



# **Statement of Work**

**City Of Arcata, CA**

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# 1. Overview and Approach

## 1.1. Agreement

This Statement of Work (“SOW”) identifies services that OpenGov, Inc. (“OpenGov” or “we”) will perform for City Of Arcata, CA (“Customer” or “you”) pursuant to that order for Professional Services entered into between OpenGov and the Customer (“Order Form”) which references the Software

Services Agreement or other applicable agreement entered into by the parties (the “Agreement”).

- Customer acknowledges and agrees that this Statement of Work is subject to the confidentiality obligations set forth in the Software Services Agreement between OpenGov and Customer.
- The Deliverables listed in Appendix B are the single source of the truth of the deliverables to be provided.
- Customer’s use of the Professional Services is governed by the Agreement and not this SOW.
- Upon execution of the Order Form or other documentation referencing the SOW, this SOW shall be incorporated by reference into the Agreement.
- In the event of any inconsistency or conflict between the terms and conditions of this SOW and the Agreement, the terms and conditions of this SOW shall govern with respect to the subject matter of this SOW only. Unless otherwise defined herein, capitalized terms used in this SOW shall have the meaning defined in the Agreement.
- This SOW may not be modified or amended except in a written agreement signed by a duly authorized representative of each party.
- OpenGov will be deployed as is, Customer has access to all functionality available in the current release.

## 2. Statement of Work

This SOW is limited to the Implementation of the OpenGov Budgeting & Planning as defined in the OpenGov Responsibilities section of this document ([Section 2.4](#)). Any additional services or support will be considered out of scope.

### 2.1. Project Scope

Under this project, OpenGov will deliver cloud based Budgeting & Planning solutions to help the Customer power a more effective and accountable government. OpenGov’s estimated charges and schedule are based on performance of the activities listed in the “OpenGov Responsibilities” section below. Deviations that arise during the project will be managed through the procedure described in Appendix A-2: Project Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges and other terms. These adjustments may include charges on a time-and-materials or fixed-fee basis using OpenGov’s standard rates in effect from time to time for any resulting additional work or waiting time.

### 2.2. Facilities and Hours of Coverage

OpenGov will:

- A. Perform the work under this SOW remotely, except for any project-related activity which OpenGov determines would be best performed at your facility in order to complete its responsibilities under this SOW.
- B. Provide the Services under this SOW during normal business hours, 8:30am to 6:00pm local time, Monday through Friday, except holidays.

## 2.3. Key Assumptions

The SOW and OpenGov estimates are based on the following key assumptions. Deviations that arise during the proposed project will be managed through the Project Change Control Procedure (see Appendix A-2), and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and other terms.

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- A. The OpenGov Suites are not customized beyond current capacities based on the latest release of the software.
- B. Individual software modules are configured based on discussions between OpenGov and Customer.
- C. Budgeting and Planning Suite
  - i. Customer will provide Budget and Actuals data within two (2) weeks immediately following the kick-off meeting.
  - ii. Customer's Integration is unidirectional from Springbrook into OpenGov. The integrated data will be linked to the Customer's OpenGov Chart Of Accounts.
  - iii. Customer has provided the following relevant dates:
    1. Operating Budget Kick Off is March 2024;
    2. Online Budget Book is due on August 2023 .
  - iv. OpenGov budget proposal configuration will include: up to fifty (50) department proposals and up to fifty (50) project proposals.
  - v. OpenGov Online Budget Book (OBB) configuration will include:
    1. Six (6) Standard OBB templates; up to fifty (50) department stories pages and up to fifty (50) project pages from the templates; and up to two (2) reports with report views to use in the OBB.

## 2.4. OpenGov Responsibilities

### 2.4.1. Activity 1 – Project Management

OpenGov will provide project management for the OpenGov responsibilities in this SOW. The purpose of this activity is to provide direction to the OpenGov project personnel and to provide a framework for project planning, communications, reporting, procedural and contractual activity. This activity is composed of the following tasks:

#### **Planning**

OpenGov will:

- A. review the SOW, contract and project plan with Customer's Project Manager and key stakeholders to ensure alignment and agreed upon timelines;
- B. maintain project communications through your Project Manager;
- C. establish documentation and procedural standards for deliverable Materials; and
- D. assist your Project Manager to prepare and maintain the project plan for the performance of this SOW which will include the activities, tasks, assignments, and project milestones.

## **Project Tracking and Reporting**

OpenGov will:

- A. review project tasks, schedules, and resources and make changes or additions, as appropriate. Measure and evaluate progress against the project plan with your Project Manager;
- B. work with your Project Manager to address and resolve deviations from the project plan;
- C. conduct regularly scheduled project status meetings; and
- D. administer the Project Change Control Procedure with your Project Manager.

### **Completion Criteria:**

This is an on-going activity which will be considered complete at the end of the Services

### **Deliverable Materials:**

- Weekly status reports
- Project plan
- Project Charter
- Risk, Action, Issues and Decisions Register (RAID)

## 2.4.2. Activity 2 – Initialization

OpenGov will provide the following:

- A. Customer Entity configuration
- B. System Administrators creation
- C. Solution Blueprint creation
- D. Data Validation strategy confirmation

### **Completion Criteria:**

This activity will be considered complete when:

- Customer Entity is created
- System Administrators have access to Customer Entity
- Solution Blueprint is presented to Customer

### **Deliverable Materials:**

- Solution Blueprint
- Sign-off of Initial Draft Solution Blueprint

## 2.4.3. Activity 3 – OpenGov Use Cases

OpenGov will provide the following:

Budget & Planning Use Cases

- A. Centralized Operating Budget
- B. Multi-Year Workforce Planning
- C. Capital Improvement Planning

- D. Interactive Online Budget Books
- E. Workflow Management - Capital Prescreening

**Completion Criteria:**

This activity will be considered complete when:

Budget & Planning Use Cases

- Chart of Accounts is configured
- Operating Budget proposals are configured
- Capital Budget proposals are configured
- Workforce Plan is configured
- Online Budget Book templates are configured
- Financial integration is configured
- Budget reports are configured
- Capital Pre-screening Record Type is configured

**Deliverable Materials:**

- Formal sign off document

#### 2.4.4. Activity 4 – Training

Training will be provided in instructor-led virtual sessions or through OpenGov University Training courses. For any instructor-led virtual sessions, the class size is recommended to be 10, for class sizes larger than 10 it may be necessary to have more than one instructor.

**Completion Criteria:**

- Administrator training is provided

**Deliverable Materials:**

- Formal sign off document

## 2.5. Your Responsibilities

The completion of the proposed scope of work depends on the full commitment and participation of your management and personnel. The responsibilities listed in this section are in addition to those responsibilities specified in the Agreement and are to be provided at no charge to OpenGov. OpenGov's performance is predicated upon the following responsibilities being managed and fulfilled by you. Delays in performance of these responsibilities may result in delay of the completion of the project and will be handled in accordance with Appendix A-1: Project Change Control Procedure.

### 2.5.1. Your Project Manager

Prior to the start of this project, you will designate a person called your Project Manager who will be the focal point for OpenGov communications relative to this project and will have the authority to act on behalf of you in all matters regarding this project.

Your Project Manager's responsibilities include the following:

- A. manage your personnel and responsibilities for this project (for example: ensure personnel complete any self-paced training sessions, configuration, validation or user acceptance testing);
- B. serve as the interface between OpenGov and all your departments participating in the project;
- C. administer the Project Change Control Procedure with the Project Manager;
- D. participate in project status meetings;
- E. obtain and provide information, data, and decisions within five (5) business days of OpenGov's request unless you and OpenGov agree in writing to a different response time;
- F. resolve deviations from the estimated schedule, which may be caused by you;
- G. help resolve project issues and escalate issues within your organization, as necessary; and
- H. create, with OpenGov's assistance, the project plan for the performance of this SOW which will include the activities, tasks, assignments, milestones and estimates.

## 2.6. Completion Criteria

OpenGov will have fulfilled its obligations under this SOW when any of the following first occurs:

- A. OpenGov accomplishes the activities set forth in "OpenGov responsibilities" section and delivers the Materials listed, if any; or
- B. The End date is reached

## 2.7. Estimated Schedule

OpenGov will schedule resources for this project upon signature of the order form. Unless specifically noted, the OpenGov assigned project manager will work with Customer Project Manager to develop the project schedule for all requested deliverables under this SOW. OpenGov reserves the right to adjust the schedule based on the availability of OpenGov resources and/or Customer resources, and the timeliness of deliverables provided by the Customer.

The Services are currently estimated to start within two (2) weeks but no later than four (4) weeks from signatures and have an estimated end date of March 2024 (“End Date”) or on other dates mutually agreed to between you and OpenGov.

## 2.8. Illustrative Project Timelines

The typical project timelines are for illustrative purposes only and may not reflect your use cases.

Budgeting & Planning Suite Illustrative Timeline		June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Financial Integration											
Budget and Planning Suite	Chart of Accounts										
	Online Budget Book										
	Operating Budget										
	Workforce Planning										
	Capital Budget										
	Budget End User Training										
GoLive Support											
	Hypercare										
Customer is responsible for attending the kick off of each phase, providing any necessary data for each phase, participating in working sessions during active phases, and signing off on deliverables at the end of each phase.											

## 2.9. Charges

The Services will be conducted on a Fixed Price basis. This fixed price is exclusive of any travel and living expenses and other reasonable expenses incurred in connection with the Services. All charges are exclusive of any applicable taxes.

## 2.10. Offer Expiration Date

This offer will expire on July 25, 2023 unless extended by OpenGov in writing.



# Appendix A: Engagement Charter

## A-1: Communication and Escalation Procedure

Active engagement throughout the implementation process is the foundation of a successful deployment. To help assess progress, address questions, and minimize risk during the course of deployment both parties agree to the following:

- **Regular communication** aligned to the agreed upon project plan and timing.
  - OpenGov expects our customers to raise questions or concerns as soon as they arise. OpenGov will do the same, in order to be able to address items when known.
- **Executive involvement**
  - Executives may be called upon to clarify expectations and/or resolve confusion.
  - Executives may be needed to steer strategic items to maximize the value through the deployment.
- **Escalation Process:**
  - OpenGov and Customer agree to raise concerns and follow the escalation process, resource responsibility, and documentation in the event an escalation is needed to support issues raised
    - Identification of an issue impeding deployment progress, outcome or capturing the value proposition, that is not acceptable.
    - Customer or OpenGov Project Manager summarizes the problem statement and impasse.
    - Customer and OpenGov Project Managers jointly will outline solution, acceptance or schedule Executive review.
    - Resolution will be documented and signed off following Executive review.
- **Phase Sign-Off**
  - OpenGov requests sign-offs at various stages during the implementation of the project. Once the Customer has signed-off, any additional changes requested by Customer on that stage will require a paid change order for additional hours for OpenGov to complete the requested changes.

## A-2: Change Order Process

This SOW and related efforts are based on the information provided and gathered by OpenGov. Customers acknowledge that changes to the scope may require additional effort or time, resulting in additional cost. Any change to scope must be agreed to in writing or email, by both Customer and OpenGov, and documented as such via a:

- *Change Order* - Work that is added to or deleted from the original scope of this SOW. Depending on the magnitude of the change, it may or may not alter the original contract amount or completion date and be paid for by Customer. Changes might include:
  - Timeline for completion
  - Sign off process
  - Cost of change and Invoice timing
  - Amending the SOW to correct an error.

- o Extension of work as the complexity identified exceeds what was expected by Customer or OpenGov.
- o Change in type of OpenGov resources to support the SOW.

### A-3: Deliverable Materials Acceptance Procedure

Deliverable Materials as defined herein will be reviewed and accepted in accordance with the following procedure:

- The deliverable Material will be submitted to your Project Manager.
- Your Project Manager will have decision authority to approve/reject all project Criteria, Phase Acceptance and Engagement Acceptance.
- Within five (5) business days of receipt, your Project Manager will either accept the deliverable Material or provide OpenGov's Project Manager a written list of requested revisions. If OpenGov receives no response from your Project Manager within five (5) business days, then the deliverable Material will be deemed accepted. The process will repeat for the requested revisions until acceptance.
- All acceptance milestones and associated review periods will be tracked on the project plan.
- Both OpenGov and Customer recognize that failure to complete tasks and respond to open issues may have a negative impact on the project.
- For any tasks not yet complete, OpenGov and/or Customer will provide sufficient resources to expedite completion of tasks to prevent negatively impacting the project.
- Any conflict arising from the deliverable Materials Acceptance Procedure will be addressed as specified in the Escalation Procedure set forth in Appendix A-1. As set forth in Section 6.1(e) of the Agreement, if there are extended delays (greater than 10 business days) in Customer's response for requested information or deliverable; OpenGov may opt to put the project on an "On Hold" status. After the Customer has fulfilled its obligations, Professional Services can be resumed and the project will be taken off the "On-Hold" status.
- Putting a project "on Hold" may have several ramifications including, but not restricted, to the following:
  - o Professional Services to the customer could be stopped;
  - o Delay to any agreed timelines; or
  - o Not having the same Professional Services team assigned.

# Appendix B: Implementation Activities

## B-1: OpenGov Budgeting & Planning Suite

### Instance Creation

Budgeting & Planning Suite		
Description	OpenGov Responsibilities	Customer Responsibilities
<b>Provisioning Reporting &amp; Transparency Platform</b>	OpenGov will: <ul style="list-style-type: none"> <li>OpenGov will provision Customer's OpenGov entity and verify Customer has access to all purchased modules.</li> </ul>	Customer will: <ul style="list-style-type: none"> <li>Confirm access to entity and modules.</li> </ul>

### Technical Project Review

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Technical Project Review</b>	OpenGov will: <ul style="list-style-type: none"> <li>Provide up to one (1) one-hour working sessions at the beginning of the project to:                             <ul style="list-style-type: none"> <li>Review deliverables</li> <li>Review technical requirements</li> <li>Provide documentation on requirements and processes</li> </ul> </li> </ul> OpenGov Assumptions: <ul style="list-style-type: none"> <li>Customer will provide relevant data within two (2) weeks immediately following the kick-off meeting.</li> </ul>	Customer will: <ul style="list-style-type: none"> <li>Identify relevant participants for attendance.</li> <li>Confirm deliverables.</li> <li>Gather and provide relevant data for the project.</li> </ul>

### Chart of Accounts Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Chart of Accounts (COA)</b>	OpenGov will:	Customer will:

	<ul style="list-style-type: none"> <li>● Build Customer's COA in OpenGov in accordance with OpenGov technical requirements.</li> <li>● Review configured COA and uploaded data and provide training to Customer on how to: <ul style="list-style-type: none"> <li>○ Manage new codes</li> <li>○ Edit COA</li> <li>○ Create Masks</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Provide current COA and transactional data.</li> <li>● Validate and provide sign off on COA.</li> <li>● Maintain the COA following configuration.</li> </ul>
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### Integration Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Financial Integration</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Installation of Agent and Database View Deployment</li> <li>● Integrate the following functionalities: <ul style="list-style-type: none"> <li>○ Actuals and Budget (Revenue and Expenses)</li> </ul> </li> <li>● Extract, transform (when required) and load the data</li> <li>● Build Reports for the required functionalities</li> <li>● Validate the historical data and current year data based on the Customer provided summary report.</li> <li>● Schedule the current year data load</li> <li>● Monitor the data load</li> </ul> <p>OpenGov assumptions:</p> <ul style="list-style-type: none"> <li>● Integration is unidirectional from the Customer's Springbrook into OpenGov.</li> <li>● The data will be linked to the Customer's COA.</li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide an IT resource to assist the project team in the initial set-up.</li> <li>● Provide assistance to understand source system specific customizations and configurations when building the data extract.</li> <li>● If OpenGov is unable to access the data per requirements, provide .csv data files via OpenGov SFTP Location.</li> <li>● Broker OpenGov's access to Customer's source accounting data if hosted by any third vendor.</li> <li>● Provide a summary export data to validate against.</li> <li>● Validate and provide sign off on the integrated data and reports.</li> </ul>

### Operating Budget Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Operating Budget</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Configure up to two (2) Proofs of Concept (POC).</li> <li>● Configure one (1) Budget instance, once POC is validated.</li> <li>● Configure and upload Customer's base budget files into OpenGov budget instances.</li> <li>● Configure OpenGov Budget Proposals and Worksheets for up to fifty (50) Departments in the base budget file based on the agreed upon structure.</li> <li>● Review configured OpenGov Budget and provide training to Customer on how to:               <ul style="list-style-type: none"> <li>○ Create new Proposals and Worksheets</li> <li>○ Manage Budgets</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Provide current budget.</li> <li>● Validate Proof of Concept prior to OpenGov building out Budget Proposals and Worksheets.</li> <li>● Validate and provide signoff on Budget Proposals and Worksheets.</li> </ul>
<b>Operating Budget Community Feedback Topic</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Configure one (1) standard budget topic in Community Feedback.</li> <li>● Review configured OpenGov Topic and provide training to Customer on how to:               <ul style="list-style-type: none"> <li>○ Create new topics</li> <li>○ Manage topics</li> <li>○ Set Topics to Public and Closed.</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Provide logo and branding guidelines.</li> <li>● Validate and provide signoff on the standard budget topic.</li> <li>● Update the standard budget topic with Customer relevant information.</li> </ul>
<b>Operating Budget Story</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Configure one (1) standard budget Story template.</li> <li>● Review configured OpenGov Story and provide training to Customer on how to:               <ul style="list-style-type: none"> <li>○ Create new Stories</li> <li>○ Manage Stories</li> <li>○ Publish Stories</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Provide logo and branding guidelines.</li> <li>● Validate and provide signoff on Operating Budget Story template.</li> <li>● Update standard budget Story with Customer relevant information</li> </ul>

**Capital Budget Configuration**

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Capital Budget</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Configure up to one (1) Proofs of Concept (POC)</li> <li>● Configure one (1) Budget instance, once POC is validated</li> <li>● Configure and upload Customer's base budget files into OpenGov budget instances.</li> <li>● Configure proposals and worksheets for up to fifty (50) Capital Projects in the base budget file based on the agreed upon structure</li> <li>● Review configured OpenGov Budget and provide training to Customer on how to: <ul style="list-style-type: none"> <li>○ Create new Proposals and Worksheets</li> <li>○ Manage Budgets</li> </ul> </li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide current budget.</li> <li>● Validate Proof of Concept prior to OpenGov building out proposals and worksheets</li> <li>● Validate and provide signoff on Budget Proposals.</li> </ul>
<b>Capital Budget Story</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Configure one (1) standard capital budget Story template.</li> <li>● Review configured OpenGov Story and provide training to Customer on how to: <ul style="list-style-type: none"> <li>○ Create new Stories</li> <li>○ Manage Stories</li> <li>○ Publish Stories</li> </ul> </li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide logo and branding guidelines.</li> <li>● Validate and provide signoff on Capital Budget Story template.</li> <li>● Update standard budget Story with Customer relevant information</li> </ul>

**Workforce Planning Configuration**

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Workforce Planning</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Provide cost elements based on Customer's existing personnel forecast to workforce document as per OpenGov's best practices.</li> <li>● Review configured OpenGov Workforce Plan and provide training to Customer on how to:</li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide Position calculations and tables.</li> <li>● Populate the Position Template and upload the completed template into OpenGov.</li> </ul>

	<ul style="list-style-type: none"> <li>o Create Cost Elements</li> <li>o Populate and upload the Position Template</li> </ul>	<ul style="list-style-type: none"> <li>● Validate and provide signoff on the Workforce Plan calculations.</li> <li>● Maintain the Workforce Plan and data once configured.</li> </ul>
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**Budget and Planning Suite Reporting Configuration**

<p><b>Budget and Planning Suite Reporting</b></p>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Set up one (1) export and Dataset View to enable OpenGov Budget Reports for the Operating and Capital Budget(s).</li> <li>● Configure up three (3) standard reports using the customer’s integrated financial data: <ul style="list-style-type: none"> <li>o Annual</li> <li>o Budget to Actuals</li> <li>o Transactions</li> </ul> </li> <li>● Configure up to four (4) Operating Budget Reports using OpenGov budget data: <ul style="list-style-type: none"> <li>o Milestones</li> <li>o Development</li> <li>o Details</li> <li>o Categories*</li> </ul> </li> <li>● Configure up to four (4) Capital Budget Reports using OpenGov budget data: <ul style="list-style-type: none"> <li>o Development</li> <li>o Details</li> <li>o Categories*</li> <li>o Capital Plan</li> </ul> </li> <li>● Review configured OpenGov Reports and provide training Customer on how to: <ul style="list-style-type: none"> <li>o Export Budget Data for use in OpenGov Reports.</li> <li>o Create new Reports</li> <li>o Manage Reports</li> <li>o Share Reports</li> </ul> </li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Validate and provide sign-off of Reports.</li> <li>● Maintain the Reports once configured.</li> <li>● Map OpenGov Budget export to Customer ERP import format.</li> </ul>
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	*Budget Categories report is only available to customers using a zero-based budget.	
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### Workflow Management - Capital Prescreening

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Forms and Workflow Configuration</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Based on best practices, build up to one (1) Record Type: Capital Prescreening including intake form, workflow, output document, user access levels.</li> <li>● Review configured Record Types and provide training on how to: <ul style="list-style-type: none"> <li>○ Manage access</li> <li>○ Edit forms and workflow.</li> <li>○ Download data for Reporting &amp; Transparency.</li> </ul> </li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide existing workflows, output documents, etc.</li> <li>● Attend scheduled work sessions for the purpose of validating, reviewing, and iterating upon draft record types configuration.</li> <li>● Validate and sign off on record types created.</li> </ul>

### Online Budget Book Configuration

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Online Budget Book (OBB)</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Based on best practices, build out the look and feel of six (6) Standard OBB Templates: <ul style="list-style-type: none"> <li>○ Home Page</li> <li>○ Generic (multi-use)</li> <li>○ Operating</li> <li>○ Department</li> <li>○ Capital</li> <li>○ Capital Project</li> </ul> </li> <li>● Create up to two (2) OBB Reports using OpenGov Budget data and Report Views to use in Department and Project OBB Story Shells.</li> <li>● Create Department and Project OBB Story Shells from</li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Provide logo and branding colors to OpenGov.</li> <li>● Sign off on OBB Templates prior to OBB Story Shell Configuration.</li> <li>● Validate and sign off on OBB Department and Project Story Shells.</li> <li>● Complete Department and Project Story Shells by adding Customer content including: <ul style="list-style-type: none"> <li>○ Narrative</li> <li>○ Images</li> <li>○ External Data</li> </ul> </li> <li>● Create remaining OBB</li> </ul>



	<p>OBB Templates for up to fifty (50) Departments and up to fifty (50) Projects and add OpenGov Report Views to Department and Project Story Shells.</p> <ul style="list-style-type: none"> <li>● Provide up to ten (10) one-hour working sessions to answer Customer questions on OBB Configuration.</li> </ul>	<p>Stories from OBB Templates for each section of the Table of Contents and add Customer content including:</p> <ul style="list-style-type: none"> <li>○ Narrative</li> <li>○ Images</li> <li>○ External Data</li> </ul> <ul style="list-style-type: none"> <li>● Create any additional Reports and Report Views needed to add to OBB.</li> <li>● Attend working sessions to get answers on OBB questions.</li> <li>● Make Stories public and Publish OBB.</li> </ul>
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### Working Sessions and Trainings

Description	OpenGov Responsibilities	Customer Responsibilities
<b>Budgeting &amp; Planning Working Sessions</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Per the agreed upon Project Plan, schedule working sessions with Customer's System Administrators to: <ul style="list-style-type: none"> <li>○ Review configurations;</li> <li>○ Provide training on system functionality;</li> <li>○ Gain feedback; and</li> <li>○ Answer questions regarding configured system functionality.</li> </ul> </li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Per the agreed upon Project Plan, attend working sessions to: <ul style="list-style-type: none"> <li>○ Understand configurations;</li> <li>○ Gain training on system functionality;</li> <li>○ Give feedback; and</li> <li>○ Ask questions regarding configured system functionality</li> </ul> </li> </ul>
<b>OpenGov University</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● provide access to OpenGov University online training courses intended to teach users on the basics of OpenGov.</li> </ul>	<p>Customer will:</p> <ul style="list-style-type: none"> <li>● Review training courses</li> </ul>

<b>Reporting &amp; Transparency Administrator Training</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Provide training to Customer System Administrators on how to: <ul style="list-style-type: none"> <li>○ Maintain the Chart of Accounts</li> <li>○ Upload and manage data for reporting</li> <li>○ Create and share Reports, Dashboards, Stories, and Topics.</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>
<b>Budgeting &amp; Workforce Administrator Training</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Provide training to Customer System Administrators on how to: <ul style="list-style-type: none"> <li>○ Create and manage Budgets</li> <li>○ Prepare to set up Next Year's Budget</li> <li>○ Create and manage Workforce Plans including Cost Elements and Position Upload Templates</li> <li>○ Export Budget Data for use in OpenGov Reports.</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>
<b>Online Budget Book Administrator Training</b>	OpenGov will: <ul style="list-style-type: none"> <li>● Provide one (1) 60- Minute System Training designed for OBB Administrators on how to: <ul style="list-style-type: none"> <li>○ Use and copy OBB Templates</li> <li>○ Add Reports Views to Stories</li> <li>○ Add Customer content including: narrative, images, and external data to Stories</li> <li>○ Publish Stories</li> <li>○ Update and maintain Stories.</li> </ul> </li> </ul>	Customer will: <ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>
<b>Virtual Budget End-User Training</b>	OpenGov will:	Customer will:

	<ul style="list-style-type: none"> <li>● Provide two (2), 60-Minute training session(s) to Customer’s Internal Users on how to: <ul style="list-style-type: none"> <li>○ Navigate Opendgov Budgets and Reports</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>
<b>Workflow Management Administrator Training</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Provide up to four (4) 60-Minute System Training designed for Workflow Administrators on how to: <ul style="list-style-type: none"> <li>○ Manage access</li> <li>○ Edit forms and workflow.</li> <li>○ Download data for Reporting &amp; Transparency.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>
<b>Workflow Management End-User Training</b>	<p>OpenGov will:</p> <ul style="list-style-type: none"> <li>● Provide up to one (1) 60-Minute training session(s) to Customer’s Internal Users on how to: <ul style="list-style-type: none"> <li>○ Navigate Opendgov Workflow Management</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● Identify relevant participants and attend scheduled trainings.</li> </ul>

# Appendix C: Technical Requirements

## C-1: OpenGov Budgeting & Planning Suite

Budgeting & Planning Suite	
Description	Technical Requirements
Chart of Accounts	<ul style="list-style-type: none"> <li>● Flat file</li> <li>● .csv, .xls, .xlsx with headers</li> <li>● Active Accounts and Accounts with activity in the years of data being loaded into OpenGov.</li> </ul>
Financial Data Files (Transactional Export)	<ul style="list-style-type: none"> <li>● Flat file</li> <li>● .csv, .xls, .xlsx with headers</li> <li>● 3-5 Years of Data</li> </ul>
Financial Data Files (Summary Revenue and Expense Export)	<ul style="list-style-type: none"> <li>● PDF export</li> </ul>
Current Budget	<ul style="list-style-type: none"> <li>● Flat file</li> <li>● .csv, .xls, .xlsx with headers</li> <li>● Operating Budget</li> <li>● Capital Budget</li> </ul>
Personnel Calculations and Tables	<ul style="list-style-type: none"> <li>● PDF, Word, csv, .xls, .xlsx with headers</li> </ul>
Workflow Management	<ul style="list-style-type: none"> <li>● PDF, Word, .csv, .xls, .xlsx with headers</li> </ul>
Logo Image	<ul style="list-style-type: none"> <li>● .jpg or .png format</li> <li>● Transparent</li> </ul>
Branding guidelines	<ul style="list-style-type: none"> <li>● Hex codes</li> </ul>