



Statement of Work

Expert Services

City of Dickinson, ND

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Introduction

This Statement of Work (SOW) outlines the terms and scope of OpenGov Expert Services to be provided by OpenGov to City of Dickinson, ND (the "Customer") pursuant to the applicable Order Form. The objective of this SOW is to define the engagement framework and responsibilities of both parties to ensure the successful execution of the expert services.

1. Scope of Services

1. Service Overview:

- 1.1. Expert services for the operation, monitoring, and optimization of Enterprise Resource Planning (ERP) Solutions.
- 1.2. Access to OpenGov Professional Services resources for post-implementation activities (e.g. training, consulting, configuration, or staff augmentation).
- 1.3. Optimize is the premium expert services level offering a more comprehensive volume of service packages.
- 1.4. OpenGov will perform the work under this SOW remotely unless on-site activities are explicitly selected in the annual plan.
- 1.5. If on-site activities are selected, the Customer is responsible for paying travel expenses as incurred on a quarterly basis. If applicable, the not to exceed amount for the quoted expenses will be included on the Project Charter.
- 1.6. OpenGov will use personnel and resources located across the United States, and may also include OpenGov-trained implementation partners to support the delivery of services.

2. Key Activities:

- 2.1. Annual planning session within the first 30 days of the contract year to define the activities to be completed that year and resources allocated to those activities.
- 2.2. The Project Charter is defined as the annual plan of activities, tasks, assignments, timeline, and milestones to be performed by OpenGov and Customer within the contract year.
- 2.3. Creation of a Project Charter between OpenGov and Customer outlining the agreed upon expert services for that year. Once the Project Charter timeline is mutually agreed upon, any changes will require a Change Order per Section 6.

3. Timeline

- 3.1. Expert Services are delivered annually per the Order Form, with a contract year potentially shorter than twelve months if specified on the Order Form.

4. OpenGov Responsibilities

- 4.1. Assign qualified personnel to perform the agreed upon activities.
- 4.2. Ensure timely and professional execution of deliverables as outlined in the Project Charter.

- 4.3. Maintain clear and regular communication with the Customer as needed for planning and execution of agreed upon activities.
- 4.4. In the event of requested changes to the Project Charter, a change order will be drafted and sent to Customer for signature.
- 5. **Customer Responsibilities**
 - 5.1. Assist OpenGov in coordinating and attend the annual planning session within the first 30 days of a new subscription term.
 - 5.2. Provide access to the relevant personnel, systems, and data per activities defined in the Project Charter.
 - 5.3. Review and approve deliverables within a timely manner as outlined in the Project Charter.
 - 5.4. Designate a point of contact for ongoing communication and decision-making.
 - 5.5. Submit a change order request if changes to the Project Charter are needed.
- 6. **Change Order Process**
 - 6.1. Any change to the scope as outlined in the Project Charter must be agreed to in writing by both Customer and OpenGov, and documented via a Change Order.
 - 6.2. Verbal agreement is not binding on OpenGov or Customer.
 - 6.3. A Change Order is defined as work that is added to or deleted from the original scope of this SOW.