated into the Accela product... not an interface) is used this deliverable could be reduced to 8 hours. CSG typically can match or reduce existing processing costs.</p>	<p>An online payment adapter extends the Agency's customer portal capabilities to include customer payments. This capability ensures that citizens are able to pay via credit card online using a redirect style merchant account while maintaining PMI level security. Using Accela's construct API services, the platform can interface with merchant account processors in real time.</p>
<b>05.ES.120: Accela Platform Enterprise Solutions - Accela mobile</b>	<p>Per conversation with the Agency, the City will have technical resources that are capable of handling the vast majority of any reporting needs identified during the project. SLS will focus on training and support for the City's staff.</p>	<p>SLS team will assist with rebranding of standard reports and provide training for the Agency to help them become self-sufficient with Report development. The pre-packaged reports that Accela offers can be replicated by the Agency for other uses, and they can be enhanced to add Agency specific information. As the options for enhancing and modifying reports is nearly limitless and unpredictable, this work will focus on branding and simple adjustments. We also focus on training so that Agency's can meet project goals. Our SLS team will work with the Agency's management team to assess the scope and focus the SLS team on critical project needs within this time allotted for this deliverable.</p>
<b>05.ES.130: Accela Platform Enterprise Solutions - Accela Document Management</b>	<p>Per conversation with the Agency, the City will have technical resources that are capable of handling the vast majority of any reporting needs identified during the project. SLS will focus on training and support for the City's staff.</p>	<p>The SLS team can provide professional assistance with the development of custom reports. The SLS team can provide help with the management of report development, prioritization, specification development, report development, sql and schema assistance, further training,</p>



		complex issue resolution, and other tasks associated with report development.
<b>05.ES.150: Accela Platform Enterprise Solutions - Advanced Business Automation &amp; Scripting</b>	per RFP: "Solution must integrate with current ERP system for accounting purposes" BS&A is the financial system. Goal: actual API interface and NOT a batch report. At this time, the technical API capabilities remain pending. The estimated costs for this deliverable are currently very uncertain and need to be further researched with BS&A.	The Accela Platform is able to be integrated with many industry leading Financial Systems. For more information please contact your Accela representative. As with any interface, the specific needs and expectations for the data import/export will be reviewed and agreed to prior to deliverable commencement
<b>06.CP.100: Online Citizen Portal - Accela Citizen Access Configuration - Rebranding</b>		The SLS team provides at no additional cost the opportunity for all of our customers to learn throughout the duration of the project. In fact, we encourage this "apprentice-style" approach. We invite all key members of the Agency's project team to get involved, participate and learn through the project. This strategy results in our customers being more prepared, more knowledgeable, and more confident.
<b>06.CP.110: Online Citizen Portal - Accela Citizen Access Configuration - Advanced</b>		At the onset of the project, the SLS team will work with the Agency to ensure that the key project team members are ready and prepared for the project. During the Project Initiation the project leadership will assess the Agency team's readiness and identify key areas where the team will need to be coached. This training typically focuses on system platform access, project implementation methodologies for Agile, project tools that will be utilized, and any other areas identified by the team
<b>06.CP.120: Online Citizen Portal - ACA customer portal Payment Adapter - Forte</b>	Train the Trainer approach	SLS will provide a standard course for the Agency's project team on basic End User training. This is a workshop style course that requires each member of the course to have a computer so that they can actively follow along and experience the system while the instructor trains. This course is designed to teach students how to navigate the system and how to perform basic system operations including record application, workflow processing, data collection, report execution, fee assessment, fee payments, and other system capabilities as time permits. Every class moves at a different pace depending on the number of students and their general capabilities and skills.



<b>06.CP.121: Online Citizen Portal - ACA customer portal Payment Adapter</b>	Train the Trainer approach	<p>SLS will provide a standard course for the Agency's technical support staff on basic Administrator training. This is a workshop style course that requires each member of the course to have a computer so that they can actively follow along and experience the system while the instructor trains. This course is designed to teach students how to navigate the administrative system and how to perform basic administrative operations including new record type creation, fee schedule modifications, custom data field modifications, and other system capabilities as time permits. Every class moves at a different pace depending on the number of students and their general capabilities and skills.</p>
<b>07.RD.100: Reporting and Documentation - Report Branding &amp; Letter Content Modifications</b>	Additional training needs might include report, fee development, ad hoc report, scripting development	<p>In addition to our normal training curriculum that closely aligns with Standard Accela Courses, the SLS team is able to provide customized training that extends training for Agencies. From</p>
<b>07.RD.120: Reporting and Documentation - Report Development</b>		<p>User Acceptance Testing (UAT) is an important step in the project where the Agency has the opportunity to conduct full end-to-end testing on the final solution. UAT is primarily the responsibility of the Agency. SLS will provide assistance to the Agency during this dedicated Sprint. This support will include activities such as: test <b>process</b> development, test plan development, issue resolution, oversight and additional support and training. The SLS team will work with the Agency's management team to assess the scope and focus the SLS team on critical project needs within this time allotted for this deliverable.</p>
<b>07.RD.130: Reporting and Documentation - Custom Documentation Support</b>		<p>If the Agency team would like additional help from SLS with testing efforts we can help! Testing is primarily the responsibility of the City and is important feedback for our development team. The support that may be helpful here is providing direction on prioritization, coaching on test case development, and additional system training.</p>
<b>08.3P.100: 3rd Party Enterprise Solutions - Interfacing: Velosimo Accela / e-PlanSoft Adapter</b>		<p>In preparation for deployment to production many Agencies are working on tasks such as community outreach, community training, final procedural documentation, and other tasks. This work is primarily the responsibility of the Agency, but our SLS team has plenty of experience and may be of value in assisting your team. If this is of interest, please contact your SLS representative for more information</p>
<b>08.3P.100: 3rd Party Enterprise Solutions - Interfacing:</b>	maximum time frame for Go-live support is 3 calendar weeks	<p>An important and critical activity for every project is the process of production deployment. The SLS team will provide support such as: oversight and management, issue triage and</p>



**Electronic Plan  
Review (SIRE)**

resolution, end user assistance, ad hoc training, and any other immediate needs as identified by project leadership.

## Project Expenses

Travel expenses for this project have not been included as most agencies are not currently comfortable with onsite work. Should the Agency determine that onsite work would be advantageous, we are happy to discuss this option. Otherwise, historically we are very comfortable and successful working remote using webinars and conference calls to execute project tasks.

Currently there are no expected project expenses. Should either the Agency or SLS determine that there may be expenses, these will be discussed and approved in writing prior to incursion of the expense.

## Payment Schedule

Payment No.	Description	Amount
0	Execution	\$19,006.16
1	Sprint 1	\$19,006.16
2	Sprint 2	\$19,006.16
3	Sprint 3	\$19,006.16
4	Sprint 4	\$19,006.16
5	Sprint 5	\$19,006.16
6	Sprint 6	\$19,006.16
7	Sprint 7	\$19,006.16
8	Sprint 8	\$19,006.16
9	Sprint 9	\$19,006.16
10	Sprint 10	\$19,006.16
11	Sprint 11	\$19,006.16
12	Sprint 12	\$19,006.16
13	Final	\$19,006.16
	<b>Total</b>	<b>\$266,085.92</b>