

October 24, 2022

Chris Cardott
City of Rochelle
420 N. 6th Street
Rochelle, IL 61068

Dear Chris,

Thank you for the opportunity to propose services to continue working with and supporting the City with its DTS VUEWorks implementation. This Letter of Engagement outlines the proposed services to support the Phase 2 stage of the VUEWorks implementation. The details of the services are outlined below.

Based on the scope of the Phase 2 activities, the following services are proposed.

EAM Advanced Services

As part of the EAM Advanced Services Baecore Group will complete the following activities:

Operate as Advanced Application Support – Baecore Group will operate as advanced application support for all departments utilizing VUEWorks as of October 2022.

- Patches and updates
- Additional templates and configuration
- Automation and workflow
- Support the onboarding of new staff with training

Advanced Support Issues – As part of the services Baecore Group will:

- Escalate unresolved issues and partner with the Department Heads to determine next steps for issues.
- Monitor support tickets, follow up with Department Heads as needed and escalate unresolved issues internally or with DTS as necessary to achieve resolution.
- Maintain and coordinate communication between Rochelle team members and DTS to support timely reporting and resolution of integration issues.

Expand System Functionality – Baecore Group will support the Department's expansion of the VUEWorks system functionality.

- Monitor patch and release notes from DTS to identify the addition of new and/or modification of existing functionality to support Department workflows and objectives.
- Provide recommendations for process changes to incorporate the new or modified functionality.
- Oversee upgrades to obtain new functionality including developing and managing an upgrade and testing plan, providing coaching and guidance for Rochelle team members to complete testing, and assist with reporting and resolution of issues
- Provide support where needed to document or update existing documentation to incorporate the updated features, functionality, and/or workflows.
- Expand the asset types and work order templates.
- Additional system configuration data import related to pavement condition assessment project. (Baecore Group is not responsible for manipulation of the data for configuration or import into VUEWorks. In other words, the data must be in the required format for Baecore Group to perform the service).

Implement VUEWorks Advanced Modules - Assist with configuring data items for advanced modules including:

- | | |
|-------------|----------------------|
| ❖ Condition | ❖ Valuation |
| ❖ Risk | ❖ Budget Forecasting |

Support for Existing VUEWorks Integrations

Testing – Complete preliminary testing and validate any automation and workflow prior to introducing functionality to the team.

Monthly Working Session – Monthly, Baecore Group will hold a working session with each individual department to work on any outstanding items, issues, or questions related to workflow review, system usage, extended services, training, etc.

City of Rochelle Responsibilities

Staff Participation/Availability

Baecore Group is relying on Department Heads to attend meetings and working sessions, make decisions regarding the workflow and configuration direction, and ensure the correct Rochelle staff members are engaged during their relevant portions of the project. For the services to be completed successfully City staff & leadership will need to attend and actively participate in meetings or calls as needed during the project. To get the best results, active uninterrupted participation in the meetings will be necessary. Any encouragement by City management for staff to be forthcoming will provide the best outcome.

Sign Off

To avoid duplication of effort, delays, or issues Department Head sign off will be required for changes/configuration definition decisions. Sign off will need to be completed before changes or configuration can begin.

Timely Reporting & Documentation of Issues

Over the course of the project, Rochelle team members may encounter issues. This may include issues with the system, challenges or questions with the process changes, or questions about the action items assigned to them. For the project to be a success, Rochelle team members will need to report any issues or questions in a timely manner. In addition, where additional information is requested (such as requesting documentation of the steps with screen shots of an issue encountered in Incode), Baecore Group is relying on Rochelle staff to provide the requested information. Delays or lack of providing this detail, when requested can result in issues being unresolved. In turn, this can reduce the level of improvement that can be achieved during the project.

Timing of Services

The proposed services would be completed January – May 2023.

Pricing

The services are being proposed at a fixed price of \$24,750 invoiced on execution of this Letter of Engagement. Baecore prides itself on being able to deliver cost-effective quality work. We recognize from time to time that our clients' needs change during a project. Should this occur, we will work to meet your needs and make necessary adjustments to the best of our ability.

Rescheduling, requiring additional meeting days due to staff "no show"/unavailability at required meetings, or re-work to complete activities resulting from lack of Rochelle staff participation, incomplete or inaccurate reporting of information or change of requirements/scope may result in additional charges. Baecore Group will provide Rochelle with advanced notice prior to completing work that would incur additional costs.

At any point, should the City wish to suspend/pause services, upon notice, Baecore Group will bill Rochelle for time incurred and provide, to the City, any developed materials in its "as is" condition. In the event the City pauses services, Baecore Group cannot guarantee the availability of resources to resume services at the requested time.

I appreciate the opportunity to work with you. Baecore Group is founded on the principle that our success is continuously dependent on consistently and professionally delivering measurable improvements to our clients and look forward to work with the City of Rochelle to better meet the needs of the residents it serves.

Signature of this agreement does not bind the City to the above projects or services. The City and Baecore may cancel the Agreement with or without cause on thirty days written notice. The City shall be required to make payment for work performed but shall not be required to make payment for any

work unperformed at the time of the termination of the Agreement. If you have any questions, please feel free to contact me at 847-585-1486.

I appreciate the opportunity to work with the City of Rochelle.

Sincerely,

Mary Smith

City of Rochelle

Print Name & Title

Date