

CLARK COUNTY STAFF REPORT

DEPARTMENT: Community Development

DATE: December 9, 2014

REQUEST: Approval of a contract and related agreements for a new electronic permitting system

CHECK ONE: _____ Hearing X Consent

BACKGROUND

Clark County issued a Request for Proposals (RFP #634) in September 2012 to replace its fifteen-year old electronic permit tracking system. A total of nine vendors submitted proposals. In early 2013 a team of staff representing business, financial, management and technical fields reviewed the proposals for further consideration. Four vendors were screened for comprehensive evaluation and scoring, with two chosen for on-site demonstrations in June 2013.

To obtain 'on the ground' experiences and perspective, a team of seven staff (including myself) conducted site visits to four jurisdictions that utilized the two vendors' services. Afterwards, the team evaluated the vendors and concluded we needed more information about specific functional requirements, such as: cashiering, mobile inspection, and a citizen access portal for e-business.

Last fall, staff evaluated further whether the selected vendors would be able to provide the product and services the county required. In the end the decision was made to cancel RFP# 634, refocus our efforts and priorities, and to re-issue an improved RFP.

The second RFP (RFP# 666) was released on January 29, 2014, and three vendors submitted proposals. The vendors were evaluated on: financial health, references checks (business needs and technical needs), cost profiles, functional and technical requirements, and implementation and project management success. Computronix emerged as the top vendor, and was invited on-site to present its proposed solutions to multiple county departments.

Since then Clark County and Computronix continued their efforts to prepare a final statement of work to accurately reflect the county's business processes/needs and Computronix's software configuration/customization.

The master contract (Contract for Procurement, Licensing and Maintenance of a Permit Tracking System RFP NBR 666), related exhibits, and a Hosting Service Level Agreement between Clark County and Computronix, U.S.A., Inc., have been reviewed and vetted by staff in Application Services, the Prosecuting Attorney's office, and Community Development.

A few key points to note are:

- The term of the contract is up to seven (7) years in duration;
- The contract includes key performance measures ensuring the vendor delivers intended functionality, within timelines and budgeted resources;
- A vendor hosted solution; and
- Implementation of the new system will be phased, with phase 1 including all system functionality with a vast majority of the features at a 'go-live' state in August of 2016.

mgm
OK
12/11/14

An executive Steering Committee, comprised of the County Administrator, the Finance Director and the directors of Application Services, Community Development (Executive Sponsor), Environmental Services and Public Works, was established from the outset of the project. The Steering Committee was kept apprised of the project status and made recommendations on proceeding with the project.

After a report to the Steering Committee on November 25th, 2014, they unanimously agreed to recommend that the Board of County Commissioners approve the final contract and related agreements.

COMMUNITY OUTREACH

Other than one or two high-level overviews of the new system's benefits and goals to Clark County's Development and Engineering Advisory Board (DEAB), there has been no community outreach.

BUDGET AND POLICY IMPLICATIONS

Within adopted budgets, the overall cost related to this project is \$4,710,766 and has several main components.

The components related to Computronix total \$3,618,450 and are: 1) the master contract for \$2,385,700, 2) the software licensing costs for \$323,250, 3) five years of maintenance and support for \$419,500, 4) optional additional software and services (supplements and reports) for \$100,000, and 5) a hosting agreement for \$390,000.

The components related to Clark County total \$1,092,316 and are 1) three varying duration project employees (an IT project manager, a business/management analyst, and a report writer) to assist with the implementation of the system, 2) contingency and estimated taxes, 3) electronic plan review (Bluebeam) costs, 4) Interactive Voice Recognition (Selectron) costs and 5) minimal hardware costs.

In keeping with a policy to provide better and more cost-effective service to citizens and customers, the new system will be geared to provide the following high-level benefits/goals:

- Improved customer service;
 - On-line status of projects, inspections, inspection results
 - On-line permitting
- Efficiency gains; and
 - Workflows and electronic checklists – standardizing processes and increased staff accountability
- Improved reporting.
 - Dashboards
 - Electronic plan review

FISCAL IMPACTS

Yes (see attached form)

No

ACTION REQUESTED

Approve the Contract for Procurement, Licensing and Maintenance of a Permit Tracking System RFP NBR 666 with Computronix, U.S.A., Inc. and related agreements.



Martin Snell, Director
Community Development

Approved: _____
CLARK COUNTY
BOARD OF COMMISSIONERS

FISCAL IMPACT ATTACHMENT

Part I: Narrative Explanation

I. A – Explanation of what the request does that has fiscal impact and the assumptions for developing revenue and costing information

The request will put in motion replacement of a fifteen-year old electronic permitting system, which is currently a legacy system. The cost reflects the final statement of work and cost pricing from the vendor, both built by the nascent partnership of the county and the vendor.

Revenue sources to cover the cost of the system come from the participating departments and/or programs that use the system. The breakdown of funding (by %) is as follows: Community Development (Fund 1011) – 69%; General Fund – 25%; Public Works (Fund 1012) – 5%; and Environmental Services (Clean Water Fund) – 1%.

Part II: Estimated Revenues

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Non GF	GF	Non GF	GF	Non GF
1011/Planning & Code Fund	0	200,905	0	3,027,004	0	0
0001/General Fund	1,187,337	0	0	0	0	0
1012/Road Fund	0	0	0	235,105	0	0
4420/Clean Water Fund	0	0	0	60,415	0	0
Total	1,187,337	200,905	0	3,322,524	0	0

II. A – Describe the type of revenue (grant, fees, etc.)

Property taxes from the General Fund and Road Fund and fees from the Planning and Code Fund and Clean Water Fund are the types and sources of revenue.

Part III: Estimated Expenditures

III. A – Expenditures summed up

Fund #/Title	FTE's	Current Biennium		Next Biennium		Second Biennium	
		GF	Non GF	GF	Non GF	GF	Non GF
1011/Planning & Code Fund		0	200,905	0	3,027,004	0	0
0001/General Fund		0	0	1,187,337	0	0	0
1012/Road Fund		0	0	0	235,105	0	0
4420/Clean Water Fund		0	0	0	60,415	0	0
Total	0	0	200,905	1,187,337	3,322,524	0	0

III. B – Expenditure by object category

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Non GF	GF	All Funds	GF	Non GF
Salary/Benefits	0	1,00,905		588,904	0	0
Contractual	0	0		3,920,957	0	0
Supplies	0	10,000	0	0	0	0
Travel	0	0	0	0	0	0
Other controllables (ER&R)	0	0	0	0	0	0
Capital Outlays	0	0	0	0	0	0
Inter-fund Transfers (TER&R)	0	0	0	0	0	0
Debt Service	0	0	0	0	0	0
Total	0	200,905		4,509,861		

EXHIBIT A – Contractor’s Pricing

All prices quoted are in U.S. dollars and exclude applicable taxes.

Software

Item No.	Description of Software	Price
POSSE Land Management System Software		
1.	1 - POSSE Version 7 Enterprise License (includes POSSE GIS, POSSE Dashboard)	\$125,000
2.	1 - POSSE LMS Permitting & Inspections Module	\$15,000
3.	1 - POSSE LMS Planning Module	\$20,000
4.	1 - POSSE LMS Compliance & Enforcement Module	\$15,000
5.	1 - POSSE Mobile add-on	\$20,000
6.	190 – POSSE Named User Licenses <ul style="list-style-type: none"> • 100 @ \$950 per license • 90 @ \$750 per license 	\$162,500
7.	40 – POSSE Mobile User Licenses @ \$350 per license	\$14,000
8.	1 - POSSE Ad-Hoc Reporting add-on	\$15,000
9.	1 - POSSE Workload Manager component	Included
10.	POSSE Source Code in Escrow (inclusion in existing agreement)	Included
Teller Cashiering/Point of Sale Software		
11.	1 - Teller Base License	\$25,000
12.	8 - Teller Workstation Licenses @ \$1,000 per licence	\$8,000
SUB-TOTAL ONE-TIME SOFTWARE PRICE:		\$419,500
	Less one-time Discount of 50% of POSSE Named User Licenses	(\$81,250)
	Less one-time Discount of 100% of Ad-Hoc Reporting add-on	(\$15,000)
NET TOTAL ONE-TIME SOFTWARE PRICE:		\$323,250

Annual Software Support and Maintenance

Item No.	Description of Support	Price
1.	YEAR ONE POSSE and Teller Annual Product Support @ 20 per cent of total one-time license purchase of \$419,500 (based on list pricing, before discounts)	\$83,900
2.	YEAR TWO POSSE and Teller Annual Product Support @ 20 per cent of total one-time license purchase of \$419,500	\$83,900
3.	YEAR THREE POSSE and Teller Annual Product Support @ 20 per cent of total one-time license purchase of \$419,500	\$83,900
4.	YEAR FOUR POSSE and Teller Annual Product Support @ 20 per cent of total one-time license purchase of \$419,500	\$83,900
5.	YEAR FIVE POSSE and Teller Annual Product Support @ 20 per cent of total one-time license purchase of \$419,500	\$83,900
TOTAL FIVE-YEAR ANNUAL SUPPORT AND MAINTENANCE PRICE:		\$419,500

Contractor Implementation and Training Services

Item No.	Description of Services	Price
1.	Project Planning / On-Site Project Kick-off	\$47,500
2.	Fit-Gap Analysis / Final Client-Specific System Design. <ul style="list-style-type: none"> Includes 28 days of on-site analysis and design. 	\$394,000
3.	POSSE LMS Installation and Deployment on Development, Test and Production Databases in Hosted Environment	\$38,600
4.	Final Client-Specific Configuration of Base LMS System and Reports Re-branding of out-of-the-box LMS Operational Reports (for internal staff website and external public website). Includes configuration of the following existing LMS business processes: <ul style="list-style-type: none"> Building Permit Demolition Permit Mechanical Permit Plumbing Permit Pre-Submittal Complaint Code Enforcement Case Fire Permit Fire Inspection 	\$485,875

Item No.	Description of Services	Price
5.	Client-Specific "Customizations" to close Gap Items. Includes the following new business processes: <ul style="list-style-type: none"> • Animal Control • Animal Facility Licensing • Limited Trade Permits (Bulk Permits) • Land Use Review • Engineering • Utility Work in Public ROW • Environmental 	\$377,000
6.	Operational Reports for above "Customizations" processes <ul style="list-style-type: none"> • Assume 14 simple-complexity operational reports – two reports per business process 	\$33,600
7.	Compilation and configuration of POSSE Mobile add-on for Windows 10 O/S platform. Support the following business processes: <ul style="list-style-type: none"> • Trade Permits (existing LMS job types) • Code Enforcement (existing LMS job types) • Animal Control (new job type) • Fire Inspections (new job type) 	\$50,000
8.	POSSE Reporting Data Mart set-up	\$16,700
9.	POSSE Workload Manager Set-up and Integration with POSSE LMS	Included
10.	System Interfaces (excluding Bluebeam) <ul style="list-style-type: none"> • Active Directory (one way) [\$6,000] • ESRI GIS Interface (one way) [\$52,000] • Online Payment (Point and Pay) (two way) [\$15,000] • Teller Credit Card (swipe) Integration (Point and Pay) (two way) [\$15,000] • Electronic Check Interface (two way) [\$22,000] • A/R Interface (Oracle Financials) (two way) [\$30,000] • A/P Interface, including PWU Payments Interface, (Oracle Financials) (two way) [\$30,000] • G/L Interface (Oracle Financials) (one way) [\$10,000] • Contractor Interface (WA State L&I) (one way) [\$22,000] • PACS (Parcel and Permit Data) (two way) [\$37,000] • Address Barcode Interface (two way) [\$22,000] • Address Validation Interface (one way) [\$22,000] 	\$380,000

Item No.	Description of Services	Price
	<ul style="list-style-type: none"> • PLI Invoices Interface (one way) [\$22,000] <ul style="list-style-type: none"> ○ ASSUMPTION: County is performing all work in connection with the reports mentioned in the interface specification. • Remit Processor Interface (one way) [\$15,000] • Selectron IVR Interface (two way) [\$45,000] • SITUS Interface (one way) [\$15,000] 	
11.	Bluebeam Software Installation, Set-up, Integration with POSSE	\$181,000
12.	Bluebeam Standalone Management Reports (5 medium-complexity reports)	\$24,000
13.	Data Conversion	\$112,000
14.	Remote User Acceptance Testing Support – Phase One	\$27,000
15.	Remote User Acceptance Testing Support – Phase Two	\$13,500
16.	Remote User Acceptance Testing Support – Phase Three	\$4,500
17.	On-site POSSE LMS System Orientation Training	\$11,750
18.	On-site Client-Specific Usage Training (Train-the-Trainer) <ul style="list-style-type: none"> • Phase One 	\$40,000
19.	On-site Client-Specific Usage Training (Train-the-Trainer) <ul style="list-style-type: none"> • Phase Two 	\$22,500
20.	On-site Client-Specific Usage Training (Train-the-Trainer) <ul style="list-style-type: none"> • Phase Three 	\$13,500
21.	POSSE LMS System Administration / IT Support Training	\$13,575
22.	POSSE Ad Hoc Report Writing / Reports Integration Training	\$19,000
23.	POSSE Dashboard Configuration Training	\$3,600
24.	Teller Training	\$10,500
25.	On-Site System Go-Live Support – Phase One “Go- Live”	\$26,500
26.	On-Site System Go-Live Support – Phase Two “Go- Live”	\$22,000
27.	On-Site System Go-Live Support – Phase Three “Go- Live”	\$17,500
TOTAL COMPUTRONIX PROFESSIONAL SERVICES PRICE:		\$2,385,700

Pricing for Optional Additional Software and Services from Contractor

Should the County wish to purchase additional software and/or services during the project (via the Change Request process) and for a period of five years following System acceptance (via separate Purchase Order), the following Contractor’s Pricing shall apply:

Item No.	Description of Software or Service	Price
1.	POSSE LMS Business Licensing Module	\$20,000
2.	POSSE Archival Document Database (PADD) add-on (Note: Applicable for in-house solution only. The hosted solution includes PADD.)	\$10,000
3.	POSSE Named User License	As per One-Time Perpetual Software License Agreement
4.	POSSE Mobile User License	As per One-Time Perpetual Software License Agreement
5.	Teller Workstation License	\$1,000
6.	POSSE Operational Report (authored using DevExpress)	Simple: \$2,400 Medium: \$4,800 Complex: \$8,400
7.	POSSE Operational Report (authored using Microsoft Word)	Simple: \$1,800 Medium: \$3,600 Complex: \$7,200
8.	POSSE Standalone Management Report (authored using POSSE Ad-Hoc Reporting add-on)	Simple: \$2,400 Medium: \$4,800 Complex: \$8,400
9.	Additional data conversion test run beyond the three included.	\$6,000
10.	Management Reports Analysis and Recommendations • Assumes 80 hours of analysis of existing Tidemark management reports.	\$12,000
11.	Time-and-materials hourly rate for ad hoc Computronix Professional Services (for all roles, all services)	As per POSSE Annual Product Support Agreement

Exhibit B: Contractor's Response to County RFP #666

This will be provided upon request or can be found on the Project's SharePoint site.



COMPUTRONIX

EXHIBIT C:

Statement of Work

For

Clark County, WA

Permit Tracking System Replacement Project

COMPUTRONIX (USA), Inc. / COMPUTRONIX (Canada) Ltd.

November 24, 2014

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Attachments:

ATTACHMENT 1 – Tidemark-to-POSSE Process Mapping

ATTACHMENT 2 – Description of System “Customizations”

ATTACHMENT 3 – Description of System Interfaces

ATTACHMENT 4 – Data Conversion Summary

ATTACHMENT 5 – Description of Electronic Plans Review Requirements

ATTACHMENT 6 – Description of Training Deliverables

ATTACHMENT 7 – Project Schedule

Section 1.0 General Statement and Agreement

This Statement of Work (hereinafter called “SOW”) is issued pursuant to the Permit Tracking System Replacement project agreement (the “Agreement”) between Clark County, Washington, USA (“CLIENT”) and Computronix (“CONTRACTOR”) effective December 19, 2014. This SOW is entered into by and between CONTRACTOR and CLIENT and is subject to the terms and conditions specified below.

Section 1.5 Period of Performance

Subject to contract approval by the Clark County Board of Commissioners, the provision by the CLIENT of at least one original signed contract document, including all exhibits and attachments, and an accompanying Purchase Order, to the CONTRACTOR, the CONTRACTOR proposes to commence its Services on December 2014 and shall continue to July 2017.

Section 2.0 CONTRACTOR Project Team Contact Information

CONTRACTOR Project Manager:

Grant Shantz, Phone: 1-800-359-3758 ext. 5341; Cell: 780-233-1288;
E-mail: grant.shantz@computronix.com

CONTRACTOR Deputy Project Manager:

R. Trey Wainwright, Phone: 1-800-359-3758 ext. 5361; Cell: 780-938-2601;
E-mail: trey.wainwright@computronix.com

CONTRACTOR System Architect / Technical Lead:

Shawn Loewen, Phone: 1-800-359-3758 ext. 5388; Cell: 780- 233-1266;
E-mail: shawn.loewen@computronix.com

Supervising CONTRACTOR Operations Manager:

Chris Stolte, Phone: 1-800-359-3758 ext. 5320; Cell: 780-233-1287;
E-mail: chris.stolte@computronix.com

CONTRACTOR Corporate Contact Information:

Mailing Address:

Computronix
Suite 200, 18354 - 118 Avenue NW
Edmonton, Alberta
Canada T5S 2G2

Switchboard:

Ph. 1-800-359-3758
Fax: 780-454-3838

Website:

<http://www.computronix.com>

Section 3.0 Background

Project Overview

The Community Development Department of Clark County, WA (“CLIENT”) is seeking to procure the POSSE Land Management System (“POSSE LMS”) for its Permit Tracking System Replacement (“the System” and “the Project”). The CLIENT published a Request for Proposal document (RFP# 666 issued Jan. 31, 2014) that described and set forth the requirements for the System and the contractual relationship to be entered into, and to which both parties agree reference can be made as if the RFP and subsequent Addendums are set forth fully herein.

Computronix (USA) of Lakewood, CO, in collaboration with Computronix (Canada) Ltd. of Edmonton, Alberta, Canada (“CONTRACTOR,” or “CONTRACTOR”), having provided a Proposal in response to the above RFP, was invited into the contracting process.

The Project has a one-time cost of **\$323,250** for software and **\$2,385,700** for professional services. These costs are fixed costs and payable as per the Payment Milestones in Section 11 of this document. This Statement of Work does not include Annual Support and Maintenance Costs or other consulting or customization services except as defined with this Statement of Work.

The updated proposed Project Schedule (see **Attachment 7**) calls for the Project to proceed through a Project Plan/Initiation pre-phase and three development and testing phases. According to the proposed schedule, the System will be delivered in three “go-lives” events. The proposed schedule will be discussed with the CLIENT Project team and fine-tuned during Project Kick-off before a final baseline schedule is established, and will be contingent on several factors, including CLIENT staff availability and resources.

Post-RFP Changes to Scope and Deliverables

As a result of further decisions by the CLIENT during the “Scope Finalization” process described in the RFP, both parties agreed to the following changes in scope and deliverables, attached to this Statement of Work document as follows:

- ATTACHMENT 1 – Tidemark-to-POSSE Process Mapping, which describes the revised, final scope of CLIENT business processes to be supported in the new System, based on envisioned “future state” processes to be implemented during the migration from the CLIENT’s existing Tidemark legacy system to the new System;
- ATTACHMENT 2 – Description of Required System “Customizations,” which describes each of the in-scope System customizations to be provided by CONTRACTOR;
- ATTACHMENT 3 – Description of System Interfaces, which describes the final list and scope of required system interfaces and a high-level description of the functionality required for each interface;
- ATTACHMENT 4 – Data Conversion Summary, which describes the CLIENT’s guiding principles for the Tidemark System data conversion;
- ATTACHMENT 5 – Description of Electronic Plans Review Requirements, which describes the final requirements for the Electronic Plans Review component of the System;



- ATTACHMENT 6 – Description of Training Deliverables, which describes the approach and deliverables for the CONTRACTOR’s Training activities;
- ATTACHMENT 7 – Updated Project Schedule, which updates the timelines and tasks of the Project based on the updated Project scope.



Section 4.0 Project Scope

Project Scope Statement

The Scope of the Project is to install the pre-configured POSSE Land Management System (including integrated Teller for POSSE cashiering/point-of-sale software and Bluebeam electronic plans mark-up software), further configuring the System to meet the requirements as documented in this Statement of Work (including all Attachments) and the CONTRACTOR'S proposal in response to CLIENT'S RFP requirements.

At a high level, the Project will accomplish the following tasks:

Provision of Software

1. Provision and implementation of the pre-configured POSSE Version 7 Land Management System COTS software (base system, add-ons, LMS business modules, Named User licenses, Mobile User licenses, Bluebeam, etc.), as demonstrated to CLIENT in web and on-site sessions during May - July 2014, as well as the provision and implementation of additional "Customizations" (see **ATTACHMENT 2: Description of System Customizations**), that collectively will support approximately 20 anticipated "future state" CLIENT business processes.
2. Provision and implementation of Teller Version 6 cashiering/point-of-sale software (base system and workstation licenses).

Provision of Implementation Services

1. Provision of project planning, project management and project administration services to execute the Project successfully within the stated timelines and budget.
2. Closure of Gap items based on completed, approved Log of Gap Items. The solution provided by CONTRACTOR will provide the configuration necessary to provide the System screens, functions, workflows, and interfaces necessary for System features desired by CLIENT that are not met by the base POSSE LMS product. (References: **ATTACHMENT 1: Tidemark-to-POSSE Process Mapping** and **Attachment 2: Description of System Customizations**)
3. Data conversion, with specific and distinct tasks to be completed by CLIENT and CONTRACTOR as described in Section 6.0, Data Conversion and **ATTACHMENT 4: Data Conversion Summary**.
4. Provision of a comprehensive database reporting API and a test, training and production version of the Reporting Data Mart repository that can be utilized for various reporting

methods and, additionally, the configuration of eight (8) initial POSSE Management Dashboard gauges.

Provision of Training Services

1. Provision of POSSE LMS Product Orientation training to the CLIENT's Project Team and Subject Matter Experts.
2. Provision of POSSE LMS Site-Specific Train the Trainer Training
3. Provision of POSSE LMS Administration, Support and Security Training for CLIENT's System support staff.
4. Provision of Teller Training for CLIENT's End-Users, Trainers, Managers, Support Staff and Report Writers
5. Provision of POSSE Ad Hoc Report Writing/Reports Integration Training/Dashboard Configuration Training for the CLIENT's designated System report writers.

Deliverables and Acceptance Criteria

The following table provides the detailed deliverables required to successfully deliver the Project with each deliverable's acceptance criteria.

TASK	DELIVERABLE	ACCEPTANCE CRITERIA
Provision of Software		
	<ul style="list-style-type: none"> • POSSE Software 	<ul style="list-style-type: none"> • Installation and demonstration of the software working on the County's server infrastructure hosted by CONTRACTOR. • Notification from Lincoln-Parry Software Escrow of the addition of the CLIENT as a Named Beneficiary on "Schedule C" of the POSSE Multi-Party Source Code Escrow Agreement.
	<ul style="list-style-type: none"> • Teller Software 	<ul style="list-style-type: none"> • Installation and demonstration of the software working on the County's server infrastructure hosted by CONTRACTOR. • Notification from Innovasafe Software Escrow of the addition of the CLIENT as a Named Beneficiary on the Teller for POSSE Multi-Party Source Code Escrow Agreement.
Provision of Implementation Services		
Plan/Initiate	<ul style="list-style-type: none"> • Project Management Plan 	<p>A detailed Project Management Plan is delivered to the CLIENT Project Manager in electronic format containing the following:</p> <ul style="list-style-type: none"> • Project Schedule (including a work breakdown structure) • Payment Milestones based on Project phasing • Communications Plan • Risk Management Plan and Risk Log • Project Team – Roles and Responsibilities • Issue Management Plan and Issue Log • Change Control Plan • Training Plan

TASK	DELIVERABLE	ACCEPTANCE CRITERIA
	<ul style="list-style-type: none"> Initial Test/Train Installation 	<ul style="list-style-type: none"> The base POSSE LMS System has been installed in the Test and Training environments The Test and Training websites at the hosted site are able to be accessed from CLIENT's offices CONTRACTOR provides POSSE LMS Product Orientation Training for the CLIENT's project team members and SMEs on the functionality of the base POSSE LMS system.
<p>Fit/Gap Analysis and System Design</p>	<ul style="list-style-type: none"> Data Conversion Plan and Migration Plan 	<p>A Data Conversion and Migration Plan, applicable to the data required for the Implementation Phase, are delivered to the CLIENT Project Manager in electronic format.</p> <p>The Data Conversion Plan contains:</p> <ul style="list-style-type: none"> Descriptions of data conversion approaches CONTRACTOR recommendations for dealing with the current and historical data relevant to the scope of the Implementation phase Roles/responsibilities for data conversion to enable the Project Team to work collaboratively to complete the tasks listed in the Data Conversion Plan Business-level decisions that need to be made for data to be converted. <p>The Migration Plan contains:</p> <ul style="list-style-type: none"> Definition of data from the legacy system that will be converted The schema, table and column name for each data element from the source system(s) (that is to be converted), and the resulting schema, table and column name that it will be mapped to in POSSE LMS including indicators for POSSE LMS mandatory fields.



TASK	DELIVERABLE	ACCEPTANCE CRITERIA
	<ul style="list-style-type: none"> • “AS IS” Process Analysis Documentation • Process Transformation Recommendations • “TO BE” Process Analysis Documentation • GAP Analysis Documentation with Options to close Gaps (Gap Item Log) • Requirements for Configurations and for Customizations including Functional Requirements Traceability Matrix 	<p>A Gap Analysis document, applicable to the functionality included in the Implementation Phase, is delivered to the CLIENT Project Manager in electronic format and contains:</p> <ul style="list-style-type: none"> • Description of as-is out of the box LMS processes • Recommendations for process transformation to map Tidemark activities to LMS job types Description of to-be processes including best practices recommendations • Log of Gap Items with options to close gaps which could result in scope changes/additional costs • A Requirements Traceability Matrix that documents the requirements for configurations and customizations
	<ul style="list-style-type: none"> • Security Design 	<p>A Security Design document is delivered to the CLIENT Project Manager in electronic format. This will include security role CRUD matrix</p>
	<ul style="list-style-type: none"> • Updated Project Plan 	<p>An updated Project Management Plan is delivered to the CLIENT Project Manager in electronic format that contains an updated Project Schedule</p>
<p>System Configuration and Development:</p>	<ul style="list-style-type: none"> • Technical Documentation for Interfaces and Other Applicable Entities 	<p>A System design document, applicable to the functionality included in the Implementation Phase is delivered to the CLIENT Project Manager in electronic format and contains:</p> <ul style="list-style-type: none"> • Technical documentation for interfaces • Technical design (workflows, wireframes, etc.) to address each item in the Log of Gap Items

TASK	DELIVERABLE	ACCEPTANCE CRITERIA
	<ul style="list-style-type: none"> • Data Conversion Software and Documentation • Migration Test Results 	<p>A Data Conversion document, applicable to the Implementation Phase, is delivered to the CLIENT Project Manager in electronic format and contains:</p> <ul style="list-style-type: none"> • Updated Data Conversion Plan and Migration Plans • Data Conversion Test Results, showing that data was converted as defined in the Data Conversion Plan and Migration Plan.
	<ul style="list-style-type: none"> • Bluebeam Software 	<ul style="list-style-type: none"> • Installation and demonstration of the software working on the County’s server infrastructure hosted by CONTRACTOR.
<p>User Acceptance Testing <u>Note:</u> Applies to all delivered System components and configuration iteration reviews.</p>	<p>CLIENT will conduct User Acceptance Testing based on test plans developed by the CLIENT and provide results</p>	<p>CONTRACTOR provided remote support during User Acceptance Testing.</p> <p>All Defects identified during User Acceptance Testing with a severity of Critical, High, or Medium have been closed.</p>
	<ul style="list-style-type: none"> • New or Modified Configurations and/or Code 	<p>The new or modified configurations and/or code, applicable to the Implementation Phase, have been installed in the Test and Training environments.</p> <p>The Test and Training websites are able to be accessed from CLIENT’s offices.</p> <p>CONTRACTOR is able to demonstrate the functionality applicable to Implementation Phase, delivered System component.</p>
<p>Final Testing and System Acceptance</p>	<ul style="list-style-type: none"> • Conduct Load and Performance Testing for the desktop and mobile systems and provide results 	<p>A Load and Performance Test Results document, applicable to the functionality in the Implementation Phase, is delivered to the CLIENT Project Manager in electronic format.</p>
	<ul style="list-style-type: none"> • Approved Cutover Plan • Go/No-Go Criteria 	<p>An implementation plan document, applicable to the functionality in the Implementation Phase, is delivered to the CLIENT Project Manager in electronic format and con-</p>



		<p>tains:</p> <ul style="list-style-type: none"> • Cutover plan that was developed jointly with the CLIENT team • Go/No-Go Criteria that was developed jointly with the CLIENT team
	<ul style="list-style-type: none"> • Approved Data Migration • Applications in Production Environment • Validate the Successful Cutover of all Updated Oracle Applications in Production Environment 	<p>The new or modified configurations and/or code applicable to the Implementation Phase have been installed in the Production Environment. Data applicable to the Implementation Phase has been migrated, and CLIENT is able to access the functionality implemented and view converted data.</p>
	<ul style="list-style-type: none"> • Installation of System for “Go-Live” and Annual Support activation. 	<p>The new or modified configurations and/or code applicable to the Phase have been installed in the Production Environment, and data applicable for the Phase has been migrated, and CLIENT is able to access the functionality implemented and view converted data.</p>
<p>Provision of Training Services (See Attachment 6 – Description of Training Deliverables for more detail)</p>		
<p>Training Preparation and Materials</p>	<ul style="list-style-type: none"> • New or Updated Training Plans and Materials • TRAIN database instance on CLIENT server infrastructure • Training room set-up and preparation by CLIENT and CONTRACTOR instructor 	<p>New or updated training plans and materials, applicable to the functionality in the Implementation Phase, are delivered to the CLIENT Project Manager in electronic format.</p>
<p>Train the Trainer Site-Specific</p>	<ul style="list-style-type: none"> • Updated, Final Training material and Documentation for CLIENT End User Trainers • On-site In-class Training Sessions for CLIENT End User Trainers (Train the 	<ul style="list-style-type: none"> • Final training materials, applicable to the functionality in the Implementation Phase, are delivered to the CLIENT Project Manager in electronic format. CLIENT is responsible for creating any site-specific training materials. • Training survey results indicate that train-



	Trainer)	ing objectives have been met
Teller Training	<ul style="list-style-type: none"> • Teller Usage Training • Teller Administration Training • Teller UAT Support 	<ul style="list-style-type: none"> • Final training materials, applicable to the functionality in the Phase, are delivered to the CLIENT Project Manager in electronic format • Training survey results indicate that training objectives have been met
Software System Administration / Support Training	<ul style="list-style-type: none"> • Updated, Final Training material and Documentation for CLIENT Support staff, system administrators • On-site In-class Training Sessions for CLIENT Support staff, system administrators) 	<ul style="list-style-type: none"> • Final training materials, applicable to the functionality in the Phase, are delivered to the CLIENT Project Manager in electronic format. • Training survey results indicate that training objectives have been met.
POSSE Ad Hoc Report Writing / Reports Integration / Dashboards Training	<ul style="list-style-type: none"> • Training for Technical Team on Reporting and Dashboards in POSSE LMS. 	<ul style="list-style-type: none"> • Final training materials for Reports and Dashboards are delivered to the CLIENT Project Manager in electronic format. • Training survey results indicate that training objectives have been met.

Section 5.0 Project Approach

Project Phases / “Go-Live” Events

The Permit Tracking System Replacement project will be broken into three phases as follows:

- Phase 1
 - Mobile Application (for, Building Department, Animal Control)
 - Permits (all case types)
 - Teller (both online and internal)
 - Existing critical forms and reports (TBD)
 - Citizen Portal
 - PWU
 - Pet Licensing
 - Schedule inspections online (provide applicants the ability to view the status of their projects and request an inspection)
 - Schedule inspections via IVR
 - All custom configurations completed
 - All interfaces completed (including Bluebeam)
- Phase 2
 - Citizen Portal (residential SFR within a subdivision, residential mechanical/plumbing, engineering, commercial signs) – restricted to select contractors/engineering firms
 - Mobile Application (for Environmental, Code Enforcement, Fire)
 - Electronic Plan Review (restricted to select customers)
 - Non-critical forms and reports (TBD)
- Phase 3
 - Electronic Plan Review (for everyone)
 - Citizen Portal (for everything)
 - Remaining forms and reports

Tasks per Phase

For each project Phase, CONTRACTOR will deliver the Project through the following project task groupings:

Task 1—Plan/Initiate

Task 2—Fit/Gap Analysis and System Design

Task 3—System Configuration and Development (Gap Closure)

Task 4— CLIENT Training

Task 5—Final Testing and System Acceptance

Task 6—Implementation, Maintenance, and Support

Task 1 – Plan/Initiate

The Project planning and kick-off phase will focus on updating the CONTRACTOR template project management plan documentation to identify the specific processes, procedures, stakeholder analysis, schedule updates, CLIENT resources, etc. necessary to ensure Project success. This initial draft of the project management plan becomes the basis for an on-site Project Kick-off meeting in which the Project team is engaged in discussion, fine tuning, and general input. The result of the Project kick-off meeting is a Project Management Plan that is realistic and has Project team buy-in.

Task 1 includes the installation of the POSSE LMS System in the Train and/or Test environment(s) at the hosted site. Following installation, POSSE LMS Product Orientation Training will be provided to the Project team members identified as Subject Matter Experts (SMEs) so they understand the System and can assist in the Fit/Gap Analysis of Task 2. This training will only be provided once, at the beginning of Phase 1.

Task 2 – Fit/Gap Analysis and System Design

This task seeks to close any existing gap between POSSE LMS and CLIENT System requirements deemed to be in-scope for the Project.

Please note that these processes are modified on an ongoing basis based on our continuous improvement practices. Each project benefits from those previous to it, and the precise steps will likely differ from those listed below.

Fit/Gap Process, Approach, Roles and Responsibilities

Step	Anticipated Duration	Task	Primary Owner
1	1 week	<p>Prepare for Fit/Gap demonstration based on current state documentation provided by CLIENT, including providing guidance to the CLIENT on key items/decisions requiring attention by the business. This will occur in the context of the Fit/Gap Checklist documentation. The Fit/Gap Checklist documentation will be delivered prior to the Fit/Gap session occurring.</p> <p>A more detailed agenda will be compiled in collaboration between CX and the CLIENT in advance of the Fit/Gap session with the business.</p>	CONTRACTOR
2	1 week	Brief Fit/Gap participants on items requiring at-	CLIENT



Step	Anticipated Duration	Task	Primary Owner
	(parallel with item above)	tention for the Fit/Gap session. Make needed decisions on key items identified by CX in consultation with the business.	
3	1-2 days	<p>Perform Fit/Gap demonstration using out of the box LMS configuration</p> <p>Outputs:</p> <ol style="list-style-type: none"> 1. Action Item Log – assigned to specific individuals. 2. Decision Log. <p>At the end of the session, CX will provide the notes, including action items, taken. As a result of this, CLIENT will start work right away by triaging the list of action items and those that are still deemed necessary will be followed up on.</p>	CONTRACTOR
4	1 week	Address all action items and provide responses/direction.	CLIENT
5	1 week (parallel with item above)	CLIENT will package and distribute key item/decision outcomes to the core team and Business Review Committee to ensure alignment.	CLIENT
6	2 weeks	<p>Complete Gap documentation. Decisions made during Fit/Gap session are recorded in this document.</p> <p>In the case of interfaces, this is the interface design document. In the case of data conversion, this is the data conversion mapping documents.</p> <p>The Gap documentation includes a POSSE process map to current state use cases.</p>	CONTRACTOR
7	N/A	<p>Deliver Gap documentation to CLIENT to ensure alignment.</p> <p>Delivery may include a remote session to review the Gap documentation.</p> <p>Notes: In the case of interfaces, this is the design document. In the case of data conversion, this is the mapping document.</p>	CONTRACTOR
8	1 week	In collaboration, the CLIENT is preparing supple-	CLIENT



Step	Anticipated Duration	Task	Primary Owner
		mental documentation to outline the BPR, policy, etc. changes that dovetail with the Gap Closure documentation provided by CX.	
9	1 week (parallel with item above)	CLIENT will sign off the delivered documentation. This documentation defines the gap scope. The completed and signed off Gap documentation serves as the input to Gap Closure (configuration).	CLIENT

CONTRACTOR will provide sample templates for test plans, test scenarios and scripts to CLIENT.

Data Conversion Analysis

CONTRACTOR will be responsible for the creation of a Data Conversion Plan and Data Conversion Mapping document.

The first step in creating the Data Conversion Plan will be to determine what is in scope for conversion—which data sources and tables are relevant to the new system. The findings will be compiled into the Data Conversion Plan. The remainder of the plan will be completed and submitted to the CLIENT for review and approval. Data Conversion Planning is a CONTRACTOR responsibility, but will require significant CLIENT resources familiar with the source systems and data.

When the Data Conversion Plan is approved, CONTRACTOR will create the Data Conversion Mapping document that specifies the mapping and transformation between source systems and POSSE LMS. Creation of the mapping document is a CONTRACTOR responsibility, but will require significant input from CLIENT resources familiar with the source systems and data.

Task 3 – System Configuration and Development (Gap Closure)

System Configuration

Based on CLIENT’s approval of the detailed design, configuration and development of CLIENT-specific enhancements and modifications commences. The CONTRACTOR Software Development Methodology (SDM) follows these steps:

1. Configuration and Development tasks are assigned by the Project Manager and Technical Lead to CONTRACTOR team members. CONTRACTOR Project team members have ready access to the CONTRACTOR Technical Lead if further clarification on a task is required.



2. CONTRACTOR Project team members test their own configured or developed System component or task to ensure the work is done according to the design documentation and the System requirements.
3. The System component or task is cross-tested by another CONTRACTOR Project team member.
4. Both unit and cross-testing is conducted against a standard development checklist, which integrates the design standards into specific scenarios relevant to the specific development task.
5. When a logical set of tasks composing a deliverable successfully passes unit testing and cross-testing, an integration test is conducted to ensure the deliverable is complete and free of defects. The integration test is conducted against the high-level design documentation for the logical set of tasks.
6. Prior to final delivery to the CLIENT for user acceptance testing, a full System test will be conducted. The System test is conducted against the Fit/Gap Analysis Report to ensure that the System requirements have been met.

Data Conversion Development

With completion and approval of the Data Conversion Plan and Data Conversion Mapping documents from Task 2: Fit/Gap Analysis and System Design, data conversion activities can occur in parallel to and dependent on System configuration/development, using the following approach:

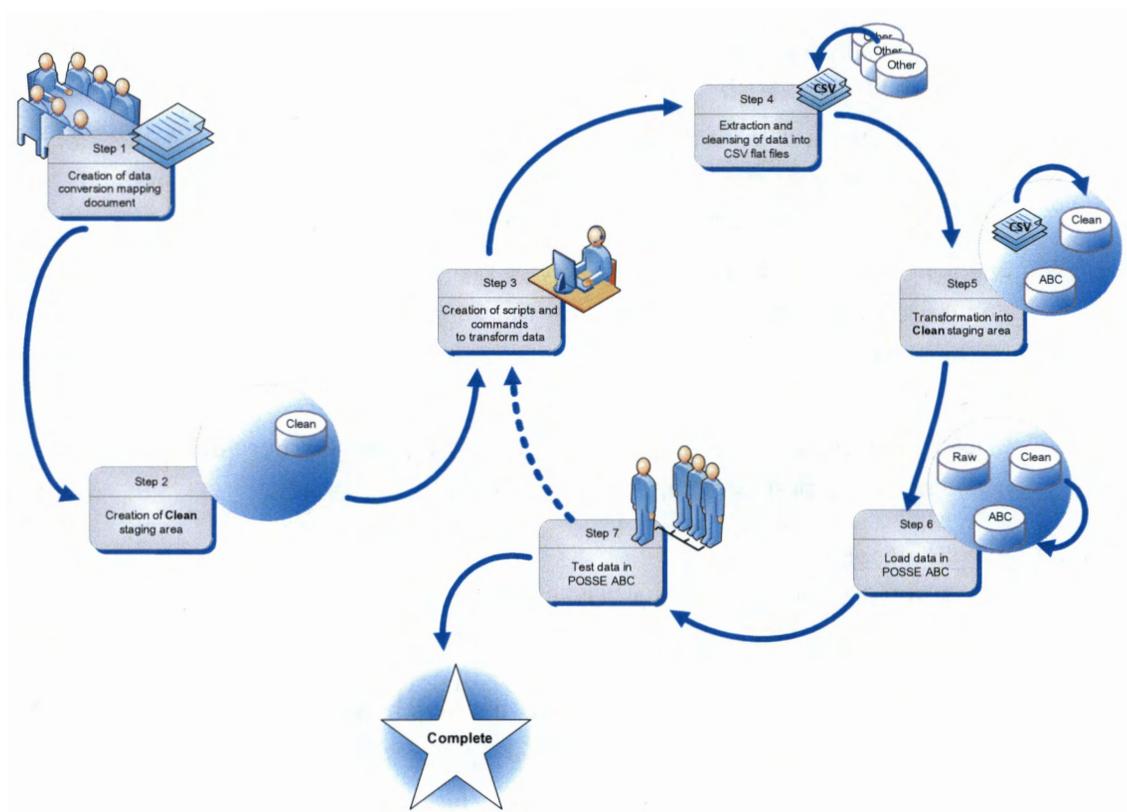
1. Creation of a Data Conversation Mapping document.
2. Creation of a Clean Staging Area. This clean staging area is a set of tables representing POSSE LMS. It is generated by our POSSE Data Conversion tool. The tables in the staging area will have numerous integrity constraints defined that will aid in data cleaning. Upon successful data loading, this staging area will contain cleansed data ready to be loaded into POSSE LMS. The creation and maintenance of this staging area is a CONTRACTOR responsibility.
3. Creation of scripts, commands, and other techniques that transform data stored in the extracted CSV files (see Step 4: CLIENT Training) into the clean staging area as documented in the Data Conversion Mapping document. Creation and maintenance of the transformation scripts, commands, etc. are a CONTRACTOR responsibility.
4. Extraction and cleansing of data from the source system(s) and the loading of this data into CSV files/Oracle Staging Database tables in the formats and data layouts defined by the Migration Plan. This step is the responsibility of the CLIENT.
5. Transformation into Clean Staging Area. This will be performed by executing the scripts etc. created in Step 2: Fit/Gap Analysis and System Design. Any errors that result from problems with the scripts etc. will be resolved by CONTRACTOR and the transformation re-run. Any errors that result from data cleanliness issues will be resolved by CLIENT and the transformation



re-run. CLIENT will be allowed as many iterations as needed to load data from Tidemark into the Staging database tables.

6. Load into POSSE LMS. Upon successful completion of Step 4: CLIENT Training, data will be loaded from the Clean Staging Area into POSSE LMS by using the POSSE Data Conversion tool. Any errors that result from problems with the transformation scripts etc. will be resolved by CONTRACTOR and the conversion re-run. Any errors that result from data cleanliness issues will be resolved by CLIENT and the conversion re-run.
7. Test data in POSSE LMS. The CLIENT will test the quality of the converted data within POSSE LMS. Any issues resulting from problems with the transformation scripts etc. will be resolved by CONTRACTOR and the conversion re-run. Any issues that result from data cleanliness problems will be resolved by the CLIENT and the conversion re-run.

A graphic representation of these steps is depicted here:



The CLIENT can be confident that, if the conversion process encounters an error (either in the scripts and definitions, or in the cleanliness of the data) proper roll-back techniques will be used to ensure that incorrectly converted data (or partially converted data) is not left in POSSE LMS.

Data Conversion Assumptions

Note: These assumptions are based on our standard data conversion methodology. Additional services could be provided, if desired, for additional cost.

- Appropriate CLIENT staff, with knowledge of legacy system(s) structure and data, will be available to assist with planning and mapping. These activities will require significant time and attention from the assigned CLIENT staff. CONTRACTOR will have staff onsite for four days for this task. CLIENT staff must be available during that time period as well as any time needed to prepare for the visit and follow-up on any action items. CONTRACTOR and CLIENT staff will work together to identify data to be converted, focusing on the data that is needed for the POSSE system to function correctly.
- CLIENT staff will assume all responsibility for deciding what data to extract, as well as what data it will not extract, from existing legacy systems. This includes: all data transformation, data merging, data scrubbing, data parsing, interpretation of legacy data, and any unloading of data from existing systems.
- Data cleansing (as defined at http://en.wikipedia.org/wiki/Data_cleansing) is a CLIENT responsibility.
- CONTRACTOR will consider all extracted data to be homogeneous, or “clean.” CONTRACTOR will make no attempts in its mapping or authoring and testing of conversion scripts to correct non-conforming or “dirty” data.
- Aside from the data conversion analysis taking place within the creation of the Data Conversion Plan and Data Conversion Mapping document, CONTRACTOR will make no further attempts to understand, to interpret or to map data within CLIENT’s existing legacy systems or data silos.
- CLIENT staff will be responsible for completing any and all other desired data conversions, including conversion from paper-based systems.

Data Conversion Tools

CONTRACTOR uses its own time-saving POSSE data conversion tool that performs the following functions:

- The tool generates a set of Oracle tables that match the Configuration layout/data model in the POSSE configuration. This creates a staging area to load data from other sources.
- Standard Oracle tools and scripts can then be written to convert data into these tables.
- The data conversion tool then converts the data into POSSE.

The data can be manipulated either before or after loading into the staging area. The staging tables include a number of constraints that ensure data and relationship integrity. The constraints can be disabled during loading and manipulation, but must be enabled before loading into POSSE. Once the data is loaded into the staging tables, and all constraints are satisfied, one call will start the process to load all the data into POSSE's underlying data structure.

Further Reference – See *Data Conversion Summary (Attachment 4)*

Task 4 – CLIENT Training

For each Project phase, End User Trainer System Usage Training (i.e. “Train the Trainer”) will be delivered to prepare for end user training of CLIENT staff by the CLIENT. Each session will be led by one (1) CONTRACTOR Trainer and may be attended by up to eight (8) CLIENT end user trainers.

Train-the-Trainer usage training will be delivered to provide knowledge transfer for:

- Final CLIENT-specific configurations and customizations within the POSSE LMS Permitting & Inspections Module including Environmental and Engineering
- Final CLIENT-specific configurations and customizations within the POSSE LMS Planning Module
- Final CLIENT-specific configurations and customizations within the POSSE LMS Compliance & Enforcement Module including Pet Licensing
- Teller Usage Training (if applicable to the project implementation phase)
- Bluebeam Usage Training (if applicable to the project implementation phase)

During Phase One only (i.e., prior to the first go-live event), CONTRACTOR will deliver POSSE and Teller Administration and Support training to designated CLIENT IS support staff and “super users.”

After development is finished in Phase 1, CONTRACTOR will deliver POSSE Report Writing/Reports Integration/Dashboard Configuration training to designated CLIENT IS support staff and “super users.”

Task 5 – Final Testing and System Acceptance

During each Project Implementation Phase, when Task 4: CLIENT Training is complete, CONTRACTOR will install all configuration updates and System modifications applicable to the current Implementation Phase to the User Acceptance Testing (UAT) environment, which the CLIENT will then test. CLIENT SMEs, under the oversight of the CLIENT IT Project Manager, will report all Defects found, and CONTRACTOR will work to resolve Defects and then provide further configuration updates and System modifications to be retested by CLIENT.

User Acceptance Testing scenarios and plans, along with organizational staffing changes, are the responsibility of the CLIENT. The end users will have the best perspective on how they will test that the System meets the documented requirements, as well as the impact of System changes and business processes to the CLIENT staff.

Reporting and resolving Defects discovered during the UAT period will follow the same Issues resolution process documented in the Issues Management Plan section of Task 1: Plan/Initiate. Dur-



ing Task 5: Final Testing and System Acceptance, the Production environment is provisioned and installed by CONTRACTOR. The final version of the System will then be ready for the go-live event.

Task 6 – Implementation, Maintenance, Support

For each Project Phase of the System implementation, senior CONTRACTOR resources will provide support one to two days prior to the actual go-live event and three to five days after the System is live in production, to ensure that a smooth transition is achieved. The external website rollout will include (at a minimum) notification of CLIENT identified parties of the launch date and the services that will be provided. Additionally, startup of the external website will require modifications to CLIENT's existing website to advertise the new functionality, enable links to the System's external website functionality, and provide supporting information as necessary. Once the external website is ready for rollout, a coordinated effort by CLIENT technical staff, CONTRACTOR staff and web support staff will bring this System component live.

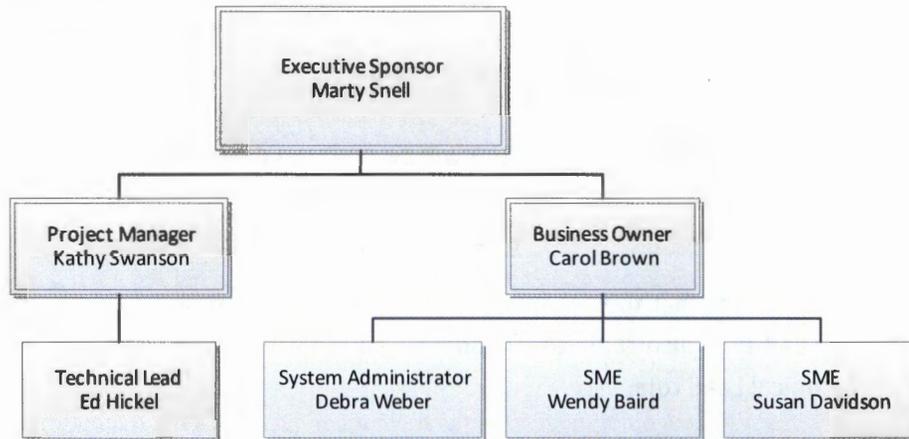
Upon successful implementation of each component of the System, maintenance for that business functionality group will begin. Reporting and resolution of Defects discovered during go-live and the maintenance period will follow the same Issue resolution process documented in the Issue Management Plan section of Task 1.

Section 6.0 Project Resourcing and Organizational Structure

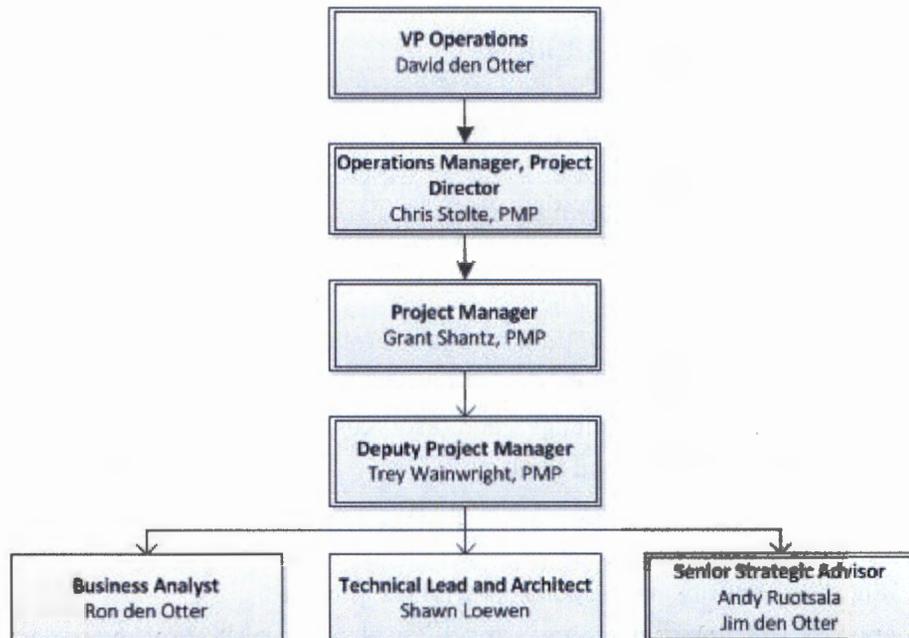
Project Organization Structure

The following organizational structure depicts the reporting structure and an overview of the anticipated reporting structure for the Project.

CLIENT Project Organization Structure



CONTRACTOR Project Team Organization Structure



Project Resourcing Overview

At the start of the project, the Steering Committee will consist of:

- Marty Snell (Community Development Director) [Project Sponsor]
- Mark McCauley (County Administrator)
- Jim Hominiuk (IT Director)
- Don Benton (Environmental Services Director)
- Heath Henderson (Director Public Works)
- Mark Gassaway (Finance Director)
- Chris Stolte (CONTRACTOR Operations Manager)

The composition of the steering committee will be finalized during the project initialization phase with changes made prior to the Kick-off meeting. The IT Project manager, Business Owner and business analysts will advise the steering committee as appropriate and as requested.

CONTRACTOR envisions that their technical resources will fulfill more than one role. For instance the Technical Lead may also fulfill the Trainer and Implementation Specialist role in addition to the Senior Technical Lead role.

The CLIENT team will be identified prior to Project Kick-off but in general will be made up of Subject Matter Experts (“SMEs”) from within Community Development, Public Works Development Engineering, and Environmental Services. The SMEs will be experienced in their roles, but final decision making around business process will rest with the business Project manager.

Project Roles and Responsibilities

Project Steering Committee (Marty Snell, Mark McCauley, Jim Hominiuk, Mark Gassaway, Heath Henderson, Don Benton, Carol Brown, Kathy Swanson, Chris Stolte)

- Attend steering committee meetings
- Vocal and visible project champion throughout the County – obtain support from all stakeholders
- Manage and resolve major political and operational issues as needed
- Support organizational change management
- Authorize Project scope, budget, and resources
- Sign off of Deliverables and Project

CLIENT Executive Sponsor – Marty Snell

- Ultimate authority and responsibility for the project
- Approve all scope changes and signs off on all approvals to proceed to each succeeding project phase
- Provide project resources

- Ensure resolution of issues escalated by the Project Managers or the CLIENT business owner
- Provide funding for the project

CLIENT IT Project Manager – Kathy Swanson

- Provide Project oversight
- Manage the vendor (CONTRACTOR), provide single point of contact for the vendor, all vendor resources and all vendor communication
- Report directly to the Steering Committee
- Schedule and conduct Steering Committee meetings
- Communicate Project status and other relevant Project information to CLIENT organization
- Advise and assist the CONTRACTOR Deputy Project Manager in maintaining the project schedule
- Ensure Project is fulfilling objectives and meeting success criteria
- Manage CLIENT IT resources
- Support CLIENT Involvement and interaction with CONTRACTOR and business
- Escalation point for issues and risks as needed
- Contract management
- Financials
- Review/reports Project progress/status
- Back-up CLIENT Business Owner

CLIENT Business Analyst – CLIENT Core Project Team will fill this role (Wendy Baird, Susan Davidson, Debra Weber)

- Assist with Project Planning
- Support Initial Assessment, Data Conversion Activities, Testing
- Responsible for data conversion with the
- Provide support, mentoring and expertise to Project team members
- Answer or find answers to business questions
- Oversees documentation, testing and training efforts for the business
- Document standard operating procedures (SOPs)

CLIENT Business Owner – Carol Brown

- Responsible for ensuring that the project meets the overall CLIENT business needs (Community Development, Public Works Development Engineering , Environmental)
- Ensure CLIENT business resources are available to the Project when needed, resolves conflicts as necessary
- Ensure CLIENT SMEs are adequately trained
- Balance the needs of the Project with the SMEs other workload
- Provide input into Project Planning



- Deal with all business issues and risks/responsible for resolutions
- Review/report Project progress/status
- Oversee the business team deliverables in collaboration with the CLIENT Project Manager
- Support updates to operating procedures and business processes
- Support organizational change management and communication as required
- Back-up IT Project Manager allowing direct communication with the CONTRACTOR if needed.
- Facilitate sign off on deliverables
- Responsible for business process change and final signoff on business decisions
- Oversee the development of business policies and procedures
- Responsible for organizational Change Management within the business

CLIENT SMEs – Susan Davidson, Wendy Baird, Brent Davis, Dianna Nutt, Kami Simpson and Vicki Kirsher

- Provide knowledge for input into Fit/Gap analysis
- Provide input for start-up metadata under guidance from CX
- Provide input into Gap design and review gap solutions when configured
- Data Conversion (experts in existing systems)
- User Acceptance Testing
- Attend training
- Support organizational change management and communication as required

CLIENT Business System Administrator – Debra Weber, Susie Davidson

- Security administration – responsible for security of the system: creating, modifying and removing users and user roles
- Responsible for overall system configuration
- Tier 1 support for users after the system goes live
- Coordinate software upgrades and patches
- Reset user passwords
- Responsible for the overall system conversion – with assistance of the CLIENT technical lead and CLIENT Business Project Manager
- Support data conversion, ad hoc reporting tools, etc.
- Responsible for the data conversion from the business side

CLIENT Technical Lead / Infrastructure Technician – Ed Hickel

- Develop/Test interfaces that are the responsibility of the County
- Responsible for the data conversion along with the Business System Administrator to ensure cleanliness of data

CONTRACTOR Operations Manager – Chris Stolte

- Attend steering committee meetings



- Help manage relationship between CLIENT and CONTRACTOR
- Serve as an advocate for CLIENT
- Provide overall direction to Team CONTRACTOR
- Ensure adequate Project resourcing

CONTRACTOR Project Manager – Grant Shantz

- Serve as an escalation point as necessary.
- Support the CX Deputy Project Manager and team to achieve success.

CONTRACTOR Deputy Project Manager – R. Trey Wainwright

- Provide Project oversight, detailed planning, and Project execution
- Organize, mobilize Team CONTRACTOR resources to fulfill Project commitments
- Ensure Project is fulfilling objectives and meeting success criteria
- Communicate Project status and other relevant Project information to Team CONTRACTOR and CLIENT IT Project Manager
- Manage CONTRACTOR deliverables and interactions with CLIENT
- Deal with issues and risks/responsible for resolutions
- Responsible for quality management
- Provide weekly status of CONTRACTOR team deliverables to CLIENT IT Project Manager
- Participate remotely in weekly status meetings with CLIENT
- Create and maintains the project schedule in consultation with the CLIENT IT Project Manager

CONTRACTOR System Architect / Senior Technical Lead – Shawn Loewen

- Responsible for technical aspects of the Project
- Provide oversight to Team CONTRACTOR technical resources
- Design and oversee data conversion activities
- Design and oversee gap closure configuration
- Responsible for system quality

Project Consultant/Strategic Advisor – Jim den Otter / Andy Ruotsala

- Responsible to advise CONTRACTOR on LMS best practice, Tidemark functionality and architecture
- Responsible to consult with System Architect on gap closure configuration

Business Analyst – Ron den Otter

- Assist with Project Planning
- Support Initial Assessment, Data Conversion Activities, Testing

Configuration Specialist

- Configure modifications to base POSSE LMS system to close gap items

Implementation Specialist

- Support for integration of CLIENT specific requirements through the existing POSSE system features and functions.
- Identify and documents gap items that cannot be solved with existing POSSE functionality.

Trainer

- Provide POSSE LMS Site-Specific Training to CLIENT Team members

Database Administrator

- Initial POSSE software installation and performance tuning
- Prepare environments (development, test, training and production) prior to each use for the Project
- Apply POSSE and/or Oracle upgrades as specified with the Hosting Services Level Agreement

Section 7.0 Project Methodologies

Project Management Overview

The CONTRACTOR Project Management Best Practices are consistent with the Project Management Framework and best practices described in the Project Management Institute (PMI) Project Management Body of Knowledge.

To ensure project success and a high quality of deliverables, the Project will put in place two Project Managers – a CONTRACTOR Project Manager and a CLIENT IT Project Manager. The CONTRACTOR Project Manager is responsible for the overall success of the Project. The CLIENT IT Project Manager, CLIENT Business Owner and Project Sponsor have significant supporting roles to play in the areas of organizational change management, organizing and mobilizing the CLIENT Project team members, and communications within the organization. The CONTRACTOR Project Manager will be assisted by a Deputy Project Manager (DPM). Together, the CONTRACTOR Project Manager and the Deputy Project Manager will constitute the CONTRACTOR Project Management team.

The CONTRACTOR Project Management Team's activities will include:

- Participating in Project Kick-off meeting
- Drafting and finalizing Project plans and the overall Project schedule
- Team leadership and problem solving
- Creating and maintaining Project procedures
- Managing change control procedures
- Participation in defining acceptance criteria
- Development of Project signoff criteria
- On-site presence to ensure smooth running of the Project
- Support of system configuration activities where appropriate

Usage of PMI's Project Management Body of Knowledge (PMBOK)

The CONTRACTOR Project Management team will apply expertise in all nine knowledge areas of PMBOK as appropriate. These knowledge areas include management of the Project's integration, scope, time, cost, quality, human resources, communication, risks, and procurement.

In addition to applying best practices, sound judgment, and ethical conduct in the above project management knowledge areas, the CONTRACTOR Project Manager team will also apply key general management skills as required to maximize Project success. These skills include leading, communicating, negotiating, problem solving, and influencing the organization. This maximizes the efficiency and effectiveness of CLIENT staff as well as CONTRACTOR staff.



In accordance with PMBOK, the CONTRACTOR Project Manager team will steward to the following components, to the extent feasible, at various stages of the Project life cycle: Project management plan, work breakdown structure, (including risk management as a subsidiary plan), Project status reports, change requests, deliverable and Project acceptance, and Project review/wrap up.

Project Status Reporting

A formal weekly consolidated Status Report will be generated by CONTRACTOR, providing the CLIENT IT Project Manager with an up-to-date record of progress on deliverable tasks assigned to CONTRACTOR and to CLIENT, changes in scope or timelines. The CLIENT IT Project Manager will provide CLIENT Project status data to the CONTRACTOR Project Manager team, who will maintain the overall Project status data. Status Reports will be provided in CONTRACTOR' standard template format so that the CLIENT IT Project Manager will be able to quickly identify the information of interest.

To effectively communicate status, a status meeting will be held monthly to discuss the Status of the project. Generally these status meetings include the CLIENT Business Owner, CLIENT Project Sponsor, CLIENT IT Project Manager and key CONTRACTOR leadership staff. The CONTRACTOR Project Management Team will report status in relation to the schedule in the Project Plan. They will also report on approved scope increase and approved scope decrease so that the team is prepared for the future. These meetings may take place via telephone conference call or in person as necessary.

The CONTRACTOR Project Manager will be responsible for updating the baseline Project Schedule, as required.

See **Appendix A – Status Report** for the template Status Report document.

Scope Management

Scope Management is primarily the responsibility of the CONTRACTOR Project team. The Project team plays a significant role in the management of scope and ultimately the success of the Project.

The Change Request process is initiated when CONTRACTOR and/or CLIENT determine that a change is required to the **scope** and/or **schedule** baseline current at the time the change is detected. It is clearly understood that the costs provided in this Statement of Work are to be considered fixed prices. CONTRACTOR acknowledges having completed sufficient due diligence to ensure that costing of the Project is accurate and that the deliverables as provided in this Statement of Work will be met without increased costs to CLIENT. CLIENT acknowledges having completed sufficient due diligence in its review of the Proposal and the subsequent System demonstration to be reasonably confident that POSSE LMS meets its system requirements. Changes to the Project scope, costs and schedule will be managed as follows:



- The CONTRACTOR Project Management Team documents the change using the Change Request form (see **Appendix B – Change Request**).
- The CLIENT IT Project Manager with support from business, the steering committee and others, evaluates the change request for completeness and validity, suggesting changes as needed.
- The Change Request is forwarded to the CONTRACTOR Project Management team.
- CONTRACTOR will determine the feasibility of the Change Request, the level of effort and cost. They will also document the impact to the Project if the change were to proceed. The CONTRACTOR Project Management team then forwards the Change Request to the CLIENT Project Manager.
- The CLIENT IT Project Manager reviews the Change Request with the business and if reasonable and complete, presents the Change Request to the Steering Committee for review. If approved, the Change Request form is signed and dated.
- If a statement of work or contract amendment is required, the CONTRACTOR Project Manager will forward to the CLIENT IT Project Manager.
- The CLIENT IT Project Manager sends the approved Change Request form and other documentation to the CONTRACTOR Project Manager who will acknowledge receipt via email. At this point, the Project plan is updated accordingly.

The change control mechanism for items to be removed from scope will follow the same mechanism as the addition of new scope.

See **Appendix B – Change Request** for the template Change Request document.

Location of Project Activities

CONTRACTOR will conduct Project activities both on-site at the CLIENT offices and remotely from CONTRACTOR offices. All activities that the CLIENT has primary responsibility for (such as data cleansing and testing) will be conducted from the CLIENT's offices. CONTRACTOR strongly recommends that a Project room be created within the CLIENT's offices for the duration of the Project, to remove Project team members from the distractions of their day-to-day activities when focused on Project activities.

Activities that CONTRACTOR envisions conducting on-site include:

- Project Kick-off Meetings
- Fit/Gap Analysis
- Design Reviews
- Data Conversion Planning and Mapping
- Training
- Go-Live Event Support

The following activities will be primarily conducted off-site:

- Project Planning

- Most Steering Committee Status Meetings
- System Modifications
- Installation of Hardware and Software in the hosted environment
- Creation of Data Transformation Scripts
- Data Loading into CLIENT's System
- Training Preparation
- User Acceptance Testing Support
- Implementation Planning

Issues Management Plan

The following definitions, tools and processes will be followed to manage Issues that are identified during the CLIENT's Project:

Definition of Issues

During the course of a project, there is the need to accurately record, proactively manage and communicate about issues. Issues typically fall into the following three broad categories:

- Administrative Issues
- Change Requests
- Defects

Administrative Issues

Administrative Issues are items that need to be dealt with for the Project to continue in an orderly, well-managed way. These Issues are typically action items, information requests, disputes between Project team members and so on that need decisions to be made at the proper level of authority, or that are going to require some time to resolve.

Defects

The definition of a Defect (see *POSSE Software License Agreement* for all definitions) is:

"A development or configuration error that causes the System to crash, or program algorithms or logic that produces incorrect results when compared to the scope baseline. Defects pertain to the intended operation of POSSE LMS System as delivered to the CLIENT. Defects do not include changing user preferences, report or screen aesthetics, presentation standards, or non-conforming converted data. Defects do not pertain to problems arising from Third-Party Software interfaced to POSSE LMS."

Issues which are Defects are to be resolved as documented below.

Change Requests

Issues that arise due to changing business processes, new and modified requirements and incorrectly documented requirements are considered Change Requests.



Issues that are due to the incorrect interpretation of requirements by CONTRACTOR or are concerns arising from the design that were identifiable by CONTRACTOR as a result of its due diligence process will not be Change Requests.

Issues designated as change requests will be managed as per the “Change Control Procedures” section.

Issue Tracking System

CONTRACTOR will supply a web-based Issue Tracking System for use in this Project. This Issue Tracking System will be used to document and manage all Project related Issues. CONTRACTOR will provide training to CLIENT staff in the usage of the Issue Tracking System and the method for reporting Issues prior to the need to use the system.

Reporting Issues during Project Implementation

The CONTRACTOR Deputy Project Manager will be the primary manager of all Issues. All Issues raised by the CLIENT are assigned to the CLIENT IT Project Manager for review prior to submission to CONTRACTOR. The CLIENT IT Project Manager will determine if the Issue is valid, based on the scope baseline. The CLIENT IT Project Manager will assign valid Administrative Issues and Change Requests to CONTRACTOR for investigation and resolution.

All Issues will be submitted using the Issue Tracking System, noting the following:

- Description of the Issue
- Description of the new requirement (as needed)
- Initial severity assignment:

Critical: System enhancement required to support critical day-to-day operations.
High: System enhancement required to support critical business processes performed occasionally or sporadically (not day-to-day).
Medium: System enhancement required to support non-critical business processes performed at least monthly.

In general, any Issue that is considered “Critical” must be logged immediately and brought to the attention of the CONTRACTOR Project Manager. These will be given immediate attention by CONTRACTOR.

CONTRACTOR will strive to respond to Administrative Issues and Change Requests according to the following schedule:

- Severity Critical: Within 3 business day of being reported
- Severity High: Within 5 business days of being reported
- Severity Medium: Within 10 business days of being reported

Defect Reporting

All Issues raised during UAT as Defects are assigned to the CLIENT IT Project Manager for review prior to submission to CONTRACTOR. The CLIENT IT Project Manager will determine if the Defect is valid, based on the scope baseline. If it is determined that the Defect raised is not a valid Defect



as defined above, (i.e., it is determined that the System component is performing as specified), then the CLIENT will take no further action, other than to withdraw the Defect and/or raise a Change Request. The CLIENT IT Project Manager will assign valid Defects to CONTRACTOR for investigation and resolution.

All Defects will be submitted using the Issue Tracking system, noting the following:

- Description of the Defect
- The business scenario relevant to the Defect
- Description of the requirement that is not being met
- Description of the action taken that created the Defect
- Description of the expected results supporting information: screenshots, error messages received, test case information (e.g. License number and process name where error occurred)
- Initial severity assignment:
 - Critical: Stops testing in a critical area and there is no workaround
 - High: Stops testing in a non-critical area and there is no workaround
 - Medium: Workaround available, will allow testing to continue, but not ready for acceptance

Reporting Change Requests and Administrative Issues

Reporting of Issues that are not Defects (as per the definitions in the “Definition of Issue” section) will follow the same process as documented in the above section.

All non-Defect Issues will be submitted using the Issue Tracking system, noting the following:

- Description of the Issue
- Description of the new requirement (as needed)
- Initial severity assignment:
 - Critical: System enhancement required to support critical day-to-day operations.
 - High: System enhancement required to support critical business processes performed occasionally or sporadically (not day-to-day).
 - Medium: System enhancement required to support non-critical business processes performed at least monthly.

Resolving Defects

Defects will be added to a queue of other Defects, which is sorted by severity. Severity will be confirmed during regularly scheduled review meetings between CONTRACTOR and CLIENT IT Project Manager and Business Owner. Defects will be resolved in order of severity and prepared for testing or re-testing in the Test environment. Every effort will be made to assign the resolution of Defects to the original resource to ensure the context relevant to the Defect is understood. CONTRACTOR will strive to resolve Defects according to the following schedule:

- Critical: Within 1 business day of being reported
- High: Within 3 business days of being reported
- Medium: Within 5 business days of being reported

All Issues that have been determined to be Product Defects are given a priority value based on a number of factors. If the priority value is determined to be low, the Issue remains open until such a point that the priority value changes (e.g., due to clients reporting the same Issue and the Issue is fixed), or the Issue becomes a non-issue due to product changes.

Defect resolution follows the same quality assurance path as the original development. The POSSE LMS Support team's Issue Resolution test process involves unit testing of the fix by the developer, configuration (or code) review and cross-testing by a separate developer not involved in the development of the fix, testing in the context of a System test and, finally, confirmation that the fix is compiled in the release.

The CLIENT IT Project Manager and the CONTRACTOR Project Management team will coordinate the resolution and closure of Defects so that time is effectively used. As needed, the CLIENT Business Owner or the CLIENT IT Project Manager may discuss Defects with the CONTRACTOR Analyst and/or Technical Lead(s).

All Defects that are deemed "fixed" by a CLIENT tester as a result of testing will be closed by the CLIENT IT Project Manager. Defects that are not completely fixed will be sent back to CONTRACTOR with supporting detail. They will remain "open" and will be subject to the same testing and approval process.

Escalating Issues

The CLIENT IT Project Manager has ready access to the CONTRACTOR Project Management team for relating concerns about individual Issues and the quality of the Project in general. In addition, CLIENT IT Project Sponsor and IT Project Manager have further recourse to the CONTRACTOR Regional Manager, and ultimately to the CONTRACTOR President/CEO. Likewise the CONTRACTOR Project Management team may request to discuss an Issue at the monthly steering committee meetings in order to get a decision or resolve a particular Issue.

Testing Time Frames

Once CONTRACTOR provides notice that all deliverables for a phase are ready for UAT, the CLIENT will work to complete UAT within 30 business days. This anticipated timeframe is required to fully and adequately test the system prior to implementation. This also assumes that the quality of the delivered system is high such that the number of reported Defects is low and does not impact UAT progress.

In the event that critical Defects are found and logged, the CLIENT's timeframe for UAT will be renegotiated and a new baseline set, based on expected timeframe for CONTRACTOR to resolve the Defects.

Completing UAT

Testing is considered completed when all documented test cases have been completed, all Defects with a severity of Critical, High, or Medium have been closed and the CLIENT has signed the Certificate of Acceptance.

Section 8.0 Project Schedule

The “target” timeline objective is to complete the entire project within **31** months, as described in **Attachment 7 – Project Schedule**, based on current scope.

(Note: Project duration may or may not be subject to change based on CLIENT feedback and input gathered at the Project Kick-Off Meeting, or through CLIENT-approved Change Requests. CONTRACTOR strives to improve and communicate project goals during the Project Kick-off Stage of the effort. Our team will review this schedule in detail with CLIENT, before and during the Kick-off meeting, with the perspective to improve and fine-tune timelines and tasks based on possible greater efficiencies and/or alternate task dependencies.)

Section 9.0 Project and Payment Milestones and Payments

Project and Payment Milestones

Payment Milestones for the professional services are identified in the table below. (Please see Software License for all terms and conditions related to software payment). Month 1 shall be considered the month in which the contract is finalized. Milestone payment months will be adjusted once an approved Project timeline is completed. Payment milestones will be aligned with Deliverables defined in **Section 5.0 Project Scope**.

Payments will only be made upon a Certificate of Acceptance being signed by CLIENT for each milestone.

Milestone	Month	Payment
SERVICES:		
Project Planning and Kick Off		
Finalized Baseline Project Plan	4	\$47,500.00
Product Orientation Training	5	\$11,750.00
Completion of Base POSSE LMS Software Installation	5	\$38,600.00
Phase 1		
Data Conversion & Data Mart Set-up		
Staging Tables Created	7	\$64,350.00
Data Conversion is approved for Production	11	\$64,350.00
Analysis and Design		
Delivery of Initial Fit-Gap Report for Permitting and Inspections Module	4	\$39,400.00
Client Sign-off on Final Fit-Gap Report for Permitting and Inspections Module	5	\$39,400.00
Delivery of Initial Fit-Gap Report for Planning	6	\$39,400.00
Client Sign-off on Final Fit-Gap Report for Planning	7	\$39,400.00
Delivery of Initial Fit-Gap Report for Compliance and Enforcement	8	\$39,400.00
Client Sign-off on Final Fit-Gap Report for Compliance and Enforcement	9	\$39,400.00
Development		
Bluebeam Software Installation, Set-up and Initial Integration & Development	8	\$90,500.00
Delivery to Clark Co. of customizations and custom job types - Permitting and Inspections Module	9	\$255,720.00
Delivery to Clark Co. of customizations and custom job types - Planning	11	\$255,730.00

Milestone	Month	Payment
Delivery to Clark Co. of customizations and custom job types - Compliance and Enforcement	13	\$255,730.00
System Interfaces	15	\$380,000.00
Training courses provided by CX in Phase One	17	\$86,675.00
UAT - System Accepted to Go Live	19	\$27,000.00
Go Live	21	\$26,500.00
Phase 2		
Analysis and Design		
Delivery of Initial Fit-Gap Report	22	\$39,400.00
Client Sign-off on Final Fit-Gap Report	23	\$39,400.00
Development		
Complete Bluebeam Software Integration with POSSE	24	\$90,500.00
Delivery to Clark Co. of customizations and custom job types	24	\$113,650.00
Training courses provided by CX in Phase Two	26	\$22,500.00
UAT - System Accepted to Go Live	26	\$13,500.00
Go Live	27	\$22,000.00
Phase 3		
Analysis and Design		
Delivery of Initial Fit-Gap Report	27	\$39,400.00
Client Sign-off on Final Fit-Gap Report	28	\$39,400.00
Development		
Delivery to Clark Co. of customizations and custom job types	29	\$89,650.00
Training	29	\$13,500.00
UAT - System Accepted to Go Live	30	\$4,500.00
Go Live	31	\$17,495

CONTRACTOR will provide an invoice of all services as of the last day of the month and each invoice will contain milestones achieved in that month. All payments are due within 30 days of receipt of an invoice from CONTRACTOR.

On-site Trips

The following trips are anticipated to the CLIENT's office in Vancouver, WA related to implementation of the CLIENT's Project:

Item No.	# of Trips	Reason for trip, role	Anticipated person days on-site
1	1	Kick-off Meeting /Planning	12 (4x3)
2	5	Analysis	57
3	2	Design	21
4	2	Reports - POSSE Ad Hoc Report Writing / Reports Integration Training	4
5	1	Interfaces	2
6	1	Data Conversion	4
7	1	POSSE LMS Orientation Training	1
8	2	System Configuration Iteration Review	21
9	2	POSSE Ad Hoc Report Writing / Reports Integration Training	4
10	1	Site-specific Training - Phase 1 (POSSE LMS Site-Specific Train the Trainer Training)	10
11	1	Site-specific Training - Phase 2 (POSSE LMS Site-Specific Train the Trainer Training)	4
12	1	Site-specific Training - Phase 3 (POSSE LMS Site-Specific Train the Trainer Training)	3
13	2	Admin/Support Training (POSSE LMS Admin/Support/Security Training)	4
14	1	On-site "Go Live" Event Support - Phase 1	10 (5x2)
15	1	On-site "Go Live" Event Support - Phase 2	8 (4x2)
16	1	On-site "Go Live" Event Support - Phase 3	6 (3x2)
17	2	Project Management Meetings	2
Total			173

Appendix A - Status Report (Recommended Template)

Status Report Clark County, WA Permit Tracking System Replacement Project <date> to <date>								
CLIENT Project Manager								
CONTRACTOR Project Manager								
1. Accomplishments •								
2. Status of Deliverables <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 60%;">Deliverable</th> <th style="width: 40%;">Against Schedule</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>			Deliverable	Against Schedule				
Deliverable	Against Schedule							
3. Changes to Project Scope •								
4. Management of Issues <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">Key Outstanding Issues</th> <th style="width: 20%;">Assigned to</th> <th style="width: 30%;">Response / Due Date</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> <td></td> </tr> </tbody> </table>			Key Outstanding Issues	Assigned to	Response / Due Date			
Key Outstanding Issues	Assigned to	Response / Due Date						
5. Plans for Next Reporting Period •								
6. Risk Management <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">Description</th> <th style="width: 20%;">Assigned to</th> <th style="width: 30%;">Response / Due Date</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> <td></td> </tr> </tbody> </table>			Description	Assigned to	Response / Due Date			
Description	Assigned to	Response / Due Date						
7. Action Items <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">Description</th> <th style="width: 20%;">Assigned to</th> <th style="width: 30%;">Response / Due Date</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> <td></td> </tr> </tbody> </table>			Description	Assigned to	Response / Due Date			
Description	Assigned to	Response / Due Date						



Appendix B - Change Request (Recommended Template)

Project Change Request			
Requestor Name		CR Number	CR
Requestor Phone		Reference Number	
Date Created		Attachments	
Date Required		Priority	Medium
Description of proposed change			
Scope of Change	Task	Responsibility	Date
	Change Detail	Fixed Cost	T&M Estimate
Implications and Notes			
Contract	Non-chargeable		Chargeable
			Time & Materials Estimate
			Fixed Price Quotation
	Total Estimated Hours		Total Estimated
	Proceed	Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Date		
	CLIENT Approval, Signature, and Date		
	CONTRACTOR Approval, Signature, and Date		
Project Plan Documents Require Updating	Yes <input type="checkbox"/> No <input type="checkbox"/>		



Appendix C – Deliverable Acceptance Form (Recommended Template)

Deliverable Acceptance Form

Project Name: Permit Tracking System Replacement, Clark County, WA

Deliverable: <Deliverable Name>

Completion Date: <Date>

Disposition of Deliverable:

Accept deliverable without modification.

Reject deliverable, resolution of attached issues required, re-submit for approval.

Comments and Notes

<Enter Comments/Notes here>

Deliverable Acceptance

This document serves to formally indicate that <Deliverable Name> is now complete. By signing this form, Clark County, WA agrees that CONTRACTOR has completed the deliverable as described in the <Document Name> and any subsequent Change Requests.

Project Sponsor

Name	Signature	Date Signed



Appendix D - Project Acceptance Form (Recommended Template)

Final Project Acceptance Form

Project Name: Permit Tracking System Replacement, Clark County, WA

Project Completion Date:

Project Overview

Deliverables Produced

Project Deliverable	Acceptance Criteria	Acceptance Date

Work Packages Completed

Name	Date Completed	Comments

Project Acceptance

This document serves to formally indicate that Permit Tracking System Replacement project for Clark County, WA is now complete. By signing this form, Clark County agrees that CONTRACTOR has fulfilled its project obligations as documented in the contracts and any subsequent Change Requests.

Steering Committee

Name	Signature	Date Signed

Project Manager

Name	Signature	Date Signed





**Exhibit D: POSSE
One-Time Perpetual Software License Agreement**

Made in duplicate on December 16, 2014

Between:

**Clark County, Washington
("County")**

and

Computronix (U.S.A.), Inc. ("Contractor")



COMPUTRONIX®

1. DEFINITIONS

- 1.1 Add-On Module – additional functionality that extends core POSSE features. Add-On Modules may be added to POSSE to permit additional functionality. Each Add-On Module is fully supported and has its own release cycle separate from the POSSE product release cycle. Examples of Add-On Modules include POSSE Dashboard, POSSE GIS (may also be referred to as “POSSE Map Display”, POSSE Archival Document Database, POSSE Mobile and POSSE SDE Listener.
- 1.2 Agent – another party (e.g. a private inspection or enforcement agency) under contract to County and authorized by County to act on its behalf to use POSSE in delivering services within the legal jurisdictional boundaries of County. Agents authorized by County must agree in writing to County to adhere to all terms and conditions of this Agreement
- 1.3 Agreement – this document and all schedules attached or incorporated by reference, and any subsequent addenda or amendments made in accordance with the provisions hereof.
- 1.4 Business Module - a pre-existing set of Configurations that extends POSSE by providing functionality specific to a business area. Examples of Business Modules include POSSE ABC – Licensing, POSSE ABC – Enforcement, POSSE LMS – Business & Professional Licensing, POSSE LMS – Permitting & Inspections, etc.
- 1.5 County – Clark County, Washington, the only legal entity (together with licensed Named Users, Agents, and External Users) hereby licensed to use POSSE and optional POSSE Business Modules and/or POSSE Add-on Modules as identified in Section 2.1 of this Agreement in processing transactions in relation to services provided by County within its legal jurisdictional boundaries.
- 1.6 Configuration – all work required to configure data definitions and/or process definitions to reflect the business rules, workflow, security and data requirements of County, together with the resulting set of configured POSSE business processes. For greater certainty, Configuration includes both basic Configuration using the POSSE Stage point and click subsystem, as well as advanced Configuration using PL/SQL, .NET and/or Python code to enable advanced POSSE capabilities.
- 1.7 Defect - a program error that will materially impair the functionality of Posse or cause POSSE to crash, or program algorithms or logic that produce incorrect results. Defects pertain to the intended operation of POSSE as delivered to County, but do not pertain to subsequent errors brought about by Infrastructure changes made by County or any other Third-Party. Defects do not include changing user preferences, report or screen aesthetics, presentation standards, or validity of converted data. Defects do not pertain to problems arising from Third-Party Software interfaced to POSSE unless the Third-Party Software is supplied by the Contractor, or to problems arising from POSSE Configurations not developed by Contractor.
- 1.8 Enhancement - any work requested by County to alter existing POSSE features, or to add any new features or functions to POSSE software.
- 1.9 External User - an individual external to County and served by County who is provided access to the POSSE Production Database via the Internet. External Users are typically customers of County.

- 1.10** Infrastructure – the physical wiring, network, hardware and software necessary to deploy and operate POSSE. Infrastructure also includes any workstation/notebook hardware and software, web or applications servers, wireless service providers, and other peripheral hardware or software used by POSSE, including Third-Party Software.
- 1.11** Intellectual Property – property that derives from the work of the mind or intellect, specifically, an idea, invention, trade secret, process, program, data, formula, patent, copyright, or trademark or application, right, or registration. Intellectual Property includes: a) POSSE pre-existing software, , or pre-existing software Configurations (including reports) of Contractor; b) Contractor methodologies, processes, tools, and general knowledge of the matters under consideration; and c) any pre-existing material provided by CONTRACTOR under separate license.
- 1.12** Named User - an individual internal to County or representing County or an Agent who has access to the POSSE Production Database. A Named User can access the POSSE Production Database from any workstation on County's network or intranet, or via POSSE Mobile, or via the Internet.
- 1.13** POSSE® – refers to a modular, one-stop business process management system that combines configurable workflow, desktop mapping, electronic documents, Internet access, and remote computing technologies into a single, integrated multi-media database. POSSE includes “toolbox” stored procedures and documentation that comes with the POSSE software.
- 1.14** POSSE Alcoholic Beverage Control System (may also be referred to as “POSSE ABC”) – A functioning, commercially available “out of the box” system that utilizes pre-existing Configurations, reports and/or other Add-On Modules operating within POSSE software. All POSSE ABC Configurations and reports are considered Contractor Intellectual Property.
- 1.15** POSSE Land Management System (may also be referred to as “POSSE LMS”) – A functioning, commercially available “out of the box” system that utilizes pre-existing Configurations, reports and/or other Add-On Modules operating within POSSE software. All POSSE LMS Configurations and reports are considered Contractor Intellectual Property.
- 1.16** Production Database – a single, named Oracle database used in production for POSSE at County site or at the Contractor hosted site.
- 1.17** Release – any version, point, or maintenance release to POSSE issued by Contractor.
- 1.18** Site-Specific Configuration – any software deliverables, including but not limited to Configuration, reports, interfaces, data conversion scripts, and custom code, developed solely and specifically for County.
- 1.19** Source Code – Any and all program code or database definitions developed by Contractor using a formal programming language and used by POSSE software.
- 1.20** Startup - the date that POSSE is first used in production at County for business purposes.
- 1.21** Statement of Work (SOW) – a document that describes the implementation services, software products, and other deliverables to be provided by Contractor (including its subcontractors if applicable) to County.

- 1.22 Third-Party – a person, corporation, organization or entity other than County or Contractor.
- 1.23 Third-Party Software – any identifiable product embedded in and/or linked to POSSE software at County's site, but to which the proprietary rights belong to an independent Third-Party.
- 1.24 Contractor – Computronix (U.S.A.), Inc., incorporated in the State of Colorado, with offices located in Lakewood, Colorado, U.S.A.

2. SCOPE OF AGREEMENT

- 2.1 By this Agreement, Contractor agrees to provide County with a single one-time perpetual POSSE Enterprise License including the following optional POSSE Add-On Modules and/or Business Modules::

POSSE Dashboard	POSSE LMS – Business & Professional Licensing
POSSE GIS	POSSE LMS – Permitting & Inspections
POSSE Mobile	POSSE LMS – Planning
POSSE Ad-Hoc Reporting	POSSE LMS – Compliance & Enforcement
Teller for POSSE	

This License includes **190** internal Named User Licenses, and unlimited External Users. The current Release of POSSE software will be provided to County. This Release will only be provided in compiled form and consists of executable code, database schemas, and documentation and/or online help.

3. GRANT OF LICENSE

- 3.1 This Agreement provides County with a non-exclusive, perpetual, irrevocable license to use, access and operate all software components of POSSE as identified in Section 2 of this Agreement, as well as a non-exclusive and irrevocable license to use additional purchased POSSE Named User and/or Production Database licenses, upon payment by County of POSSE license fees and subject to the terms and conditions set out in this Agreement
- 3.2 County is permitted to establish any number of development, testing or training POSSE databases, plus one (1) POSSE Production Database at County site or at Contractor approved hosting site. County is also entitled to make back-up copies of POSSE for use in accordance with the provisions of this Agreement.
- 3.3 County is permitted to use POSSE only for processing transactions in relation to services provided by County within its legal jurisdictional boundaries. County may not use POSSE to process transactions for another jurisdiction.
- 3.4 County may reproduce the software and documentation and any web-based or computer-based training materials for their own internal use, if applicable, provided that each copy thereby produced shall be marked with the Contractor's proprietary markings as delivered to the County.

4. LICENSE FEES

- 4.1 For the one-time perpetual license, County agrees to pay Contractor a one-time license fee of **\$322,200** for license rights to POSSE identified in Section 2 of this Agreement. Unless otherwise agreed to by Contractor in the Statement of Work, all POSSE license fees are payable upon signing of this Agreement.
- 4.2 County can establish additional POSSE Production Databases for a one-time perpetual license fee of **\$80,000** for each additional Production Database. Additional POSSE Production Databases will be subject to the same terms and conditions as the primary Production Database, as described in Sections 3.1 and 3.2 of this Agreement.
- 4.3 Additional POSSE Named User licenses are available based on the following rates per Named User:

Number of Users	Rate per User
0 - 100	\$950
101 – 500	\$750
501+	\$550

Named User licenses are cumulative (e.g. the pricing for 101-500 only applies to the incremental users above 100; the pricing is not retroactive to the first user). The number of licensed POSSE users is subject to a semi-annual confirmation by Contractor of the number of users with access to the POSSE Production Database(s).

Contractor License costs will not increase for the first five (5) years of the contract. In year six (6), the Contractor may increase the license cost a maximum amount not to exceed the five (5) year compounded Consumer Price Index (CPI). Contractor shall not charge a greater amount than charged to new customers with similar duration contracts.

- 4.4 The one-time perpetual license fee does not include Infrastructure or Contractor - managed hosting services or POSSE Configuration modifications or Enhancements. Contractor may provide these for additional cost under separate agreement.
- 4.5 License and all other fees quoted in this Agreement exclude any applicable federal, state, local, or sales taxes. County agrees to remit payment to Contractor within 30 calendar days of receipt of the invoice.

5. SOURCE CODE

- 5.1 This license will provide County with run-time (compiled code) only capability for POSSE as described in Section 2 of this Agreement.
- 5.2 A copy of POSSE Source Code will be held in escrow for County by Lincoln-Parry SoftEscrow of Boston, Massachusetts at no cost to County. The source code held in escrow will be refreshed at a minimum of two times per year.

- 5.3 Source code (metadata) to Site-Specific Configurations, PL/SQL, reports, and specialized code developed specifically for County will be installed at County site if the County is self-hosting, otherwise, it will be stored at the Contractor hosted site.
- 5.4 Upon release of the source code pursuant to the Escrow Agreement, the County shall have the additional right to modify the source code. The rights provided for in this Contract are in addition to those granted to the County as licensee.

6. OWNERSHIP OF SOFTWARE AND DATA

- 6.1 Contractor has exclusive licensing and distribution rights for POSSE software (Copyright © 1997 – 2014, all rights reserved), including POSSE; POSSE LMS, POSSE ABC, POSSE Add-On Modules and POSSE Business Modules, within the United States of America. To the knowledge of Contractor, having made reasonable commercial attempts, POSSE software does not infringe on any copyrights, trademarks, or patents. County will not remove any ownership or copyright notices from POSSE software or documentation. Reproduction, disassembly, decompilation, transfer, reverse engineering, or disclosure to others, in whole or in part, of POSSE is strictly prohibited.
- 6.2 Contractor is, and will remain, the exclusive owner, or is the authorized agent of the owner of POSSE proprietary information, and all patent, copyright, trade secret, trademark, and other Intellectual Property rights remain solely with Contractor. No license or conveyance of any such rights to County is granted or implied under this Agreement.
- 6.3 Contractor will retain ownership of the Intellectual Property associated with Enhancements, Business Modules, and Add-On Modules developed by Contractor for County.
- 6.4 County is deemed to own any Site-Specific Configuration for their POSSE installation. County grants Contractor a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to use, reproduce, sublicense, modify, and sell the Site-Specific Configuration developed pursuant to this Agreement without compensation to County.
- 6.5 County may not sell, rent, lease, give, distribute, assign, pledge, sublicense, loan, timeshare, or otherwise transfer POSSE software to any other party. County will not copy, resell or give POSSE Configurations or documentation to any other party. County agrees not to distribute POSSE as part of any other software product, commercial or otherwise, without the prior written approval of Contractor.
- 6.6 County will retain sole and complete ownership of its data at all times, regardless of the location of the data, and Contractor may not make any use of County data other than for testing purposes, without the prior written consent of County.
- 6.7 Credit for Technology Migration:
 - a) The County shall have the right, but not the obligation, to retire any existing software in connection with a technology migration.
 - b) If the County licenses software for installation on a particular hardware platform, and such software is available on multiple hardware platforms, and if the County elects to migrate to another hardware platform, the County will notify Contractor of the County's intent to migrate such software. Contractor will assist the County with this

migration but will charge for their services at the then current Contractor rates. Contractor shall promptly deliver to the County a version of such software appropriate to the platform to which the County wishes to migrate and the County will cease to use software licensed on the initial platform and either (a) return such software and documentation therefore to Contractor; or (b) certify destruction of such software and documentation, as may be mutually agreed to by Contractor and the County, except that the County may retain one back-up copy for archive purposes.

- c) Use any software/product customized or developed by Contractor for the County under this Contract shall not require return of such software/product to Contractor by the County. Contractor shall gain no right whatsoever in any such software/product due to the County's cessation of use.

6.8 Substitution of Software at No Charge: In the event that Contractor ceases to provide maintenance for any standard software within two years of final acceptance of that software, Contractor shall substitute functionally similar new software, which shall conform in all aspects to the acceptance criteria and shall in no way degrade performance or functionality of the system, at no additional cost to the County.

7. CONFIDENTIAL AND PROPRIETARY INFORMATION

7.1 Each party will hold in confidence, and will not disclose to any unauthorized personnel, any confidential or proprietary information of the other party. Each party will use such confidential or proprietary information only for the purpose for which it was disclosed.

7.2 As used in this Agreement, the term "confidential or proprietary information" means all trade secrets or proprietary information designated as such in writing by one party to the other. All software code in source or object format shall be deemed to be proprietary information whether it is marked as such or not. Information which is orally or visually disclosed by one party to the other, or is disclosed in writing without an appropriate letter, proprietary stamp or legend, will constitute proprietary information of the releasing party if:

- a) it would be apparent to a reasonable person, familiar with the business of the releasing party and the industry in which it operates, that such information is of a confidential or proprietary nature; or
- b) The releasing party, within thirty (30) calendar days after such disclosure, delivers to the receiving party a written document describing such information and referencing the place and date of such oral, visual, or written disclosure, and the names of receiving party personnel to whom such disclosure was made.

7.3 Each party will only disclose confidential or proprietary information received by it under this Agreement to personnel who have a need to know such confidential or proprietary information for the performance of its duties and who are bound by an agreement to protect the confidentiality of such confidential or proprietary information.

7.4 Each party will adopt and maintain programs and procedures which are reasonably calculated to protect confidential or proprietary information, and will be responsible to the other party for any disclosure or misuse of confidential or proprietary information which results from a failure to comply with this provision. Each party will promptly report to the other party any actual or suspected violation of the terms of this Agreement and will take all reasonable further steps requested by the offended party to prevent, control, or remedy any such violation.

- 7.5 The obligations of each party specified above will not apply with respect to any confidential or proprietary information, if the receiving party can demonstrate, by reasonable evidence, that such confidential or proprietary information:
- a) was generally known to the public at the time of disclosure or becomes generally known through no wrongful act on the part of the receiving party;
 - b) was already in the possession of the receiving party at the time of disclosure;
 - c) becomes known to the receiving party through disclosure by sources having the legal right to disclose such confidential information;
 - d) was independently developed by the receiving party without reference to, or reliance upon, the confidential information; or
 - e) was required to be disclosed by the receiving party to comply with applicable laws or governmental regulations, provided that the receiving party provides prompt written notice of such disclosure to the offended party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.
- 7.6 If County is subject to freedom of information legislation Contractor agrees to adhere to the standards outlined in such legislation regarding protection of privacy and disclosure of records with respect to all work done for County pursuant to this Agreement.
- 7.7 Upon termination of this Agreement, each party will make all reasonable efforts to return to the other party all tangible manifestations, and all copies thereof, of confidential or proprietary information received by the other party under this Agreement, if requested to do so by the disclosing party.

8. LIMITATIONS OF LIABILITY AND INDEMNITY

- 8.1 Infringement Indemnity: Contractor shall, at its own expense, hold harmless, indemnify, and defend the County, its directors, officers, employees, agents and affiliates from and against any and all claims, demands, damages, liabilities, losses, and expenses (including reasonable attorney fees, whether or not at trial and/or on appeal), arising out of or in connection with any actual or alleged violation or infringement by the software of any proprietary right of any person whatsoever, including any copyright, patent, trade name, trademark, or misappropriation of the trade secrets of any third party. The County agrees to notify Contractor of the claim and gives Contractor sole control of the defense of the claim and negotiations for its settlement or compromise. No settlement that prevents the County's continuing use of the software shall be made without the County's prior written consent.

If any third party claim causes the County's use of the software to be endangered, restricted or disrupted, Contractor shall (a) cause the software to be replaced, at no additional charge, with a compatible functionally equivalent and non-infringing product; (b) cause the software to be modified to avoid the infringement; (c) obtain a license for the County to continue using the software and pay any additional fee required for such license; or (d) if, after Contractor uses all due diligence or standard of care none of the foregoing alternatives is possible, Contractor will terminate the license and refund to the County license fees actually paid by the County and any direct damages documented by County for the affected software and documentation.

9. SUCCESSION

- 9.1 This Agreement will be binding on the legal successors or representatives of Contractor and County. It will also be binding on any party that receives licensing and distribution rights to POSSE from Contractor.
- 9.2 Any rights granted to either party under this Agreement may not be assigned by that party, or the successor to that party, without the prior written approval of the other party, which will not be unreasonably withheld.

10. NOTICES

- 10.1 All notices and communications that either party desires or is required to give to the other party should be delivered to the following:

For Contractor:

Computronix (U.S.A.), Inc.
Suite 510, 3900 S Wadsworth Blvd.
Lakewood, Colorado 80235
Attention: Operations Manager

For County:

Jim Hominiuk, IT Director
1300 Franklin Street, 5th Floor
Vancouver, WA 98666-5000



Exhibit E: Annual Product Support Agreement for POSSE Clients

Made in duplicate on December 16, 2014

Between:

Clark County, Washington ("County")
And

Computronix (U.S.A.), Inc.
("Contractor")



COMPUTRONIX®

1. DEFINITIONS

- 1.1 Add-On Module – additional functionality that extends core POSSE features. Add-On Modules may be added to POSSE to permit additional functionality. Each Add-On Module is fully supported and has its own release cycle separate from the POSSE product release cycle. Examples of Add-On Modules include POSSE Dashboard; POSSE GIS (may also be referred to as “POSSE Map Display”, POSSE Archival Document Database, POSSE Mobile and POSSE SDE Listener.
- 1.2 Agent – another party (e.g. a private inspection or enforcement agency) under contract to County and authorized by County to act on its behalf to use POSSE in delivering services within the legal jurisdictional boundaries of County. Agents authorized by County must agree in writing to County to adhere to all terms and conditions of this Agreement
- 1.3 Agreement – this document and all schedules attached or incorporated by reference, and any subsequent addendums or amendments made in accordance with the provisions hereof.
- 1.4 Annual Support Services Fee – the annual fee payable by County to Contractor for the support services provided by the Contractor under Section 3 of this Agreement.
- 1.5 Business Module - a pre-existing set of Configurations that extends POSSE by providing functionality specific to a business area. Examples of Business Modules include POSSE ABC – Licensing, POSSE ABC – Enforcement, POSSE LMS – Business & Professional Licensing, POSSE LMS – Permitting & Inspections, etc.
- 1.6 County – Clark County, Washington the only legal entity (together with licensed Named Users, Agents, and External Users) hereby licensed to use POSSE Modules and/or POSSE Add-On Modules as identified in Section 2.1 of the County’s Software License Agreement in processing transactions in relation to services provided by County within its legal jurisdictional boundaries.
- 1.7 Configuration – all work required to configure data definitions and/or process definitions to reflect the business rules, workflow, security and data requirements of County, together with the resulting set of configured POSSE business processes. For greater certainty, Configuration includes both basic Configuration using the POSSE Stage point and click subsystem, as well as advanced Configuration using PL/SQL, .NET and/or Python code to enable advanced POSSE capabilities.
- 1.8 Cumulative License Fee – the amount upon which the Annual Support Agreement fee is based. The Cumulative License Fee is the sum of all license fees paid for POSSE (including Add-On Modules and Business Modules), secondary POSSE Production Databases, and all Named User licenses purchased by County, even if those Modules and/or Named User licenses are not in active use.
- 1.9 Defect - a program error that will cause POSSE to crash or materially impair the function of the program, or program algorithms or logic that produce incorrect results. Defects pertain to the intended operation of POSSE as delivered to County, but do not pertain to subsequent errors brought about by Infrastructure changes made by County or any other Third-Party. Defects do not include changing user preferences, report or screen aesthetics, presentation standards, or validity of converted data. Defects do not pertain to

problems arising from Third-Party Software interfaced to POSSE unless the Third-Party Software is supplied by the Contractor, or to problems arising from POSSE Configurations not developed by Contractor.

- 1.10 Enhancement - any work requested by County to alter existing POSSE features, or to add any new features or functions to POSSE software.
- 1.11 External User - an individual external to County and served by County who is provided access to the POSSE Production Database via the Internet. External Users are typically customers of County.
- 1.12 Infrastructure – the physical wiring, network, hardware and software necessary to deploy and operate POSSE. Infrastructure also includes any workstation/notebook hardware and software, web or applications servers, wireless service providers, and other peripheral hardware or software used by POSSE, including Third-Party Software.
- 1.13 Intellectual Property – property that derives from the work of the mind or intellect, specifically, an idea, invention, trade secret, process, program, data, formula, patent, copyright, or trademark or application, right, or registration. Intellectual Property includes:
 - a) POSSE pre-existing software, or pre-existing software Configurations (including reports) of Contractor;
 - b) Contractor methodologies, processes, tools, and general knowledge of the matters under consideration; and
 - c) any pre-existing material provided by Contractor under separate license.
- 1.14 Module – a functional subset of POSSE software. Core POSSE Modules are: Workflow, Internet (may also be referred to as “Outrider”), Process Server, Data Integration and Reporting Warehouse (may also be referred to as “Corral”).
- 1.15 Named User - an individual internal to County or representing County or an Agent who has access to the POSSE Production Database. A Named User can access the POSSE Production Database from any workstation on County's network or intranet, or via POSSE Mobile, or via the Internet.
- 1.16 POSSE® – refers to a modular, one-stop business process management system that combines configurable workflow, desktop mapping, electronic documents, Internet access, and remote computing technologies into a single, integrated multi-media database. POSSE includes stored procedures and documentation that comes with the POSSE software.
- 1.17 POSSE Alcoholic Beverage Control System (may also be referred to as “POSSE ABC”) – A functioning, commercially available “out of the box” system that utilizes pre-existing Configurations, reports and/or other Add-On Modules operating within POSSE software. All POSSE ABC Configurations and reports are considered Contractor Intellectual Property.
- 1.18 POSSE Annual Product Support Agreement – the document (i.e., this Agreement) which provides the terms and conditions under which Contractor support services for POSSE are provided.

- 1.19 POSSE Land Management System (may also be referred to as "POSSE LMS") -- A functioning, commercially available "out of the box" system that utilizes pre-existing Configurations, reports and/or other Add-On Modules operating within POSSE software. All POSSE LMS Configurations and reports are considered Contractor Intellectual Property.
- 1.20 Production Database – a single, named Oracle database used in production for POSSE at County site or at Contractor hosted site.
- 1.21 Release – any version, point, or maintenance release to POSSE issued by Contractor.
- 1.22 Site-Specific Configuration – any software deliverables, including but not limited to Configuration, reports, interfaces, data conversion scripts, and custom code, developed solely and specifically for County.
- 1.23 Source Code – Any and all program code or database definitions developed by Contractor using a formal programming language and used by POSSE software.
- 1.24 Startup - the date that POSSE is first used in production at County for business purposes.
- 1.25 Statement of Work (SOW) – a document that describes the implementation services, software products, and other deliverables to be provided by Contractor (including its subcontractors if applicable) to County. See Exhibit C in the Master Contract.
- 1.26 Third-Party – a person, corporation, organization or entity other than County or Contractor.
- 1.27 Third-Party Software – any identifiable product embedded in and/or linked to POSSE software at County's site, but to which the proprietary rights belong to an independent Third-Party.
- 1.28 Contractor – Computronix (U.S.A.), Inc., incorporated in the State of Colorado, with offices located in Lakewood, Colorado, U.S.A.

2. TERM OF AGREEMENT

- 2.1 This Agreement will begin and remain in effect for a period of five (5) years. It will begin at the Startup of POSSE and be renewed annually upon payment by County of the Annual Support Services Fee, unless otherwise revised or terminated under the provisions of this Agreement.
- 2.2 County may elect to terminate annual support services described in this Agreement at any time, at its sole discretion, by providing 60 calendar days advance written notice to Contractor. In the event that County terminates annual support services and wishes to reactivate annual support services at a future date, all Annual Support Services Fees back to the date of termination will be payable before annual support services are reactivated.

3. Contractor SUPPORT SERVICES

- 3.1 Contractor agrees, during the term of this Agreement, to provide POSSE services in a timely and professional manner. Under the terms of this Agreement, and provided that

this Agreement is in effect and County has paid its Annual Support Services Fee, Contractor will provide software support services described in this Agreement to County.

3.2 For the Annual Support Services Fee paid by County, Contractor will provide unlimited technical support for County's POSSE support personnel described in Section 4.3 of this Agreement. Support pertains to POSSE, POSSE LMS, POSSE ABC, Business Modules and/or POSSE Add-On Modules (if licensed), and Embedded Sybase ASA (if licensed).

3.3 When County submits a support request through the POSSE Support Web site (<http://posse.computronix.com>) during normal Computronix business hours for support, as specified in Section 3.6 of this Agreement, Contractor and County together will categorize and set target resolution timeframes. The targeted resolution timeframe will be established once the initial triage and investigation is concluded, and the issue can be replicated. The target resolution timeframe will be recorded in the Contractor's support system so that it can be reported against. The Contractor's support staff shall respond to a ticket within the times specified below. Response times will be measured from the time a County submits a ticket. The Contractor will escalate as appropriate, the support request according to the following criteria:

Severity	Definition	Response Time	Targeted Resolution Time*	Response Process
Critical (Level 1)	<ul style="list-style-type: none"> County site is down. Major impact to operations of County site. 	< 15 min		<ul style="list-style-type: none"> Immediate and ongoing effort, with continuous reporting to County until a work-around or fix has been provided. A work-around is acceptable as an interim solution pending resolution of the issue. Root cause failure report on all tickets classified as critical will be provided to County within 48 hours of the incident
High (Level 2)	<ul style="list-style-type: none"> Major impairment of at least one important function at County site. Operations at County site are impacted. All important County functions are working albeit with extra work. 	< 1 hour		<ul style="list-style-type: none"> Proceed with fix as high priority work with reporting to County at least once daily until a work-around or fix has been provided. A work-around is acceptable as an interim solution pending resolution of the issue.
Medium (Level 3)	<ul style="list-style-type: none"> County Operations not significantly impacted. One or more minor County functions not working. Major usability irritations impacting many staff at County. 	< 4 hours		<ul style="list-style-type: none"> Proceed with fix as medium priority work, according to schedule set by both Contractor and County.

Severity	Definition	Response Time	Targeted Resolution Time*	Response Process
Low (Level 4)	<ul style="list-style-type: none"> Minor usability irritations impacting many staff at County. 	< 2 working days	N/A	<ul style="list-style-type: none"> Proceed with fix as low priority work.

* Targeted Resolution Time includes the time to either provide a solution to the issue, or to identify a workaround acceptable to the County.

a) Service Level Reporting

- Contractor will provide County an annual report that will show the following for both response times and resolution times by severity level:
 - Total # Tickets
 - # Tickets that met SLA Response/Resolution Time
 - # Tickets that did not meet SLA Response/Resolution Time
- Contractor will set up an annual call with County to review the above reports

b) Key Performance Indicator (KPI) Measurements

Key Performance Indicator	Measurement	Standard
Response Timeframe	Percentage of time a response was received from the Contractor within the allocated timeframe	90%
Resolution Timeframe	Percentage of time a ticket was closed within the allocated timeframe including defects	90%
Quality	Percentage of time a ticket was reopened or a new ticket was opened and linked to the original ticket because the original issue was not resolved	10%

Annually, all Critical and High tickets will be evaluated against the above KPIs based on:

# of Tickets that did not meet the above KPIs (Critical/High Only)	% of Annual Maintenance and Support Fee Refunded to County
<=2	0%
3-5	10%
6-8	20%
>8	30%

3.4 The Annual Support Service Fee does NOT include technical support for Site-Specific Configurations and Third-Party Software not embedded within POSSE, such as operating

system software and Microsoft Office products. It will cover Third-Party software that was provided by the Contractor as part of the County's implementation. Technical support for POSSE related hardware that may be used by County, including field inspection notebook computers, digital cameras, scanners, printers, digital signature pads, and other hardware peripherals is NOT included as Third - Party hardware. The County is responsible for these components.

- 3.5** Contractor will not begin charging County for support until Contractor demonstrates to County that the source of the problem is not related to a POSSE Defect and County has authorized work to resolve the issue. Time will be not charged to County for POSSE Defects reported to Contractor.
- 3.6** The POSSE Support Web site (<http://posse.computronix.com>) will be available 24 x 7 for submitting County support requests. The POSSE support desk will be staffed from 7:00 AM – 5:00 PM (Pacific Time), Monday through Friday, excluding Alberta statutory holidays. Extended hours of coverage or on-call coverage outside of these working hours can be provided at additional rates to be negotiated between the Parties. The support desk will be staffed with competent technical consultants who are trained in and thoroughly familiar with the system and with the County's applicable configuration. Telephone support and all communications will be delivered in understandable English.
- 3.7** Contractor will provide notice of all new POSSE software Releases or releases to an Add-on Module to County and will provide a new POSSE software Release or Add-on Module release to County. A new Release may include POSSE executable code, Release notes, updated documentation and/or online help, and database conversion routines, as needed. Contractor will retain full ownership rights to any POSSE software Release or Add-on Module release delivered to County. If requested by County, Contractor may provide services to implement a new POSSE Release or Add-on Module release under the terms and conditions contained in Section 5 AVAILABLE Contractor PROFESSIONAL SERVICES and Section 6 SERVICE AND SUPPORT FEES, TERMS AND CONDITIONS.
- 3.8** Unless otherwise specified, POSSE product warranty and support will be conducted at, and deployed from, Contractor offices. Travel and living expenses to provide on-site services deemed by Computronix as required to repair a POSSE Defect will not be charged to County.
- 3.9** County may request that Contractor add new features or functions to POSSE software and provide such Enhancements for use by County. Contractor reserves the right of final approval for all Enhancements requested. Contractor will retain ownership of the Intellectual Property associated with Enhancements developed by Contractor and provided for use by County.
- 3.10** In the event that Contractor has sold Third Party licenses to the County, Contractor will be responsible for researching and diagnosing the issue and, if proven to be a POSSE product issue, for fixing it, or if proven to be a Third Party product issue, for submitting the issue to the Third Party Contractor.
- 3.11** In the event POSSE software is upgraded, modified, or enhanced, including interim updates, block releases, patches or fixes of major or minor bugs, Contractor shall provide online/phone support for upgrades, updates, changes, enhancements, or fixes to the County at current Contractor rate. The County will not accept new releases/upgrades until

the Contractor performs rigorous quality assurance testing, there are no known errors and the product is available for general release.

- 3.12 Contractor shall provide the necessary resources to accommodate system updates needed to meet mandated changes to Federal, State and Local laws. Such resources will be provided to the County at current Contractor rates. These system updates shall be completed in a mutually agreed upon timeframe.

4. County OBLIGATIONS AND RESPONSIBILITIES

Unless otherwise stated in a separate agreement between the parties or in a Schedule of this Agreement, the following tasks will be the sole responsibility of County:

- 4.1 Infrastructure Support –The County is responsible for installing, testing, and supporting its Infrastructure, and for ensuring a stable operating environment documented as compatible with POSSE software. County is responsible to ensure that maintenance and support is contracted with applicable Third-Party hardware and software contractors. Responsibilities include: maintaining current virus protection software and installing all “critical” operating system upgrades; managing Third-Party Software products on infrastructure not related to POSSE that may interfere with the operation of POSSE; managing the local Internet Service Provider (ISP) providing County its Internet connection and/or its wireless service; managing its own networks; and implementing its own security policies and procedures.
- 4.2 Synchronization Access – County is responsible for providing its field inspection staff the ability to connect to the Internet and perform web-based synchronization with the POSSE database server. POSSE system users should synchronize their field inspection notebooks/tablets/PDAs with the POSSE database server using a high speed (greater than 128 kbps), secured (https) broadband Internet connection.
- 4.3 POSSE Support – County is responsible for providing first-line POSSE support to County staff. First-line POSSE support is responsible for researching issues and assessing if they are the result of a POSSE Defect. County will identify a limited number of County staff entitled to submit POSSE support requests, as these support requests may result in charges to County as specified in Section 3.5.
- 4.4 Installation and Deployment – County is responsible for installing and testing new POSSE releases at County’s hosted site, for deploying POSSE to workstations, for communicating POSSE changes to County staff and internet users, and for providing internal training and support to County staff and internet users.
- 4.5 Database Operations –County is responsible for on-site operational support of the POSSE database server(s) and for providing POSSE database administration. Tasks include performing POSSE system backups, system restarts, and providing on-site troubleshooting assistance for Contractor staff. If the Contractor is hosting the system, they are responsible for these tasks.
- 4.6 Third-Party Software Licenses – County is responsible for acquiring software licenses and upgrades for any Third- Party Software, not supplied by the Contractor to complete its responsibilities under this Agreement. County will be responsible to ensure that software

maintenance and support is contracted with the respective Third-Party Contractors and access to Third-Party support should be extended to Contractor personnel, to assist in the diagnosis and repair of County's POSSE implementation, if required.

- 4.7 Future Releases – County acknowledges that future Releases of POSSE software may require different or additional equipment and/or software in order to function properly. Contractor is required to provide County with a twelve (12) month notification of such requirements. County will be responsible to fund, acquire, install, and maintain such different or additional equipment and/or software.
- 4.8 Remote Access – If the County is hosting POSSE, they will provide Contractor with the means to electronically connect to the County's POSSE environment, including production, test and development databases, to enable software transfers and remote troubleshooting. At a minimum, remote access provided by the County shall support web conferences hosted by Computronix. Remote VPN access should be available to Contractor at the time of the initial POSSE installation at County site. In the event that remote access is required by the Contractor to the County's system, Contractor will follow all County policies regarding remote access including completion of a Remote Virtual Private Network (VPN) Access Form.

5.0 **SERVICE AND SUPPORT FEES. TERMS AND CONDITIONS**

- 5.1 The Annual Support Services Fee is 20 per cent of the non-discounted cumulative License Fee paid by County. Annual Support Service Fees will not increase for the first five (5) years of the contract. In year six (6), the Contractor may increase the cost a maximum amount not to exceed the five (5) year compounded US Consumer Price Index (CPI) since the start of the term. The County will be given an option to renew this contract for another two (2) years at a fixed price extension. Contractor shall not charge a greater rate than charged to new customers with similar duration contracts.
- 5.2 The POSSE consulting rates for support services of **\$150 per hour** will not increase for the first five (5) years of the contract. In year six (6), the Contractor may increase the cost a maximum amount not to exceed the five (5) year compounded US Consumer Price Index (CPI). The County will be given an option to renew this contract for another two (2) year fixed price extension.
- 5.3 Support service fees are payable for each full or partial calendar month in which support services are provided to County. Contractor will invoice County approximately one month prior to the expiration of the Annual Support Agreement and County agrees to pay Contractor in advance for the Annual Support Services Fee.
- 5.4 County will have 18 months from the date of General Availability of a version or point release to install an upgrade. If County elects not to upgrade to the newer version or point release within 18 months, support services described in Sections 3 of this Agreement may be provided at additional cost, to be negotiated between Contractor and County.
- 5.5 All fees referred to in this Agreement exclude any applicable federal, state, local, or sales taxes. County agrees to remit payment to Contractor within 30 calendar days of receipt of the invoice.

6. WARRANTY

- 6.1** All POSSE product Releases delivered to County have an 18 month warranty from the general availability date of the Release. Unless otherwise specified in Contractor's Statement of Work, the warranty on all Contractor-developed Site- Specific Configurations is 90 calendar days after the County has issued a Certificate of Acceptance for that work.
- 6.2** Contractor will repair POSSE Defects reported by County while this Agreement is in effect at no additional cost to County. Contractor will make all reasonable efforts to resolve Defects quickly, via a patch Release if necessary. County will have to upgrade to the current Release of POSSE, as corrections are only applied to the current production Release of POSSE. Upgrade installation assistance and related services will be provided to County by Contractor at an additional cost. To purchase Contractor services, please contact your Computronix Account Manager for further assistance.
- 6.3** Contractor does not provide warranty for any Site-Specific Configuration after the Reliability Testing has been signed off, or custom code not developed by Contractor, or developed by Contractor and subsequently altered by County or any other Third-Party.

7. TERMINATION AND DEFAULT CONDITIONS

- 7.1** Contractor may terminate this Agreement if: County fails to make required payments, County materially fails to fulfill its obligations and responsibilities or breaches any material term of this Agreement, County becomes bankrupt or insolvent, or if a receiver is appointed to manage the property and assets of County. If any of the above conditions are encountered, Contractor will provide written notice to County and provide 30 calendar days for County to remedy the default. If the default is not rectified within 30 calendar days, Contractor will have cause to terminate this Agreement.
- 7.2** County may terminate this Agreement if: Contractor materially fails to fulfill its obligations and responsibilities or breaches any material term of this Agreement, Contractor becomes bankrupt or insolvent, or if a receiver is appointed to manage the property and assets of Contractor. If any of the above conditions are encountered, County will provide written notice to Contractor and provide 30 calendar days for Contractor to remedy the default. If the default is not rectified within 30 calendar days, County will have cause to terminate this Agreement.

8. RIGHTS AND OBLIGATIONS

- 8.1** If either Contractor or County terminates this Agreement, Contractor will retain all fees for products or services delivered to County up to the date of termination. Contractor will refund a pro-rated portion of the Annual Support Services Fee to County, based on the number of full or partial calendar months of service provided under the Agreement since the last annual renewal date.
- 8.2** Any termination by Contractor as provided in this Agreement will not in any way operate to deny any right or remedy of Contractor, either at law or in equity, or to relieve County of any obligation to pay the sums due under this Agreement, or of any other obligation accrued prior to the effective date of termination.
- 8.3** Any termination by County as provided in this Agreement will not in any way operate to

deny any right or remedy of County, either at law or in equity, or to relieve Contractor of any obligation to pay the sum due under this Agreement, or of any other obligation accrued prior to the effective date of termination.

- 8.4** In addition to any other remedies provided for in this Contract or at law or in equity, the County shall have the right to obtain one or more of the following non-exclusive remedies in the event of any material breach involving maintenance under this Contract by Contractor: (a) suspension of contested payment obligations accruing during the period for which Contractor is in material breach; (b) termination of this Contract in its entirety as set forth in Section 2.31 Termination of any affected maintenance request, in the County's sole discretion; and (c) a refund of all fees for maintenance paid by the County to Contractor for the period beginning from the date of the material breach to the end of the term.

9. NOTICES

- 9.1** All notices and communications that either party desires or is required to give to the other party should be delivered to the following:

For Contractor:

Computronix (U.S.A.), Inc.
Suite 510, 3900 S Wadsworth Blvd.
Lakewood, Colorado 80235
Attention: Operations Manager

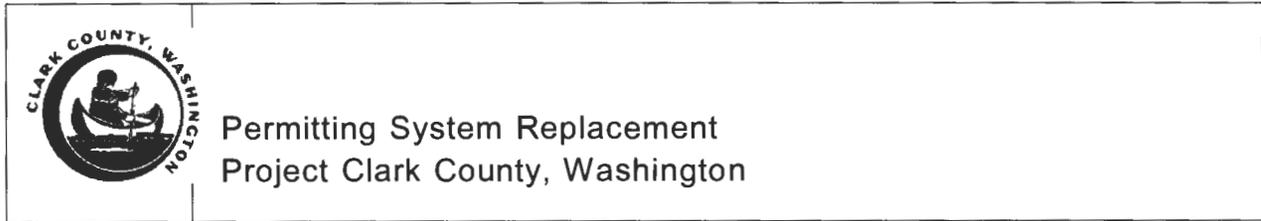
For County:

Jim Hominiuk, IT Director
1300 Franklin Street – 3rd Floor
Vancouver, Wa 9866-5000

Exhibit F: County RFP #666 (including any addenda issued)

This will be provided upon request or can be found on the Project's SharePoint site.

Exhibit G: Sample Change Order



CHANGE ORDER

Contractor	XX	Project Title	Clark County PSRP
Contract No.	XX	Change Order No.	*SAMPLE*
Contract Date	XX	Change Order Date	XX

Complete Summary Table below.

Select	Type	Description and Reason for Change	Modification to:
	Time		Project Schedule and/or Contract
	Scope or Specifications		Statement of Work Acceptance Test Plan
	Deliverables		Statement of Work Acceptance Test Plan
	Price		Statement of Work and/or Contract
	Terms and Conditions		Request Amendment to Contract
	Other		

The following are typical Change Order options. Please select and complete the applicable options. Attach modified documents where needed.

Additional time is necessary and the Project Schedule for the Statement of Work or a specific Deliverable is hereby extended through (insert new end date) or modified as shown on the attached Project Schedule.

Additional work or a change in work or Specifications is necessary: (identify changes to the Statement of Work, Deliverables and/or the Acceptance Test Plan)

A price adjustment is necessary for the following Deliverables. These changes will NOT affect the total not-to-exceed value of the Contract. (Identify price changes, showing the original price and the modified price)

Exhibit G: Sample Change Order

An Amendment to the Contract is requested for the following reasons: (Any change to the total value of the Contract, the term or ending date of the Contract, or the terms and conditions requires an Amendment)

The Change Order is subject to the terms and conditions of the above-referenced Contract.

The rest of the Statement of Work shall remain unchanged and in full force and effect.

CLARK COUNTY

CONTRACTOR

Authorized Signature Date

Authorized Signature Date

Printed Name

Printed Name

County Project Manager
Title

Title

Exhibit H: Sample Status Report

	<p>Permit System Replacement Project</p> <p>Weekly Status Report: mm/dd/yy - mm/dd/yy</p> <p>Report Date: mm/dd/yy</p> <p>Prepared By:</p>
---	--

Project Start Date		Overall Status of Project	Red, Yellow, Green
Original Planned Completion Date		Revised Completion Date	
County Project Manager		Contractor Project Manager	

Project Summary for Week Ending mm/dd/yy

--

Key Status Indicators

Description	No	Yes	Explanation
Has scope changed?			
Will target dates slip?			
Are there resource problems?			
Any other issues?			

Major Activities Completed For Reporting Week (Key Accomplishments)

Activity	Comment(s)

Major Activities Planned For Reporting Week and Not Completed

Activity	Comment(s)

Major Activities Planned For Next Week

Activity	Comment(s)

Major Issues Requiring Immediate Attention

Issue	Resolution

Exhibit I: Sample Certificate of Acceptance

	Permit System Replacement Project Clark County, Washington
---	---

CERTIFICATE OF ACCEPTANCE

Contractor	XX	Project Title	CMS
Contract No.	XX		XX
Contract Date	XX		XX

On this _____ day of _____, 20____, the County certifies Acceptance of:

State the deliverable or combination of products and deliverables, as applicable).

In accordance with that certain Contract identified above ("the Contract").

This Certificate of Acceptance is issued subject to and in accordance with the Contract, all defined terms having the meanings as set forth in the Contract, and without prejudice to any claims which subsequently may arise in connection with defects in the System (*or combination of Products or Deliverables therefore*) described herein.

Clark County, Washington

Signature: _____

Name (printed): _____

Title: _____

Date: _____

Clark County

CONTRACT FOR PROCUREMENT, LICENSING, AND MAINTENANCE OF A PERMIT TRACKING SYSTEM RFP NBR: 666

THIS AGREEMENT is made this 16th day of December 2014, (the "Effective Date"), by and between CLARK COUNTY, a political subdivision of the State of Washington ("County"), and Computronix (U.S.A.), Inc. ("Contractor"), a corporation organized and existing under the laws of the State of Colorado, and authorized to do business in the State of Washington.

The Initial Term of this Agreement shall be from December 16, 2014 through December 16, 2019, with the County's option to extend for two (2) additional years for a maximum total term of seven (7) years. This Agreement and Contract may refer to the County and Contractor individually as a "Party" or jointly as the "Parties." The total not-to-exceed price under this Agreement shall be \$2,385,700 for the Initial Term.

Contractor Contact:

Clark County Contact:
Jim Hominiuk, IT Director

TEL: ()

TEL: (360)-397-6121 x5226

E-MAIL:

EMAIL: Jim.Hominiuk@clark.wa.gov

Recitals:

Whereas, Clark County issued a request for proposals, RFP 666, for the provision and installation of a Permit Tracking Application; and

Whereas, as a result of the RFP process, subsequent meetings and a Scoping Session the Contractor will have an opportunity to review the County's existing systems, infrastructure, business policies and procedures, interface and reporting/query requirements and data necessary to determine the specific functional and technical requirements required of the Application being implemented, and the professional services needed to implement the Application. Subsequently, the Contractor will prepare a Statement of Work (SOW) including an agreed upon target implementation date based on these opportunities, which includes the capabilities generally described in the RFP that we are seeking, and the services we need to implement the Application using best practices within the industry; and

Whereas, on April 2, 2014, Contractor submitted its response to the request for proposals in which it indicated that it was willing to provide services to Clark County; and

Whereas, the County and the Contractor desire to enter into this Agreement to set forth their understanding relating to the installation and implementation of the Application.

NOW, THEREFORE, it is agreed as follows:

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1. DEFINITIONS

Defined terms within this Contract will be designated with the first letter of the word in capital letter, as it appears below. If the word appears without capital letters, the definition will have its normal ordinary course of business definition. These definitions apply to the entire Contract including all Exhibits and Appendices, subsequent Amendments and Change Orders unless modified in an Amendment:

“Acceptance” means that the County has issued a Certificate of Acceptance for a Deliverable, Product, or Service.

“Acceptance Criteria” means all items stated in the Acceptance Test Plan that are drawn from all specifications, functionality, and performance requirements as set forth in the RFP (as such specifications, and requirements and Statement of Work may be changed from time to time by mutual agreement in writing), Contractor’s proposal and Contractor’s representations and warranties.

“Acceptance Date” means the date on which the County issues a Certificate of Acceptance for the System or a Deliverable.

“Acceptance Test” means the evaluation and testing method, procedures, or both, that are used to determine whether or not the System or a Product or a Deliverable requiring Acceptance Testing operates in accordance with the Acceptance Criteria. Acceptance Testing may occur in one or more phases, depending on the delivery and implementation schedule, integration of contingent products, scalability, performance tuning or other measurable features or milestones.

“Acceptance Test Plan” means the written compilation of Unit and System Acceptance Tests, Methodologies, Test Data and Acceptance Criteria which will be utilized in conducting tests of Equipment, Software, Deliverables and the System.

“Affiliates” means with respect to a named individual or entity, any individual, association, partnership, corporation or other entity controlling, controlled by, or under common control with the named individual or entity. The term “control” means the power to direct or cause the direction of the management and policies of an individual or entity, whether through the ownership of voting securities, by contract, agreement or otherwise.

“Amendment” means a written document required to be signed by both Parties when in any way altering the Master Terms and Conditions, Term or Cost Provisions of the Contract or changing, adding to, or substantially altering a Statement of Work.

“Applicable Laws” All laws, ordinances, rules, regulations, orders, interpretations, requirements, standards, codes, resolutions, licenses, permits, judgments, decrees, injunctions, writs and orders of any court, arbitrator, or governmental (federal, national, state, municipal, local or other, having jurisdiction over a Party and the location where a particular element of the service is performed or where any part of the application is situated) agency, body, instrumentality or authority that are applicable to any or all of the Parties, the services or the Terms of the Agreement, including all environmental and hazardous materials laws which are applicable to performing the services.

“Business Day” means a calendar day of twenty-four hours, excluding weekends and holidays, beginning at midnight and ending at midnight twenty-four hours later.

“Calendar Day” means a calendar day of twenty-four hours, including weekdays, weekends and holidays, beginning at midnight and ending at midnight twenty-four hours later.

“Certificate of Acceptance” means a written instrument by which the County notifies Contractor either that in its sole discretion the Acceptance Criteria for a specific deliverable have been met or waived, in whole or in part.

“Certificate of Final System Acceptance” means a written instrument by which the County notifies Contractor that all of the Acceptance Criteria have been met for the system, all of its components, and for all products and deliverables requiring Acceptance Testing.

“Change Order” means a written change to the scope of work. Change Orders are incorporated into this Contract by reference.

“Confidential Information” means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, labeled or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential or proprietary at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure.

Confidential information does not include any information that: is or becomes publicly known through no wrongful or negligent act of the receiving party; is already known to the receiving party without restriction when it is disclosed; is, or subsequently becomes, rightfully and without breach of this Contract or any other agreement between the Parties or of any applicable protective or similar order, in the receiving party's possession without any obligation restricting disclosure; is independently developed by the receiving party without breach of this Contract; or is explicitly approved for release by written authorization of the disclosing party. All usage of the term “Confidential Information” in this Contract shall be deemed to include the qualifications set forth in Section 2.31.

“Configuration” means a) revisions or modifications to software to enhance features and functionality but which do not include changes to the source code, and/or b) selection of functional options from choices provided within the software.

“Contingent Products” means a product or service which the County intends to use in conjunction with some other product or service and from which the County would not derive the essential purpose of the bargain if acquiring one without the other.

“Contract” means the Master Terms and Conditions and all the documents referenced in Paragraph 2.1.

“Contract Price” means the not-to-exceed price agreed upon by the Parties for the system as set forth in Exhibit A, subject to the provisions herein and as such price may be modified from time to time by Amendment.

“County Confidential Information” means any information, in any form or media, including verbal discussions, whether or not marked or identified by the County, which is reasonably described by one or more of the following categories of information: (1) financial, statistical, personnel, human resources data or personally identifiable information as described in the RCW 9.35.020; business plans, negotiations, or strategies; (3) unannounced pending or future products, services, designs, projects or internal public relations information; (4) trade secrets, as such term is defined by RCW 41.05.200; (5) exempt per RCW 41.05.026 (6) attorney/client privileged communications, (7) exempt per federal laws (including but not limited to copyright, HIPAA) and (8) information relating to or embodied by designs, plans, configurations, specifications, programs, or systems developed for the benefit of the County including without limitation, data and information systems, any software code and related materials licensed or provided to the County by third parties; processes; applications; codes, modifications and enhancements thereto; and any work products produced for the County.

“Coverage Hours” means those hours specified in this Contract during which period Contractor shall provide maintenance.

“Customization” means (a) any modification to the products, (b) any new component or accessory, or (c) in the case of software, new or modified code, whether any of the above have been prepared, created, or developed (1) by Contractor at the County's request, (2) by Contractor at the County's request as a work for hire, or (3) by the County, in conjunction with or as authorized by, Contractor.

“Data Configuration Acceptance Test” means the test that demonstrates the system operates as specified in the Contract after system configuration has been completed for the County. This test includes but is not limited to creating user profiles, setting up system security, building workflows, creating fees, loading validation tables, implementing approval processes and converting historical data.(Is this a full load test, for how long?

“Data Conversion” means the process of collection, clean-up and migration of all required data and related documents from the County’s existing Permit Tracking system (Tidemark) and other sources identified by the County to the new System.

“Deliverable” means the goods, services, documents or tangible work products described in the Statement of Work to be provided to the County by Contractor under this Contract.

“Delivery of Products” means product has been received at the location specified in this Contract. Delivery of products is distinguished from final acceptance following delivery of the system.

“Documentation” means user manuals, training manuals and other written materials in any form that describe the features or functions of the products and system, including but not limited to published specifications, marketing materials, technical manuals, and operating instructions provided by Contractor to the County, or readily available to the public, or as required to be produced by Contractor subject to the terms of this Contract.

“Equipment” means any hardware, machinery, device, tool, computer, computer component, computer system, including add-ons, or peripherals of tangible form together with the necessary supplies for upkeep and maintenance, and other apparatus necessary for the successful implementation of the System and acceptable completion of the project as specified in this Contract.

“Error” means any defect, problem, condition, bug or other partial or complete inability of the system to operate in accordance with the applicable specifications, including unnecessary processing delays and documentation.

“Failure” means an error which results in the complete inability of the system or a product, or any component of the system or a product, to operate in accordance with the applicable specifications and documentation or to meet relevant acceptance criteria during Acceptance Testing.

“Final Acceptance” means the County has determined that a deliverable or a product requiring Acceptance Testing: (a) has met the Acceptance Criteria and the County has provided a Certificate of Acceptance to Contractor; and (b) the deliverable or product functions and performs compatibly and without error when integrated as a functional component of the system.

“Final Implementation Date” means the date upon which the County issues a Certificate of Final System Acceptance for the System.

“Final System Acceptance” means that the system including all system components, equipment, software, connections, and interfaces, and Third Party Software : (a) has met all of the acceptance criteria for functionality and performance when fully integrated with County systems and networks, for the system and any products requiring Acceptance Testing, that the system has successfully completed the Reliability Acceptance Test and the County has provided a Certificate of Final System Acceptance to Contractor; and (b) all products perform in accordance with specifications throughout Acceptance Testing and the Reliability Test without error when integrated as functional components of the system and with County-specific data.

“Final System Acceptance Date” means the date on which the County issues a Certificate of Final System Acceptance for the system.

“Functional Acceptance Test” means the test that demonstrates the correct operation of the system's functions as specified within the contract including all of the interfaces, fees, workflows, system security, and data conversion components.

“Hosting SLA” means the agreement between the County and Contractor to provide the infrastructure needed to run Contractor’s system at a remote site.

“Infrastructure” means the physical components used to operate the system and to connect users to the system, including but not limited to equipment, software, network, firewalls, routers, etc. Infrastructure serves as the foundation upon which the system and the project capabilities are built.

“Installation Acceptance Test” means verifying the installation and configuration of all system equipment at its final/permanent location along with verifying basic functionality (how is this measured?) of all components.

“Interface” means a point of interaction between system components or the device or code which enables such interaction; applicable to both equipment and software.

“Key Personnel” means specific individual identified by Contractor in its proposal to fill key positions.

“Key Position” means the Contractor’s Project Manager, Business Analyst, Technical Lead and Architect, Deputy Project Manager, Senior Strategic Advisor and the Project Manager or Lead person for any subcontractor, or the equivalent positions regardless of titles in Contractor’s proposal.

“Maintenance” means services, other than repairs during the maintenance period, provided by Contractor to the County designed to keep the system operating in optimum condition and at a minimum level to comply with the contract specifications.

“Maintenance Fee” means the fee paid by the County for maintenance.

“Maintenance Period” means the time period when Contractor provides maintenance to the County, which begins upon expiration of the Warranty Period.

“Maintenance Request” means a request by the County to Contractor for maintenance.

“Manufacturer’s Warranty” means a written statement to the County from a third party or from the Contractor on behalf of the third party that one or more components of the system or its products or services will meet the required specifications, functionality and performance level, and Contractor will provide repairs as needed during the Manufacturer’s Warranty Period, independent of Contractor’s maintenance obligations..

“Manufacturer’s Warranty Period” means the time period during which a Manufacturer’s Warranty is valid and enforceable by the County.

“Master Terms and Conditions” means this document, the body of text from the preamble through the signature page.

“Material Breach” means any breach of this Contract that (a) causes or may cause substantial harm to the non-breaching party; or (b) substantially deprives the non-breaching party of the benefit it reasonably expected under this Contract.

“Open Source Software” means any computer program for which the license provides the rights to run the program, view and change the source code, distribute exact copies, distribute modified copies and frees parties from any obligation to pay license fees or royalties.

“Operating System Software” means any computer program product that is installed on, and is a component integral to the function of, the equipment.

“Party” or “Parties” means the County and Contractor individually as a “Party” or jointly as the “Parties.”

“Priced Options” means features and functionality that are available, offered, and priced in the contract, but which the County may or may not purchase at the time the contract is executed. The County may purchase Priced Options at any time during the contract term. The quoted price of Priced Options shall remain effective for one year following Final System Acceptance, and may be adjusted per the Contract for subsequent years.

“Product(s)” means supplies, equipment, documentation and software, as well as updates, upgrades, customization and training.

“Production Environment” means the instance of the System which purpose is daily use for conducting the County’s business.

“Project” means the overall collection of activities required for delivery and support of the system including, without limitation, design, development, integration, testing, support and maintenance, any of which Contractor may be providing in whole or in part.

“Proposal” means Contractor’s response to the County’s RFP referenced on page one of this Contract.

“Reliability Acceptance Test” means operating and monitoring the complete system in a live production mode for a period of ninety (90) consecutive calendar days to verify the system meets the performance and response requirements of the contract while providing the functions and capabilities of the specifications. All open tickets must be resolved prior to this testing being signed off by the County.

“Repair” means to fix, patch, reprogram or replace the system or any equipment or software component thereof so as to eliminate errors or failure.

“Resolution Time” means the elapsed time between when a help desk ticket is logged until the time it is closed and accepted by the County.

“Response Time” means the elapsed time between the time a help desk ticket is submitted to the Contractor’s Help Desk and the Contractor’s staff contacts the ticket submitter at the County.

“Services” means both ordinary and professional services as required to be performed by Contractor under this contract for the County. Services include, but are not limited to, software maintenance, consulting, training, installation, analysis, programming, needs assessment, or technology review.

“Software” means the object code version of any proprietary or licensed computer programs, firmware, applications or operating system software which are components of the system and are licensed by Contractor to County pursuant to this Contract, including, without limitation, any custom software or customization, application software, base software, diagnostic software, updates, upgrades and any related documentation. Software may include Third Party Software and/or Open Source Software delivered by Contractor if required to operate and maintain the system.

“Software Enhancement or Customization” means a modification of Contractor’s software source code to increase its capabilities.

“Source Code” means a complete copy, expressed in high-level (i.e., human readable; not machine language or object code) computer language, of the software which, when assembled or compiled, becomes the executable object code of the software. Source Code shall include all material including but not limited to design documentation, software documentation, reference manuals and documentation, libraries for the software, and interface software (patch or whole programs), in any form (printed, electronic, or magnetic) and any other information necessary for a reasonably skilled programmer or analyst to understand, maintain, and modify the software.

"Specifications" means the capabilities, functionality and performance requirements, for the system and its components and other elements of the project set out in the following priority: change orders, the acceptance criteria, the statement of work, documentation, Contractor's proposal, proposal clarifications and the County's request for proposals. The governing document shall be the most current of the documents listed herein; in the absence of an applicable reference in one document, reference shall be made to the immediately preceding document.

"Statement of Work" (SOW) means a detailed description of the tasks and deliverables required to successfully implement and deliver the system, and the product(s), and/or service(s) to be provided to the County by Contractor under this Contract.

"Subcontractor" means any person or business entity employed to perform all or part of an obligation of this Contract under the control of the Contractor.

"System" means collectively all equipment, products and software, labor, and training to be provided by Contractor to County under this Contract.

"System Response Time" (SRT) means the time between the depression of the last keystroke or activation of a pointing device that initiates a system transaction and the initial appearance of the system response resulting from the completed transaction (e.g., first page, pop-up window, etc.). Response Time is measured at the initial completion of the resulting transaction, not when the transaction begins or during system processing of the transaction as may be reflected by one or more system status messages.

"Test Environment" means an instance of the system which purpose is used for testing and evaluating the system or components of the system separately from the Production Environment.

"Thin Client" (sometimes also called a lean or slim client) is a computer or a computer program which depends heavily on some other computer (its server) to fulfill its traditional computational roles. This stands in contrast to the traditional fat client, a computer designed to take on these roles by itself.

"Third Party Software" means software other than Contractor-Owned software provided to County by Contractor under this Contract and that Contractor is authorized to license to the County subject to the original manufacturer's standard provisions, or recommended by Contractor as a component of the system for the County to purchase from someone other than Contractor.

"Training Environment" means an instance of the system whose purpose is used for training end users on the system or components of the system in an environment separate from the Production Environment.

"Throughput Test/Projected Load Acceptance Test" means the test which demonstrates over a specified time period that system response times meet the performance specifications of the Contract, even when a maximum load is placed upon the system and during peak system load periods.

"Update" means a change, modification, or enhancement to the equipment or software and related documentation, which improves its performance or efficiency, but does not alter its core functionality.

"Upgrade" means a newer, better version, change, modification, or enhancement to the equipment or software (including Third Party Software), and related documentation, which Contractor makes available from time to time, which incorporates major new features or increases the core functionality of the software and may be considered a new version. Software upgrades may include error correction, bug fixes, additions to, or patches to the software.

“Use” means the County’s right to install, integrate, configure, implement, test, access, benefit from, maintain and operate the system, or any system components; any Contractor-provided software tools to customize the system; documentation listed in the Contract; training materials County may acquire to provide internal training on the system to County users; any software enhancements produced by or in collaboration with Contractor to develop the system to County’s unique business processes and/or programming environment for purposes of installing, operating, configuring or using the system.

“User” means any person employed by or working on behalf of the County, the County’s Offices, Departments and Divisions, Officers, Directors, and any person or entity authorized by the County to provide it with services requiring use of the system, and to use the County’s resources in whole or in part, in the course of assisting the County.

“Authorized System User” means any user that has passed the authentication process of the system and is thereby authorized to use the system’s functions and components based on the permissions established by that user’s credentials (User ID and password, etc.).

“Inquiry-Only System User” means any user that is authorized by the County to use only the query functions and components of the system and does not enter or change data.

“Concurrent System User” means all users that are logged into the system at the same time.

“Full System User” means any user that is authorized to use one or more components of the system.

“Warranty Period” – ninety (90) consecutive calendar days during which the County performs Reliability Acceptance Testing.

“Web” means the World Wide Web, abbreviated as WWW and commonly known as the Web.

“Web-based” means a software application that is accessed on the Internet via a web browser.

2. GENERAL PROVISIONS

2.1 Order of Precedence:

In the event there is a conflict between the terms and conditions of one portion of this Contract with another portion of this Contract, the terms of the Master Terms and Conditions will take precedence over the other terms of the Contract, except where a clear statement of precedence other than that set forth in this section is included in the document. In this Contract, the order of precedence shall be:

- a. Exhibit B: Contractor's Response to County RFP #666
- b. Amendments to this Contract
- c. Master Contract
- d. Change Orders
- e. Exhibit A: Contractor's Price
- f. Exhibit C: Statement of Work
- g. Exhibit D: POSSE One-Time Perpetual Software License Agreement
- h. Exhibit E: POSSE Annual Product Support Agreement
- i. Exhibit F: County RFP # 666 (including any addenda issued)

2.2 Point of Contact:

Contractor shall be the sole point of contact for the County with regard to the Contract.

2.3 Capacity to Contract:

Contractor warrants it has the legal authority and capacity to enter into and perform this Contract.

2.4 Compliance with Law/Venue:

2.4.1 Authority to Conduct Business: Contractor warrants it is duly authorized to operate and do business in all places where it shall be required to do business under the Contract; that it has obtained or shall obtain all necessary licenses and permits required in connection with the Contract and that it shall fully comply with all laws, codes, ordinances, orders, decrees, labor standards and regulations of its domicile and wherever performance occurs during the term of this Contract. Contractor warrants it is lawfully organized and constituted under all federal, state and local laws, ordinances and other authorities of its domicile and is otherwise in full compliance with all legal requirements of its domicile.

2.4.2 Washington State Venue/Choice of Law: This Contract shall be construed according to the laws of the State of Washington without reference to its conflict of law provisions. Any litigation between the County and Contractor arising under this Contract or out of work performed under this Contract shall occur in the Clark County Superior Court.

2.4.3 Compliance with Applicable Law: Contractor warrants it has complied and shall comply with all applicable law, codes, ordinances, orders, decrees, labor standards and regulations of its domicile and wherever performance occurs in connection with the execution, delivery and performance of this Contract.

2.4.4 Conflict of Interest: Contractor warrants it has no present interest and shall not acquire any interest that would conflict in any manner with its duties and obligations under the Contract.

2.4.5 Rule of Construction/Contract Elements/Headings: This Contract has been drafted by the County in the general format as a convenience to the Parties only but has been equally negotiated by both parties and the contract shall not, by reason of authorship, be construed against the County. Section headings are for ease of reference and convenience only and shall not affect or enter into the interpretation of any portion of the Contract.

2.5 Term:

Unless terminated earlier under the provisions herein, this Contract shall remain in effect during the Initial Term as well as any option years exercised at the County's discretion. Initial term cannot exceed five (5) years.

2.6 Changes to Contract:

2.6.1 Amendment of the Contract: Any changes to the provisions of this Contract shall be in the form of an Amendment. No provision of this Contract may be amended unless such Amendment is approved as to form by the County Attorney and executed in writing by authorized representatives of the Parties. If the requirements for amendment of this Contract as described in this section are not satisfied in full, then such amendments automatically will be deemed null, void, invalid, non-binding, and of no legal force or effect.

2.6.2 Change Orders to a Statement of Work: The County reserves the right to make changes, at any time to a Statement of Work in the form of a Change Order. Contractor agrees to timely alter the delivery of products or services accordingly. If such changes materially increase or decrease Contractor's obligations, the Parties shall also execute an Amendment to the Contract as needed and/or adjust the fee and/or time schedule accordingly. If the amount of such adjustment cannot be calculated as a function of hours or tasks, the Parties shall negotiate in good faith a modified schedule and/or price.

2.7 Personnel:

2.7.1 Key Positions: The County has designated Key Positions under this Contract. The job titles and persons set forth herein include the equivalent positions which may have different position titles in Contractor's proposal. The named individuals set forth in Contractor's proposal to fill these Key Positions are Key Personnel.

2.7.2 County Requested Substitution of Key Personnel: The County reserves the right to request a change in Contractor's Key Project personnel for cause at any time.

2.7.3 Substitution of Key Personnel: Any substitutions or a replacement of Key Personnel by the Contractor, requires the written approval of the County, such approval not to be unreasonably withheld. For any proposed substitute Key Personnel, Contractor shall provide the following information to the County: a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any additional information requested by the County. Proposed substitutes should have qualifications comparable to or better than those of the person(s) being replaced. The County reserves the right to interview and approve proposed substitutes. The County will notify Contractor within five (5) business days after receipt of all required information of the acceptability of proposed substitute Key Personnel. No change in Contract prices may occur as a result of substitution or replacement of Key Personnel.

2.7.4 **County Personnel:** The County has identified County employees within this Contract with certain responsibilities and designated authority. The job titles and persons set forth herein include the equivalent positions which may have different position titles. The County has discretion to delegate the responsibilities and authority to another employee or different employee as the County's designee for purposes of fulfilling its obligations under this Contract.

2.8 Delivery:

Contractor shall deliver the system and product's freight and insurance prepaid, F.O.B. to the County's designated location at the time indicated in this Contract or on any Statement of Work or Change Order. Shipments will be complete and partial shipments will be avoided unless the County agrees in writing to the partial shipment in advance of such a shipment. The risk of loss or damage in transit shall be upon Contractor until product is received by the County at the delivery site subject to a reasonable inspection period (not to exceed five days). Contractor shall furnish on-site or other assistance, as may be required to install the product as set forth in the Contract, Statement of Work or Change Order, at no additional cost to the County. Acceptance shall not relieve Contractor from its responsibility under any representation or warranty. If the County makes a payment for a product prior to Final Acceptance, the payment does not grant a waiver of any representation or warranty by Contractor. In the case of the system, delivery of products shall not be deemed to be complete until the system is available for commencement of the Acceptance Test.

2.9 Delivery Schedule:

Contractor shall work collaboratively with the County to meet all required schedules and deadlines for delivery of product(s) and or services in accordance with the agreed upon final implementation date as set forth in this Contract or an individual Statement of Work or Change Order. Contractor shall not be responsible for delays in schedules or deadlines caused by the County's inability to meet required timeframes.

2.10 Written Notifications:

All written notifications and written amendments shall be sent to the following:

For Clark County:	For Contractor:
Name:	Name: Dave den Otter
Title:	Title: VP, Operations
Address:	Address: 3900 S. Wadsworth Blvd, Suite 510
City, State:	City, State: Lakewood, CO
e-mail:	e-mail: dave.denotter@cxusa.com

Copy to: Clark County Office of Purchasing P.O. Box 5000 1300 Franklin Street, 6 th Floor, Suite 650 Vancouver, WA 98660	Copy to: Computronix (Canada) Ltd. VP, Business Development Suite 200, 18354 – 118 Ave NW Edmonton, AB Canada T5S 3G2
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2.11 County Reporting Requirements:

The County is required to track certain types of contract data for reporting purposes. Items which the County must report on may include, but are not limited to, Subcontractor utilization, Minority, Women,

and Emerging Small Business (M/W/ESB) participation and Subcontractor/Supplier Payment. If Contractor uses any Subcontractors in the performance of this Contract, Contractor shall submit a Monthly Sub- consultant Payment and Utilization Report reporting ALL Subcontractors employed in the performance of this Contract. The County will enforce all diversity in workforce and subcontracting commitments.

2.12 Payment:

Unless subject to successful completion of an Acceptance Test or other payment milestone specified in any Statement of Work or Change Order, payment for the system and/or any product, deliverable or service shall be in accordance with the payment schedule. Payment shall be issued by the County net thirty (30) days from receipt and acceptance of a proper invoice from Contractor. Contractor invoices must contain Contractor's name and address; invoice number; date of invoice; Contract number and date; description of products and/or services; quantity, unit price, (where appropriate), and total amount; County- required reporting, if any, and the title and phone number of the responsible official to whom payment is to be sent. The County may stipulate how line items are entered on an invoice to ensure compatibility with the County's accounting and financial systems and to facilitate payment to Contractor.

2.13 Payment of Taxes/Contractor Shall Withhold:

Contractor shall, at its own expense, timely (a) pay all salaries, wages, and other compensation to its employees; (b) withhold, collect, and pay all applicable federal, state, and local income taxes (domestic or foreign), FICA, Medicare, unemployment insurance and any other taxes or charges in connection with its employees; and (c) provide and pay for workers compensation insurance and any statutory or fringe benefits to employees. Contractor shall be solely responsible for all such obligations for its employees. Contractor shall also assure that any Subcontractor shall comply with the foregoing obligations for its employees. The County has no duty to withhold.

2.14 Independent Contractor:

Contractor is a contractor independent of the County and nothing in this Contract is entered into as a joint venture, partnership, or agency between the Parties. No employment relationship is or is intended to be created between the County and any individual representing Contractor. During the term of this Contract, employees of Contractor and any authorized Subcontractors shall at all times remain employees of Contractor or authorized Subcontractors and ultimately shall remain under Contractor's sole control.

2.15 Assignment:

Neither Party is authorized to assign, transfer, subcontract, or delegate all or any part of this Contract, or any interest therein, without the other Party's prior written consent, which shall not be unreasonably withheld, except that (a) either Party may assign to any corporate affiliate pursuant to any merger, consolidation or other reorganization, without the other Party's consent but upon written notice to the other Party, (b) in the event that the County's business needs change or the County enters into an agreement with a provider for outsourcing services, Contractor agrees that the County shall have the right to assign this Contract to a successor of all, substantially all, or specified area(s) of the County's business, including an outsourcing provider, provided such outsourcing provider operates the software licensed hereunder expressly and solely for the County's benefit, upon written notice to the other Party, and (c) Contractor may not, without the other Party's consent but upon prior written notice to the other Party, assign its right to payment under this Contract or grant a security interest in

such payment to any third party without requiring that the third party be liable for the obligations of Contractor under this Contract.

2.16 Delegation of Obligations/Subcontractors:

Contractor shall not subcontract any work, assign any rights (including, without limitation, in connection with the sale of all or substantially all of Contractor's assets, stock, or the line(s) of business applicable to this Contract), or delegate any obligations under this Contract, cancel or change any previously approved subcontract without the County's prior written consent, such consent not to be unreasonably withheld. Contractor shall be fully responsible for the acts and omissions of its Subcontractors at all levels, and of their agents and employees. Contractor shall ensure that all applicable provisions of this Contract (including those relating to Insurance, Indemnification, and Confidentiality) are included in all of its subcontracts. The County reserves the right to review any agreements between Contractor and its Subcontractors for Products and/or Services authorized under this Contract.

All minority subcontractors/suppliers identified in Contractor's proposals shall be used in their proposed capacity during Contract performance. If Contractor desires to replace any minority Subcontractors / Suppliers under this Contract all substitution requests must have approval from the County's Chief Procurement Officer before such substitutions can be made. In no event shall Contractor subcontract any work, assign any rights, or delegate any obligations under this Contract without the County's prior written consent.

2.17 Warranties:

Contractor warrants as follows:

2.17.1 Disclosure and Assignment of Manufacturer's Warranties: In all cases where products or equipment or services are covered by a Manufacturer's Warranty, Contractor will provide the County with all Manufacturer's Warranties pertaining to all services or products provided by Contractor. Contractor will assign to the County any Manufacturer's Warranty applicable to any respective product, equipment or service. Notwithstanding the foregoing, Contractor shall be held responsible by the County for correction to or replacement of the system or any of its components during the period of Warranty and Maintenance.

2.17.2 Equipment and Parts Warranty: Contractor warrants that equipment and parts will be new, the latest model and free from material defects in material and workmanship during the Manufacturer's Warranty Period when put into use and service under contract specifications. If Contractor proposes to provide refurbished, reclaimed or remanufactured parts or equipment to the County, Contractor shall request the County's acceptance in writing in advance of delivery and the County retains the right to accept or refuse Contractor's use of refurbished, reclaimed or remanufactured parts. If the County accepts the use of refurbished, reclaimed, or remanufactured parts or equipment, Contractor warrants such products have the same warranty as that of new and current products and are subject to all the same provisions of this Contract. If Contractor uses refurbished, reclaimed or remanufactured parts without the prior consent required by the County, Contractor may be required, at the County's sole discretion, to replace such parts and equipment with new and current manufactured parts and equipment at Contractor's sole expense.

- 2.17.3 Warranty Against Planned Obsolescence and Reclaimed Parts and Equipment: The Contractor warrants that at the time of delivery of products, it will not in the next eighteen (18) months, announce replacements for those products delivered pursuant to this Contract and will not reduce support for the products delivered.
- 2.17.4 Industry Standards: The system and all components of the system are compliant with all other generally accepted industry standards.
- 2.17.5 Warranty and Representations:
Contractor warrants and represents the following:
- 2.17.5.1 Performance to Specifications: The system, including all components and upgrades supplied by Contractor shall operate in accordance with acceptance criteria, or specifications (which may be updated from time to time), and all documentation during the Warranty Period.
- 2.17.5.2 All Necessary Materials: The County has all necessary materials and that no other equipment, software, Interfaces, applications or other products and/or services are required to be used in conjunction with the system for the system to operate in accordance with the acceptance criteria and documentation.
- 2.17.5.3 System Compatible: The system is compatible with the County's existing data files and systems as applicable and identified in the RFP and shall run in accordance with the documentation.
- 2.17.5.4 No Material Defects or Viruses/Illicit Code: The system (a) is free of any defect in material of the media in which it is delivered; and (b) is free of any virus, Trojan horse, spyware, malware, or other program code designed to erase, disable or otherwise harm or interfere with the County's equipment, data or other programs that Contractor or any Subcontractor to Contractor knew or should have known was contained in the software or other code or program.
- 2.17.5.5 Illicit Code: Contractor's software and third party software shall not (a) contain any hidden files that Contractor or any Subcontractor to Contractor knew or should have known were contained in the software or programming; (b) replicate, transmit, or activate itself without the control of an authorized person operating computing equipment on which it resides, unless requested or authorized by the County's Contract Manager; (c) Alter, damage or erase any data or computer programs without the control of an authorized person operating the computing equipment on which it resides; or (d) contain any key, node lock, time-out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under this contract, based on residency on a specific hardware configuration, frequency of duration of use or other limiting criteria. Any of the foregoing shall constitute "illicit code".

- 2.17.6 Documentation Explains Use: Contractor warrants that the documentation shall explain the operation of the system in terms understandable by County users of reasonable technical competence.
- 2.17.7 No Third Party Conflict or Infringement: Contractor warrants the execution, delivery, and performance of this Contract shall not contravene the terms of any contracts with third parties or any third-party rights in any patent, trademark, copyright, trade secret, or similar right; and, as of the date of this Contract, there are no actual or threatened legal actions with respect to the matters in this provision.
- 2.17.8 Commencing of the Warranty Period: Where contingent products are ordered and no acceptance test is required, the Warranty Period shall not commence until acceptance by the County of all required or all contingent products. The County may, at its election, postpone services in support of products so as to coincide with delivery and acceptance of all contingent products. The County shall not incur any additional fees whatsoever for reordered or replacement contingent products.

2.18 Contract:

This Agreement, together with all Exhibits, Attachments and those documents, which by their reference have been incorporated herein, constitutes the entire Contract between the County and the Contractor and supersedes all proposals, oral and written agreements, between the parties on this subject.

2.19 Flow-down Clauses:

Contractor shall include the following clauses, or substantially similar language, in its subcontracts under this Contract.

Section 2.7, Personnel

Section 2.11, County Reporting Requirements Section 2.21, Indemnification

Section 2.24, Insurance and Bonding Section 2.33, Confidentiality

2.20 No Third Party to Benefit:

This Contract is entered into for the benefit of the County and Contractor. Except as set forth herein, nothing in this Contract shall be construed as giving any benefits, rights, remedies or claims to any other person, firm, corporation or other entity, including, without limitation, the general public or any member thereof, or to authorize anyone not a party to this Contract to maintain a suit for breach of contract, personal injuries, property damage, or any other relief in law or equity in connection with this Contract.

2.21 Indemnification:

Contractor shall defend, save, and hold harmless the County, its elected officials, agents, and employees, from all claims, demands, suits, actions, losses, damages, liabilities, costs and expenses of whatsoever nature (including all attorneys' fees and costs), resulting from or arising out of the activities, errors or omissions of Contractor or its officers, employees, Subcontractors, or agents, including intentional acts, under this Contract.

Contractor agrees to hold harmless and indemnify the County and its affiliates against any taxes, premiums, assessments, and other liabilities (including penalties and interest) that the County or its

affiliates may be required to pay arising from products and/or services provided by Contractor under this Contract.

2.22 Limitation of Liability:

Except for infringement indemnity under Section 2.17.7, personal injury or death, neither the County nor Contractor, its partners, principals, or employees shall be liable for more than the total value of this Contract for any actions, damages, claims, liabilities, costs, expenses, or losses in any way arising out of or relating to the products and/or services provided hereunder.

In no event shall the County or Contractor, its partners, principals, or employees be liable for indirect, incidental, consequential, special, punitive, or exemplary damages, costs, expenses or losses. The provisions of this paragraph shall apply regardless of the form of action, whether in contract, statute, tort (including without limitation negligence) or otherwise.

2.23 Force Majeure:

2.23.1 In the event that either Party is unable to perform any of its obligations under this Contract (or in the event of loss of use) due to natural disaster, (hereinafter referred to as a "Force Majeure Event"), the Party who has been so affected immediately shall give notice to the other Party and shall do everything possible to resume performance. Upon receipt of such notice, this Contract and/or any affected Statement of Work or Change Order shall immediately be amended or modified by the Parties to reflect any mutually agreed changes to project schedule(s) or delivery dates.

2.23.2 If the period of nonperformance exceeds fifteen (15) Calendar Days from the receipt of notice of the Force Majeure Event, the Party whose ability to perform has not been so affected may, by giving written notice, terminate this Contract or any Statement of Work or Change Order.

2.23.3 If delay in delivery due to a Force Majeure Event does not exceed thirty (30) Calendar Days, such delays in delivery shall automatically extend the delivery date for a period equal to the duration of such events; any Warranty Period affected by a Force Majeure Event shall likewise be extended for a period equal to the duration of such event so long as it does not exceed thirty (30) Calendar Days.

2.23.4 If delay in delivery due to Force Majeure Event is longer than thirty (30) Calendar Days, the County shall have the right to terminate this Contract, or a Change Order, upon written notice to Contractor, in accordance with this Section.

2.23.5 If this Contract involves the acquisition of equipment or software that contains personally identifiable information and/or processes credit card transactions, a security breach of Contractor's system shall not be considered a Force Majeure Event.

2.24 Insurance and Bonding:

Work shall not commence until all insurance requirements listed below have been met and certificates have been approved by the County Attorney and filed with the Auditor. All required insurance must be issued by companies or financial institutions that are financially rated "A" or better and duly licensed, admitted and authorized to do business in the State of Washington.

- 2.24.1 Insurance Certificate: As evidence of the required insurance coverage, Contractor shall furnish acceptable insurance certificates to the County prior to or with the return of the signed contract. There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance. If the insurance is canceled or terminated prior to completion of the Contract, Contractor shall provide a new policy with the same terms. Contractor agrees to maintain continuous, uninterrupted coverage for the duration of the Contract. Failure to maintain insurance as required by this Contract may be cause for immediate termination of the Contract by the County. Contractor's insurance will cover damages excluded from any limitation of liability to the extent of its policy limits indicated herein.
- 2.24.2 Additional Insureds: The coverage shall apply as to claims between insureds on the policy. The insurance shall be without prejudice to other coverage. For liability coverage, the insurance certificate shall name as additional insureds "Clark County, Washington State, and its elected officials, agents and employees." Notwithstanding the naming of additional insureds, the insurance shall protect each additional insured in the same manner as though a separate policy had been issued to each, but nothing herein shall operate to increase the insurer's liability as set forth elsewhere in the policy beyond the amount or amounts for which the insurer would have been liable if only one person or interest had been named as insured.
- 2.24.3 Insurance Costs: Contractor shall be financially responsible for all pertinent deductibles, self-insured retentions, and/or self-insurance.
- 2.24.4 Required Coverage is as follows:

- 2.24.4.1 Public Liability and Property Damage: The Contractor shall obtain, and keep in force during the entire term of the agreement, liability insurance against any and all claims for damages to person or property which may arise out of operations under the agreement, whether such operations be by the Contractor, a sub-contractor, or anyone directly or indirectly employed by either the Contractor or a sub-contractor.

The amount of coverage provided by such insurance should not be less than \$1,000,000 combined single limit for bodily injury and property damage. In addition a General Aggregate Limit Endorsement, CG 25 03 or its equivalent, must be attached to the certificate.

All liability insurance required herein shall be under a comprehensive or commercial general liability (Occurrence Form Only) and business automobile policy or policies, and shall provide coverage as to:

- a. Premises and operations of the Contractor
- b. Products – completed operations
- c. Owners and Contractors protective
- d. Contractual liability
- e. Explosion (x), collapse (c), and underground hazards (u) coverage
- f. Broad form property damage.

- g. Employer's liability/stop-gap
- h. Automobiles, including all owned, hired and leased vehicles, and employer's auto non-ownership liability.

The County shall be named as an additional insured with respect to all such policies by endorsement CG 20 10 11 85 which must be attached to the certificate and copies of all policies shall be furnished to the County upon execution of this agreement by both Parties. An insurance company licensed to do business in the State of Washington shall issue all policies. At least seven (7) days prior to commencing any operations under the agreement, the County must receive an insurance certificate outlining the Contractor's insurance coverage. Said certificate must be provided on a standard "ACORD" or comparable form, must include as additional insured Clark County, with respect to the agreement, must provide that coverage shall not be canceled or modified without 30 days prior written notice to the County, and must state that all policies are written with an "occurrence" trigger.

2.24.4.2 Workers' Compensation: Contractor shall comply with the workers' compensation law under RCW 51 Industrial Insurance. Contractor shall maintain coverage for all subject workers as defined by RCW 51 and shall maintain a current, valid certificate of workers' compensation insurance on file with the County Auditor for the entire period during which work is performed under this Contract.

Contractors who are non-subject workers meeting one of the exceptions in RCW 51.12.020 may not be required to carry workers compensation insurance. Any Contractor requesting an exemption from the workers compensation coverage listed above must make that request in writing to the County Attorney, stating Contractor's qualification for exemption under RCW 51.12.020.

2.24.4.3 Technology Errors and Omissions; Information Security & Privacy Liability: Contractor shall maintain liability insurance covering acts, errors or omissions arising out of the performance or failure to perform professional services related to the services under this Contract. The coverage shall be placed with an insurer with an AM Best Rating of A or better and shall include the following coverage:

Technology Products and Services E&O - Information Security & Privacy Liability for Service Provided to Others.

Such insurance shall cover any and all errors, omissions and/or negligent acts in the delivery of products, services and software under this Contract. Such errors and omissions insurance shall include coverage for claims and losses with respect to network risks (such as data breaches, unauthorized access/use, ID theft, invasion of privacy, damage/loss/theft of data,

degradation, downtime, etc.) and infringement of intellectual property, such as copyrights, trademarks, service marks and trade dress.

Such insurance shall include limits of coverage of the local currency equivalent of not less than \$3,000,000.00 (Three Million U.S. dollars) and shall remain in effect for not less than three (3) years following the date of termination or expiration of this Contract. Evidence of coverage must be sent to the County for three years following termination or expiration of this Contract.

2.24.4.4 Insurance Requirements for Subcontractors: Should Contractor subcontract any part of the Contract, Contractor will require those Subcontractors or affiliates if not covered under Contractor's insurance, to obtain and keep in force for the duration of the Contract, insurance equal to the minimum values indicated above.

2.24.4.5 Performance Bond: In lieu of a performance bond, the County will withhold 10% of the total contract amount (excluding license costs) until all three (3) phases of the project have successfully completed Reliability Acceptance Testing and the County has issued a Certificate of Acceptance.

2.25 Ownership of Property

Title to all equipment purchased under this Contract shall pass to the County upon delivery at the County's designated location. Any work products produced or created by Contractor for the County shall be understood to be, to the fullest extent of the law, works made for hire unless the Parties have expressly agreed otherwise in writing.

2.26 Proprietary Rights:

Except customizations, all trademarks, service marks, patents, copyrights, trade secrets, and other proprietary rights in or related to the products or services are and will remain the exclusive property of Contractor or its designees. County shall not decompile, disassemble or otherwise reverse engineer the software.

2.27 Return of Parties' Property:

When the Contract or any Task/Change Order placed pursuant to the Contract is terminated or expires, each Party shall return to the other all papers, materials, and properties of the other Party then in its possession. The County will retain one (1) copy of the documentation for the express purposes of public record archiving.

If the County has paid in full for licensed product prior to the expiration date of this Contract the County shall retain licenses to product for which the County may continue to order maintenance and upgrades. Terms of this Contract relating to such licensed product, maintenance and upgrades shall survive expiration of the Contract.

2.28 Financing of Property:

If Contractor finances any property, real or personal, that comprises any part of the system, the term of such financing shall not exceed the term of the Contract. If Contractor finances or leases any such property or equipment, Contractor shall ensure that any agreements ancillary to or supporting the

principal lease or financing agreement (e.g., hardware, software, maintenance, insurance) are coterminous to the principal financing or leasing arrangement. In addition, if the Contract is terminated, Contractor shall ensure that the County or any successor contractor shall have the right to terminate, renegotiate or be assigned any lease of property or equipment or ancillary agreement (other than, in the case of the County, any financing agreement or insurance).

2.29 Disclosure of Litigation or Financial Condition:

Contractor warrants and represents that there are no suits, actions, other proceedings or reasonable anticipation of litigation in any judicial or quasi-judicial forum that will or may adversely affect Contractor's ability to fulfill its obligations under this Contract. Contractor further warrants that it will immediately notify the County if, during the term of this Contract or any extension of this Contract, Contractor becomes aware of any lawsuits, actions or proceedings or has reasonable anticipation of litigation in any judicial or quasi-judicial forum that involve Contractor or any Subcontractor and that will or may adversely affect Contractor's ability to fulfill its obligations under this Contract or extension of the Contract.

2.30 Notice of Change in Ownership or Financial Condition:

Contractor must maintain a financial condition commensurate with the requirements of the Contract. If during the Contract, Contractor experiences a change in its financial condition which may adversely affect its ability to perform, or experiences a change in ownership or control, Contractor shall immediately notify the County in writing. Failure to notify the County of such a change in financial condition or change in ownership or control is a material breach of the Contract.

2.31 Audits and Access to Records:

2.31.1 Records Retention: Contractor shall maintain current financial records in accordance with professional accounting standards. Contractor agrees to maintain and retain supporting financial and Contract related documents during the term of the Contract and for a period of three (3) years after the date of submission of the final billing or until the resolution of all audit questions or claims, whichever is longer. All financial records, supporting documents, statistical records and all other records pertinent to this Contract shall be retained by Contractor for a minimum of three (3) years.

2.31.2 County Audits: The County, either directly or through a designated representative, may conduct financial and performance audits of the billings and services during the records retention period listed above. County audits shall be conducted in accordance with generally accepted auditing standards. Contractor shall provide the County's internal auditor or external auditor, and their designees with a copy of all reports, including any management letters issued as a result of the specified audits.

2.31.3 Access to Records: The County internal auditor or County external auditor, and their designees, shall be given the right, and the necessary access, to review the work papers of Contractor audits if the County deems it necessary. Copies of applicable records shall be made available upon request.

2.32 Overpayment:

If an audit discloses that payments to Contractor were in excess of the amount to which Contractor was entitled, then Contractor shall repay the amount of the excess to the County. Under no circumstances will the payment of previous invoices constitute an acceptance of the charges associated with those invoices. If any audit shows performance of Services is not efficient in

accordance with the U.S. Government Accountability Office's Government Auditing Standards, or that the services are not effective in accordance with these Government Auditing Standards, the County may pursue remedies as provided under Section 2.33, Termination, and Section 2.35, Remedies.

2.33 Confidentiality:

- 2.33.1 Maintenance of Confidentiality: Contractor shall treat as confidential any County Confidential Information that has been made known or available to Contractor or that Contractor has received, learned, heard or observed; or to which Contractor has had access. Contractor shall use County confidential information exclusively for the County's benefit and in furtherance of the products and/or services provided by Contractor. Except as may be expressly authorized in writing by the County, in no event shall Contractor publish, use, discuss or cause or permit to be disclosed to any other person such County Confidential Information. Contractor shall (a) limit disclosure of the County confidential information to those directors, officers, employees and agents of Contractor who need to know the County confidential information in connection with the County project, (b) exercise reasonable care with respect to the County Confidential Information, at least to the same degree of care as Contractor employs with respect to protecting its own proprietary and confidential information, and (c) return immediately to the County, upon its request, all materials containing County confidential information, in whatever form, that are in Contractor's possession or custody or under its control. Contractor is expressly restricted from and shall not use County confidential information or the intellectual property of the County without the County's prior written consent
- 2.33.2 Scope: This Contract shall apply to all County confidential information previously received, learned, observed, known by or made available to Contractor. This Contract shall not apply to County confidential information which (a) is or later becomes part of the public domain without breach of this Contract and through no wrongful act of Contractor; (b) Contractor lawfully receives from a third party; (c) was developed independently by and was reduced to writing by Contractor prior to the earlier of the date of this Contract or the date of any access or exposure to any County confidential information, or (d) is required to be disclosed under operation of law. Contractor's confidentiality obligations under this Contract shall survive termination.
- 2.33.3 Equitable Remedies: Contractor acknowledges that unauthorized disclosure of County Confidential Information or misuse of a County computer system or network will result in irreparable harm to the County. In the event of a breach or threatened breach of this Contract, the County may obtain equitable relief prohibiting the breach, in addition to any other appropriate legal or equitable relief.
- 2.33.4 Contractor's Confidential Information: During the term of the Contract, Contractor may disclose to the County, certain Contractor Confidential Information pertaining to Contractor's business. Contractor shall be required to mark CONFIDENTIAL with a restrictive legend or similar marking. If CONFIDENTIAL is not clearly marked or the Contractor's Confidential Information cannot be marked with a restrictive legend or similar marking or is disclosed either orally or by visual presentation, Contractor shall identify the Confidential Information at the time of disclosure or within a reasonable time thereafter.

The County shall not be deemed to have breached this Section if (a) Contractor's Confidential Information later becomes part of the public domain through no act or omission of the County; (b) is required to be disclosed under operation of law; (c) the County lawfully receives Confidential Information from a third party with no breach of any duty of confidentiality; or (d) was developed independently by and was reduced to writing by the County prior to the earlier of the date of this Contract or the date of any access or exposure to any Contractor Confidential Information.

- 2.33.5 Public Records Request: Contractor acknowledges that Clark County is subject to the Washington State Public Records Act and Federal law. Third persons may claim that the confidential information Contractor submitted to the County hereunder may be, by virtue of its possession by the County, a public record and subject to disclosure pursuant to the Washington State Public Records Act. Subject to the following conditions, the County agrees not to disclose any information Contractor submits to the County that includes a written request for confidentiality and as described above, specifically identifies the information to be treated as confidential. The County's commitments to maintain certain information confidential under this Contract are all subject to the constraints of Washington State and Federal laws. Within the limits and discretion allowed by those laws, the County will maintain the confidentiality of information.

County's Obligation to Notify Contractor: If the County receives a public records request for information that Contractor has marked CONFIDENTIAL and submitted in confidence, the County shall notify Contractor of the request. The County shall provide Contractor with written notice and a copy of the request. Contractor shall have ten (10) business days within which to seek a relief from a Clark County Superior Court, provided that Contractor shall be responsible for its attorney fees and costs in such action and shall save and hold harmless the County from any penalties, attorney's fees or costs under Ch. 42.56 RCW for withholding or delaying public disclosure of such information caused by Contractor's claim that such information is its confidential information that is exempt from disclosure.

- 2.33.6 Discovery of Documents: In the event a party to litigation seeks discovery of information submitted by Contractor in confidence, the County will notify Contractor of the request. The County shall allow Contractor to participate in the response at its own expense. The County will comply with any effective order issued by the court having jurisdiction over the matter.

2.34 Dispute Resolution:

Contractor shall cooperate with the County to assure that all claims and controversies which arise during Contractor's performance of Services under this Contract and which might affect the quality of such Services will be resolved as expeditiously as possible in accordance with the following resolution procedure:

- 2.34.1 Any dispute between the County and Contractor arising prior to completion of Contractor's services or the earlier termination of the Contract shall be resolved, if possible by the Contract Manager or their designee on behalf of the County and on behalf of Contractor.
- 2.34.2 If the Contract Manager or the Contract Manager's designee and Contractor are unable to resolve any dispute within three (3) business days after notice of such dispute is given by either Party to the other, the matter shall be submitted to the Director of Application

Services and the Director of Community Development on behalf of the County and to the VP, Operations on behalf of Contractor for resolution, if possible.

- 2.34.3 Should any dispute arise between the Parties concerning this Contract that is not resolved by mutual agreement above, it is agreed that such dispute will be submitted to mandatory mediation prior to any Party's commencing arbitration or litigation. In such an event, the Parties to this Contract agree to participate in good faith in a non-binding mediation process. The mediator shall be selected by mutual agreement of the Parties, but in the absence of such agreement each Party shall select a temporary mediator and those mediators shall jointly select the permanent mediator. All costs of mediation shall be borne equally by the Parties.
- 2.34.4 Should an equitable solution not result from the foregoing, the County and Contractor shall be free to pursue other remedies allowed under this Contract.
- 2.34.5 Unless ordered by the County to suspend all or any portion of Contractor's services, Contractor shall proceed with the performance of such services or delivery of products without any interruption or delay during the pendency of any of the foregoing dispute resolution procedures and shall comply with any mutually agreed upon change orders that the County may issue regarding the acceleration of all or any portion of the products or services. During the pendency of any of the foregoing dispute resolution procedures, the County shall continue to make all payments that are not in dispute, in accordance with the provisions of the Contract.

2.35 Termination:

The following conditions apply to termination of this Contract. The County, on thirty (30) days written notice to Contractor, may terminate this Contract for any reason deemed appropriate in its sole discretion.

- 2.35.1 The County and Contractor, by mutual written agreement, may terminate this Contract at any time.
- 2.35.2 Either Party may terminate this Contract in the event of a Material Breach of the Contract by the other. Prior to such termination, however, the Party seeking the termination shall give to the other Party written notice to cure the Material Breach and of the Party's intent to terminate. If the Party has not entirely cured the Material Breach within thirty (30) Days of the notice, then the Party giving the notice may terminate the Contract at any time thereafter by giving a written notice of termination. In the event of default under this Contract, the non-defaulting Party shall have the option (upon the expiration without cure of any applicable cure period) to: (a) terminate in whole or in part this Contract or any related Statement of Work or Change Order, (b) seek remedies pursuant to this Contract (c) seek any other remedies in the Contract, in law, or at equity, to the extent not otherwise limited by the terms of this Contract, or (d) any combination thereof.
- 2.35.3 County Termination for Cause: The County may terminate this Contract for the following reasons, which constitute cause for purposes of this Section:

- 2.35.3.1 Bankruptcy: The County may terminate this Contract if Contractor:

- (a) becomes insolvent, makes a general assignment for the benefit of creditors;
- (b) suffers or permits the appointment of a receiver for its business or assets;
- (c) becomes subject to any proceeding under any bankruptcy or insolvency law whether domestic or foreign, and such proceeding has not been dismissed within a sixty (60) day period; or (d) has wound up or liquidated, voluntarily or otherwise.

2.35.3.2 Maintenance Default: The County may terminate this Contract if Contractor fails to provide Warranty or Maintenance services as defined in this contract or Contractor has not cured its failure to provide Maintenance as provided and paid for in this Contract.

2.35.3.3 System or Product or Software Performance Default: The County may terminate this Contract for Material Breach if the system or product exhibits errors causing serious disruption of use and/or repeated periods of downtime, over a continuous period of 90 days or more. Refer to Section 4.11 Severity Level, Escalation, and Response Time for details.

2.35.3.4 Software Code: Inclusion of illicit code as set forth in Section 2.17.5, Warranty and Representations, shall be considered a Material Breach of the Contract and no notice or cure period will apply. In addition to any other remedy available to it under this Contract with respect to any such material breach, the County reserves the right to pursue any civil and/or criminal penalties available to it against a Contractor, including without limitation the Deceptive Trade Practices & Consumer Protection Act, the Computer Crimes Law, Computer Fraud and Abuse Act, and any other remedy at law or equity.

2.35.3.5 Void Assignment: In the event that Contractor assigns its obligations to provide products and/or services under this Contract to any third party in a manner other than as set forth in Section 2.15, Assignment, the County shall have the option to seek specific performance, terminate this Contract or any Statement of Work or Change Order for products and/or services, and promptly receive a pro rata refund for fees paid for such Products and/or Services.

2.35.4 Termination Force Majeure: County may terminate this Contract due to a Force Majeure event as set forth in Section 2.21, Force Majeure.

2.35.6 Contractor Termination for County Breach: In the event of Material Breach of this Contract by the County, then Contractor's remedy shall be limited to termination of the Contract and receipt of equitable payment for services rendered.

2.36 Succession:

This agreement will be binding on the legal successors or representatives of Contractor and County. It will also be binding on any party that receives licensing and distribution rights to POSSE from Contractor. Any right granted to either party under this Agreement may not be assigned by that

party or the successor to that party, without the prior written approval of the other party, which will not be unreasonably withheld.

2.37 Rights and Obligations:

If either Contractor or County terminates this Agreement, Contractor will retain all fees for products or services delivered to County up to the date of termination.

2.37.1 Any termination by Contractor as provided in this Agreement will not in any way operate to deny any right or remedy of Contractor, either at law or in equity, or to relieve County of any obligation to pay the sums due under this Agreement or of any other obligation accrued prior to the effective date of termination.

2.37.2 Any termination by County as provided in this Agreement will not in any way operate to deny any right or remedy of County, either at law or in equity, or to relieve Contractor of any obligation to pay the sums due under this Agreement, or of any other obligation accrued prior to the effective date of termination.

2.37.3 POSSE is subject to the export control laws of the United States and other countries. County may not export or re-export POSSE software without the appropriate United States and foreign government licenses. County must comply with all applicable export control laws and will defend, indemnify and hold Contractor harmless from any claims arising from County's violation of such export control laws.

2.37.4 Termination Force Majeure: County may terminate this Contract due to a Force Majeure event as set forth in Section 2.21, Force Majeure.

2.37.5 County Termination for Contractor Breach: In the event of termination by the County due to a Material Breach by Contractor, then the County may complete the Project itself, by agreement with another contractor, or by a combination thereof. In the event of any Material Breach by Contractor, which Breach shall not have been cured as agreed to between the Parties, the County shall have the ability to pursue the County's rights at law.

2.38 Currency:

Unless otherwise noted, all references to payment amounts in this Agreement are in U.S. dollars.

2.39 Waiver:

No waiver of any breach of this Contract shall be held to be a waiver of any other or subsequent breach of this Contract.

2.40 Remedies:

The remedies provided in this Contract are cumulative, and may be exercised concurrently or separately. The exercise of any one remedy shall not constitute an election of one remedy to the exclusion of any other.

2.40.1 Software: In the event of Software failure as set out in the General Provisions above, the County shall have the right to one or more of the following non-exclusive remedies: (a) Contractor provide engineering/technical support on site at the County's location with source code for the software, if necessary for resolving the problem causing the breach. The County has the option to assign one or more of its full time employees to assist

Contractor's engineer/technician(s) in repairing the problem. Contractor retains copyright and all ownership rights to the source code and any changes made during this on-site period if such repair involves software. The County agrees to maintain confidentiality of the source code and all residual know-how and knowledge that may be transferred to County employees as a result of this effort; however, the County shall be entitled to use the source code for purposes of error correction or operations continuity, at the County's sole discretion; or (b) the County may terminate this Contract in its entirety or solely as to the affected Change Order and exercise the remedies included in this Contract, in the County's sole discretion.

2.41 Severability:

Any section of this Contract which is held or declared void, invalid, illegal or otherwise not fully enforceable shall not affect any other provision of this Contract and the remainder of this Contract shall continue to be binding and of full force and effect. This Contract shall be binding upon and inure to the benefit of the County and its successors and assigns.

2.42 Rolling Estoppel:

Unless otherwise notified by Contractor, it shall be understood that the County shall have met all its obligations under the Contract. The County will be conclusively deemed to have fulfilled its obligations, unless it receives a deficiency report from Contractor by the fifteenth (15th) day of the month following the month of the alleged deficiency and Contractor identifies the specific deficiency in the County's fulfillment of its obligations in that report. Deficiencies must be described in terms of how they have affected a specific performance requirement of Contractor.

2.42.1 Contractor is estopped from claiming that a situation has arisen that might otherwise justify changes in project timetable, the standards of performance under the contract or the contract price, if Contractor knew of that problem and failed to include it in the applicable report.

2.42.2 In the event Contractor identifies a situation that is impairing Contractor's ability to perform for any reason, Contractor's deficiency report should contain Contractor's suggested solutions to the situation. These suggestions should be in sufficient detail so that the County's project manager can make a prompt decision as to the best method of dealing with the problem and continuing the project in an unimpeded fashion.

2.42.3 If the problem is one that allows Contractor (within the terms of the Contract) to ask for changes in the project timetable, the standards of performance, the project price or all of these elements, the report should comply with the Change Order or Amendment procedure.

2.43 Business License:

Contractor shall register for a Washington State business license and a Vancouver City business license prior to beginning work under this Contract. Additionally, Contractor shall pay all fees or taxes due under the Business License Law during the full term of this Contract. Failure to be in compliance may result in payments due under this Contract to be withheld to satisfy amount due under the Business License Law.

2.44 Packaging:

All packaging should be minimized to the maximum extent possible without compromising product quality. The County encourages packaging that is reusable, readily recyclable in local recycling programs, is made from recycled materials, and/or is collected by Contractor for reuse/recycling.

2.45 Cooperative Purchasing:

Pursuant to RCW 39.26.060, as additional consideration for this Contract, Contractor agrees to extend an option to purchase any product, equipment, or service covered under this Contract at the same prices as are specified in this Contract for purchase by the County, under the same terms and conditions to all public agencies in the State of Washington.

2.46 News Releases and Public Announcements:

Contractor shall not use the County seal or other representations of the County in its external advertising, marketing, website, or other promotional efforts, nor shall Contractor issue any news release or public announcements pertaining to this Contract or the project without the express written approval of the County, such approval not to be unreasonably withheld. Contractor shall not use the County seal without specific written permission from Clark County.

2.47 Survival:

All obligations relating to confidentiality; indemnification; publicity; representations and warranties; proprietary rights; perpetual licenses, including licensing obligations as stated in this Contract; limitation of liability; and obligations to make payments of amounts that become due under this Contract shall survive the termination or expiration of this Contract and shall, to the extent applicable, remain binding and in full force and effect. Nothing in this Contract shall alter, modify, or supersede the content and survival of such provisions, except as otherwise expressly agreed to in writing by the Parties and with the prior written approval of the County Attorney's office.

2.48 User Conferences:

Vendor shall waive the registration fees for five (5) years for the Vendor's User Conference for three (3) County employees.

3. COUNTY FACILITY ACCESS

3.1 Access to County Facilities:

Contractor agrees that Contractor's physical or remote access to the County facilities shall be subject to the security interests and controls necessary to protect public property, and the County shall not be liable for any delays necessary in granting Contractor access to any portion of the facilities or systems.

3.2 Protection of Persons and Property:

3.2.1 Property: Contractor agrees to take reasonable steps to protect the County's property from injury or loss arising in connection with Contractor's performance of this Contract.

3.2.2 OSHA/WISHA: The Contractor certifies that it is in compliance with the conditions of the Federal Occupational Safety and Health Act of 1970 (OSHA), the Washington Industrial Safety and Health Act of 1973 (WISHA), and the standards and regulations issued thereunder and certifies that all items furnished or purchased under this agreement will conform to and comply with said standards and regulations. The Contractor further agrees to indemnify and hold harmless the County from all damages assessed against the County as a result of the Contractor's failure to comply with the acts and the standards issued thereunder and for the failure of the items furnished under this agreement to so comply.

3.2.3 Persons: Contractor and the County shall each take reasonable precautions for the safety of employees and shall each comply with all applicable provisions of applicable laws to prevent accidents or injury to persons on, about or adjacent to any premises where work is being performed.

3.2.4 Cleaning Up: Contractor shall ensure that project work sites are maintained in a clean and orderly fashion. Immediately after completion of the work, Contractor shall clean up and remove all refuse and unused materials resulting from the work. Upon Contractor's failure to do so within twenty-four (24) hours after having been notified in writing by the County, the work may be done by others at the direction of the County and the cost thereof charged to Contractor and deducted from any payments due.

3.2.5 No Smoking: Contractor shall not allow Contractor's or sub-Contractor's employees to smoke inside any County facilities, except as may be explicitly permitted by the County.

3.2.6 Security and Access Restrictions: Access to County facilities will be restricted to personnel who have received a security clearance from the County. Access may also be restricted with respect to the time and day. Restricted access shall not result in additional charges to the County for overtime or schedule delays. However, the County shall provide to Contractor and its agents access to its facilities, information and equipment as is reasonably necessary for Contractor to perform its obligations under this Contract. Any County property furnished to Contractor shall be used only for the performance of this Contract.

- 3.2.7 Storage of Materials: It shall be Contractor's responsibility for storage of any materials and the County will not be responsible for loss of or damage to materials, tools, appliances, or work arising from acts of theft, vandalism, malicious mischief or other causes unless such loss or damage results from negligence of the County.
- 3.2.8 Risk of Loss: The Contractor shall bear the risk of loss or damage to the purchased hardware during the period of transportation and storage until acceptance.
- 3.2.9 Loss or Damage: Contractor shall be responsible for any loss or damage to County property which results from Contractor's acts or omissions or from the failure on the part of Contractor to maintain and administer in accordance with sound management practices that property. Contractor will ensure that the property will be returned to the County in like condition to that in which it was furnished to Contractor, reasonable wear and tear excepted.

Upon the loss of, destruction of, or damage to any of the County property, Contractor shall notify the County Project Manager thereof and shall take all reasonable steps to protect that property from further damage.

4. ACCEPTANCE TESTING

4.1 Right to Perform Acceptance Testing:

Prior to Accepting the System, the County shall have the right to perform Acceptance Testing. Acceptance Testing shall be completed at County-designated facilities using the System software and County Infrastructure and data (if County-Hosted) or the Infrastructure/data located at the Contractor's designated Contractor-hosted site.

4.2 Obligations of Contractor in Acceptance Testing:

Contractor shall cooperate with the County in the development of Acceptance Criteria and the Acceptance Test Plan that shall codify and set forth the location, date, and other specifications of the Acceptance Tests. Specifically, Contractor shall provide the following Services and material:

- 4.2.1 Sufficient training for County personnel to create and maintain Acceptance Test Scripts with the assistance of the Contractor and,
- 4.2.2 Qualified Contractor staff to assist County personnel to complete the required Acceptance Testing, and
- 4.2.3 Non-System equipment, software and system documentation required to complete Acceptance Testing.

4.3 Acceptance Criteria and Acceptance Test Plan:

The County agrees to establish the Acceptance Criteria in writing in an Acceptance Test Plan for the purpose of conducting Acceptance Testing. Acceptance Criteria and the detailed Acceptance Test Plan shall be finalized and agreed by Contractor and the County, and shall be incorporated into the Statement of Work and thereby into this Contract.

The Acceptance Test Plan shall include the following types of Acceptance Tests, each of which shall be considered successfully completed when the County issues a Certificate of Acceptance for all the specific Products or Deliverables tested:

- 4.3.1 Installation Acceptance Testing shall include installing and configuring System Equipment at its final/permanent locations along with verifying the connectivity of all System components. System Equipment and Equipment components must perform within Original Equipment Manufacturer (OEM) specifications and the Specifications set forth in this Contract for the Installation Testing to be considered successfully completed.
- 4.3.2 System Configuration Acceptance Testing shall demonstrate that the System operates as specified in the Contract after Configuration specific to the County (e.g., custom fields, fee schedules, validation tables, Contractor customization, workflow processes implemented, interfaces, mobile components, citizen portal, etc.) have been configured or developed as appropriate. System functions must perform as specified in the Contract; components integrated, and the System customized and configured as required for the System Configuration Testing to be considered successfully completed.
- 4.3.3 Data Conversion Acceptance Testing shall demonstrate that the System operates as specified in the Contract after data (e.g., historical data, documents, system tables, fees, etc.) have been converted to the new system. System functions must perform as specified

in the Contract after County selected information in the existing Tidemark system has been successfully converted into the System for the Data Conversion Acceptance Testing to be considered successfully completed.

- 4.3.4 User Acceptance Testing shall demonstrate the correct operation of the System's functions as specified in the Contract, including all of the Interfaces, System configurations, data conversion, mobile components, citizen portal, security, fees, and workflows, etc. System functions must perform as specified in the Contract for the Functional Acceptance Testing to be considered successfully completed.
- 4.3.5 Failover and Throughput/Projected Load Acceptance Testing shall include placing a load on the installed System comparable to the maximum anticipated System load and demonstrating over a specified time period that the System Response Times users would experience are compliant with the requirements in the Contract. System Response Times must meet the metrics in the Specifications during the peak System loads experienced during the Throughput/Projected Load Acceptance Testing and the Failover Testing must be successful for this test to be considered successfully completed.
- 4.3.6 Reliability Acceptance Testing includes operating and monitoring the complete System in a live production mode for a period of ninety (90) consecutive Calendar Days during which the System performs without any major failures of Equipment (provided by Contractor), Software, and/or System functions and capabilities for the Reliability Testing to be considered successfully completed. Major Failures are defined as System failures that result in a Level 1 or Level 2 Severity System Error as defined in Exhibit J – POSSE Software Maintenance Agreement, of this Contract. The County's use of the System during the Reliability Testing period shall not be interpreted as Acceptance of the System by the County. The System repair and Maintenance procedures in effect during the Reliability Testing must be the same repair and Maintenance procedures that will be in effect during normal System operation after Final System Acceptance. Because the System will be in production mode during the Reliability Testing period, the Contractor will not be afforded full access to the System to fix any encountered problems. Forced shutdowns of the System to replace or gain access to failed components must only occur with the express written permission of County representatives. This access may not be granted until proper arrangements have been made to secure System databases and work in progress and to ensure that production is not adversely affected. Failures that are not attributable to the System as provided by the Contractor are not charged against the Acceptance Testing period. If such Failures occur, the Acceptance Test will be suspended until the problems are corrected.
- After the condition that caused a Major Failure is remedied, the Reliability Testing period is restarted from the beginning and the System must operate for another ninety (90) successive Calendar Days without any major failures for the Reliability Testing to be considered successfully completed.
- 4.3.7 The County will issue Final System Acceptance only after the successful completion of all of these individual Acceptance Tests and the Reliability Acceptance Test.

4.4 Procedure and Timetable:

Unless otherwise specified in the Statement of Work, the following procedures will be used for Acceptance Testing and are applicable to Acceptance Tests for single Deliverables or Products, components of the System, and the Reliability Acceptance Test:

- 4.4.1 The County shall commence Acceptance Testing no later than thirty (30) Calendar Days after receipt of a Deliverable;
- 4.4.2 Contractor shall provide, at no additional cost, reasonable and appropriate support, assistance, and consultation regarding the System to facilitate Acceptance Testing as provided in the Statement of Work;
- 4.4.3 Unless mutually agreed in writing by the Parties, Acceptance Testing for a specific Deliverable shall not exceed thirty (30) Business Days or other period as specified in the Acceptance Test Plan for a specific Deliverable or Acceptance Test. The County will make all reasonable efforts to complete the Acceptance Test within the time period specified. If errors are found in the software that result in receiving a fix from the Contractor, the clock will begin again giving the County thirty (30) business days from receipt of the fix to perform testing. If the Acceptance Test is successful the County shall issue a Certificate of Acceptance, a sample of which is attached as Exhibit F.

4.5 Failure of Acceptance Test:

The County will notify Contractor if a Deliverable or a portion of a Deliverable or the System fails to pass an Acceptance Test and will specify in reasonable detail the identified Failures and possible reasons for Failure. After County's notification, Contractor shall correct the Deliverable, or the affected portion, within ten (10) business days, or other period as mutually agreed upon in writing, and notify the County that the correction has been completed. After Contractor's correction notification, the County shall perform a second Acceptance Test. If the Deliverable, or portion of the Deliverable, fails to pass the second Acceptance Test, the County shall notify Contractor in writing, and the Contractor shall have a subsequent correction period of ten (10) business days to correct the Deliverable. If the Deliverable, or portion of the Deliverable, fails to pass the third Acceptance Test, the County shall notify the Contractor in writing, and the County may, in its sole discretion: (a) terminate the Contract or Statement of Work or Change Order with no further liability; (b) request Contractor to replace the Deliverable or defective portion of the Deliverable at no additional cost to the County, (c) request Contractor make further corrections to prepare for retesting again; (d) accept the Deliverable at a reduced cost to be negotiated between the Parties; or (e) issue an Acceptance Certificate entitled "Acceptance with Exception(s)."

- 4.5.1 If the County issues an "Acceptance with Exception(s)" the County will list the exception(s) and the date for Contractor's correction. If exceptions are corrected by the listed date(s), the County agrees to commence further Acceptance Testing of the Deliverable or affected portion(s). If the Deliverable passes the Acceptance Tests, the County will issue a Certificate of Acceptance.
- 4.5.2 If a Deliverable fails a second Acceptance Test (or in the event of a single Acceptance Test) in no event shall there be an increase to the original price agreed to by the Parties for the System.

4.6 Revocation of Acceptance:

The County shall have the right to revoke "Acceptance with Exception(s)" if the County granted an "Acceptance with Exception(s)" based on Contractor's commitment to correct the Error within a reasonable period of time, but the defect has not been so corrected.

The County shall also have the right to revoke Acceptance if the County accepted the System or the Deliverable without discovery of the defect, and the Acceptance was reasonably induced by Contractor's assurances or by the difficulty of discovery of the defect before Acceptance. Revocation is effective only if it occurs within a reasonable time after the County discovers or should have discovered the reasons for revocation.

4.7 No Waiver:

Acceptance shall not relieve Contractor from its responsibility under any Warranty. Payment for Products, Services, or the System does not constitute Acceptance nor does it constitute a waiver of any Warranty applicable to the County.

5. PUBLIC CONTRACTING

5.1 Public Contracts:

Contractor shall observe all applicable state and local laws pertaining to public contracts. RCW Title 39 Public Contracts and Indebtedness, requires every public contract to contain certain provisions. Pursuant to those chapters, the following provisions shall be a part of this Contract, as applicable:

5.1.1 Pursuant to RCW 39.04.250, on every public contract, Contractor shall make payment promptly, as due, to all persons supplying to Contractor labor or material for the performance of the work provided for in the Contract.

5.1.2 Pursuant to RCW 49.46.130 (1), Except as otherwise provided in this section, no employer shall employ any of his or her salaried employees for a work week longer than forty hours unless such employee receives compensation for his or her employment in excess of the hours above specified at a rate not less than one and one-half times the regular rate at which he or she is employed.

6. TRAVELS

6.1 Reimbursement:

Contractor may be reimbursed, upon advance written approval by authorized County personnel, for certain expenses incurred in connection with personnel assigned to provide services for the County on the County's site. All invoices shall be accompanied by original receipts and any additional backup that may be appropriate. Reimbursement will be made based on the following guidelines:

- 6.1.1 Commercial Air Travel: Commercial air travel reservations are to be arranged based on the lowest coach fare available within a reasonable time frame surrounding the desired arrival or departure time. The County shall reimburse Contractor for one round trip to the subject work location, unless otherwise agreed to by the County in writing. When possible, air travel arrangements should be reserved at least fourteen (14) to twenty-one (21) days in advance. Direct billing for commercial air travel is NOT permitted; however, County may elect to arrange travel reservations on behalf of Contractor personnel. Weekend travel is not reimbursable, unless otherwise agreed to by the County's Project Manager in writing. In the event weekend travel is reimbursed, such reimbursement shall be made based on an amount up to and in lieu of any authorized per diem amounts and, if applicable, any other daily expense reimbursement.
- 6.1.2 Rental Cars/Surface Transportation: Contractor shall choose the most economical mode of transportation. Vehicle rental will be reimbursed based on a minimum ratio of one (1) compact auto per two (2) Contractor personnel. Reimbursement for vehicle rental will not be approved for Contractor personnel falling below that ratio. Cost for additional insurance is not reimbursable, nor will reimbursement be permitted for fuel obtained at a vehicle rental agency. County does not assume any liability of any type in connection with rental vehicles reserved or operated by Contractor personnel. Direct billing for rental vehicles is not permitted. If the County's Project Manager elects to provide a per diem for auto rental, such per diem shall be the same per diem as allowed for County employees. The County will reimburse Contractor personnel for surface transportation such as taxicabs, shuttles, and mass transit, at actual cost when reimbursement requests are accompanied by original receipts.
- 6.1.3 Lodging: Contractor shall arrange for their own lodging. The County will reimburse Contractor per individual for daily lodging expenses based on County per diem rates; such per diem shall be the same per diem as allowed for County employees.
- 6.1.4 Meal and Incidental Expenses (M&IE): The County will provide per diem for each full day (eight hours) worked for Contractor personnel assigned to deliver Services. The County per diem rate shall apply.
- 6.1.5 Personal Entertainment: Expenses incurred for personal entertainment while traveling on the County business are not reimbursable. Personal entertainment includes items such as in-room movie charges, sightseeing, attendance at sporting events, reading materials, birthday gifts, haircuts, etc.

7. EXECUTION

This Contract may be executed in counterparts, and each counterpart, when executed, shall have the efficacy of a signed original. Photographic, digital or electronic copies of such signed counterparts may be used in lieu of the originals for any purpose.

IN WITNESS WHEREOF, the County and Contractor have caused this Agreement to be executed.

CONTRACTOR

By: _____

Title: _____

Date: _____

CLARK COUNTY

By: _____

Date: _____

Approved as to form only:

Deputy Prosecuting Attorney

Attest:

Clerk to the Board

8. LIST OF EXHIBITS

Exhibit A: Contractor's Price

Exhibit B: Contractor's Response to County RFP #666

Exhibit C: Statement of Work

Exhibit D: POSSE One-Time Perpetual Software License Agreement

Exhibit E: POSSE Annual Product Support Agreement

Exhibit F: County RFP # 666 (including any addenda issued)

Exhibit G: Sample Change Order

Exhibit H: Sample Status Report

Exhibit I: Sample Certificate of Acceptance

Attachment 1 – Tidemark-to-POSSE Process Mapping

Computronix Statement of Work ATTACHMENT 1

POSSE Job Type	Tidemark	Comments
Animal Control	PLI Pet License	
Animal Control	OID Pet Owner ID	Many-to-many relationships between pet owners and multiple pet licenses is handled directly by POSSE. No separate job type is required.
Animal Facility License	FAC Facility License	
Animal Facility License	FID Facility ID	Facility ID in Tidemark will be handled by POSSE's relationship between the facility object and address/parcel.
Building Permit	BSN Building Only Sign Permit	
Building Permit	COM Commercial Building Permit	
Building Permit	FIL File Number	
Building Permit	MFR Multi-family Residential Permit	
Building Permit	MOH Mobile Home Placement Permit	
Building Permit	MSC Miscellaneous Building Review	
Building Permit	PCK Single Family Plan Review Only	Do not convert to POSSE
Building Permit	RES Residential Addition/Alteration	
Building Permit	ROW Right of Way/Road Cut	
Building Permit	SFR Single Family and Duplex - New	
Building Permit	SGN Sign Review	
Demolition Permit	DMO Demolition Permit	
Mechanical Permit	MEC Mechanical Permit	
Plumbing Permit	PLB Plumbing Permit	
Bulk Permits	LTD Limited Trade Project	
Bulk Permits	MTD Master Project Limited Trade Permits	
Bulk Permits	RSW Limited Trade Roofing Siding Windows	
Pre-Submittal	PAC Preapplication Conference	
Land Use Review	APL Appeal/Appeal to the Board	
Land Use Review	BLA Boundary Line Adjustment	
Land Use Review	DEV Master Project	
Land Use Review	CPZ Comp Plan Change/Rezone Text Change	
Land Use Review	CUP Conditional Use Permit	
Land Use Review	FLD Final Land Division	
Land Use Review	FSR Final Site Plan Review	
Land Use Review	GOR Gorge Review	
Land Use Review	HOC Home Occupation/Small Business Permit	
Land Use Review	HST Historic Preservation	
Land Use Review	MZR Misc Zoning Review	
Land Use Review	PLD Preliminary Land Division	
Land Use Review	PSR Preliminary Site Plan Review	
Land Use Review	PST Post Decision Review	
Land Use Review	PUD Planned Unit Development/Master Plan	
Land Use Review	SHR Shoreline Permit	
Land Use Review	VAR Variance	
Complaint	CDE Code Enforcement	Cases that have been received as complaints. The Complaint job type will provide a consolidated point of entry for several types of complaints
Complaint	APC Animal Protection Complaint	

Computronix Statement of Work ATTACHMENT 1

Code Enforcement Case	CDE Code Enforcement	Cases that have been determined to have a violation. In the same way as we recommended a consolidated Complaint job type, we recommend a consolidated Code Enforcement job type, shared among departments.
Code Enforcement Case	CWP Clean Water Program	
Code Enforcement Case	ENF Code Enforcement File	
Engineering	CRA Critical Aquifer Recharge Areas	
Engineering	DIN Development Inspection	
Engineering	ENG Engineering Plan Review & Inspection	
Engineering	EVR Engineering Variance	
Engineering	FLP Flood Plain Permit	
Engineering	GEO Geologic Predetermination	
Engineering	GRD Grading Permit	
Engineering	SWI Storm Water Monitoring Inspection	
Utility Work in Public ROW	PWU Utility Work in Public Right-of-Way	
Environmental	CWP Clean Water Program	
Environmental	ESE Environmental Services Enforcement	
Environmental	EVP Environmental Services File	
Environmental	FOR Forest Practices	
Environmental	FWP Final Wetland Permit	
Environmental	HAB Habitat Review	
Environmental	MON Wetland/Habitat Monitoring	
Environmental	OPS Open Space	
Environmental	SCI Clean Water Source Control Inspection	
Environmental	WET Wetland Permit	
Fire Permit	BRN Burning Permit	
Fire Permit	FRW Fireworks Permit	
Fire Inspections	FRI Fire Review and Inspections	
Converted Cases	CNV Converted Cases	
Impact Fees	IFC Impact Fee Calculation	
SEPA	SEP State Environmental Policy Act	Related workflow that may be embedded in the workflow of other job types
Notes on Parcel Object	PIT Parcel Information Tracking	This will not be a separate job type but will be handled as notes attached to a Parcel or Object.
Conditions on Jobs	COA Conditions of Approval	County hasn't used COA case type to date, but some staff would like to begin using it in Tidemark, prior to implementing the new system. If so, this will not be handled as a separate job type but rather as a condition related to a POSSE job.
Checklist items on Jobs	UTC Utility Connection	Done by City on County's existing Tidemark system. Tracks inspection and payment of water/sewer fees. Unincorporated areas only. Handle as checklist items on the building permit job type.
Checklist items on Jobs	SWC Sewer Connection	Same as UTC

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Tab	Row	Category: Case Hierarchy	In Scope?	Customization?	Note
1	1	Ability to support the case hierarchy - which means that there is a link between all of the levels: Case hierarchy in Clark County is as follows:	No	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS fully supports case hierarchy by using Projects and sub Projects for the applications and permits. POSSE LMS does not currently contain the
1	2	Retain the link between all levels in the case hierarchy forever and provide the ability to query at any level.	Yes	No - Out of Box	Standard in POSSE LMS All hierarchical relationships in POSSE LMS are retained forever and can be queried.
1	3	System integrates with County GIS system for parcel addressing validation for both new and existing parcels	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS comes with a built-in map viewer that will be integrated with the County's enterprise GIS database as part of the project. POSSE LMS integrates seamlessly with an ESRI ArcGIS Server solution. The ArcGIS map display is built upon the JavaScript API for ArcGIS Server, which allows interaction between POSSE LMS and the ArcGIS Server environment. Extensions have been developed which can significantly increase the integration between the GIS and POSSE. The map interface does not require any specialized services or configuration. It consumes standard ArcGIS Server map services, geocoding services, and geometry services. Leveraging the power of GIS, staff can dictate workflow assignments, determine recipients of letters using buffer areas around chosen parcels or addresses, determine referral agencies for plan reviews, determine active and past activity from a point or polygon on a map, and default new application or job information from GIS information.
1	4	Includes unit-level addressing (condos, apartments, etc.)	Yes	No - Out of Box	Standard in POSSE LMS In addition to Parcels, the following entities can also be addresses in POSSE LMS: Buildings, Entryways, Suites and Street Segments.
1	5	Allows multiple address types (mailing, physical) associated with a parcel	Yes	No - Out of Box	Standard in POSSE LMS The physical address of the parcel can be tracked as well the mailing address of the parcel's owner.
1	6	Tracks parent/child parcel relationships	Yes	No - Out of Box	Standard in POSSE LMS A parent / child relationship can be tracked in POSSE LMS for parcels.
1	7	Stores user-defined parcel ID and information.	Yes	No - Out of Box	Standard in POSSE LMS Every parcel has a Parcel ID (which can be auto-set or user defined) and a number of other details (e.g. Legal Description, Area, Account Number, etc)
1	8	Ability to attach a permit/case to a geographical point when no parcel information is available. For example, a parcel number is not yet assigned or the case/permit is not against a parcel.	Yes	No - Out of Box	Standard in POSSE LMS A "Location" entity is used in POSSE LMS in place of a parcel when the parcel information is not yet known. GIS information can certainly be attached to this Location.
1		Ability to transfer permits/cases attached to a geographical point (when no parcel information is available) to a parcel.	Yes	No - Out of Box	Standard in POSSE LMS Once the Parcel is known, the Location entity can simply be replaced with the actual Parcel.
1	9	Permits can be tied to more than one parcel.	Yes	No - Out of Box	Standard in POSSE LMS A Permit in POSSE LMS can have multiple Parcels (and a Parcel can have multiple Permits).

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1	10	Ability to change the name of a project (e.g. Brighton Woods to Hickory Run) storing both the old and new name. Both the old and new names should be searchable.	Yes	Yes - Minimal	Can be configured in POSSE LMS The system certainly allows users to change a name of a project, and the change is recorded in the audit history. The "Project Search" in the system does not currently search on the old names. The configuration effort needed for this requirement is included in the project cost and schedule.
1	11	Ability to integrate into Outlook. This includes due dates for review processes and events, reminders, and follow-up for critical tasks.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS contains the ability to set a Due Date for any process, and further audit trail stamps to indicate who has been assigned to the task, and whether or not they have actually yet started the task. POSSE also integrates with Microsoft Exchange (or any other email system). The POSSE Scheduler (Process Server) and out-of-the-box Toolkit procedures are used for sending time-triggered "reminders" and "ticklers" via email.
1	12	Manage and track project changes, effective dates, etc. Maintain history of original data and changes.	Yes	No - Out of Box	Standard in POSSE LMS All changes to Projects in POSSE LMS are audited and can be reported on.
1	13	Includes contact management functions allowing searchable and viewable information of phone calls, emails and attachments sent, contact information (e.g. contractor, sub-contractor, architect, and owner), etc.	Yes	No - Out of Box	Can be configured in POSSE LMS POSSE LMS contains general note functionality on Projects that can be used to track this type of activity. All notes are fully searchable.
3	1	Provide Web-based portal which allows citizens the ability to:	N/A	N/A	
3	2	· View a project, permit/case information and related documentation	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS web portal for citizens allows registered users to log in and view information about their project, including attached documentation.
3	3	· Schedule, view (by inspector/requestor, date), cancel inspections and view inspection results	Yes	No - Out of Box	Standard in POSSE LMS Inspections can be requested, viewed and cancelled from the POSSE LMS web portal.
3	4	· Submit applications, requests for information, complaints, etc.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS web portal allows users to self register and then enter and submit applications and complaints. Unregistered users
3	5	· Pay fees, fines and violations and see account history	Yes	No - Out of Box	Standard in POSSE LMS Users are prompted to pay fees and fines on the POSSE LMS web portal. All activities are tracked and can be viewed by the user.
3	6	· Ability to view account history	Yes	No - Out of Box	Standard in POSSE LMS As mentioned above, all activities on the web portal are tracked and the user can drill down to see these activities completed over time.
3	7	· Access and print approved permits, licenses and documentation	Yes	No - Out of Box	Standard in POSSE LMS The ability to view and print off an approved permit is currently under development in POSSE LMS. It will be ready for the County by the time the project would begin.

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3	8	Apply for a new, renew and existing or pay for a pet license	Yes	Yes - Minimal	Can be configured in POSSE LMS The POSSE LMS system does not currently contain a module for pet licensing. The effort to build this, which would include a public facing web portal, is included in the project cost and schedule. Computronix has built pet licensing systems for other clients in the past and therefore has in-house knowledge about this business area.
3	9	Once request is submitted, system will auto notify requestor of receipt of request	Yes	No - Out of Box	Standard in POSSE LMS A confirmation screen is shown to the submitter indicating that the request has successfully been submitted and received. Additionally, an automatic email can be set up by the system administrator to be sent to the applicant upon submission.
3	10	When a request is submitted through the citizen portal, the system assigns a tracking number. For example, an online plumbing permit application receives a tracking number. Once the case/permit is created, it also has a permit number.	Yes	No - Out of Box	Standard in POSSE LMS When an application is started in POSSE LMS, the system assigns a unique number (e.g. Permit Number) to the application right away. This allows the customer to reference a number if they are having trouble entering the application online, and the internal staff can then pick up their application quickly to see what is wrong.
3	11	Ability for a registered users to update information about their pet, application or permit.	Yes	No - Out of Box	Standard in POSSE LMS As indicated in Requirement 8, Pet Licensing will be built for the County, and the functionality requested here will be included.
3	12	If an on-line request for service is received for a property outside the County's jurisdiction, a message will be displayed indicating the property is outside the County and provide a link to the appropriate jurisdiction. Note: different requests have different boundaries. For example, Single Family residential permits are only issued on property within Clark County. But, Pet Licenses can be on either City or County parcels.	Yes	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote). The requirement listed here is a fairly specific requirement to the County, and as such, will need to be configured in POSSE LMS. The boundary parameters will need to be understood and then configured into the system, either through address properties or through GIS. We look forward to working with the County to fully understand this requirement and deliver a solution if they desire.
3	13	System can be configured to auto create a case and initiate workflow upon receipt of a request. For example, an online application, complaint or inquiry.	Yes	No - Out of Box	Standard in POSSE LMS All requests submitted in POSSE LMS from the web portal kick off a workflow with all the submitted data, ensuring the first workflow task is assigned to an internal staff user (or group of users).
3	14	Citizen access system supports user self-registration and account activation and communication methods.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS web portal allows users to self register in order to create an account - no intervention from internal staff is needed to register. Once registered, they can update their account (if needed) and methods of communication.
3	15	Ability to accept comments during a public comment period on Land Use or Permit actions and incorporate those comments into County Documents (staff reports, letters, etc.)	Yes	No - Out of Box	Standard in POSSE LMS The E-Referral module included in POSSE LMS allows for public feedback to be received on applications.

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3	16	Ability for the County to create on-line applications with custom fields, and validation rules.	Yes	No - Out of Box	Standard in POSSE LMS Certain users with the correct permissions can use the POSSE Stage configuration environment to quickly capture business rules as metadata and dynamically generate end user screens on-the-fly at run-time based on these rules. Note that the configuration included in the price quote will be completed by Computronix as part of the project, and the County will have full access to the Stage environment post project to perform their own configuration.
3	17	Ability for developers to view all Traffic Impact Fee (TIF) credit accounts by TIF district.	Yes	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS does not contain functionality out of the box to handle TIF's. Computronix would like to work with the County to fully understand the TIF requirements and deliver a solution.
3	18	Ability to attach documents to online applications, at any point in the process. For example, the county can attach standard detail forms to an online application, the county can attach new documents when returning a completed review, users can attach documents when submitting an application.	Yes	No - Out of Box	Standard in POSSE LMS In POSSE LMS, system administrators can include document templates as part of an application type. Citizens can then upload documents as part of the application submission. Internal staff can then upload new documents for citizen review if desired, and then send the application back to the citizen (on the web portal) for further review.
3	19	Ability to transfer data from an application that is submitted on-line and populate the appropriate fields in the system.	Yes	No - Out of Box	Standard in POSSE LMS In POSSE LMS, this requirement is met by the very fact that the application is the container for the data in the system. There is no need to transfer the online application data to system data, since it is all in the same database, in the location where it needs to be.
3	20	Multiple "Over-the-counter" permits/licenses/reviews can be applied for, put in a shopping cart, paid for with one payment, and issued with no human interaction/ review. For example, an applicant could purchase a plumbing permit, pay for a code enforcement fine, and license their dog all in one transaction and receive printable permits/licenses all without ever coming into the office.	No	Yes - Minimal	Can be configured in POSSE LMS A shopping cart is available in POSSE LMS to allow applicants to pay for multiple applications at the same time. Additional configuration will need to be done to automatically issue certain types of application submissions and provide a printable permit. This functionality is currently on the roadmap for POSSE LMS.
4	1	Supports flat fees. A flat fee is charging \$53/permit as an issuance fee.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS Finance provides a Fee Schedule component that is highly configurable. Fee amounts for multiple fee types can be static or based on multiple pieces of business data. Conditions for and timing of fee creation can also be configured. Effective dated G/L Accounts for Revenue, A/R or Tax can be specified at the Fee Type level.
4	2	Supports calculation of cumulative fees. A cumulative fee is charging \$20 for the first sprinkler head and \$5 for each additional sprinkler head.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable. In the example given here, a fee expression could easily be written in the Fee Schedule to support the cumulative fee calculation.
4	3	Supports calculation of tier based fees. A tier based fee is charging \$1.20 for 0-100 square feet of grading, \$1.10 for 101-1,000 square feet of grading, etc.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable. In the example given here, a fee expression could also easily be written in the Fee Schedule to support the tier based fee calculation.

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4	4	Supports calculation of if/else fees. An example of an if/else fee is: if a wetland application is submitted concurrent with a site plan review, \$2K is charged. If the wetland application is submitted as a free standing application, \$3K is charged.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable. In the example given here, a "Condition" could be configured based on whether or not it is a free standing application. Conditions allow for different fee amounts to be used when determining the fee.
4	5	Supports calculation of fees based on square feet, number of units, valuation, disturbed area, etc.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable based on business data. In the example given here, the fee calculation expression would simply reference business data when determining the fee.
4	6	Ability to create fees based on user defined calculation variables. For example, use a flat fee, increase it by a user defined percentage and add a tiered fee to the result. This calculation is saved and reportable/viewable.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable and allows administrators to create, update and view fees.
4	7	Ability to automatically calculate a flat fee based on a specific task. For example: for a environmental enforcement case the system would automatically assess \$100 for each inspection, \$200 for a recording fee and \$50 for each letter sent.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable and allows for the timing of fee creation to be configured. In other words, a fee can be set up to trigger based on the occurrence of a specific task.
4	8	Ability to capture a 'receipt date' for a permit/project and calculate fees based on that date. For example, calculate a building inspection fee on 1/5/2014 based on the building plan receipt date of 11/15/2013.	Yes	No - Out of Box	Standard in POSSE LMS As described in Requirement 1, the Fee Schedule is highly configurable and fee amounts can be based on business data. Since a receipt date is simply business data, it can be referenced in the fee expression and used to determine the fee amount.
4	9	System comes with an automated process to upload and map Uniform Building Code fees from the ICC (International Code Council) into the system on a regular basis.	Yes	Yes - Minimal	Can be configured in POSSE LMS The Fee Schedule component in POSSE LMS does not currently contain an import function to handle this requirement. This function can be configured in POSSE LMS to handle this requirement, and has been included in the project cost and schedule.
4	10	Ability to create the following types of fees: - Flat fee - Cumulative Fee - Tiered Fee - If/Else Fee - Formula Fee	Yes	No - Out of Box	Standard in POSSE LMS All fee types described can be set up and maintained in the Fee Schedule component built into POSSE LMS.
4	11	Create fees, associate them with specific Land Use Projects, Permits, Scope of Work or Impact Fee District.	Yes	No - Out of Box	Standard in POSSE LMS When a fee type is created in POSSE LMS, it must be associated to a data source (e.g. Permit Type, Planning Application, etc).
4	12	Ability to copy/clone all information used to create or maintain a fee from one permit type to another permit type. This includes: fee type, description, amount, formula, effective/expiration dates, accounting codes, etc.	No	Yes - Minimal	Can be configured in POSSE LMS The Fee Schedule component does not currently contain a function to copy a fee type from one data source to another. Based on a demo, the County has indicated that copying and pasting fee information manually is sufficient.
4	13	Ability to change one or multiple pieces of fee information that has been cloned/copied.	Yes	No - Out of Box	Standard in POSSE LMS Once a fee type has been copied (via the function to be built in above requirement), it would be able to be modified as all other fee types are.

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4	14	Ability to identify a fee or group of fees as 'waived' (customer is not charged) for a specific time period. However, the waived fee must print on the invoice as a negative amount and that amount is associated with a specific G/L account.	Yes	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) The Fee Schedule component does not currently have the ability to waive a fee for a certain period of time. This can certainly be configured, and is included in project cost and schedule.
4	15	Support at least 500 different fees.	Yes	No - Out of Box	Standard in POSSE LMS The maximum number of fees is virtually unlimited in POSSE LMS.
4	16	Ability to set an effective date and expiration date for all fees in the Test/Production database.	Yes	No - Out of Box	Standard in POSSE LMS All fee schedules in POSSE LMS have an "Effective Start Date" and an "Effective End Date".
4	17	Ability to enter a fee description and County Code reference field.	No	Yes - Minimal	Can be configured in POSSE LMS A "Fee Description" must be entered for all fee types. A County Code field is not currently contained in POSSE LMS out of the box, but it certainly can be easily added.
4	18	Ability to set up multiple effective/expiration dates for fees. For example, a fee increase will be effective 1/1/14 and another one will be effective 6/1/14. Need ability to set up both new fees with effective/expiration dates.	Yes	No - Out of Box	Standard in POSSE LMS As also described in Requirement 16, effective start and end dates can be set up for fee schedules in POSSE LMS, which would allow the County to support this requirement. A "Clone Fee Schedule" function is built in to POSSE LMS which allows for easy creation of a new fee schedule, with new effective dates.
4	19	Ability to group fees by Land Use Project types, permit type, calculation type, effective/expiration date.	No	Yes - Minimal	Can be configured in POSSE LMS Currently, fee types are grouped by the Fee Schedule they belong to in POSSE LMS. Additional configuration can be done to allow fee types to be grouped in a different way. Based on a demo, the County has indicated that the existing LMS fee grouping functionality is sufficient.
4	20	Ability to change all the fees in a group by entering the new value once and having it ripple through all the fees in the group. For example a group of fees could increase/decrease by a percentage or by a flat dollar amount.	Yes	No - Out of Box	Standard in POSSE LMS The fee calculation expressions can be written in such a way that they calculate based on a set factor if desired. The factor could either be a percentage or a flat amount.
4	21	System allows fees to be split between multiple G/L accounts. For example, the Fire Marshal review fee is associated with both the Fire Division G/L account and the Building Division G/L account.	Yes	Yes - Minimal	Can be configured in POSSE LMS Currently, fee types in POSSE LMS are linked to a single G/L account. This link can certainly be enhanced to allow for multiple G/L accounts if needed. This effort is included in project cost and schedule.
4	22	Ability to query and report on all fee related information by: - Effective/expiration date - Fee groups - Calculation type (flat, tiered, cumulative, if/else)	Yes	No - Out of Box	Standard in POSSE LMS All fee information is available in the API data views in POSSE LMS, and can be reported on.
4	23	Ability to move fees from Test to Production so they don't have be entered twice.	Yes	No - Out of Box	Standard in POSSE LMS A "Metadata Transfer Tool" comes with POSSE LMS and provides the ability to move data, including fee schedules, from one environment to another (e.g. from Test to Production).

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4	24	Ability to track all changes to all information associated with a specific fee. For example: - User id - Date/Time stamp - Effective/expiration date - Fee amount - Reason for change - Projects/Permits connected the fee (before and after) - Before and after G/L codes	Yes	No - Out of Box	Standard in POSSE LMS All fee information can be audited in POSSE LMS, and all fee adjustments are tracked as separate transactions (which can be viewed later).
4	25	Ability to query and view fee history.	Yes	No - Out of Box	Standard in POSSE LMS All fee history is tracked and can be viewed.
4	26	All audit information captured in the system is viewable/reportable.	N/A	N/A	
4	27	Audit trail information is viewable by: - Date range - User id - Land Use Project - Permit - Reason for Change	Yes	No - Out of Box	Standard in POSSE LMS As noted above, this requirement is just for fees. All fee changes must be done through a "Fee Adjustment", and all the information listed in the requirement is viewable and can be reported on.
4	28	Audit trail/history shows if a fee calculated by the system has been changed, waived or deleted. It will show: - who changed it - reason for change - date/time of change - original and new fee amount	Yes	No - Out of Box	Standard in POSSE LMS Again, all fee changes must be done through a "Fee Adjustment", and all the information listed in the requirement is viewable.
4	29	Audit trail history is retained and viewable for the life of the system.	Yes	No - Out of Box	Standard in POSSE LMS All fee adjustments are retained and viewable for the life of the system.
4	30	Fees can be overridden by users with the appropriate security level. Audit trail is captured.	Yes	No - Out of Box	Standard in POSSE LMS Only users with the appropriate security can make a fee adjustment.
4	31	Allow user to create a fee estimate without creating a new project or permit. For example, a citizen wants to know what it will cost for a wetland review. The citizen is not submitting an application. The user can create and print an estimate without creating a new permit or project.	Yes	Yes - Minimal	Can be configured in POSSE LMS A "Fee Estimator" is not currently available in POSSE LMS, but it certainly can be configured.
4	32	Ability to associate fee estimates to a parcel for future reference.	Yes	Yes - Minimal	Can be configured in POSSE LMS The "Fee Estimator" configured above would be able to associated to a parcel for later use.
4	33	Ability to change the fee estimate into a permit.	Yes	Yes - Minimal	Can be configured in POSSE LMS The "Fee Estimator" configured above would be able to show a link that would automatically create a new permit of the permit type being estimated.
5	1	Ability to support multiple cashiering stations at different locations.	Yes	No - Out of Box	Standard in POSSE LMS The Teller application included with POSSE LMS allows users to cash in and cash out, which fully supports multiple cashiering stations.

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5	2	Ability to assess both a city and county sales tax on each transaction.	Yes	No - Out of Box	Standard in POSSE LMS Tax types and amounts are fully administrable by the system administrator. There can be multiple tax types set up for a fee type.
5	3	Ability to accept and record multiple tender types. I.E., cash, check, credit card, EFT, TIF credit, fee waiver, etc.	Yes	No - Out of Box	Standard in POSSE LMS The Teller application allows for many different types of tender to be collected.
5	4	Ability to record the denominations for each cash transaction. For example, if the invoice amount is \$100, and the applicant paid with 1-\$50 and 2-\$20 and 1-\$10, these denomination are recorded in the system.	No	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) When cashing out in Teller, the system prompts the user to indicate the denominations for all the cash collected. The Teller application does not ask for the denominations when collecting the cash.
5	5	Ability to record change for a transaction. For example, the applicant pays a \$90 invoice with a \$100 bill. The \$100 bill would be recorded as well as the \$10 change.	Yes	No - Out of Box	Standard in POSSE LMS When cash is collected in Teller, the system automatically displays the change due once the amount of cash received is entered.
5	6	Ability to accept multiple tender types on a single transaction. For example, cash, check, credit card, etc.	Yes	No - Out of Box	Standard in POSSE LMS When a payment is received in Teller, the cashier can choose several different types of tender for the single payment.
5	7	Ability to create a receipt/invoice from within the permitting application and re-print it. For example, user doesn't have to exit to a separate module to create/print a receipt/invoice.	Yes	No - Out of Box	Standard in POSSE LMS After a payment is made, the receipt is immediately available from both within Teller and POSSE LMS.
5	8	Ability to display and print multiple tender types on a single receipt.	Yes	No - Out of Box	Standard in POSSE LMS The receipt has the ability to display the tender types used to process the payment.
5	9	Ability to identify payment receipts by source such as cashier station, web, lockbox, etc.	Yes	No - Out of Box	Standard in POSSE LMS All payments recorded in Teller are linked to a session and a user account.
5	10	Ability to accept a partial payment or a payment plan. For example, a Traffic Impact Fee (TIF) payment plan requires 50% at time of building permit issuance and 50% at time of final occupancy.	No	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) Fees are currently set up in POSSE LMS to be fully paid prior to issuance. Configuration can certainly be done to relax this constraint and accept payments later in the workflow.
5	11	Ability to accept an overpayment and to either issue a refund or credit to a G/L account based on user defined tolerance.	Yes	Yes - Minimal	Can be configured in POSSE LMS Overpayments are certainly accepted in Teller and are automatically applied to the customer's pre-payment account and the G/L is updated. The customer can then use this account to pay for future amounts due. The system does not currently handle the ability to accept this overpayment based on user defined tolerances - it assumes the user will know whether or not to accept the overpayment. The effort to configure a user tolerance is included in project cost and schedule. In addition, configuration would also be done to allow for refunds to be issued from the pre-payment account.
5	12	Ability to move an overpayment from one project/permit to another project/permit.	Yes	No - Out of Box	Standard in POSSE LMS Overpayments in POSSE LMS are recorded per customer, and they can be applied to pay for other permits or projects for that customer.

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5	13	Ability to pay for multiple items at one time. For example, a pet license, 2 building permits, a violation, and a burn permit. The receipt must show a breakdown of each line item.	Yes	No - Out of Box	Standard in POSSE LMS The Teller application allows for the payment of multiple fees across multiple activities. For example, a customer could come in and pay for all of his outstanding permit applications, and this would be recorded as a single payment. The citizen web portal also allows for users to pay for multiple activities at once.
5	14	Ability to scan an image of the check and store it in the system.	No	Yes - Minimal	Can be configured in POSSE LMS Payments in POSSE LMS do not currently have the ability to have documents attached, but this can certainly be configured. Cashiers could scan a check locally and then upload the image into the system. NOTE: the assumption here is that this requirement only involves cashiers - not remote deposits.
5	15	Ability to place a priority on payments. For example, pay penalties first, case fees second.	No	Yes - Minimal	POSSE LMS does not currently track a priority order based on fee type.
5	16	Ability to establish an account for applicants with the ability to draw down as needed. For example, the local cable TV provider sends \$2,000 to the County to establish an account to pay for utility right of way permit. Each time a permit is purchased, the account is debited.	Yes	No - Out of Box	Standard in POSSE LMS Payments can be transferred to a customer's Pre-payment account, and the amounts can be stored there and used on future payments (which will draw down the amount in the account).
5	17	Ability for system to determine final amount due. For example, all fees, credits, refunds, waived fees would display on the invoice with a final amount due showing and would also show in the system.	Yes	No - Out of Box	Standard in POSSE LMS All fee amounts and fee adjustments (credits, refunds) are stored in the system and can be viewed and referenced in the system.
5	18	Ability for customers to make payments via an electronic device such as a Android, iPhone, etc.	Yes	No - Out of Box	Standard in POSSE LMS Citizens can certainly use their devices to access the web portal and make credit card payments via a third party provider (see requirement 19 below). If additional functionality is required to make payments from devices, Computronix welcomes the opportunity to explore this requirement with the County.
5	19	Allows payment of credit card convenience fees by the customer or the County.	Yes	No - Out of Box	Standard in POSSE LMS An interface to the County's choice third party payment provider will be configured as part of the project. This interface will be used to process credit card payments in POSSE LMS. See the "Costs" tab for the cost of this interface.
5	20	Ability to set up an Electronic Fund Transfer for recurring payments. For example, allow someone to pay for annual pet licenses renewals via EFT.	Yes	No - Out of Box	Standard in POSSE LMS An interface to the County's choice third party payment provider will be configured as part of the project. This interface will be used to process EFT payments in POSSE LMS. See the "Costs" tab for the cost of this interface.

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5	21	Ability to support the following G/L account number structure: 1011.000.521.322100.000.000000 1011 - Segment 1 (Fund) 000 - Segment 2 (Program) 521 - Segment 3 (Dept) 322100 - Segment 4 (Basub/Element) 000 - Segment 5 (Object Code) 000000 - Segment 6 (Reporting Category)	Yes	No - Out of Box	Standard in POSSE LMS The G/L accounts in POSSE LMS are very flexible and will be able to support the County's numbering structure.
5	22	Ability to capture notes by transaction. The notes field needs to be at least 50 characters long. The notes fields needs to be viewable/reportable.	No	Yes - Minimal	Can be configured in POSSE A "Notes" field is not currently available in POSSE LMS when collecting a payment, but it can certainly be configured.
5	23	All payments are recorded real-time on the project/permit.	Yes	No - Out of Box	Standard in POSSE LMS As soon as a payment is initiated in POSSE LMS, it is directly linked to the item that is being paid for (e.g. application, permit, project, customer, etc).
5	24	Create a dashboard showing who has been invoiced, who has paid and who has picked up related permit information for the day.	Yes	Yes - Minimal	Can be configured in POSSE A dashboard of this nature is not currently built in POSSE LMS, but can certainly be configured since all of the required data for this dashboard is available.
5	25	Link from the dashboard to the permit so the user can open the permit from the dashboard allowing them to print the appropriate paperwork for the customer.	Yes	No - Out of Box	When the dashboard requirement above is configured, there would certainly be a link to the permit.
5	26	Ability to void all or part of a transaction from a previous or current business day with appropriate security rights.	Yes	No - Out of Box	Standard in POSSE LMS . Teller enables adjusting entries to be posted against payments from the current or past business days. Adjustments made to payments in closed cashiering periods do not affect the balancing of those periods, and are fully audited.
5	27	Automatically send payments, voids and adjustments to the G/L.	Yes	No - Out of Box	Standard in POSSE LMS All payment transactions, including adjustments, are automatically recorded and tied to a G/L Account.
5	28	Cashiers cannot make corrections to a completed transaction once the payment is posted.	Yes	No - Out of Box	Standard in POSSE LMS Once a transaction has been completed (posted), no changes can be made to it as it is completed locked down. Only users with certain privileges can make payment adjustments, which is a separate transaction.
5	29	When an NSF is received, the NSF amount is applied to the Project/Permit as 'fees due'. When this occurs, a hold is placed on the Project/Permit until the payment is made.	Yes	Yes - Minimal	Can be configured in POSSE NSF's are certainly handled in POSSE LMS, but they are not currently configured to place a hold on the project or permit. The effort required to do this configuration is included in the project cost and schedule.
5	30	Ability for the system to recognize when a TIF credit account exists for Project/Permit. When the owner or authorized user of the TIF credit account pays a TIF fee, that payment first comes out of the TIF credit account. If there isn't enough money in that account, the applicant pays the difference.	No	Yes - Minimal	Can be configured in POSSE POSSE LMS does not currently contain functionality to track TIF credits. This would be configured in POSSE LMS, somewhat similar to the current pre-payment account functionality.

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5	31	Provide a balancing tool that shows the following by cashier: - Number of bills by denomination (\$1, \$5, etc.) - Number of coins by denomination - Ability to enter check numbers and amounts - Ability to enter credit card transactions by id and amount - Provides sub-totals by tender type - Overall total - Deposit total	Yes	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote). When Cashing Out and performing Daily Balancing in Teller, a balancing tool is provided which allows cash (by bill/coin denomination), checks, and credit to be balanced. Sub-totals and an overall total are provided, dependent on the user's security. Grids for entry of check numbers and credit card transactions can be configured in POSSE LMS, and is included in the optional price quote.
5	32	Ability to create a Trial Balance or Pre-Balance at any time during the day and retain the check and credit card information from the trial or pre-balance for the end of day balancing process.	No	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote). Teller's Daily Balancing feature enables trials to be created, retaining any balancing information entered to reduce re-entry of data during end of day balancing. If the Balancing Tool configuration is completed in the requirement above, POSSE LMS would certainly retain the check and credit details for end of day balancing.
5	33	Provide cashier with ability to designate whether they want to do a Trial or Pre-Balance or whether they're closing the register for the day	Yes	No - Out of Box	Standard in POSSE LMS . Teller's Daily Balancing feature enables a trial batch to be created and later retrieved for end of day balancing.
5	34	Once the register is closed for the day, prevent new transactions or changes to existing transactions for that register for that day.	Yes	No - Out of Box	Standard in POSSE LMS . Once a Teller drawer session is closed, it cannot be used for additional payments. Adjustments to existing payments are subject to appropriate security and are fully audited.
5	35	Ability for cashier to change physical locations during the day with their associated receipting activity. For example, Sally opens the day at station 1. At noon, she moves to station 2. All her activity goes with her.	Yes	No - Out of Box	Standard in POSSE LMS . A user is associated with a "drawer session" which can move with the user if they switch to a different physical location or computer during their session.
5	36	Ability to create a report that shows cash received by the system and compares it to the cash input on the balancing sheet and highlights the differences.	Yes	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote). Teller's Cash Out and Daily Balancing features display cash discrepancies to users with appropriate security. A report can easily be created to highlight and print the discrepancies.
5	37	Ability for cashiers to make notes during the balancing process. These notes would be recorded with the deposit.	Yes	No - Out of Box	Will be standard in POSSE LMS . Balancing notes are in the Teller product path and will be available prior to project development start.
5	38	Ability to attach a date that a deposit is recorded in the G/L. This is necessary because sometimes the physical deposit occurs the after the funds are posted to the G/L.	Yes	No - Out of Box	Standard in POSSE LMS . Teller's daily balancing feature tracks the physical balancing date as well as effective date. The G/L Interface separately tracks when each transaction is posted to the G/L.
5	39	Ability to create a check register that includes: check number, receipt number and dollar amount of the check.	Yes	No - Out of Box	Standard in POSSE LMS . Teller's various Tender Detail reports list check transactions and show the receipt number and check number of each.
5	40	Ability to see payment history (including the check image) from a Project/Permit.	Yes	No - Out of Box	Standard in POSSE LMS All payments are linked to the item they are paying for, which would be the Project or the Permit. The check images would also be available once the configuration is completed as per Requirement 14.
5	41	System shall provide audit trails to assure the following:	N/A	N/A	

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5	42	1. Transactions are not deleted	Yes	No - Out of Box	Standard in POSSE LMS Transactions cannot be deleted in POSSE LMS. In addition, all data is audited in POSSE, including deletes.
5	43	2. Changes to a transaction are tracked by date/time, user id and before/after action	Yes	No - Out of Box	Standard in POSSE LMS Payment adjustments and voids are all tracked in detail.
5	44	3. Ability to create audit trail reports by user defined parameters. For example, user id, date range, register, etc.	Yes	No - Out of Box	The ability to create these reports in POSSE LMS is definitely there, as all of the audit data is available.
5	45	Ability to designate security rights to user/user groups for the purpose of overriding transaction on prior day transactions.	Yes	No - Out of Box	Standard in POSSE LMS . The permission to void or adjust transactions is core to Teller's fine-grained security model.
5	46	Ability for cashier to close and lock a register. Only user with appropriate security can open the drawer.	No	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote). Teller's security model controls who can open and close "drawer sessions". Optionally multiple staff can join the same session, enabling the register to be shared if County policy allows. Once closed, a session cannot be re-opened. Teller can be modified to provide a feature allowing users to lock and unlock a drawer.
5	47	By security group, allow managers to make same-day corrections (voids, tend tender changes, adjustments, payments applied to the wrong account, etc.	Yes	No - Out of Box	Standard in POSSE LMS Users with certain security access groups are able to make payment adjustments.
5	48	Ability to redact information for public disclosure requests. This would include the MICR line on checks.	No	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) Information can certainly be redacted in POSSE LMS. Computronix looks forward to working with the County to determine the exact requirements and provide a solution.
5	49	Ability for non-cashiers (i.e., managers) to run queries on cashier transactions.	Yes	No - Out of Box	Standard in POSSE LMS Users can be given "read only" access groups to query certain data in the system, including payment transactions.
5	51	· Cashier Balancing Report	Yes	No - Out of Box	Standard in POSSE LMS . A variety of session and daily reports are provided in Teller, enabling cashiers and supervisors to balance and research discrepancies.
5	52	· Detail/Summary postings to G/L and A/P	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS comes with a "G/L Detail Report" and an "A/R Aged Report".
5	53	· Revenue Report	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS comes with a "Revenue Report".
5	54	· Deposit Report	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS comes with a "Deposit Disbursement Report".
5	55	Ability to identify originating system for each transaction. For example, a deposit from a credit card company such as Point and Pay.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS uses a "Payment Method" attribute to identify the source of the payment.
5	56	Ability send data to A/R to create invoices for billing. The date the invoice was mailed, invoice number and date of payment will be sent from the A/R system to the Permit system.	Yes	No - Out of Box	Standard in POSSE LMS Data is automatically sent to A/R within the Finance module in POSSE LMS, and can be used for invoices.

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5	57	Ability to interface with A/P system for issuance of refunds. The date/time, check number/amount of check will be sent from the A/P system to the Permit system.	Yes	Yes - Significant	See Attachment 3 for more details.
5	58	Ability to export check information/images to a 3rd party system to facilitate remote deposits.	Yes	Yes - Significant	See Attachment 3 for more details.
5	59	Ability to bill government agencies, taxing jurisdictions, etc. in part or full.	Yes	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS does not currently have any functionality built in to track billing of such agencies. This would be configured and is included in the project cost and schedule.
5	60	Ability to define a budget at the Project or Permit Level and allocate it to multiple staff members. For example, Engineering has a total of 8 hours allocated to a project. This time is allocated to the Office Assistant (2 hrs.) and the Engineer (6 hours).	Yes	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS does not currently have any functionality to define a budget. This would be configured and is included in the project cost and schedule.
5	61	Ability to associate actual and budgeted staff time to G/L account codes. For example, the budget is \$1,000 to account code 1 but, actual expenditures are \$1,200 to account code 2.	Yes	Yes - Minimal	Can be configured in POSSE LMS Similar to requirement above, this would be configured.
5	62	Ability to track actual staff time within a Land Use Project or by Permit Type and to assign a G/L account code to the staff time.	Yes	Yes - Minimal	Duplicate of Tab 5 - #61.
5	63	Ability to associate a billing rate to each staff member.	Yes	Yes - Minimal	Can be configured in POSSE LMS This can also be configured.
5	64	Ability to create an invoice that shows a line item for all fees, credit, waivers, etc. related to a project for both historical payments and for the current transaction. For example, when an applicant pays for a building permit, the invoice shows, plan review fees, flood plain review fees, etc., (previously paid) as well as the current building permit fees.	Yes	No - Out of Box	Standard in POSSE LMS When an applicant pays for a fee, the system will show a line item for all paid fees, outstanding fees, fee adjustments, payments, payment adjustments, etc. for the applicant. This would include the current fee they are paying for.
5	65	Ability to create an invoice that shows line items for all fees, credits, waivers, etc. related to a project for the current transaction only. For example, when an applicant pays for a building permit the invoice reflects building permit fees only.	Yes	No - Out of Box	Standard in POSSE LMS When an applicant pays for a fee, the applicant can choose to have the system just show a line item for all paid fees, outstanding fees, fee adjustments, payments, payment adjustments, etc. for the item they are paying for (e.g. the building permit fees).
5	66	Ability to put a barcode on an invoice.	Yes	No - Out of Box	POSSE's DevExpress reporting solution supports barcodes on reports. See Attachment 3 for more details on the Address Barcode interface.
5	67	Ability to designate how many copies of an invoice or receipt are printed.	Yes	No - Out of Box	Standard in POSSE LMS Standard printer functionality can be used to set number of printed copies when printing the Invoice or Receipt.
5	68	Ability to generate a receipt with a system generated sequential number.	Yes	No - Out of Box	Standard in POSSE LMS All payment receipts are given a unique number.

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5	69	Ability to track Financial Assurance Tools (i.e., warranty bonds, bank accounts, etc.) to a Project/Permit. Information collected would include: - Start/End Date - Applicant's Name/Address - Surety Company Name/Address - Bond Amount - Provisional Acceptance Date - Release Date These tools are used to guarantee the applicant completes work required by the County.	Yes	No - Out of Box	Standard in POSSE LMS A "Bond and Escrow" workflow is built in to POSSE LMS that allows for the tracking of bonds and/or escrow on a Permit or Project. The amount, approval data, expiration date, bank/surety, type and more is all tracked.
5	70	Ability to trigger activities, such as inspections, based on a Start/End/Provisional/Release date of a bond.	Yes	Yes - Minimal	Can be configured in POSSE LMS Currently there are no actions triggered on the dates of the Bond and Escrow job, but this certainly can be configured.
5	71	Ability to link multiple permits to one bond and the ability to link multiple bonds to one permit.	Yes	No - Out of Box	Standard in POSSE LMS The relationship between the "Bond and Escrow" job and the Permit is many to many.
5	72	Ability to set up liability accounts in the G/L to receive financial assurance tools in the event the applicant defaults on their performance obligation.	No	Yes - Minimal	Can be configured in POSSE LMS The "Bond and Escrow" job is not currently hooked up to any liability G/L accounts in POSSE LMS, but this certainly can be configured.
5	73	Ability to do the following to a liability account: charge hourly billings, report and process refunds	No	Yes - Minimal	Can be configured in POSSE LMS This functionality does not exist in POSSE LMS and would need to be configured.
5	74	A TIF Credit is a credit issued to a developer when the value of the road improvement they constructed exceeded the value of the traffic impact fee they paid. A PIF Credit is issued to a developer when the value of a park improvement exceeds the value of the park impact fee they paid.	N/A	N/A	
5	75	Ability to establish a TIF/PIF credit account that is associated with a Land Use Project or Permit.	Yes	Yes - Minimal	Can be configured in POSSE LMS As mentioned previously, POSSE LMS does not have any TIF functionality built in. Computronix has reviewed the requirements and feels strongly that these TIF/PIF accounts can be configured with minimal programming.
5	76	Ability to store the following information for a TIF/PIF Credit: . Land Use Project #/Name . Owner Name . Amount . TIF District	Yes	Yes - Minimal	Can be configured in POSSE LMS

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5	77	Ability to store the following information for each addition/withdrawal transaction from the TIF/PIF Account: . Authorized user name - if different than owner . Transfer amount . Land Use Project # . Transaction date/time/used . Etc.....	Yes	Yes - Minimal	Can be configured in POSSE LMS
5	78	Ability to transfer TIF/PIF credits from one account to another.	Yes	Yes - Minimal	Can be configured in POSSE LMS
5	79	Ability to limit withdrawals or transfers from the TIF/PIF account based on user defined parameters.	No	Yes - Minimal	Can be configured in POSSE LMS
5	80	Ability to report against all TIF/PIF credit information.	No	Yes - Minimal	Can be configured in POSSE LMS
6	1	Ability to clone permits. The cloned permit inherits the applicant name, address, workflow, dimensions, fees, etc. from the original permit. For example, create an initial permit for an eight unit apartment building and replicate it 15 times for all the buildings in the complex.	Yes	Yes - Minimal	Can be configured in POSSE LMS A clone function is not currently available in POSSE LMS, but it can be configured quite easily. Computronix looks forward to working with the County to define the exact elements they would like copied when the clone is done. The configuration would then be completed by Computronix to make the clone function available. Note: Previous discussions suggested that the Intelligent Cloning feature on the POSSE roadmap could meet this requirement. However, this proposed feature is not used for cloning permits (run-time data), but rather used when developing new system functionality. As such we have included this requirement as a customization.
6	2	Ability to change data on a cloned permit.	Yes	No - Out of Box	Standard in POSSE LMS Once the clone function is built as described in requirement 1, the data on the cloned permit would be fully editable.
6	3	Ability to attach PDF, JPEG, TIF, DWG, 3-D design files, electronic plans, audio files and MS Office (e.g. Word and Excel) files and scanned document to a permit or a field.	Yes	No - Out of Box	Standard in POSSE LMS Files can be uploaded directly to the permit in POSSE LMS. The County simply needs to choose the file types they would like to allow, and the product will then allow these to be uploaded and attached to the permit in the system. This can be done either on the POSSE LMS web portal or on the internal system.
6	5	Ability to enter and view notes throughout the system regarding a parcel, contractor, building permit, land use case, etc. Ability to report and query notes.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS allows file notes to be entered in the system on all entities, which include: Parcel, Customer, Contractor, Permits, Inspection, Planning job and more. The file notes can be searched on and reported on.
6	6	Includes spell check on anything a user enters into the system. Allows user to turn spell check on and off at their discretion.	Yes	No - Out of Box	Standard in POSSE LMS Since POSSE LMS is a web based system, the native spell checkers that come with Google Chrome and Firefox work seamlessly with the product. For Microsoft's Internet Explorer, spell checker plugins can be used to check spelling.

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6	7	Ability to issue individual certificates of occupancy for each structure within a project, allowing tenants to move in prior to issuance of overall certificate of occupancy.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has "Temporary Certificates of Occupancy" that allow occupancy to be permitted and tracked prior to the full issuance of occupancy.
6	8	Ability to automatically notify customers via email of upcoming permit or pet license expirations, etc.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has email notifications built in to the product, and certainly has the ability to send an email to the customers named on the permit prior to the expiration of the permit.
6	9	Ability to restrict an activity based on a rule. This rule can be overridden with proper authority. For example, an appeal must be filed within 10 days of the beginning of the appeal period. Any request filed after that deadline should be rejected.	Yes	No - Out of Box	The POSSE Stage configuration environment can be used to quickly capture business rules as metadata. These rules can then be referenced and used for all sorts of functionality, including the ability to restrict an activity. For example, a button on a Permit can become read only if the "Appeal Date" has passed. Computronix looks forward to working with the County to determine these rules and configure them.
6	10	Provides e-mail notifications to staff and applicants for milestone events in a case/permit. E-mail notification and recipients can change based on the type of case/permit.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS primarily uses automatic emails to notify users of assigned workflow tasks as well as process completion (e.g. milestones). The trigger points and email content are all set up by the system administrator. The emails can be sent to either the applicant and/or the assigned staff.
6	11	Ability to open and view multiple permits in the same window and copy/paste from one to another.	Yes	No - Out of Box	Standard in POSSE LMS Since POSSE LMS is a web based system, users have the ability to use the tab functionality available in all modern browsers to open multiple windows. The Copy-Paste function works seamlessly with POSSE LMS.
6	12	Ability to open and view data across multiple modules. For example, open code enforcement module and the building permit module and view data in both.	Yes	No - Out of Box	Standard in POSSE LMS Similar to requirement 11, POSSE LMS is a web based system and users have the ability to take advantage of the tabs in modern browsers to open up multiple modules in POSSE LMS.
6	13	Ability to review permit information even if the permit is closed or expired.	Yes	No - Out of Box	Standard in POSSE LMS Once a permit is closed or expired in POSSE LMS, it simply becomes read only. It is still fully viewable and searchable.
6	14	Ability to capture electronic signatures.	Yes	No - Out of Box	Standard in POSSE LMS Signatures can be attached to user accounts in POSSE LMS, and these signatures can then be included in forms and document templates.
6	15	Ability to setup ticklers for follow-up needed on a project or case/permit. For example, environmental services monitor cases for compliance and visit the site every 6 months.	Yes	No - Out of Box	Standard in POSSE LMS Users in POSSE LMS can set up "Reminders" for themselves that will appear on their To Do List on the reminder date they specify.
6	16	Ability to record multiple contact types at any level (i.e., Land Use Project or Permit/Case). Examples of contact types are: owners, architect, contractor, electrical sub-contractor, etc.)	Yes	No - Out of Box	Standard in POSSE LMS Many different types of contacts can be recorded on projects and permits in POSSE LMS, including Applicant, Owner, Building Contractor, Electrical Contractor, Mechanical Contractor, Plumbing Contractor, Project Owner as well as general contacts.

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6	17	People and their contact information are stored once in the database. Each person may have one or multiple associated contact types. For example, an property owner may also be a contractor - their name (first, last, middle) would be stored one time.	Yes	No - Out of Box	Standard in POSSE LMS Customers and Contractors are stored separately in the POSSE LMS database so that they can be referenced on separate applications, but only stored once.
6	18	Names are validated against the people database when they are being input/updated to prevent duplicates.	Yes	No - Out of Box	Standard in POSSE LMS Staff are prompted to first search for the Customer and/or Contractor when entering -this prevents duplicates. The system can also automatically check for duplicates and show an error message if a duplicate is found.
6	19	System automatically verifies contractor/erosion control specialist licenses against WA State L&I website during the application process. If invalid, the system will return an alert.	Yes	Yes - Significant	See Attachment 3 for more information on the interface. Validation against the interface data will be configured and is included in the project cost and schedule.
6	20	Ability to identify 'favorites' on pick-lists for most commonly used items for a user and have them appear at the top of the list.	No	Out of Scope	The POSSE product does not currently have the ability to flag items in drop down lists as favorites.
6	21	Ability to identify the 'primary contact' for a Land Use Project or Permit/Case. The contact may be different at different levels of the case hierarchy and case types.	Yes	No - Out of Box	Standard in POSSE LMS A "Responsible" contact is identified in POSSE LMS on the Planning (Project) applications, and a main contact can also be identified on the Permit applications.
6	22	Ability for contacts to specify preferred method of communication with the county (i.e. e-mail address, fax number, mailing address, etc.).	Yes	No - Out of Box	Standard in POSSE LMS Each Customer is POSSE LMS can have their "Notification Method" specified. This includes: Email, Postal Mail, Phone, Fax.
7	1	Ability to define a standard set of conditions that can be applied to cases/permits (as needed).	No	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS has the ability to define conditions for a project or a permit, but they are not currently based off a standard set.
7	2	Ability for users to define one-off permit conditions if the pre-defined conditions are not applicable. These one-off conditions will not be added to the standard list.	Yes	No - Out of Box	Standard in POSSE LMS The conditions in POSSE LMS today are currently one-off conditions. Once the standard set functionality is built for requirement 1 above, these one-off conditions will remain as one-off.
7	3	Conditions can be printed on permits or correspondence.	Yes	No - Out of Box	Standard in POSSE LMS All condition data is stored in the database and is therefore available for reporting or correspondence.
7	4	System alerts user and prevents further action if a condition is not met. For example, a condition says that the sidewalk must be installed before the Permit for Final Occupancy is issued. If the sidewalk condition is not met, the system will prevent the user from issuing the Final Occupancy permit.	Yes	No - Out of Box	Standard in POSSE LMS Various "Event Actions" in POSSE LMS can be set up to check for outstanding conditions before completing. If an outstanding condition is found, a descriptive error message is shown outlining what the problem is. For example, when the "Issue CO" process is completed, conditions are first checked before the completion is allowed.
7	5	Ability to set a condition at a project level and have that condition trickle down to each parcel included or created by the project. This means that the condition will reside on both the project and parcel level.	Yes	No - Out of Box	Standard in POSSE LMS Conditions added to the Project in POSSE LMS affect any permits and parcels belonging to that project.

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7	6	Ability to set a condition at a project level and identify only those lots/pads impacted by the condition.	No	Yes - Minimal	Can be configured in POSSE LMS Conditions at the project level are for the entire project, not individual parcels or lots/pads. The intent is that those would be set up on the parcel or the lot/pad (which would be configured as part of this project) itself. Configuration could certainly be done though to support project conditions for specific lots/pads.
7	7	Ability to specify when a condition must be met and who must sign off on that condition.	No	Yes - Minimal	Can be configured in POSSE LMS Conditions in POSSE LMS do not currently track this data, but it can easily be configured to do so.
7	8	Ability to filter and view conditions by when they must be met and who must sign off on them. For example, an inspector only wants to see conditions related to the specific inspection they are performing.	Yes	No - Out of Box	Standard in POSSE LMS All of the information views in the POSSE LMS product can be filtered and sorted to the user's preference.
7	9	Ability to track history when permit conditions change. For example, an engineer initially establishes a driveway entrance 100' from an intersection. Later, this is changed by a different engineer to 90'. Need ability to see that the condition was changed, what it was changed from/to, user who changed it and date/time.	Yes	No - Out of Box	Standard in POSSE LMS All data in POSSE is audited, and audit reports are available. The reports show before / after value, who changed it, and when it was changed.
7	10	Allows user to define a trigger for alerts, flags, messages and actions based on a date parameter for both internal and external customers. For example: system sends a notification letter to applicant 15 days before the expiration of a permit.	Yes	No - Out of Box	Standard in POSSE LMS Certain users with the correct permissions can use the POSSE Stage configuration environment to quickly set up these type of date driven triggers. Note that POSSE LMS has a number of triggers already built in, but the County will be able to set up more as needed.
7	11	Allows user (based on security group) to override a trigger for alerts, flags, messages and actions. If overridden, a reason, user id, date/time are captured by the system.	Yes	No - Out of Box	Standard in POSSE LMS Overrides can certainly be completed in POSSE LMS - all data is captured.
7	12	Allows creation of alerts at the case/permit level - such as "stop work", "hold", or "fees due" that require higher security levels to override. Overrides are recorded in an audit report of all overrides performed.	Yes	No - Out of Box	Standard in POSSE LMS Certain alerts can be created in POSSE LMS at the permit level. Users with the correct access groups can create "Stop Work", "Hold Permit", "Cancel Permit" processes (and more).
7	13	Ability to view holds or conditions for a specific inspection type. For example, the inspector only needs to see hold/conditions associated with the approval of a specific inspection (i.e., flood plain certificate is required before a foundation is poured and again before the final occupancy is issued).	No	Yes - Minimal	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) When an inspector is viewing Permit conditions, all the conditions on the Permit are shown. Further configuration would need to be done to filter the list down to the conditions applicable to the Inspection Type they are working on.
7	14	Allows placement of a hold at a project level so all cases/permits attached to that project are automatically put on hold, rather than having to place a hold on each individual case.	Yes	No - Out of Box	Standard in POSSE LMS A hold condition can be placed at the project level in POSSE LMS - this will effectively put all permits belonging to that project on hold.
7	15	Ability to filter and view alerts, flags, messages and actions for a specific project, parcel or permit. These alerts, flags, messages and actions should be distinctly visible in the system.	Yes	No - Out of Box	Standard in POSSE LMS All of the items mentioned are clearly visible in POSSE LMS.

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7	16	Ability to put a hold on a project or permit and system notifies all reviewers of the hold. When the hold is removed, the same notification is done.	No	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS does not currently notify assigned staff (reviewers) of any holds. The functionality is certainly in place for notifications, so the trigger would simply need to be configured.
7	17	Allows placement of a hold to restrict scheduling an inspection or completing a specific activity, but the whole permit is not on hold. For example: the final plumbing inspection is placed on hold. All other inspections related to roofing, siding, etc. can proceed.	No	Yes - Minimal	Can be configured in POSSE LMS The holds in POSSE LMS currently just restrict the permit from completing - other activities like inspections can still take place. POSSE LMS does not restrict certain types of inspections based on holds - this would need to be configured.
8	1	Allows unlimited land use project types:	N/A	N/A	
8	2	<ul style="list-style-type: none"> Preliminary/Final land use (subdivisions, site, plan reviews, final site plan, final plat, etc.) 	Yes	No - Out of Box	Standard in POSSE LMS The Planning module in POSSE LMS contains workflows for a wide variety of land use types. If desired, Land Use Types can be cloned and then configured to create additional unlimited types.
8	3	<ul style="list-style-type: none"> Preliminary/Final engineering (subdivision, site plan, eng. variance, construction plan review, grading, road modification) 	Yes	Yes - Significant	Can be configured in POSSE LMS POSSE LMS does not currently have pre-configured workflows for engineering types. These case types are likely similar in nature to the land use types, and will be able to re-use a number of the out of the box functions that come with POSSE LMS (e.g. inspections, conditions, scheduling, etc.).
8	4	<ul style="list-style-type: none"> Preliminary/Final Environmental (habitat, wetland, forestry) 	Yes	Yes - Significant	Can be configured in POSSE LMS POSSE LMS does not currently have pre-configured workflows for engineering types. These case types are likely similar in nature to other case types in POSSE LMS, and will be able to re-use a number of the out of the box functions that come with POSSE LMS (e.g. inspections, conditions, scheduling, etc.).
8	5	<ul style="list-style-type: none"> Monitoring and inspection for compliance with permit conditions 	Yes	No - Out of Box	Standard in POSSE LMS The Inspection module in POSSE LMS, combined with the condition event actions, allow for the full monitoring and inspection of permit conditions.
8	6	Tracks review re-submittal occurrences for a specific Project or Permit.	Yes	No - Out of Box	Standard in POSSE LMS Planning and Permit applications can be sent back to the applicant for re-submittal. When it has been re-submitted, staff are notified.
8	7	System has ability to define and retain lists of parties of record and property owners within a defined radius of project/permit site.	Yes	No - Out of Box	Standard in POSSE LMS Users in POSSE LMS can select a buffer area on a map and the system will automatically pull in the client records applicable in the selected area. These records can then be used to create a distribution list.
8	8	System has ability to send an email notification to a distribution list.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS system has email functionality built in - it is simply a matter of pointing to the email function at a distribution list to send the emails.
8	9	Ability to assess a fee based on the number of times a plan is submitted for review. The County currently assesses a fee after the third review.	Yes	No - Out of Box	Standard in POSSE LMS The Fee Schedule module built into POSSE LMS is flexible enough to allow for a wide variety of fee calculations. It can certainly be set up to generate a fee based on the number of times a plan has been submitted.

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8	10	Provides Web-based, real-time, interactive plan review process where any of the following activities can occur anytime, anywhere, using an internet connection:	N/A	N/A	
8	11	• Applicants can submit and upload plans in multiple formats	Yes	No - Out of Box	Bluebeam can only open PDF documents. However, Bluebeam Revu CAD edition can install plugins into many mainstream CAD software programs to export to PDF documents in the case that a non-PDF file was submitted.
8	12	• Staff downloads and mark-up plans and routes back to applicant	Yes	Yes - Significant	Involves opening plans in POSSE marking up in Bluebeam, and automation to route back to applicant. Also requires Bluebeam Q functionality to flatten PDF documents with markups. Part of core Bluebeam Implementation and Interface cost on Tab 2. (i.e. Not optional).
8	13	• Applicants downloads County redlines and uploads the corrections	Yes	Yes - Minimal	Involves a place for applicants to log in, download plans, and upload revisions. This should be all in place in POSSE LMS. However, requires automation to flatten redlined PDF documents. This an essential part of core Bluebeam Implementation and Interface cost on Tab 2.(i.e. Not optional).
8	14	System provides automated version control by page for uploaded/downloaded plans	Yes	No - Out of Box	Automated version control of plans per document is in place in LMS. The County has indicated as per a meeting on 7/2/2014 with Jon, Dianna, Wendy, Jim Muir - it was decided that version control per document would meet the needs. For example, if a document is 10 pages long and the applicant changes pages 2 and 3 and resubmits, the entire document would become V2. As per meeting on 9/17/2014, this topic has been reviewed by management and they agree that this should be an 'approved' requirement.
8	15	Ability to support simultaneous online plan reviews of the same electronic document, with identification/tracking of the staff that logged each comment or change.	Yes	Yes - Minimal	This involves core interface with Bluebeam's bFX technology. Part of Bluebeam Interface. See Bluebeam Interface cost above
8	16	Ability to compare plans side-by-side or as an overlay to easily identify differences.	Yes	No - Out of Box	Both options are possible comparison items in Bluebeam Revu.
8	17	Ability for plan reviewers to select from a list of standard comments, county code references and county standard detail references and incorporate into redlines or comments.	Yes	No - Out of Box	Plans reviewers would need to open comments and county code references using a "Web Tab" in Bluebeam or using PDF documents in the file browser and cut-and-paste.
8	18	Ability to add miscellaneous notes on plans	Yes	No - Out of Box	Bluebeam allows for adding comments on plans as "notes". This should meet the requirement for misc notes.
8	19	Ability to search for symbols or key words associated with graphics.	Yes	No - Out of Box	Bluebeam supports the ability to search for keywords and graphics and symbols using "Visual search"
8	20	Ability to view plans in 3-D at different angles.	Yes	No - Out of Box	Bluebeam can open 3D PDF documents that are specifically saved from CAD software to support Bluebeam.
8	21	Ability for a user to customize the tool bar.	Yes	No - Out of Box	Toolbars can be customized per installation of Bluebeam.
8	22	Ability for the system administrator to assign colors, symbols, etc. system wide to distinguish between reviewers, versions, etc.	Yes	No - Out of Box	Bluebeam Revu" user profile can be saved and deployed that would include toolbox settings for markup tools.

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8	23	Includes tools that allow measurement and calculation of length, area and volume.	Yes	No - Out of Box	Bluebeam's measurement tools will perform all of the requested functions.
8	24	Ability to view multiple documents on one screen.	Yes	No - Out of Box	Bluebeam's "MultiView" feature meets this requirement.
8	25	Ability to open multiple files, and to minimize and restore to full page size without closing the file. For example, open 4 or 5 standard details sheets minimize them and reopen as the reviewer needs to reference the detail.	Yes	No - Out of Box	Bluebeam's tabbed interface meets this requirement.
8	26	Ability to add hyperlinks, graphics and documents to plan sets.	Yes	No - Out of Box	Graphics and hyperlinks can be added to plans documents as markup. Adding "documents" to plan sets sounds like just uploading another plan document into POSSE.
8	27	Ability to incorporate multiple documents into one file. For example, put a word document, a PDF drawing, and an excel spreadsheet into one file and return it to the applicant.	Yes	No - Out of Box	Bluebeam can create a PDF "package" that contains multiple files and folders
8	28	Ability to change the scale of a drawing	Yes	No - Out of Box	Bluebeam supports changing the scale of a page for measurement purposes.
8	29	Ability to zoom to selected areas of a drawing.	Yes	No - Out of Box	Bluebeam supports zooming.
8	30	System logs all relevant dates for the plan review (including date sent, reviewed, due, rejected or approved) and includes a remarks area for each reviewer.	Yes	No - Out of Box	Yes, currently all of this can be set from process completion in workflow, with areas for reviewer comments, etc.
8	31	Ability for external reviewers to review and markup plans without purchasing a license. This includes consultants working for the county and applicants.	Yes	No - Out of Box	County has indicated that as per a demo with Bluebeam on 7/18/2014, they indicated there was a free Bluebeam viewer for customers when Bluebeam Studio is being used. Bluebeam Studio allows the County to open a session in the cloud/network where all reviewers could contribute their markups to a set of plans/documents.
8	32	After the review process is complete, drawings can be electronically stamped "approved" and a PDF version can be published for the applicant to download and print.	Yes	Yes - Significant	This will involve using Bluebeam Q to automate the publishing of the plans. Will also involve some POSSE work and automation to send email to customer with link to download final plans. This an essential part of core Bluebeam Implementation and Interface cost on Tab 2. (i.e. Not optional).
8	33	After a multi-department review is complete, the construction plan cover sheet can be electronically "approved" with signatures/dates and "watermarks" for each reviewing department. The cover sheet can list all of the individual approvals.	Yes	Yes - Significant	We will automate this using Bluebeam Q, assuming that the cover sheet is just one of the standard plans sheets. This an essential part of core Bluebeam Implementation and Interface cost on Tab 2. (i.e. Not optional).
8	34	Ability to electronically receive plans not associated with an active permit. This include plats from other cities, surveys and capital project information. For example the City of Vancouver needs to send a plat map to the County for an area that was annexed in 2005.	No	Yes - Significant	Would need to define a POSSE job/object type that would take the plans document and allow for searching for these plans documents. Then would also require some work to enable creation of the job/object and uploading of plans.

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8	35	Public can request an inspection via web/IVR. Requester can leave a voice message (IVR) or type a message (web) for the inspector. The messages are stored with the permit, viewable to the inspector and printable on their daily inspection schedules.	Yes	Yes - Significant	Can be configured in POSSE LMS The POSSE LMS web portal allows the public to request inspections on permits issued to them. They choose from a set of inspection types, indicate the date and time of day, and they can type a message to the inspector. All the requested information is available to the inspector. An IVR interface to request inspections is not available in POSSE LMS out of the box. This interface can certainly be configured using the POSSE API, and is included in the project cost and schedule.
8	36	Ability to enforce the rules for scheduling. For example, an inspection requested before 10:00 PM can be scheduled for the next business day. If the request is received after 10:00 PM, it is scheduled 2 days out. Ability to request an inspection up to seven days in advance.	Yes	No - Out of Box	Standard in POSSE LMS The inspection scheduling function takes into account pre-configured scheduling rules. The County simply needs to define these rules and make the adjustments as necessary.
8	37	Inspectors have ability to schedule or reschedule an inspection at any time on any date (no restrictions). For reschedules, the original inspection date/inspector is stored and viewable.	Yes	No - Out of Box	Standard in POSSE LMS Inspectors can re-schedule an inspection at any point, either on the mobile app or on the internal system.
8	38	Ability to assign or re-assign inspections from a map that shows the inspections.	No	Yes - Significant	Can be configured in POSSE LMS POSSE LMS does not currently have the ability to make inspection assignments from a map. This could certainly be configured into the built in map viewer in POSSE LMS.
8	39	Ability to bundle inspections. For example, when any inspection on a dwelling is called in, an erosion control inspection should automatically be added. Often, when one inspection is requested, several are actually required.	Yes	Yes - Minimal	Can be configured in POSSE LMS Additional inspection types are not automatically added to an inspection request at any time in POSSE LMS, but this certainly could be configured.
8	40	Inspection requests (received via web/IVR) will auto populate an inspector's schedule based on County defined criteria such as: inspection type (residential/commercial), geographic area, inspector.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has a rules engine built in that runs whenever an inspection is requested. The rules engine determines which inspector should be assigned. It can be tweaked to the specific requirements the County needs. The rules engine would run regardless of whether the inspection was requested via the web, mobile or IVR. Part of IVR interface
8	41	An inspection can be requested at any time (subject to the rules enforced by the system) by the: <ul style="list-style-type: none"> • Owner • Contractor/Sub-Contractor • County Inspectors • Permit Center 	Yes	No - Out of Box	Standard in POSSE LMS An inspection can be requested in POSSE LMS through various means: web portal (owner/contractors), Mobile app (inspectors) or the backend internal system (Permit Center staff).
8	42	Enforce the rule that before an inspection can be requested, a permit must be in an 'approved' status and all fees must be paid.	Yes	No - Out of Box	Standard in POSSE LMS Inspections in POSSE LMS can only be requested once the permit is in an "Issued" (i.e. approved) status. POSSE LMS does not allow permits to be issued unless all fees are paid.
8	43	Allow user or manager to re-assign part or all of an inspector's scheduled inspections.	Yes	No - Out of Box	Standard in POSSE LMS Users and managers can use the built in To Do List in POSSE LMS to manage the inspector's assigned inspections.

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8	44	Ability to schedule recurring inspections. For example, Fire Inspections are done yearly.	Yes	Yes - Minimal	Can be configured in POSSE LMS POSSE LMS does not have recurring inspections built in, but it certainly can be configured to do so.
8	45	System allows County to define a system-wide sequence for inspections. For example, the footings must be done before framing. This can only be changed by a system administrator.	Yes	No - Out of Box	Standard in POSSE LMS Every inspection type in POSSE LMS is given a sequence order of completion, and are indicated as mandatory or optional. Mandatory inspection types must be completed before other inspection types with a greater sequence. These are set up by the system administrator.
8	46	Sequence of inspections for an individual permit can be modified by a user.	Yes	No - Out of Box	Standard in POSSE LMS For a specific permit, the assigned staff can change the sequence of inspections if desired.
8	47	When an applicant/inspector tries to schedule a final occupancy inspection, the system displays outstanding conditions/holds/permits.	No	Yes - Minimal	Can be configured in POSSE LMS When a final inspection is requested, POSSE LMS does not currently display the outstanding conditions or holds, but this certainly can be configured.
8	48	Checks for errors during inspection scheduling to ensure:	N/A	N/A	
8	49	• Type of inspection requested is valid for the permit	Yes	No - Out of Box	Standard in POSSE LMS The system automatically validates the inspection type chosen.
8	50	• Permit has not expired	Yes	No - Out of Box	Standard in POSSE LMS Inspections can only be requested on Issued permits - the system enforces this.
8	51	• Permit has not been placed on Hold or there is no Stop Work Order	Yes	No - Out of Box	Standard in POSSE LMS Inspections can only be requested on Issued permits that have not had a hold or a "Stop Work" order placed on them - the system enforces this.
8	52	Ability to track and schedule multiple inspection types. For example, plumbing, mechanical, framing, etc.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS system administrator can set up an unlimited number of inspection types, each within their own category.
8	53	Maintains library of common corrections and codes/ordinances with ability to generate a correction notice that pulls in the correction data and related code.	Yes	No - Out of Box	Standard in POSSE LMS A full "Code Section" can be maintained in POSSE LMS, and these can be linked to a set of inspection checklists and deficiency types for a given inspection type. All of these data elements are linked and can be used to generate a notice.
8	54	Ability for user to create "favorites" from libraries of common corrections	Yes	Yes - Minimal	Can be configured in POSSE LMS "Common corrections" are known as "Deficiency Types" in POSSE LMS. The system does not currently have the ability to flag certain deficiency types as favorites, but this certainly can be configured.
8	55	Displays all inspections on a map and allows inspector to record inspection results from the map.	No	Yes - Minimal	Can be configured in POSSE LMS (optional, included in OPTIONAL cost) The ability to display all inspections on a map is in the roadmap for the POSSE LMS product but has not yet been completed.
8	56	Maintains history of inspections from pre-inspection to re-inspection to final approval that is easily viewable. History includes date of activity and inspector's name.	Yes	No - Out of Box	Standard in POSSE LMS All the historical data for inspections is tracked in POSSE LMS and is available on the main workflow screen in the system.

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8	57	If an inspection is not approved, allow the inspector to record corrections needed and print (or re-print) or email a correction notice (in the field) so that it can be posted on the job site.	Yes	No - Out of Box	Standard in POSSE LMS On a failed inspection in POSSE LMS, inspectors will record the checklist items that failed, entering the reason and any comments. They can also select a deficiency type for the failed checklist item, and can upload a photo of the deficiency if desired. All of this information can be printed or emailed if desired.
8	58	Auto generate an email to the applicant with the inspection results.	Yes	Yes - Minimal	Can be configured in POSSE LMS An email is automatically sent from POSSE LMS to the applicant when an inspection is completed, but the applicant must log in to the web portal in order to see the actual results of the inspection. The email can easily be enhanced to include the result if desired.
8	59	Allow the user to set the status of an inspection to approved, partially approved or denied.	Yes	No - Out of Box	Standard in POSSE LMS In POSSE LMS, an inspection can be Passed, Passed with deficiencies, Failed, Inaccessible or Cancelled.
8	60	Allow inspector to see all outstanding permits, conditions, holds prior to issuing a Certificate of Final Occupancy	Yes	No - Out of Box	Standard in POSSE LMS The inspector has full access to all permit data from either the mobile app or the backend internal system.
8	61	Allow inspector to add or delete inspections in the field for a specific permit based on defined business rules.	Yes	No - Out of Box	Standard in POSSE LMS The inspector has the ability to create new inspections in the field. To delete an inspection, the inspector can only "Cancel" it (to retain the audit trail).
8	62	System captures daily activity performed by an Inspector/Officer. This includes: - Date/Time/Person - Activity Type (i.e., barking dog, dead animal, inspection, etc.) - Time per stop - Action taken	Yes	Yes - Minimal	Can be configured in POSSE LMS The "Time Entry" function in POSSE LMS would fulfill this requirement, although the "Action Taken" attribute would need to be added. This is a very small configuration effort.
8	63	Allows inspector to assess financial penalties for failed inspections. The user assesses the penalty at the same time they are recording inspection results.	Yes	No - Out of Box	Standard in POSSE LMS The inspector has full access to all the permit data, which includes past failed inspections and their re-inspection fees.
8	64	Penalty fees assessed in the field are added to the permit. No additional inspections can be scheduled until the fees are paid.	Yes	Yes - Minimal	Standard in POSSE LMS Re-inspection fees are added to the permit in POSSE LMS, but additional inspections are not prevented based on the balance of these fees. This certainly can be configured.
8	65	System has a mobile product that can be used in the field for: Building Inspectors, Environmental Services, Code Enforcement, Animal Control, etc.	Yes	Yes - Significant	Standard in POSSE LMS The POSSE Mobile app is designed for inspectors to complete various types of inspections in the field on their device. It is available for iOS, Android, Windows and Blackberry devices. The Mobile app is currently only developed for Building Inspectors and Code Enforcement. As part of the project, Computronix will incorporate the Animal Control activities into the app. The effort required to complete this is included in the project cost and schedule.

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8	66	Mobile product allows staff access to all information associated with a permit. This includes: permit/case history, previous citations and inspections and corrections, fees paid or due, holds/warnings/flags, conditions/notes, etc.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile app allows the inspector to view any and all information on the permit, including all of its data as well as related files and documents.
8	67	Mobile product allows inspectors to log inspections, issue citations and enter notes.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile app allows inspectors to create and schedule new inspections and enter notes for those inspections.
8	68	Mobile product includes word processing capacity including spell check, and ability to cut and paste from other documents.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile is installed on the device as a native application and therefore
8	69	Provides optimal driving route of daily inspections.	No	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) An optimal driving route function is not currently available in the Mobile app (but it is on the product roadmap).
8	70	Inspectors can record audio notes and attach them to a case or permit from the field.	Yes	No - Out of Box	Native mobile device voice-to-text features can be used by the inspector to verbally record notes and have them stored in a comments field as text.
8	71	Inspectors can take pictures and attach them to a permit in the field	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile app integrates natively with the device's camera and allows for pictures to be taken and automatically uploaded into the system. The pictures are then available from the app or from the backend internal system.
8	72	Mobile product can operate via Wi-Fi device. If the product is out of WiFi range, it will capture information and store it until a Wi-Fi connection is found. The information that has been captured on the device will then sync back to the core system.	Yes	No - Out of Box	Standard in POSSE LMS Development is currently underway on the POSSE Mobile product to allow it to function seamlessly with an intermittent network connection. The app will sync up when online, and will be able to continue to function when offline (re-syncing when back online). This version of the app will be available for the start of the County's project.
8	73	Mobile product is a subset of the entire system. It has limited functionality and the user downloads work to be done for the day only.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile app certainly does not have all the functionality available in the backend internal system, but it does have access to all of the permit and inspection data. If the inspector anticipates they will be in a non-connected area, they can sync the app before they leave and their inspection to do list (which may be for more than the day) will be fully available and functional offline.
8	74	Mobile product is a clone of the complete system. The entire system is downloaded onto a mobile device in the morning, information is captured in the field and the system is sync'd back to the core system at the end of day.	Yes	No - Out of Box	The mobile app is a clone of the complete "inspection" system (not the entire LMS system). The inspector has full access to all of the permit data, all of their inspections and can create new inspections - all sync'd back to the base system when they are back online.
8	75	System provides ability to perform and track the following actions:	N/A	N/A	
8	76	• Inspections and re-inspections	Yes	No - Out of Box	Standard in POSSE LMS In POSSE LMS, inspections in the Code Enforcement module are referred to as "Investigations". Investigations are initiated from a Case File, which can be originate from a Complaint. Re-investigations are fully supported.

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8	77	• Generate Notices, Letters, Door Hangers, etc.	Yes	No - Out of Box	Standard in POSSE LMS Notices and Letters can be generated from the "Perform Investigation" task in POSSE LMS.
8	78	• Reject or void a complaint and record a reason	Yes	No - Out of Box	Can be configured in POSSE LMS Complaints in POSSE LMS are always marked as "recorded". The staff assigned to record the complaint can choose to create a Case File to investigate it, or they can choose to not create a case file. Not creating a Case File is equivalent to reject or voiding the complaint, since no action was taken.
8	79	• Record hearing dates and results	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS contains a "Record Legal Proceedings" process that can be used to record the hearing dates and results.
8	80	• Record actions such as emails, phone calls, referrals to court, etc.	Yes	No - Out of Box	Standard in POSSE LMS The "File Notes" functionality in POSSE LMS can be used to track actions taken.
8	81	• Lien, penalty and fine tracking	Yes	No - Out of Box	Standard in POSSE LMS Different types of fees (e.g. liens, penalty, etc.) can be generated from the investigation in POSSE LMS if violations were found.
8	82	• Citation issuance and tracking	Yes	No - Out of Box	Standard in POSSE LMS Citations are referred to as "Notices of Violation" in POSSE LMS. The violation is tracked and a notice letter can be generated out of the system.
8	83	• Impose and life stop work orders	Yes	No - Out of Box	Standard in POSSE LMS Stop Work orders can be placed on active permits within POSSE LMS.
8	84	• Receipt of Legal Opinion	Yes	No - Out of Box	Standard in POSSE LMS The Investigation and Case File in POSSE LMS fully supports the tracking of documents received, which could include a Legal Opinion.
8	85	Ability to process, organize, and track complaints and violations for multiple infraction types, including:	N/A	N/A	
8	86	• Nuisance	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS system administrator can set up many different complaint types and violation types to handle this.
8	87	• Building	Yes	No - Out of Box	See answer above
8	88	• Environmental	Yes	No - Out of Box	See answer above
8	89	• Clean Water	Yes	No - Out of Box	See answer above
8	90	• Zoning	Yes	No - Out of Box	See answer above
8	91	Ability to display code enforcement cases on a map and access the cases from the map.	Yes	No - Out of Box	Standard in POSSE LMS By default, the Case File in POSSE LMS is displayed on a map to see the location of where the case is occurring.
8	92	System protects complainant's anonymity. The County requires the complainant to provide name and contact information but does reveal this information internally or externally (except to the staff working the case).	No	Yes - Minimal	Can be configured in POSSE LMS Complainant's information in POSSE LMS is definitely protected externally, but it is not locked down internally. Users with the correct security access for the Complaint information have access to all complaints. Additional configuration can be done to only show the complainant information to users assigned to the case.

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8	93	Ability to assign a case to an officer or multiple officers for follow-up. For example, a case involving tall grass and an unsafe structure could be assigned to a general nuisance inspector and a building inspector.	Yes	No - Out of Box	Standard in POSSE LMS The "Perform Investigation" task on the Case File in POSSE LMS can be assigned to a single officer or to multiple officers.
8	94	System notifies users at time of permit application if an unresolved violation exists on the property. For example, a home owner applies for an addition to their home. If the property has unsanitary conditions violation, the user receives an alert.	Yes	No - Out of Box	Standard in POSSE LMS A warning can be placed on the parcel/property in POSSE LMS if an unresolved violation exists there. The system then clearly notifies the user receiving the application that a warning exists on the parcel/property.
8	95	Allows tracking of multiple violations to a parcel or case. Each violation is tracked individually.	Yes	No - Out of Box	Standard in POSSE LMS Violations are tracked individually in POSSE LMS, and a parcel can have one to many violations.
8	96	Pet owners are associated with a parcel - whether they own it or not. For example, a renter purchases a pet license. Their home address is recorded even though they don't own the home.	Yes	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
8	97	System allows multiple pets and owners for the same address. For example, there are two roommates, one has a dog and the other 2 cats.	Yes	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
8	98	System supports the issuance of pre-numbered license tags. Tags are purchased in bulk and come pre-numbered.	Yes	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
8	99	Organizations other than the County can issue and renew pet licenses. These organizations (like humane society, agents, veterinarians) have the ability to sign onto the system and obtain a new license or renew an existing license for their customers.	Yes	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
8	100	Ability for system to determine where license applications originate (i.e., via a citizen or an agent).	Yes	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
8	101	System allows agents to add a processing fee to the license amount for licenses they issue - the fee is added to the license fee the applicant pays.	No	Yes - Minimal	Can be configured in POSSE LMS As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. This requirement would be configured as part of the project.
9	1	Ability to report on any data in the system. This includes data captured through interfaces, staff data entry, converted data, work flow status changes, financial transactions, mobile device, system generated data, etc.	Yes	No - Out of Box	Standard in POSSE LMS All data in the POSSE product is available for reporting. Data views are automatically created for all data objects in POSSE, and can be accessed from any reporting tool that can connect to the database.
9	2	Ability to report on data captured through on-line applications, queries from applicants, all web portal activity (including requests for inspections), etc.	Yes	No - Out of Box	Standard in POSSE LMS The data entered in the POSSE LMS web portal is stored in the POSSE database in the same way as all the other data is, making it available for reporting as described above in requirement 1.

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9	3	Ability to set user preferences on reports so that users only see the reports they use.	No	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) The visibility of reports in POSSE LMS is based on user security, not user preferences. Configuration would be need to done to enhance the reports to allow for users to choose the reports they want to see.
9	4	Ability for users to create their own reports and save them in a private or public folder.	Yes	No - Out of Box	Standard in POSSE LMS Users with access to the Stage configuration tool can create their own reports and place them in a common menu or in their own custom menu.
9	5	System administrator can establish who can create and run reports.	Yes	No - Out of Box	Standard in POSSE LMS The system administrator in POSSE LMS can give users the correct security access groups/role to allow them to create reports in Stage and run reports in the backend internal system.
9	6	Ability for mobile users to print reports (i.e., Correction Notices, Violations, Door Hangers, etc.) in the field. These reports should be attached to the permit.	Yes	No - Out of Box	Standard in POSSE LMS Reports attached to the permit are accessible on the POSSE Mobile app. The report is downloaded to the device as a PDF and can be printed (assuming the device has print capability).
9	7	Ability to create custom forms/templates in Word and Excel and populate using data in the system	Yes	No - Out of Box	Standard in POSSE LMS The POSSE MS Word Merge functionality integrates Word documents as part of workflow allowing them to be populated with system held data as part of a workflow process. MS Word templates are managed by the system administrators in POSSE LMS.
9	8	Ability to launch reports and queries from within the system	Yes	No - Out of Box	Standard in POSSE LMS All POSSE LMS reports and searches (queries) are launched from directly within the backend internal system.
9	9	System provides a safeguard so that if a user launches a query that will degrade system performance (or will return an unreasonable number of records), the query is rejected	Yes	No - Out of Box	Standard in POSSE LMS All searches (queries) in POSSE LMS have a default maximum of 250 records. If more than 250 records are found, a message is displayed to the user to refine their query. The 250 limit is fully configurable.
9	10	Reports can be saved in a variety of formats, including HTML, .pdf, .xls, or text.	Yes	No - Out of Box	POSSE's DevExpress reporting solution supports saving reports to a variety of formats.
9	11	Ability to drill down to report detail from summary data.	Yes	No - Out of Box	Standard in POSSE LMS The charts in the POSSE Dashboard (included in the cost) can be configured to drill down to the actual data behind the charts, right down to the record level.
9	12	Provide a report management tool that provides: - List of all reports by user defined parameter (dept, security group, name, etc.) - Creation date/user id - Last run date	No	Yes - Significant	Can be configured in POSSE LMS (optional, included in our OPTIONAL price quote) POSSE LMS does not come with a tool of this sort. The cost to build this tool is included in our optional price quote.
9	13	Ability to organize reports into an overall County directory structure. For example, all reports for Engineering should be grouped together and all Financial reports should be grouped together.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS reports can be added to any menu or submenu, and then further grouped within that menu or submenu.
9	14	Ability to schedule reports to be run at a user-defined time. For example, financial reports are run at midnight and availed for viewing the next morning.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE product allows reports to be created and then configured to run on the server (known as the "Process Server") at a scheduled time.

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9	15	Ability to email reports to an internal and external distribution list. This includes both the scheduled and ad-hoc reports.	Yes	No - Out of Box	Standard in POSSE LMS Reports are stored within the POSSE LMS database as PDF's and can be easily attached to system emails as attachments.
9	16	Ability to customize an Executive Dashboard that refreshes on demand. For example, the Director of Community Development would want to see building permit activity and refresh it at any time.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Dashboard (included in the cost) provides a graphical view of current business Key Performance Indicators (KPIs), with the flexibility to drill into the details if desired. POSSE Dashboard delivers a powerful at-a-glance window into the performance of the County, enabling the County to make timelier and more cost-effective decisions. POSSE Dashboard also puts the power of analysis into the County's hands, with fully configurability to allow the County to define the precise data they wish to see, and how they wish to have it presented.
9	17	Ad-hoc end user reporting tool for use by non-technical staff. An ad-hoc reporting tool would allow users to sum, sort, add column headings, report headers/footers, rearrange columns, define date ranges, etc.	Yes	No - Out of Box	POSSE LMS offers a variety of ways to create reports and printed output: - Sybase Infomaker: this is the reporting tool that is tightly integrated with POSSE. It is a user-friendly reporting tool that can be used to generate reports of any type. Fields can be selected and laid out in a graphical way, powerful expressions can be easily built (e.g. sum, average), criteria can be added and much more. - RTF Reporter (POSSE's embedded report writer tool) – Operational reports can also be written using a reporting tool developed by Computronix. This tool uses the RTF format when defining and laying out the report format. POSSE uses the RTF format to generate the report and then converts it to PDF for display. - The MS Word Merge tool allows letters and reports to be built in MS Word. POSSE will then populate required fields and apply stored, secured electronic signatures if required. Documents are fully editable, as per standard Word features and functions.
9	18	Includes a query tool that allows non-technical staff to do user defined queries. The result of the query can be exported to Excel, Word, Access, etc.	Yes	No - Out of Box	Standard in POSSE LMS An ODBC connection can be set up in Excel, Word or Access to connect to the POSSE LMS reporting warehouse (Corral). This will allow non-technical staff to easily pull data from the system into their application of choice. In addition, all search results and most data lists in POSSE LMS can also be exported to Excel.
9	19	Ability to schedule reports to be run at a user-defined time. For example, financial reports are run at midnight and available for viewing the next morning.	Yes	No - Out of Box	Standard in POSSE LMS This is the same requirement as #14. The POSSE product allows reports to be created and then configured to run on the server (known as the "Process Server") at a scheduled time.
9	20	Query tool is available over the Web for field staff	Yes	No - Out of Box	Standard in POSSE LMS The POSSE Mobile app has a search function that allows inspectors to query permits in the field. The POSSE LMS web portal also has a Permit and Planning search that the field staff could use to query data. The Inspector website that comes with POSSE LMS also has a search function. The backend internal system is also web-based, and can be accessed in the field (likely via a VPN connection) to give field staff full access to all the search functions.

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9	20	Documentation of database schemas and ERDs are provided to the County to assist report writing.	Yes	No - Out of Box	Standard in POSSE LMS A full ERD of the POSSE LMS Reporting Warehouse is available and will be delivered with the product.
9	21	Data dictionary of all fields in the database are provided to the County.	Yes	No - Out of Box	Standard in POSSE LMS A full Data Dictionary of the POSSE LMS Reporting Warehouse is available and will be delivered with the product.
9	22	Ability to cut/paste verbiage from County code into citations and correction notices.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS and its reports fully support all Cut/Copy/Paste functionality.
9	23	What is your end user reporting tool based on? Use "a"(available) to indicate the tool. Use "d"(not available) for tools that are not available	N/A	N/A	
9	24	• Crystal Reports XI	Yes	No - Out of Box	Crystal Reports are available out of the box
9	25	• SQL Reporting Services	Yes	No - Out of Box	SQL Reporting Services are available out of the box
9	26	• Oracle Reports	Yes	No - Out of Box	Oracle Reports are available out of the box
9	27	• Other 3rd Party (specify)	Yes	No - Out of Box	Sybase Infomaker
9	28	• Proprietary	Yes	No - Out of Box	Computronix has developed two (2) of its own reporting tools: The RTF Reporter tool allows report writers to layout a report definition as an RTF file (in Word), and the system will generate the report and convert to PDF. The MS Word Merge tool allows the County to leverage existing Microsoft Word letters and document templates easily using POSSE's Microsoft Word Merge functions. POSSE will populate required fields and apply stored, secured electronic signatures if required. Documents are fully editable, as per standard Word features and functions.
10	1	Integrates with Microsoft Outlook for scheduling events or tasks generated by the system.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS integrates with Outlook by sending emails when events or tasks are generated in the system. The emails contain a deep link directly into the area of the system that needs attention. This allows user to navigate directly from within Outlook into the system when a task is assigned to them.
10	2	Allows emails to be sent from within the system. For example, if an inspection fails, the inspector can select a contact and send an email from within the system.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has an email function built directly into the system - it simply needs to be triggered as appropriate. Emails can be triggered by any user of the system, and can be directed to any email address specified. POSSE LMS has no intention of replacing an actual mail client, therefore it is recommended that ad-hoc emails be sent using the staff's mail client (e.g. Outlook). Computronix feels that the system generated emails pre-configured in POSSE LMS meet this requirement.
10	3	The questions below relate to the vendor system's compatibility with the following. Please respond "A" (available) if Yes, and "D" (Not available) for No	N/A	N/A	
10	4	Client workstations that:	N/A	N/A	

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10	5	· Support Windows 7 (both 32-bit and 64-bit OS versions)	Yes	No - Out of Box	
10	6	· Run on 2GB RAM	Yes	No - Out of Box	
10	7	· Support Internet Explorer 9 or higher	Yes	No - Out of Box	
10	8	· Support MS Office 2010	Yes	No - Out of Box	
10	9	· Support Adobe Reader X	Yes	No - Out of Box	
10	10	· Have no administrative rights for users	Yes	No - Out of Box	
10	11	Servers that operate under the following criteria:	Yes	N/A	
10	12	· Vendors will access servers via county network login	Yes	No - Out of Box	
10	13	· Vendor login is disabled when not in use	Yes	No - Out of Box	
10	14	· County is the Administrator on all servers	Yes	No - Out of Box	
10	15	· VPN access will be supported via Cisco VPN (AnyConnect or IPSEC client)	Yes	No - Out of Box	
10	16	· One or more of the following OS:	N/A	N/A	
10	17	o Win 2008 R2 64-Bit (sp1)	Yes	No - Out of Box	
10	18	o Win 2012 Standard 32-Bit (sp2)	No	Out of Scope	Servers must be 64-bit in order for POSSE LMS to be installed. In fact, this is not a valid OS: there is no SP2 for Win 2012 and Win 2012 is only 64-bit.
10	19	o Oracle Linux 5.8	Yes	No - Out of Box	
10	20	· Servers have one of the following databases:	N/A	N/A	
10	21	o Oracle 11.2 or higher	Yes	No - Out of Box	The POSSE product can only be installed on an Oracle database.
10	22	o SQL Server 2008 RD or higher	Yes	No - Out of Box	The ProjectDox product included in the project bid can only be installed on a SQL Server database.
10	23	· Servers have Symantec VirusShield installed	Yes	No - Out of Box	
10	24	· Servers can be backed up using Avamar software	Yes	No - Out of Box	
10	25	· Microsoft Security hot fixes are applied monthly (for Windows OS Servers)	Yes	No - Out of Box	
10	26	· Dell servers (currently Dell R710 or equivalent) are supported	Yes	No - Out of Box	If the County requires additional capacity, Computronix is a Dell reseller and is able to provide Dell servers.
10	27	Supports virtual server environment utilizing VMWare 5 or higher.	Yes	No - Out of Box	POSSE LMS is fully supported in a VMware ESXi/vSphere 5.0 or higher environment.
10	28	Hosted deployment of system or Software As A Service (SAAS) is available.	Yes	No - Out of Box	Computronix proposes to only deploy POSSE LMS as a County hosted solution. If the County is interested in a SAAS arrangement, a separate service license agreement will need to be completed.
10	29	Supports .NET 4.0 or higher or J2EE.	Yes	No - Out of Box	POSSE LMS runs on .NET 4.0 / 4.5
10	30	Supports XML design and authoring.	Yes	No - Out of Box	Interfaces can certainly be built in POSSE LMS that allow for data to be passed in an XML format.
10	31	Supports an enterprise Services Oriented Architecture (SOA).	Yes	No - Out of Box	

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10	32	Supports Microsoft Active Directory Aware.	Yes	No - Out of Box	
10	33	System makes minimal use of cookies.	Yes	No - Out of Box	
10	34	System performs session state management.	Yes	No - Out of Box	
10	35	System supports replaceable graphics. For example, the County logo can be branded onto the application.	Yes	No - Out of Box	A project plan for POSSE LMS always includes effort to brand the POSSE LMS web portal to match the County's branding standards. This is included in the project cost and schedule.
10	36	Allows for backing up the system without bringing down the online applications.	Yes	No - Out of Box	Backups of the database can be performed using Oracle RMAN tools. The database does not need to go down to perform an RMAN backup.
10	37	System is compatible with existing peripherals	N/A	N/A	
10	38	· Cannon DR-7550C or DR-7580 (large, high end scanner)	Yes	No - Out of Box	
10	39	· Cannon CR-55 (check scanner and endorser)	Yes	No - Out of Box	
10	40	· Epson TM-H6000II or higher (multi-function receipt printer)	Yes	No - Out of Box	
10	41	· Zebra TLP2844 (label printer)	Yes	No - Out of Box	
10	42	Ability to access the system remotely via HTTPS.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS is fully web-based and supports HTTPS. It can be accessed remotely or through a VPN connection. The County can decide on how they would like it implemented.
10	43	Users can be logged into the system from multiple computers simultaneously.	Yes	No - Out of Box	Standard in POSSE LMS Users can logon to POSSE LMS with the same user account from different computers.
10	44	System stores no account/user data on Web server.	Yes	No - Out of Box	Standard in POSSE LMS The user accounts of the staff, public customers, and system administrators are never stored on the web server. The only user account that is stored on the web server is the user account that the website uses to connect to the POSSE LMS database.
10	45	System stores minimal information on Web server.	Yes	No - Out of Box	Standard in POSSE LMS No business data is ever stored on the web server. The only information that is stored is some basic connection information to the database.
10	46	Role-based security can be applied to groups or individual users.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has "Roles" built in to the product. Roles are a grouping of individual security privileges. Roles can be applied to individual users or groups of users.
10	47	Role-based security can be defined at the screen or field level for groups or individual users.	Yes	No - Out of Box	Standard in POSSE LMS Security privileges in POSSE LMS can be configured at a wide variety of different levels, including screen level and field level. These security privileges can then be added to a Role as the County desires.
10	48	Role-based security allows users view only access.	Yes	No - Out of Box	Standard in POSSE LMS Read-only security privileges can be configured in POSSE LMS, and these privileges can be added to a Role as the County desires.
10	49	System automatically terminates a user session based on inactivity. System Administrator sets the inactivity threshold.	Yes	No - Out of Box	Standard in POSSE LMS Session timeout is defined at the system level. POSSE LMS will automatically kick the user out if no activity has been done within the session timeout period. The user simply needs to log back in.

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10	50	Supports user login history.	No	Yes - Minimal	Can be configured in POSSE LMS User logon history is not currently audited in POSSE LMS, but it can easily be configured to do so.
10	51	Supports "strong" passwords.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS fully supports any length or complexity of passwords.
10	52	Supports user auto-lockout for too many failed login attempts.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS fully supports auto-lockout - the County simply needs to define the "Number of Tries" parameter.
10	53	Supports manual user lockout.	Yes	No - Out of Box	User accounts in POSSE LMS can be inactivated by the system administrator. This retains the user account history, but does not allow the user to login to the system.
10	54	Supports manual user unlocking.	Yes	No - Out of Box	Re-activating a user account in POSSE LMS allows the user to log back into the system, and the history on their user account has all been retained.
10	55	Allows system administrator to create new, modify existing or inactivate case types.	Yes	No - Out of Box	Standard in POSSE LMS The Stage configuration tool included with POSSE LMS fully supports this type of configuration.
10	56	Allows system administrator to create, change, activate and inactivate workflows.	Yes	No - Out of Box	Standard in POSSE LMS Workflows can be created, cloned, deleted, activated/inactivated in the Stage configuration tool.
10	57	Ability to add unlimited custom fields, define their data types, field lengths and report on them.	Yes	No - Out of Box	Standard in POSSE LMS Unlimited fields (known as "Details" in POSSE) can be configured using the Stage tool.
10	58	Ability to set validation rules on custom fields.	Yes	No - Out of Box	Standard in POSSE LMS A wide variety of validation rules can be applied to fields.
10	59	Ability to identify required fields throughout the system (this function is part of base system). Users cannot proceed without entering the required data.	Yes	No - Out of Box	Standard in POSSE LMS There are three (3) ways to enforce required fields in POSSE LMS with the Stage tool: either by making them mandatory on every save, making them mandatory if they try to leave the screen, or by making them mandatory when they try to complete a workflow step.
10	60	Ability to identify required fields on applications submitted on the Web. Applicants cannot submit their application without entering the required data.	Yes	No - Out of Box	Standard in POSSE LMS The POSSE LMS web portal uses a unique method to identify required fields. Required fields are all indicated with a red asterisk, and the final screen on the application provides a list with all of the required fields that have not yet been filled out. The applicant is then provided with a direct link to the screen where the required field was missed.
10	61	System supports customization of user dashboard by each user.	Yes	No - Out of Box	Standard in POSSE LMS Charts can be configured by security access group, and then users can choose which charts they would like to see on their own dashboard from the subset of charts available to their access group.
10	62	System allows custom configuration of alerts, holds, required fields, etc. For example, identifying required fields with red text.	Yes	No - Out of Box	Standard in POSSE LMS The Stage configuration tool included with POSSE LMS supports all the types of custom configuration listed. Computronix looks forward to demonstrating the Stage tool to the County!

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11	1	Ability for staff to view and manage their assigned activities including the ability to assign priorities.	Yes	No - Out of Box	Standard in POSSE LMS A standard To Do List window is available to all backend users (County staff) of POSSE LMS. The To Do List is very flexible and gives the user a quick idea on what they need to work on. Users can adjust the priority of the items on their To Do List by updating the Due Date of the task. Tasks with a more recent Due Date appear at the top of their To Do List.
11	2	Ability for staff to customize a view to display all outstanding activities within a timeframe.	No	Out of Scope	Not available in POSSE LMS The standard To Do List window that comes with POSSE LMS allows staff to sort their activities, filter their activities by type, overdue and current. It also allows them to look at the To Do Lists of other staff. It does not allow staff to customize a view within a certain timeframe.
11	3	Provide rule-based, configurable work flow by the following Project Types: - Land Use Commercial - Land Use Residential - Mixed	Yes	No - Out of Box	Standard in POSSE LMS The workflow that comes with the Planning module in POSSE LMS is fully configurable using a combination of the Stage tool and system administrator functions. It is rule-based, and can be configured to change by Project Type.
11	4	Provide rule-based, configurable work flow by the following Building Permit Types: - Commercial - Residential	Yes	No - Out of Box	Standard in POSSE LMS The workflow that comes with the Permitting & Inspections module in POSSE LMS is fully configurable using a combination of the Stage tool and system administrator functions. It is rule-based, and can be configured to change by Project Type.
11	5	Provide rule-based, configurable workflow for: - Case Monitoring - Case Inspections - Pet Licensing	Yes	No - Out of Box	Standard in POSSE LMS The workflow that comes with the Compliance & Enforcement module in POSSE LMS is fully configurable using a combination of the Stage tool and system administrator functions. It is rule-based, and can be configured to change by Project Type. As noted in requirement 8 of tab #3, POSSE LMS does not contain a Pet Licensing module. The workflow configured to support Pet Licensing would be specific for Pet Licensing.
11	6	Workflow can be triggered by County defined events. Events include submittal of an application, completion of a review, denial, etc.	Yes	No - Out of Box	Standard in POSSE LMS Computronix will certainly be working with the County to allow them to define the events that need to trigger workflow. Workflow in POSSE LMS can be triggered by any system event.
11	7	Ability for steps in the workflow to trigger status changes. For example, when an invoice is issued and not paid, the status of the permit will be changed to 'hold'.	Yes	No - Out of Box	Standard in POSSE LMS For each workflow step configured in POSSE LMS, a "Status Change" condition can be set. It can either be set to "No Change", or a new Status can be selected for it to change to when that workflow step is completed.
11	8	Workflow allows simultaneous routing to a defined set of staff. For examples, when an application is submitted, it is routed to 3 permit specialists and 2 building plans reviewers.	Yes	No - Out of Box	Standard in POSSE LMS Processes (e.g. tasks or workflow steps) in POSSE LMS can be assigned to a single user or a pre-defined group of users.

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11	9	Users can see the overall workflow including complete and incomplete steps. Users assigned to each step are visible.	Yes	No - Out of Box	Standard in POSSE LMS Users can look at the "Processes" tab in the POSSE LMS system to see all the completed and "in progress" processes (workflow steps). For processes not yet created, users can view a "Where Am I?" diagram that shows them where in the workflow they currently, and the upcoming workflow steps that could occur.
11	10	Automatic notifications can be built into each workflow to notify review staff, applicant, owner, and other parties of actions that have occurred or are needed. This includes: approvals, denials, corrections, failed inspections, fees due, review due dates, etc.	Yes	No - Out of Box	Standard in POSSE LMS Actions can be configured to trigger at any point in the workflow. The action can be a notification email or task sent to any other user or client record in the system, including staff, applicants, customers, contractors and more.
11	11	Ability to link workflows. For example, once an environmental workflow is complete, it triggers a building permit workflow.	Yes	No - Out of Box	Standard in POSSE LMS Workflows in POSSE LMS are referred to as "Jobs". Jobs can be linked to each other, and can trigger actions or additional workflow steps to be completed. Actions can also be configured to create new jobs.
11	12	Ability to view all outstanding work assignments by group, person or by date. For example, the Lead Building Plans Examiner could choose to see all active building plan reviews by reviewer by date assigned.	Yes	No - Out of Box	Standard in POSSE LMS The "Workload Report" that comes with POSSE LMS allows staff to see all assigned tasks of a certain type, for a certain date range.
11	13	Ability to send e-mail notifications to applicants and/or other customers upon completion of user defined workflow events.	Yes	No - Out of Box	Standard in POSSE LMS Actions can be configured to trigger at any point in the workflow. The action can send an email to any other user or client record in the system, including staff, applicants, customers, contractors and more.
11	14	Ability for the system administrator to define whether a workflow is manual or automated.	Yes	No - Out of Box	Standard in POSSE LMS When configuring workflow in the Stage tool, workflow steps can be configured to be created automatically or manually inserted.
11	15	Ability to revise workflow based on scope of work without creating a new case. For example, the applicant applies for a interior only remodel permit and decides to add square footage onto the existing structure after the case is created. This changes the workflow and additional reviews are required. The user should be able to change the workflow without creating a new case.	Yes	No - Out of Box	Standard in POSSE LMS Workflow can always be changed mid-stream in POSSE LMS. Staff can manually insert a process that will change the workflow, or they can choose different outcomes on their current step to revert the workflow back to the where they want it to be. Computronix looks forward to getting a better understanding of the specific needs of the County around this requirement, and feel strongly that the workflow in POSSE LMS can handle it.
11	16	Ability to assign durations to the overall workflow as well as to each step in the workflow. For example, an overall Plan review takes 21 days, the Fire Marshal gets 3 days to complete their review.	Yes	No - Out of Box	Standard in POSSE LMS POSSE LMS has a Due Date on every step in the workflow that can be automatically set. This Due Date is made very visible to the assigned staff so that they are aware of the duration they have available.

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Item No.	Interface	Direction	Source System	Description
1	Active Directory	One way	Active Directory	POSSE will integrate with Clark County's Active Directory for authenticating internal users.
2	ESRI GIS Interface	One way	GIS	<p>POSSE will integrate with the ESRI GIS to retrieve spatial layer data (zoning, school dist, etc.) necessary for LMS activities. The GIS data may be retrieved on-demand for each request, or it may be stored and cached in LMS - the interface architecture will be determined during design.</p> <p>POSSE's built-in map viewer will be configured to display map layers from the GIS needed to support LMS business processes.</p>
3	Online Payment (Point and Pay)	Two way	Point and Pay / POSSE	POSSE will integrate with Point and Pay for online payment transactions.
4	Teller Credit Card (swipe) Integration (Point and Pay)	Two way	Point and Pay / Teller	Teller will integrate with Point and Pay for credit card payments.
5	Electronic Check Interface	Two way	Bank / Teller	The interface will scan paper checks and interface with the bank's system for deposit. This interface assumes that Clark County's bank provides an interface for electronic deposit of scanned checks, and that Clark County will purchase the necessary check scanning hardware.
6	A/R Interface (Oracle Financials)	Two way	POSSE / Oracle Financials	The Accounts Receivable interface will transfer A/R information from LMS to FMS (Oracle Financials), and retrieve invoice information (Invoice Number and Date Paid) from FMS. PWU payments and invoices will be included in the A/R interface.
7	A/P Interface (Oracle Financials)	Two way	POSSE / Oracle Financials	The Accounts Payable interface will transfer refund information from LMS to FMS (Oracle Financials), and retrieve refund/payment information from FMS for the invoices created by the A/R interface. PWU refunds will be included in this interface.
8	Contractor Interface (WA State L&I)	One way	WA State L&I	The interface will load Washington State Contractor data which is distributed via CD each month. The WA State L & I data contains License and Person data which will be bulk loaded into LMS each month and used to validate contractor licenses.
9	PACS (Parcel and Permit data)	Two way	PACS / POSSE	POSSE will retrieve parcel, owner and legal description data from PACS. POSSE will update PACS through a web service call with new permit data.
10	Address Barcode Interface (Pitney Bowes or similar)	One way	POSSE	<p>POSSE LMS will use a third party service to generate address barcodes for use when mailing Pet License invoices. Currently the County uses Pitney Bowes for this purpose which may continue to be used. A determination will be made during design if a better option is available.</p> <p>Initial investigation suggests that POSSE's DevExpress reporting tool provides native support for generating USPS Intelligent Mail compliant barcodes. If so, this interface will be unnecessary if the license renewal letters / envelopes are generated using DevExpress reports.</p>
11	Address Validation Interface (Pitney Bowes or similar)	One way	POSSE	POSSE LMS will use a third party service for validating mailing addresses for Pet License mailings. Currently the County uses Pitney Bowes for this purpose which may continue to be used. A determination will be made during design if a better option is available.

Attachment 3 – Description of Interfaces

12	PLI Invoices Interface	One way		<p>The PLS Invoices interface will run each month and process pet licenses set to expire. The interface will update the license status and generate renewal fees.</p> <p>Renewal invoice reports may be then be run against the pet license data (separate from the interface) to generate license renewal mailings.</p>
13	Remit Processor Interface	One way		<p>POSSE LMS will load pet licensing payment data processed by the Remittance Processor on a daily basis. The interface will process license status changes (pet deceased, pet altered, senior's discount designated) that may be submitted by pet owners along with payment.</p>
14	Selectron IVR Interface	Two way	Selectron / POSSE	<p>The Selectron IVR Interface is a real-time bidirectional interface that allows contractors and home owners to schedule inspections, leave messages for the inspector and retrieve inspection results using their phone. POSSE LMS will provide API's to do the following:</p> <ul style="list-style-type: none"> - Retrieve permit information - Retrieve valid dates to schedule an inspection - Schedule an inspection - Cancel an inspection - Record results of an inspection - Retrieve results of an inspection - Retrieve permit history (for fax back)
15	SITUS Interface	One way	SITUS	<p>POSSE will interface with SITUS to process parcel address changes from SITUS.</p>
16	G/L Interface	One way	POSSE / Oracle Financials	<p>The G/L Interface will transfer daily receipt transactions from LMS to the Oracle Financials General Ledger.</p>

Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

CONVERSION¹

9/19/2014

Conversion guiding principles are to retain records that:

- Create the context for the request or decision
- Document the condition of the land at the time the project is initiated
- Can be reasonably expected to be in the county's possession over time
- Retention of all supporting documents required by state, local and business requirements (see supporting documentation)

Definitions:

- Permit= an approval to start the process of construction, modification or implementation of a project.
- Case=a placeholder for a process, review or decision. A case doesn't necessarily give an approval to start a construction of a project.
- Exceptions defining case and permit: A Habitat & Wetland case can also be considered a permit. They may have just a review or they may give an approval of a construction of a project. It's only being defined due to conditions in this document.

Preliminary Plan for Selective Conversion

1. Determine each case/permit type to be converted and its active/inactive status. For example, a SFR that is in a 'finalized' status is considered inactive (see attachment "A") for case status and milestones)
 - a. Define active case/permits on a case by case basis.
 - i. An **active** case/permit is one where there is a review or inspection activity occurring, or likely to occur (for example, a likely to occur status might be where the case is on hold, or in hiatus for a period of time allowed by our business processes)
 - ii. An **inactive** case/permit is one where there is a decision or a permit is in a finalized status, or there is no activity for a period of time that makes the case inactive under our business processes.
 - iii. (Attachment "A") presents a view of the Commercial (COM) case type and the status types that result in active versus inactive cases.
 - iv. The following case types will be considered **active** regardless of the status due to State Archive Requirements, plat vesting and business processes (see supporting documents for copy of requirements).
 1. APL
 2. BLA
 3. CUP
 4. PLD
 5. PST

¹ Submitted by Clark County in September 2014



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

6. PSR
7. FLD
8. FSR
9. SHL
10. SEP
11. MZR

- v. Code enforcement or other enforcement cases need to be retained for a minimum of six years after the case is closed (see supporting documents)
- vi. Active pet licenses are any license renewed within the last five years.

- b. The County will not convert case types that are no longer used or never implemented. (See Attachment “D” for case elimination).

2. Fees

- a. Convert all line item fees on all active and inactive cases (see supporting legal and audit recommendation.)
- b. Fee consolidation is currently being analyzed. Will discuss implications with vendor. Change the fee schedules at the same time the new system goes live.

3. Activities

- a. For each case/permit type, 10-14 milestone activities have been identified.
 - i. Most milestones are activities or inspections that trigger a change in status for the case/permit, but each case/permit type may have unique requirements.
 - ii. Each department subject matter expert determined activity milestones based on detailed reports documenting quantity of usage, last used dates and knowledge of system usage. The results were presented to supporting staff and department management for final approval. (See supporting document).
 - iii. A determination of case/permit status and milestones are presented in Attachment “A”.
- b. For active cases/permits, convert all activities and associated activity notes.
- c. For inactive/closed cases, convert only the milestone activities/inspections and their associated notes.
- d. Attachment “A” presents a view of the COM permit type and the status types that result in active versus inactive permits and the associated milestone activities.

4. Conditions

- a. For all cases, active or inactive, convert all conditions recorded in the Tidemark conditions table (see case/permit determination documentation).
- b. If a permit is inactive no conditions existing in the condition table will be converted (for example, a single family dwelling that is finaled we would not convert the conditions).
- c. If a condition is not in a document, or in the conditions table, or associated with a milestone (inactive cases) it will not be converted.

5. Documents

- a. Since the County can't easily identify the content of documents, we are converting all documents on all cases regardless of case/permit status. At this time the County's document management system may be replaced so it is recommended to convert all documents to the new permitting system.

6. People

- a. Convert all case people on active cases.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

- b. Convert 2 case people on inactive cases (i.e., owner, applicant) may vary by case type. (Role types selected by individual departments. (Attachment “B” identifies converted role types by case types). All other people will go onto a historical tab that will list the people by role and name.
- c. The Tidemark People Directory will not be converted at all due to the complexity of determining duplicates, spelling errors, etc.

7. Notes

- a. Convert all case notes for active and inactive cases. Convert all activity notes on designated activity milestones.
- b. If a note is not a case note or an activity note associated with a milestone (inactive cases) it will not be converted. For example, people notes will not be converted on inactive cases.

8. Face of the case

- a. All fields that are currently on the base screen of a case/permit in Tidemark will be converted to the new permitting system (for example, received date, issued date, review type, etc). If the field is not available in the new system and we need the data converted it will transfer to a user defined field or designated area in the new system.

Rationale for Selective Conversion

Clark County has over 850,000 records in the existing permit database. This includes records converted from the Sierra system and records created in the Tidemark system. While it is technically possible to convert every piece of data in Tidemark to a new permit processing system, the complexity and effort required for the conversion must be weighed against legal requirements, duplication of data, and the usefulness of the data once converted.

Data type

Some of the data in the system are primary records, establishing the point in time evidence of a business transaction, and the rationale behind that transaction. The disposition for building and land use defines a primary record for permitted projects including permit and inspection records, certificate of occupancy, administrative decisions, legal actions, and statements of alternative methods of construction, variances and special conditions. These records must be preserved.

Some of the data in the system are transitory. These items are temporary, short term and not needed as evidence that a business transaction occurred. For example, memo drafts, working spreadsheets, routing slips, draft handwritten notes later converted to electronic form, telephone messages, letters of transmittal that do not add information to the record transmitted, draft drawings are considered transitory. The WAC requires retention of these items until no longer needed for agency business then they can be destroyed.

Some of the data is secondary and duplicate copies of records that are also available in documents attached to cases or in the county imaging system. Secondary or duplicate copies do not need to be retained as long as the primary copy is retained for the required retention period.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

The first decision for conversion is to identify primary, secondary, or transitory in Tidemark. The retention schedule applies to the primary data.

Retention period

WAC's direct retention of Code Enforcement and Animal Control complaints for a minimum of six years after closure, in their entirety.

The county chooses to apply the state disposition schedule for building records to all land use and building files. Primary records must be retained for six years after the life of the building. In essence this means forever, because a building might have a life exceeding 100 years. The WAC defines a primary record for permitted projects including permit and inspection records, certificate of occupancy, administrative decisions, legal actions, and statements of alternative methods of construction, variances and special conditions.

Projects that are not "permitted" (voided, withdrawn, and denied) would not be subject to the extended retention period.

Conversion direction based on records retention guidance

Considering only these factors, the conversion should:

- Retain all primary records of all transactions.
- Retain all Code Enforcement and Animal control primary records for at least six years after the case closes.
- Retain all primary data from permitted (approved) land use and building cases in perpetuity.
- Retain primary data for non-permitted/non approved cases for a minimum of six years after denial, withdrawal, etc.

Operational issues

Many users of the system advocate for a conversion that moves all data from the Tidemark system to the new system. The most risk adverse approach is to convert every piece of data. This approach assures every detail captured in the permit processing system for a transaction is available in the new system. Factors in favor of this approach include:

- Having every detail of a transaction may help defend the county in the event of a legal challenge;
- Having every detail may help re-construct the decision making behind a case if a future customer asks for details about what happened and when.
- Having every detail may help staff and manager decision making in the event a customer needs more action on the case in question.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

- Having every detail allows management analysis of steps in a process, time elapsed, changes in fees, changes in practices, etc.

Typical of most systems, fields have been used for different purposes over time. Notes were made in a variety of places. Users are concerned a substantive note might be placed in an unexpected field normally reserved for transitory information. If this field is not converted, the information may be lost. There is no way to analyze the frequency of misplaced information or the importance of the information.

Other users contend the substantive business information is contained in the fields designated for this information, and the combination of documents and the process related fields is sufficient to portray the important primary information required for records retention. While having all information converted from Tidemark to the new system might provide the highest possible safety net, it is not absolutely necessary for operations or to meet record retention requirements.

Conversion direction based on operational issues

Considering only these factors:

- Adopt a conservative approach that errors on the side of converting information that may not be available in other locations.
- Adopt a conservative approach that captures milestones for processes, but allows in-process (transitory) information for completed transactions to escape conversion.

Technology issues

Conversion requires mapping the originating location of data in Tidemark to a destination in the new system. Complications arise if the new permitting system does not provide a one to one correspondence between origination and destination fields. The lack of correspondence could be because of difference in the structure of the software, or because of business decisions to consolidate information or portray it differently.

As the amount of data to convert increases, the greater the job of mapping and testing that data rises. This adds cost and time to the project. The volume of data converted is not expected to impact the performance of a new system, but it will increase data storage needs.

Data slated for conversion without an identified, clear destination location must be addressed in some fashion, generally through creation of a log that presents unrelated pieces of information in a tabular format.

Conversion direction based on technology issues

- Coordinate closely with the vendor to assure the software can accommodate destination locations for data that does not have a one to one correspondence between the Tidemark system and the new system.
- Make business owners aware to the costs of conversion proposals, in terms of conversion labor and long term storage needs.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Pros and Cons

The more you convert, the more time, effort and money it requires.

Some communities convert everything.

Selective conversion can meet public record requirements if we:

- Retain all primary records of all transactions.
- Retain all Code Enforcement and Animal control primary records for at least six years after the case closes.
- Retain all primary data from permitted (approved) land use and building cases in perpetuity.
- Retain primary data for non-permitted\ non approved cases for a minimum of six years after denial, withdrawal, etc.

The more you convert, the more assured you are that important information is not lost.

- Having every detail of a transaction may help defend the county in the event of a legal challenge;
- Having every detail may help re-construct the decision making behind a case if a future customer asks for details about what happened and when.
- Having every detail may help staff and manager decision making in the event a customer needs more action on the case in question.
- Having every detail allows management analysis of steps in a process, time elapsed, changes in fees, changes in practices, etc.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Internal Attachment A

Example of a Commercial Case

A COM case in an active status is converted in its entirety.

A COM case in an inactive status is converted with milestone activities. In addition to other qualifying factors (primary data, "face of the case", case notes, documents)

The milestones (information highlighted in green) would be converted on all inactive cases.

Commercial Building Permit Activities	Case Code, Code, Action #	Type Menu	Inactive Status	Active Status
Rcv App Check Completeness				REC
Applicant Notified-Approval **				NTF
Revisions Received @ Counter**				RRV
Notified, Expired, No Final**			FXL	
Voided**			VDD	
Withdrawn			WD	
Expired			EXP	
Revoked			RVK	
Denied			DEN	
Stop Work Order Issued **				SWO
Referred To Law Dept				LAW
Prmt Reapprovd-STATUS CHG ONLY				APR
Permit Expired**			EXP	
Transferred			XFR	
Site Plan Approval Verified			Inactive Status	
Miscellaneous Action			Inactive Status	
Route to Building/Reviewed				IRV
Route to Zoning/Reviewed				IRV
Route to Civil Engr/Reviewed				IRV
Route to Strctrl Eng/Reviewed				IRV
Route to Fire/Reviewed				IRV
Plng Revs Req'd				WCI



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Commercial Building Permit Activities	Case Code, Code, Action #	Type Menu	Inactive Status	Active Status
Bld Revs Req'd				WCI
Str Eng Revs Req'd				WCI
Civil Eng Revs Req'd				WCI
Applicant Notified Revs Req'd				WCI
Fire Revs Req'd				WCI
Route Revs to Plng/Rev'd				RRV
Route Revs to Bld/Rev'd				RRV
Route Revs to Strc Eng/Rev'd				RRV
Route Revs to Civil Eng/Rev'd				RRV
Route Revs to Fire/Rev'd				RRV
Permit Issued				APR
Foundation Only Permit Isued				FND
Rte to Transp Concurrency/Rvw*				IRV
Route to Commercial Bin				IRV
Route to Plans Examiner**				IRV
Route to Fire **				IRV
Route to Strc Engr**				IRV
BPln Revs Req'd/Rec'd/Revw'd				RRV
Fire Revs Req'd/Rec'd/Revw'd				RRV
Str Eng Rev Reqd/Recd/Revwd				RRV
Permit Issued **				APR
Foundation Only Permit Issued*				FND
515 Final Fire			Inactive Status	
505 Final Building Requested			Inactive Status	
Verify MOH remvd from property			RMV	
30 Day Temp Occ Issued **				TCO
60 Day Temp Occ Issued **				TCO
90 Day Temp Occ Issued **				TCO
Certificate of Occ Issued **			FNL	
Finaled **			FNL	
Hold **				HLD
Freeze Case				FRZ
Unfreeze Case				UNF



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Attachment B

Example of Role Types

ROLE_TYPE	ROLE_DESCRIPTION
AGC	Agency
APL	Applicant
APT	Appellant
ARC	Archaeologist
ART	Architect
ATT	Attorney
BCR	Bldg Codes Plans Rv
BIO	Biologist
BUY	Buyer
BUY	Buyer
C/O	Care of Name
C/O	Care of Name
CEC	Certified Eros Cont
CM	Case Manager
CMP	Complainant
CNT	Contact
CON	Contractor
COR	Coordinator
CRV	Concurrency Review'r
DES	Designer
DEV	Developer
DRE	DRS Engineer
ENG	Engineer
EPR	Eng Plan Review
EXC	Excavator
FAM	Family
FD	Fire District
FGA	Finance Guar. Agnt
HE	Hearings Examiner
INS	Inspector
IP	Interested Party
LNA	Landscape Archt
NAM	Company name
NBH	Neighborhood Assoc
OA	Office Assistant
OAP	Owner at permit
OCC	Occupant
OPJ	Old Project Name
OTH	Misc Role
OWN	Owner
OWN	Owner
	PACS: Second Contract
PC2	Buyer
PCB	PACS: Contract Buyer
PCB	PACS: Contract Buyer



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

ROLE_TYPE	ROLE_DESCRIPTION
	PACS. Original Contract
PCO	Buyer
PCR	PACS: CB-Orig
PLN	Planner
PM	Project Mgr
PPO	Prev.Parcel Owner
PRM	Property Manager
PTO	Pet Owner
PUR	Purchaser
RSP	Responsible Party
RT	Reimbursement To
SRV	Surveyor
STF	Staff
SUS	Suspect
TEN	Tenant
UTB	Utility Billing
UTL	Utilities
VIC	Victim
VIO	Violator
WIT	Witness

Roles that are in red can be eliminated. Need to keep historical roles on active/inactive cases. Role types eliminated based on use or non-use.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Internal Attachment C

Only includes case types that are to be converted

Case	Description	Type
APC	Animal Protection Complaint	case
APL	Appeal/Appeal to the Board	case
BLA	Boundary Line Adjustment	case
BRN	Burning Permit	permit
BSN	Building Only Sign Permit	permit
CDE	Code Enforcement	case
CNV	Converted Cases	case/permit
COM	Commercial Building Permit	permit
CPZ	Comp Plan Change/Rezone/Text Change/Docket I	case
CRA	Critical Aquifer Recharge Areas	case
CUP	Conditional Use Application	case
CWP	Clean Water Program	case
DEV	Master Project	file
DIN	Development Inspection	case
DMO	Demolition Permit	permit
ENF	Code Enforcement File	file
ENG	Engineering Plan Review & Inspection	case
ESE	Environmental Services Enforcement	case
EVP	Environmental Services File	file
EVR	Engineering Variances-Road Mod.,Wetland Var.	case
FAC	Facility Licensing - Animal Protection	case
FID	Facility ID	file
FIL	File Number	file
FLD	Final Land Division	case
FLP	Flood Plain Permit	permit
FOR	Forest Practices	permit
FRI	Fire Review and Inspection	case/permit
FRW	Fireworks Permit	permit
FSR	Final Site Plan Review	case
FWP	Final Wetland Permit	permit
GEO	Geologic Predetermination	case
GOR	Gorge Review	case
GRD	Grading Permit	permit
HAB	Habitat Review	permit
HOC	Home Occupation/Small Business Permit	permit
HST	Historic Preservation	case
IFC	Impact Fee Calculation	case
LTD	Limited Trade Project	file
MEC	Mechanical Permit	permit
MFR	Multi-family permit	permit
MOH	Mobile Home Placement Permit	permit
MON	Wetland/Habitat Monitoring	case
MSC	Miscellaneous Building Review	permit
MTD	Master Project Limited Trade Permits	file
MZR	Misc Zoning Reviews	case



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Case	Description	Type
OID	Pet Owner ID	file
OPS	Open Space	case
PAC	Preapplication Conference	case
PIT	Parcel Information Tracking	case
PLB	Plumbing Permit	permit
PLD	Preliminary Land Division	case
PLI	Pet Licensing	case
PSR	Preliminary Site Plan Review	case
PST	Post Decision Review	case
PUD	Planned Unit Development/Master Plan	case
PWU	Public Works Utility	permit
RES	Residential Addition/Alteration	permit
ROW	Right of Way/Road Cut	permit
RSW	Limited Trade Roofing Siding Windows	file
SCI	Clean Water Source Control Inspection	file
SEP	State Envir.Policy Act & Envir.Impact Stmt.R	case
SFR	Single Family And Duplex - New	permit
SGN	Sign Review	permit
SHL	Shoreline Permit	permit
SWC	Sewer Connection	case
SWI	Storm Water Monitoring Inspection	case
UTC	Water Connection	case
VAR	Variance	case
WET	Wetland Permit	permit

Definition of case/permit type:

A case is a placeholder for a process or review. A case may be for land use decision not necessary permission to construct a project (exceptions below).

A permit is an approval to start the process of construction, alteration, addition or modification.



Computronix Statement of Work ATTACHMENT 4 – Data Conversion Summary

Case	Description	Type
OID	Pet Owner ID	file
OPS	Open Space	case
PAC	Preapplication Conference	case
PIT	Parcel Information Tracking	case
PLB	Plumbing Permit	permit
PLD	Preliminary Land Division	case
PLI	Pet Licensing	case
PSR	Preliminary Site Plan Review	case
PST	Post Decision Review	case
PUD	Planned Unit Development/Master Plan	case
PWU	Public Works Utility	permit
RES	Residential Addition/Alteration	permit
ROW	Right of Way/Road Cut	permit
RSW	Limited Trade Roofing Siding Windows	file
SCI	Clean Water Source Control Inspection	file
SEP	State Envir.Policy Act & Envir.Impact Stmt.R	case
SFR	Single Family And Duplex - New	permit
SGN	Sign Review	permit
SHL	Shoreline Permit	permit
SWC	Sewer Connection	case
SWI	Storm Water Monitoring Inspection	case
UTC	Water Connection	case
VAR	Variance	case
WET	Wetland Permit	permit

Definition of case/permit type:

A case is a placeholder for a process or review. A case may be for land use decision not necessary permission to construct a project (exceptions below).

A permit is an approval to start the process of construction, alteration, addition or modification.



Attachment 5 – Description of Electronic Plans Review Requirements

Computronix Statement of Work ATTACHMENT 5		
Phase	#	Requirement
General	10	Provides Web-based, real-time, interactive plan review process where any of the following activities can occur anytime, anywhere, using an internet connection:
Document Submittal	11	Applicants can submit and upload plans in multiple formats
Review Cycle	12	Staff downloads and mark-up plans and routes back to applicant
Review Cycle	13	Applicants downloads County redlines and uploads the corrections
Review Cycle	14	System provides automated version control by page for uploaded/downloaded plans [Per meeting on 7/2/14 with Jon, Dianna, Wendy, Jim Muir - it was decided that version control per document would meet our needs. If a document is 10 pages long and the applicant changes pages 2 and 3 and resubmits, the entire document would become V2. Per meeting on 9/17/14. This topic has been reviewed by management and they agree that this should be an 'approved' requirement.
General	15	Ability to support simultaneous online plan reviews of the same electronic document, with identification/tracking of the staff that logged each comment or change.
General	16	Ability to compare plans side-by-side or as an overlay to easily identify differences.
General	17	Ability for plan reviewers to select from a list of standard comments, county code references and county standard detail references and incorporate into redlines or comments.
Review Cycle	18	Ability to add miscellaneous notes on plans
Review Cycle	19	Ability to search for symbols or key words associated with graphics.
Review Cycle	20	Ability to view plans in 3-D at different angles.
Review Cycle	21	Ability for a user to customize the tool bar.
General	22	Ability for the system administrator to assign colors, symbols, etc. system wide to distinguish between reviewers, versions, etc.
Review Cycle	23	Includes tools that allow measurement and calculation of length, area and volume.
General	24	Ability to view multiple documents on one screen.
Review Cycle	25	Ability to open multiple files, and to minimize and restore to full page size without closing the file. For example, open 4 or 5 standard details sheets minimize them and reopen as the reviewer needs to reference the detail.

Attachment 5 – Description of Electronic Plans Review Requirements

Review Cycle	26	Ability to add hyperlinks, graphics and documents to plan sets.
General	27	Ability to incorporate multiple documents into one file. For example, put a word document, a PDF drawing, and an excel spreadsheet into one file and return it to the applicant.
Review Cycle	28	Ability to change the scale of a drawing
Review Cycle	29	Ability to zoom to selected areas of a drawing.
General	30	System logs all relevant dates for the plan review (including date sent, reviewed, due, rejected or approved) and includes a remarks area for each
General	31	Ability for external reviewers to review and markup plans without purchasing a license. This includes consultants working for the county and applicants. [Per demo with Bluebeam on 7/18/14, they indicated that there was a free Bluebeam viewer for customers when Bluebeam Studio is being used. Bluebeam.]
Final Approval Batch Stamping	32	After the review process is complete, drawings can be electronically stamped "approved" and a PDF version can be published for the applicant to download and print.
Final Approval Batch Stamping	33	After a multi-department review is complete, the construction plan cover sheet can be electronically "approved" with signatures/dates and "watermarks" for each reviewing department. The cover sheet can list all of the individual approvals.

Additional Electronic Plan Review Requirements

Phase	Requirement
Document Submittal	Applicant shall be allowed to submit drawings for eReview at time of Permit Application packet submittal or at a specific time as defined by staff during analysis.
Document Submittal	Applicant shall check a box (or other) to indicate they have completed the uploaded of all required documents and no further upload is required: system should prevent future upload ability by the applicant until a time specified by staff during analysis.
Document Submittal	Upon formal completion of document submittal, the applicant cannot upload additional documents until a time (task) specified by staff during analysis is completed.
Document Submittal	An applicant checklist shall be provided at time of plan-set submittal, where the applicant checks off each required document(s) or required item(s) as provided or not applicable.
Document Submittal	System shall allow staff the ability to distinguish between a paper review and electronic plan review submittal and provide appropriate workflow tasks in the event of a paper review.
Document Submittal	Permit technicians shall be notified of applicant submittal when applicant completes the 'formal' upload process.

Attachment 5 – Description of Electronic Plans Review Requirements

Review cycle	System shall be able to store Standard checklist items, by discipline, by category, by job (case) type to be used and accessed during the initial submittal review and during the plan review process.
Review cycle	System shall allow for the creation of new and or updateable checklist items so reveiwer can change to describe specific need.
Review cycle	System shall allow flexibility for when an applicant has access to changemarks, checklist items and drawings once a review discipline is complete.
Review cycle	Applicant cannot submit additional drawing documents for eReview until all Discipline reviews are completed and applicant has been formally notified of required corrections..
Review cycle	System shall auto-version submitted drawings and documents and provide an easily identifiable indicator to staff of which drawing or document is the most current.
Review cycle	System shall hide previous versions of the submitted document until staff specifically request an overlay compare or need to view previous versions.
Review cycle	When users are viewing a 'list' of drawings or documents, system shall provide an easily identifiable indicator to staff that changemarks exist on a given sheet. Users should not be required to open each individual sheet to determine if changemarks exist.
Review cycle	System shall provide user with the ability to indicate the status of individual changemark and checklist items as either 'Met', 'Not Met', or other e.g. 'Info Only'.
Review cycle	System shall provide applicant the ability to respond to each individual changemark and or checklist item so Reviewer can easily view responses that correlate to the required correction and update the status of each correction as needed.
Review cycle	the eReview system will update each individual Department Review task in the permit system with the corresponding discipline review status: e.g. 'Approved', 'Corrections Needed', 'No Review Req' (or as defined by County staff). The Plan Reviewer shall only update the Review status in one system location not two.
Review cycle	The Permit system ToDo (Task) list shall be updated by the electronic plan review process. For example: If first in group is used to assign discipline reviews in the eReview system, the task should be reflected on all reviewers task list in the corresponding permit system until someone accepts this task. Once the task is accepted by a reviewer in the eReview system, the corresponding task in the Permit system ToDo (Task) list should be updated to reflect the assigned Reviewer. If two ToDo (task) lists exist between the permit system and eReview system, they should both remain in sync.
Review cycle	The corresponding task due date in the Permit System shall be updated to reflect the appropriate due date as provided by the eReview System. If two ToDo (task) lists exist between the permit system and eReview system, they should both remain in sync.
Review cycle	During subsequent eReview cycles (2nd, 3rd iteration) the corresponding ToDo (Task) list shall be updated by the eReview system as described in the above requirement.

Attachment 5 – Description of Electronic Plans Review Requirements

Review cycle	Once the workflow transitions into the Review phase, the job (case) status should remain at a status (as defined during analysis or in documented business process) through-out the Review process. The job(case) status should not change to reflect each individual review result e.g. "Corrections Needed", "No Review Req". Once the review cycle is complete, the job (case) status could change to the next appropriate status as defined by staff during analysis.
Final Approval Batch Stamping	System shall ensure that only the most current version of documents and drawings are included in the batch stamp process.
Final Approval Batch Stamping	Upon batch stamp completion, batch stamped drawings shall be automatically moved to an 'Approved' folder. It is important to ensure approved drawings are seperated from incomplete drawings/documents.
Final	Upon completion of the batch stamp process, the system shall automatically notify the applicant and allow them access to the
General	System shall provide an expandible thumbnail drawing to help facilitate the preview of documents in lieu of requiring entire document be opened before it can be viewed.
General	System shall allow for permission management for access to the documents and drawings submitted for review: flexibility for turning on and off applicant access to their project files based on the phase of the review.
Reports	System shall provide canned reports to facilitate staff in determining the status of a project such as: Status of Reviews [accepted or not and when], Routing [who and when were tasks accepted/completed], List of corrections needed, review cycle and applicants response, List of of communication internal and external
Rejected Electronic Plan Review Requirement	
Phase	Requirement
General	34 Ability to electronically receive plans not associated with an active permit. This include plans from other cities, surveys and capital project information. For example the City of Vancouver needs to send a plat map to the County for an area that was annexed in 2005. [Rejected Requirement by Management]

Computronix Statement of Work ATTACHMENT 6 – Description of Training Deliverables

Title	Length	Intended Recipients	Purpose	Objectives
POSSE LMS Product Orientation Training	One day	Project Team Members and SMEs	To enable efficient and productive understanding and practical application of POSSE features and LMS configurations as it applies to the business.	At the conclusion of this course you will be able to: <ul style="list-style-type: none"> • Log on and off, navigate menus, change passwords and log on as a different user. • Identify and apply POSSE and LMS terms and concepts to the organization's business processes. • Understand the following core POSSE Concepts: <ul style="list-style-type: none"> ○ Objects (Data, Relationships, Security) – system overview, structure of system ○ To Do List (ticklers, email reminders) ○ Jobs (Groupings of Tidemark Case Types) ○ Processes (workflow) ○ Document Management ○ Reports/forms/emails ○ Searching ○ Tips and Tricks • Understand and work with the following LMS components: <ul style="list-style-type: none"> ○ User Management ○ Workload Manager ○ Parcels, Buildings, Entryways, Suites (including Addressing) ○ Customer ○ Finance (Invoices, Fees, Prepay Accounts) ○ Address Change Request ○ Template Trade Permit (building permits) ○ (Permit document and Inspection results/checklists) ○ Management Reporting • Understand errors in POSSE, and the process for reporting an error. • Understand what is configurable in LMS Administration (i.e. What is configured vs. what is developed) • POSSE system documentation

Computronix Statement of Work ATTACHMENT 6 – Description of Training Deliverables

Title	Length	Intended Recipients	Purpose	Objectives
<p>POSSE LMS Site-Specific</p> <p>Train the Trainer Training</p>	<p>Phase 1: Ten days</p> <p>Phase 2: Four days</p> <p>Phase 3: Three days</p>	<p>Clark County Trainers</p>	<p>To train Clark County Trainers on the LMS site specific configurations with sufficient readiness to train staff.</p>	<p>At the conclusion of this course trainers will be equipped to train Clark County staff with the following skills:</p> <ul style="list-style-type: none"> • Log on and off, navigate menus, and change passwords. • Understand POSSE and LMS terms and concepts and how they apply to the organization's business processes. • Understand how POSSE and LMS address the organization's business processes. • Understand core POSSE Concepts: <ul style="list-style-type: none"> ○ Objects (Data, Relationships, Security) ○ To Do List ○ Jobs ○ Processes ○ Documents ○ Workload Manager • Understand and work with common LMS components as needed: <ul style="list-style-type: none"> ○ Parcels, Buildings, Entryways, Suites (including Addressing) ○ Customer ○ Finance (Invoices, Fees, Prepay Accounts) ○ Management Reporting ○ Include walkthrough of websites including Mobile • Understand LMS Business processes, custom workflows and configurations (including Bluebeam workflow) as implemented for the Clark County specific to the current go live. • Understand errors in POSSE, and the process for reporting an error.

Computronix Statement of Work ATTACHMENT 6 – Description of Training Deliverables

Title	Length	Intended Recipients	Purpose	Objectives
<p>POSSE LMS Admin/Support/Security Training</p>	<p>Phase 1: Three days</p> <p>Phase 2: One day</p>	<p>Technical Team</p>	<p>To provide Clark County POSSE configuration users and support personnel with a conceptual overview and a collection of tools and techniques to facilitate administration and support of the POSSE LMS system.</p> <p>To provide POSSE configuration users and support staff with an overview and the POSSE security model and understand how to implement and use it.</p>	<p>At the conclusion of this course you will be able to:</p> <ul style="list-style-type: none"> • Troubleshoot <ul style="list-style-type: none"> ○ Apply POSSE support and troubleshooting procedures. ○ Access and apply support tools for troubleshooting. ○ Be aware of POSSE debugging tools. ○ Be aware of the POSSE system monitor. • Support <ul style="list-style-type: none"> ○ Be familiar with the POSSE support agreement and its interpretation. ○ Be familiar with the contents of the POSSE CD and where to locate and run scripts for support activities. ○ Be aware of common administrative tasks in POSSE support. • Installation <ul style="list-style-type: none"> ○ Deploy POSSE applications and related components required for full site-specific POSSE functionality. • Administration <ul style="list-style-type: none"> ○ Outrider (mobile) and Winchester (design tool) website administration. • Configuration <ul style="list-style-type: none"> ○ Configure general system settings, Fee Schedules, GL Accounts, Street Types and Directions, Inspection Types and Routings, Utilities... • Security <ul style="list-style-type: none"> ○ Understand and apply POSSE security. ○ Identify security planning considerations. ○ Create a security scheme. ○ Manage administrators, access groups, and users. ○ Configure object type level security. ○ Configure instance level security. ○ Configuration between databases. ○ Configure Corral (reporting data mart) security. ○ Apply security to User Management Schemes. • Interfaces <ul style="list-style-type: none"> ○ Overview ○ Troubleshooting ○ Documentation



Computronix Statement of Work ATTACHMENT 6 – Description of Training Deliverables

Title	Length	Intended Recipients	Purpose	Objectives
<p>Teller Training</p>	<p>Three days</p>	<p>Teller Usage: End-user Trainers, Managers and Support</p> <p>Teller Administration: Technical Support Staff</p> <p>Teller UAT Support: Technical Staff and UAT Coordinators</p>	<p>Train Clark County tellers in operation of teller specific tasks and operations using POSSE LMS.</p>	<p>Teller Usage Training Course - 1 day At the conclusion of this one-day course, users will be able to:</p> <ul style="list-style-type: none"> • Cash In to Teller • Perform payments in Teller in a variety of configurations • Void payments and review entered payments • Cash Out • Run Reports • Research payment activity using the Payment Manager • Research session activity using the Session Manager • Adjust Payments • Perform end-of-day balancing • Run management reports <p>Teller Administration Training Course – 1/2 day At the successful conclusion of this half-day course, users will be enabled to:</p> <ul style="list-style-type: none"> • Update Teller G/L Account Mappings • Configure Item Types • Configure Tender Types • Update Cash Denominations • Configure Printer Layouts (Receipts) • Administer Teller Security • Overview of the Teller data model <p>Teller UAT Support – 1 1/2 days</p> <ul style="list-style-type: none"> • Set up receipt printer and check scanner on test workstation • Walk through new Teller features with key staff, ensuring that they are comfortable carrying out the UAT effort • Work through process of testing scanned check submission to bank • Assist staff in updating documentation for end users • Work through process of TIF payments in LMS and Teller

Computronix Statement of Work ATTACHMENT 6 – Description of Training Deliverables

Title	Length	Intended Recipients	Purpose	Objectives
POSSE Ad Hoc Report Writing / Reports Integration Training	Five Days	Technical Team	To train Clark County POSSE report writers on how to build and integrate reports in POSSE.	At the completion of this course you will be able to: <ul style="list-style-type: none"> • Integrate reports into POSSE (How are reports accessed by end users? How are reports run from within POSSE vs. outside POSSE?) • Configure report criteria windows • Develop reports for POSSE • Modify reports (canned and custom) • Understand the POSSE data model • Understand the data mart and its purpose and when it's used • Understand best practices for managing reports • Create and maintain dashboards • Determine the difference between a report and a query

Computronix Statement of Work ATTACHMENT 7 - Project Schedule

Task Name	Duration	Start	Finish
Clark County LMS Permit Tracking System Replacement Project	655.5 days	Dec-19-14	Jul-10-17
◆ Project Initiation	75 days	Dec-19-14	Apr-20-15
Signature on all contracts		Dec-19-14	Dec-19-14
Kick-Off	3 days	Feb-24-15	Feb-26-15
◆ Phase One Activities	365.5 days	Feb-02-15	Aug-01-16
Data Conversion	162 days	Feb-23-15	Oct-14-15
Gap Identification and Closure P1 (Analysis, Design, Development, CX QA)	214 days	Feb-02-15	Dec-30-15
Develop Interfaces	60 days	Nov-17-15	Feb-11-16
Training	42 days	Feb-11-16	Apr-08-16
User Acceptance Testing (UAT)	73 days	Mar-02-16	Jun-13-16
End User Training	38 days	May-30-16	Jul-21-16
Production Preparation and Implementation	12 days	Jul-14-16	Aug-01-16
<i>Go-LIVE Phase One</i>		Aug-01-16	Aug-01-16
Post Go-Live Support by Clark County	22-32 days	Aug-02-16	Sep-02-16
◆ Phase Two Activities	144 days	Aug-02-16	Feb-20-17
Gap Identification and Closure P2 (Analysis, Design, Development, CX QA)	60 days	Aug-02-16	Oct-25-16
Revise Interfaces	13 days	Oct-07-16	Oct-26-16
Site specific Training- train the trainer	8 days	Oct-19-16	Oct-31-16
User Acceptance Testing (UAT)	63 days	Oct-26-16	Jan-23-17
Admin Training	19 days	Jan-09-17	Feb-03-17
Production Preparation and Implementation	10 days	Feb-03-17	Feb-17-17
<i>Go-LIVE Phase Two</i>		Feb-20-17	Feb-20-17
Post Go-Live Support by Clark County	22-32 days	Feb-20-17	Mar-20-17
◆ Phase Three Activities	90 days	Feb-20-17	Jun-26-17
Gap Identification and Closure P3 (Analysis, Design, Development, CX QA)	30 days	Feb-20-17	Apr-03-17
Training and Testing	60 days	Mar-27-17	Jun-19-17
Production Preparation and Implementation	10 days	Jun-12-17	Jun-26-17
<i>Go-LIVE Phase Three</i>		Jun-26-17	Jun-26-17
◆ Post- Project Activities	10 days	Jun-26-17	Jul-10-17



Hosting Service Level Agreement (SLA) Between Computronix and Clark County

This Service Level Agreement describes the Hosting Services to be provided to Clark County (the "County") by Computronix (USA), Inc. of Lakewood Colorado (the "Contractor")

Section A – Definitions

- 1) Final Acceptance – County signoff that all conditions for approval have been met.
- 2) Gross Negligence – a substantial and appreciably greater breach of the duty of care necessary to support a claim of negligence. with respect to the SLA Agreement.
- 3) Hosting Services – the services described in Section D of this Agreement that are provided by Contractor to County in accordance with the terms and conditions of this Hosting SLA.
- 4) Hosting Service Fees - the monthly fees payable by County to Contractor for the Hosting Services provided under this Hosting SLA.
- 5) Hosting Services Site – the Third-Party "hardened" hosting facility, at a North American location of Contractor's choice, at which servers and related equipment are located. For an additional fee to be negotiated between County and Contractor, the Hosting Services Site may be at a location of County's choice.
- 6) Hosting SLA – this Hosting Service Level Agreement, and any subsequent addenda or amendments made in accordance with the provisions herein.
- 7) Stable Network Connectivity – the Hosting Service will provide, on average, sub-second response time 99.9% of the time between the hosting facility and the internet during the County's critical business hours of 7:00 AM – 5:00 PM Pacific Time (Monday-Friday).
- 8) Stress Test – enlisting multiple concurrent users to interact with the system at one time to determine if the required response time will be affected.

Section B - Final Acceptance of Hosting SLA

Final Acceptance of the Hosting SLA will occur upon:

- 1) Signing of the Hosting SLA AND,
- 2) As a condition precedent to Final Acceptance of the Hosting SLA, Contractor must submit proof that response time requirements can be sustained during the Reliability Acceptance Testing time period pursuant to Section 5.3.6 of the Master Terms and Conditions. During the Reliability Acceptance Testing period, the County will conduct a Stress Test. The results of this test must demonstrate, to the satisfaction of the County that the Hosting Service sustains on average, 2 second or less response time 99.9% for the entire testing period.

Upon Final Acceptance, the Hosting SLA will remain in effect for an initial term of five (5) years, unless the County provides a minimum of ninety (90) days advance written

Hosting Service Level Agreement (SLA) Between Computronix and Clark County

notification pursuant to Section 2.10 of the Master Terms and Conditions indicating they decline to renew the Hosting SLA.

Section C - Ownership of Data. Where Section C – Ownership of Data in this Hosting SLA conflicts with the Master Terms and Conditions, provisions within Section C – Ownership of Data in the Hosting SLA takes precedence over the Master Terms and Conditions.

- 1) Regardless of the location of the hosting facility, County will retain sole and complete, legal and beneficial ownership of its data stored on the hosting site by Contractor.
- 2) Contractor's responsibilities and rights regarding County data are solely restricted to the provision of services described in this Hosting SLA. Contractor may not make any other uses of County data for any reason whatsoever, without the express written consent of County, unless ordered to release such data by a court of competent jurisdiction.
- 3) County may request return of any or all of its data at any time, for any reason, and Contractor will provide such data within 30 days of notification of this request or within 30 days of notification of termination of this Hosting SLA. Contractor will provide the most current daily system backup to the County.
- 4) In the event of any impermissible disclosure, loss or destruction of County data, Contractor must immediately notify County and take all reasonable and necessary steps to mitigate any potential harm or further disclosure, loss or destruction.
- 5) Upon the termination of this Hosting SLA or the end of serviceable life of any media used in connection with this Hosting SLA, Contractor shall, at the County's option:
 - a. Securely destroy all media (including media used for backups) containing any County data and information and provide to the County a signed certificate of destruction and,
 - b. Return to the County all data and provide a signed certification documenting that no County data or information is retained by the Contractor in any format or media.

Section D - Overview of Hosting Services. Where Section D – Overview of Hosting Services in this Hosting SLA conflicts with the Master Terms and Conditions, provisions within Section D – Overview of Hosting Services in the Hosting SLA takes precedence over the Master Terms and Conditions.

Contractor is committed to providing secure, reliable and dedicated Hosting Services to County. For maximum protection and value to County, Contractor will provide software and software support services and will contract with a Third-Party for provision of a "hardened" primary hosting facility that adheres to the SSAE 16 Type 2 standard for data centers, at a North American location of Contractor's choice. In return for monthly Hosting Service Fees from County, Contractor will provide the following facilities and services to County:

- 1) Secure Hosting Site – through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with 24X7 security controls. All systems will be located in a secure facility, with both physical and electronic security monitoring.

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- 2) Power Supply - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with redundant and independent sources of electrical power with power conditioners, and UPS devices that ensure a clean, consistent power supply. The Contractor or third-party will test the power supply at least once per calendar year.
- 3) Backup Power Supply - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with a backup diesel power generator. In the event the main electrical power supply is lost, the backup generator will automatically start. The Contractor or third-party will test the backup power supply at least once per calendar year.
- 4) Fire Suppression - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with automated fire detection and suppression systems.
- 5) HVAC Provision - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with redundant heating, venting and air conditioning (HVAC) units to ensure consistent environmental conditions.
- 6) Environmental Monitoring - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with 24X7 monitoring of all environmental conditions in the hosting facility. Should an alarm trigger due to an environmental issue such as a loss of power or dramatic temperature change, notification will be automatically sent to hosting facility personnel and follow-up resolution will be initiated within one (1) hour of alert.
- 7) Internet Service Providers - Through a third-party of Contractor's choice, Contractor will provide a secure hosting facility with Stable Network Connectivity between the hosting facility and the County. Stable Network Connectivity will be provided by the Contractor via a site to site VPN connection between the County and the hosted site. Contractor will provide at least 100 Mbps full duplex connection from the hosting facility to the internet. Clark County will use the internet as a failover in the event the VPN connection is down.
- 8) 24X7 Facility Access – Contractor will be provided 24X7 physical, secured access to the hosting facility, as well as 24X7 remote access to systems and software. Under the supervision of Contractor, County will also be provided access to the Hosting Services Site upon request.
- 9) Backup Hosting Site - Contractor will provide a backup site in the cloud for use in the event of a catastrophic failure or financial insolvency of the hosting partner.

The Contractor will provide the Backup Hosting Site as a failover site for the County. In the event of a catastrophic failure, the Backup Hosting Site will be used by the County until the failed system is restored. The Backup Hosting Site will be available to the County within twenty four (24) hours of the failure.

Contractor shall conduct a successful disaster recovery test in coordination with the

Hosting Service Level Agreement (SLA) Between Computronix and Clark County

County once per year with a small group of County staff. The timing and duration of the test will be subject to the approval of the County and shall be coordinated and timed so as to cause minimal or no disruption to the County's business operations.

- 10) Systems and Routers/VPN Servers - Contractor will provide all systems, routers, VPN Servers, and switches at a location of Contractor's choice. The Contractor will be responsible for any repair, upgrade, or replacement of servers, routers, VPN Servers, and switches.
- 11) Software –Contractor will provide the following software, including licensing costs, for all systems at the Hosting Services Site:
 - a. Operating System (Windows Server or CentOS) and included utilities and options
 - b. Oracle Database Software
 - c. Performance Monitoring Software
 - d. Backup Software
 - e. Virus Software

Contractor will keep systems secure by applying security patches, security audits and all third-party critical updates within three (3) business days of third-party vendor notification.

- 12) Third-Party Software – County will be responsible for the licensing and cost of all other software licenses required at the Hosting Services Site. County will be responsible for the licensing, installation and maintenance of all software loaded onto County servers, workstations or other County equipment not at the Hosting Services Site.
- 13) Performance Monitoring - Contractor will constantly monitor the performance of systems, routers, VPN Servers, and switches at the Hosting Services Site, this will include such things as CPU, RAM, disk, network connectivity, and network traffic, to maintain system stability and performance.

Contractor will provide patch management, event log management and system tuning. Contractor will monitor systems, routers, VPN Servers, and switches by reviewing system logs on a weekly or as-needed basis.

- 14) Data Backups - Securing County data against loss is a key provision within the SLA. Full backups will be performed by Contractor for County on a daily basis. Contractor uses continuous data protection. Initial backups of the system are performed and incremental back-ups are done every 15 minutes to 2 hours. Periodically, the incremental backups are rolled up into a final back-up. The final backups will be free from errors or omissions 99.9% of the time. Backups will be stored off-site in a secure location based on the following retention schedule:
 - a. Daily backups shall be kept for two weeks
 - b. Weekly backups shall be kept for six weeks
 - c. Monthly backups shall be kept for a year

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- d. Yearly backups shall be kept for 6 years
 - e. Special backups (litigation holds, etc.) shall be kept indefinitely. Special backups can be burned to a CD or DVD and mailed to the County if needed. The County will be responsible for all costs associated with creating and delivering special backups. The costs associated with this service are identified in **Schedule A – Services Fees**.
- 15) Root Cause Analysis – Contractor will conduct a root cause analysis and provide the County with a Root Cause Analysis Report including how the resolution prevents recurrence for all outages affecting the County within five (5) working days of the outage.
- 16) Contractor ISP Provider – Contractor is solely responsible for maintaining all County connections with local Internet Service Providers (ISPs) and for resolving any problems that might arise with local ISP connections for the leased circuit between the County and the Contractor Hosting Facility.
- 17) Security – Contractor's procedures for the following must be documented and approved by the County prior to Final Acceptance:
- a. Intrusion detection, incident response and incident escalation/investigation
 - b. Providing and resetting access controls to the facility
 - c. Maintaining controls that ensure separation of County data, confidential information and security information from that of the Contractor's other clients or customers.
 - d. Not allowing Peer to Peer Software (P2P) or any other PC file-sharing software to be installed onto any network managed by the Contractor where County data/files reside unless County specifically permits it in writing on a case-by-case-basis.
- 18) Monthly Reporting – Contractor will provide a monthly report to the County by the 5th of each month. The report will contain the following information:
- a. System performance monitoring report by month that includes:
 - i. Average system availability per month with the ability to drill down to daily availability
 - ii. Average response time from hosting facility to the internet
 - iii. Number of times a daily system backup does not exist
 - b. Security
 - i. Contractor shall report to County if any unauthorized parties are successful in accessing any of the servers (including fail over servers) where County's

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data/files are housed, within 24 hours of becoming aware of the incident. Contractor shall provide County with a detailed incident report within five (5) days of the breach including remedial measures instituted and any law enforcement involvement.

- ii. Contractor shall protect any Internet interfaces provided under this Agreement using a Security Certificate provided by the County.
- iii. Contractor will provide a monthly report to the County by the 5th of each month. The report will contain the following information:
 - Number of times a system intrusion was detected

Contractor will provide notification to the County of any outages to the services identified in Section D1 within 24 hours. A follow-up notification will be sent stating the reason for the outage and the resolution.

At any time, by providing appropriate notification to Contractor, the County or its designate may conduct an on-site inspection of the Contractor's Hosting Services and Hosting Site to validate and verify the above services and infrastructure.

- 19) POSSE Updates – Contractor will test and install into the POSSE system at the Hosting Services Site all updates to the POSSE system and POSSE Add-On Modules for County-specific Emergency Bug Fixes, as well as all POSSE Point, Maintenance and Patch releases which are made available during the term of this Agreement. Installation and testing of any new Version releases of POSSE are not included, and will be implemented under a separate SOW between the Contractor and County.

Section E - Availability Commitment. Where Section E – Availability Commitment in this Hosting SLA conflicts with the Master Terms and Conditions, provisions within Section E – Availability Commitment in the Hosting SLA takes precedence over the Master Terms and Conditions.

- 1) While the Hosting Services Site availability will generally be expected to be 24 x 7 (except for scheduled or critical outages), the commitment of Contractor is to provide Hosting Services site availability during the County's Business Hours (7:00 AM – 5:00 PM five (5) days a week, Monday - Friday (Pacific Time) for 99.9% uptime or better in a calendar month. Credits may be claimed only against loss of Hosting Services during County business hours.
- 2) Subject to Sections E1 - E5, if the Contractor, during regular County business hours, fails to provide Hosting Services availability or sub-second response time between the hosting facility and the internet, as defined below in any given calendar month, Contractor will issue a credit toward the next month's Hosting Service Fees in accordance with the following schedule:

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Between Computronix and Clark County**

Hosting Services Site Availability and Response Time	Maximum Downtime (per month)	Credit Percentage (of monthly fee)
99.9 to 100%	13.2 minutes	0%
99.5 to 99.9%	66 minutes	2.5%
99.0 to 99.5%	2.2 hours	5%
98.6 to 99.0%	3 hours	7.5%
Less than 98.6% (County will Re-evaluate the Hosting Option)		

- 3) The Contractor shall monitor the Hosting Services Site. If downtime is experienced during County business hours for that month, it shall be reported on the Monthly Report (as defined in section D18). The County's bill for the month following shall automatically be adjusted by the Contractor based on the above.
- 4) The total amount credited to County for any given month under this Hosting SLA will not exceed the total hosting fee paid by County for such month for the affected service, except in cases of Gross Negligence. If gross negligence is found on the part of the Contractor, the County has the right to immediately end the Hosting SLA without penalty. The Contractor will provide back-ups from the prior night and log files and will assist the County in setting up their own environment to assume responsibility for the hosting function. This transition will occur within 30 business days of the gross negligence event.

County specifically acknowledges and confirms that under no circumstances whatsoever will Contractor be liable for any incidental, indirect, exemplary, special or consequential damages of any nature or kind, or any loss resulting from business disruption arising from any services covered under the terms of this agreement, regardless of the form of action, whether in contract, tort (including negligence), strict product liability or otherwise, even in the event that Contractor has been advised of the possibility of such damages.

- 5) County will not receive any credits under this Agreement in connection with any failure or deficiency of Contractor Hosting Services caused by or associated with:
- a. Scheduled Maintenance – Time allocated for scheduled monthly maintenance or critical updates of servers and other Contractor equipment will not be considered "down time" as used in the calculation of Hosting Services availability described in Section E.2 of this Hosting SLA. Maintenance will be scheduled for outside of County Business hours specified in Section E.1 of this Hosting SLA. Except for emergencies, maintenance outages will be communicated via e-mail to the County at least 2 business days in advance of any such event
 - b. County Equipment – County is solely responsible for maintaining all County equipment not at the Hosting Services Site and for ensuring that such equipment is in proper working order, has the correct software installed, and has the ability to connect to the Contractor Hosting Services for the exchange of data.
 - c. Internet Outages – Contractor is not responsible for Internet outages or delays (including ISP peering) that may make the Contractor Hosting Services appear

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inaccessible when others can still connect, during the time the Internet is used as a failover (when the leased circuit provided by the Contractor is down).

- d. County Acts or Omissions – including acts or omissions of others engaged or authorized by t h e County, including, without limitation, any negligence, willful misconduct, or use of the Hosting Services in breach of the terms and conditions of this Hosting SLA.
- e. Force Majeure – To the extent that these circumstances are beyond Contractor's reasonable control, the following events are included without limitation; acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, unavailability or interruption in telecommunications or third-party services, virus attacks or hackers, failure of third-party software, or inability to obtain power used in or equipment needed for provision of this Hosting SLA.

Section F - Hosting Service Fees. Where Section F – Hosting Service Fees in this Hosting SLA conflicts with the Master Terms and Conditions, provisions within Section F – Hosting Service Fees in the Hosting SLA takes precedence over the Master Terms and Conditions.

- 1) County agrees to pay Contractor a monthly fee (see **Schedule A – Services Fees**) for Hosting Services described in Section D of this Hosting SLA. Hosting Service Fees will be invoiced monthly covering services to be provided for the duration of the Agreement. For partial months of service, Hosting Service fees will be pro-rated based on the number of full or partial calendar days of Hosting Services provided to County.
- 2) Hosting Service Fees are subject to review and adjustment upon renewal of this Agreement. In year six (6), Contractor may increase the Hosting Services' annual fee to a maximum amount not greater than five (5) year US Consumer Price Index (CPI) compounded annually over the previous five years. County will be given the option to revisit the new contracted price for another two (2) year fixed price extension. Contractor shall not charge a greater rate than charged to new customers with similar duration contracts.
- 3) The hourly rate for support services not covered in this Hosting SLA is noted in Schedule A – Service Fees. After the first year, the rate is subject to annual adjustment by the Contractor, any such increase not to exceed the amount of the US Consumer Price Index (CPI) compounded annually since the last increase.
- 4) All fees referred to in this Agreement exclude any applicable federal, provincial, local or sales taxes. County agrees to remit payment to Contractor within 30 calendar days of receipt of the invoice.
- 5) County is permitted to use hosting services for processing transactions in relation to services provided by County within its legal jurisdictional boundaries. County may not use hosting services for processing for another jurisdiction or organization. Requests for processing for other jurisdictions or organizations must be reviewed by the Contractor and is subject to additional fees.

Hosting Service Level Agreement (SLA) Between Computronix and Clark County

Section G - Termination. Where Section H –Termination in this Hosting SLA conflicts with the Master Terms and Conditions, provisions within Section H –Termination in the Hosting SLA takes precedence over the Master Terms and Conditions.

- 1) If the either Party terminates the Master Terms and Conditions or any Exhibit listed in Section 2.1 of the Master Agreement, the Hosting SLA terminates as well.
- 2) County may terminate this Hosting SLA, without cause, by giving Contractor 90 calendar days' notice of termination. If County elects to terminate this Hosting SLA, without cause, after the first 90 days but within the first year term of the Hosting Services, an additional three months of Hosting Service Fees will apply as a penalty for early termination.
- 3) Contractor may terminate this Hosting SLA, without cause, by giving County one year's notice of termination. If Contractor elects to terminate this Hosting SLA, without cause, after the first 90 days but within the first year term of the Hosting Services, an additional three months of Hosting Service Fees will be credited to the County.
- 4) If either County or Contractor terminates this Hosting SLA for a Material Breach, then no penalty for early termination will apply.
- 5) If either the County or Contractor terminates this Hosting SLA for a Material Breach or with or without cause or if the County elects not to renew this Hosting SLA as provided in Section B, the Contractor will assist and work with the County in good faith to transition the Hosting Service to the County's hosting site. The Contractor will assist in transitioning any Hosting Services as provided in this Hosting SLA without causing any unnecessary interruption of, or adverse impact on, the County. The Contractor shall cooperate with the County to take any necessary action and perform any additional tasks that the County may reasonably request to ensure a timely and orderly transition of the Hosting Services. This will include, but is not limited to, the following:
 - a. Providing the most recent back-ups.
 - b. County will procure any software licenses required for operating the system in the County's Hosted environment.

Should the County require assistance in configuring software/hardware currently on the County's hosted site; the Contractor will charge the then current hourly consulting services fees.

**Hosting Service Level Agreement (SLA)
Between Computronix and Clark County**

Section H - Signature Page

This Hosting SLA may be executed in counterparts, and each counterpart, when executed, shall have the efficacy of a signed original. Photographic, digital or electronic copies of such signed counterparts may be used in lieu of the originals for any purpose.

IN WITNESS WHEREOF, the County and Contractor have caused this Hosting SLA to be executed.

CONTRACTOR

By: _____

Title: _____

Date: _____

CLARK COUNTY

By: _____

Date: _____

Approved as to form only:

Deputy Prosecuting Attorney

Attest:

Clerk to the Board

**Hosting Service Level Agreement (SLA)
Between Computronix and Clark County**

Schedule A – Services Fees

All prices are in U.S. dollars and exclude applicable taxes.

Hosting Services Fees

Item No.	Description of Hosting Services Fees	Price
1.	YEAR ONE Computronix Hosting Services \$6,500/month for hosting \$800/month for maintenance	\$7,300 per month
2.	YEAR TWO Computronix Hosting Services	\$7,300 per month
3.	YEAR THREE Computronix Hosting Services	\$7,300 per month
4.	YEAR FOUR Computronix Hosting Services	\$7,300 per month
5.	YEAR FIVE Computronix Hosting Services	\$7,300 per month

Pricing for Optional Additional Hosting Services from Contractor

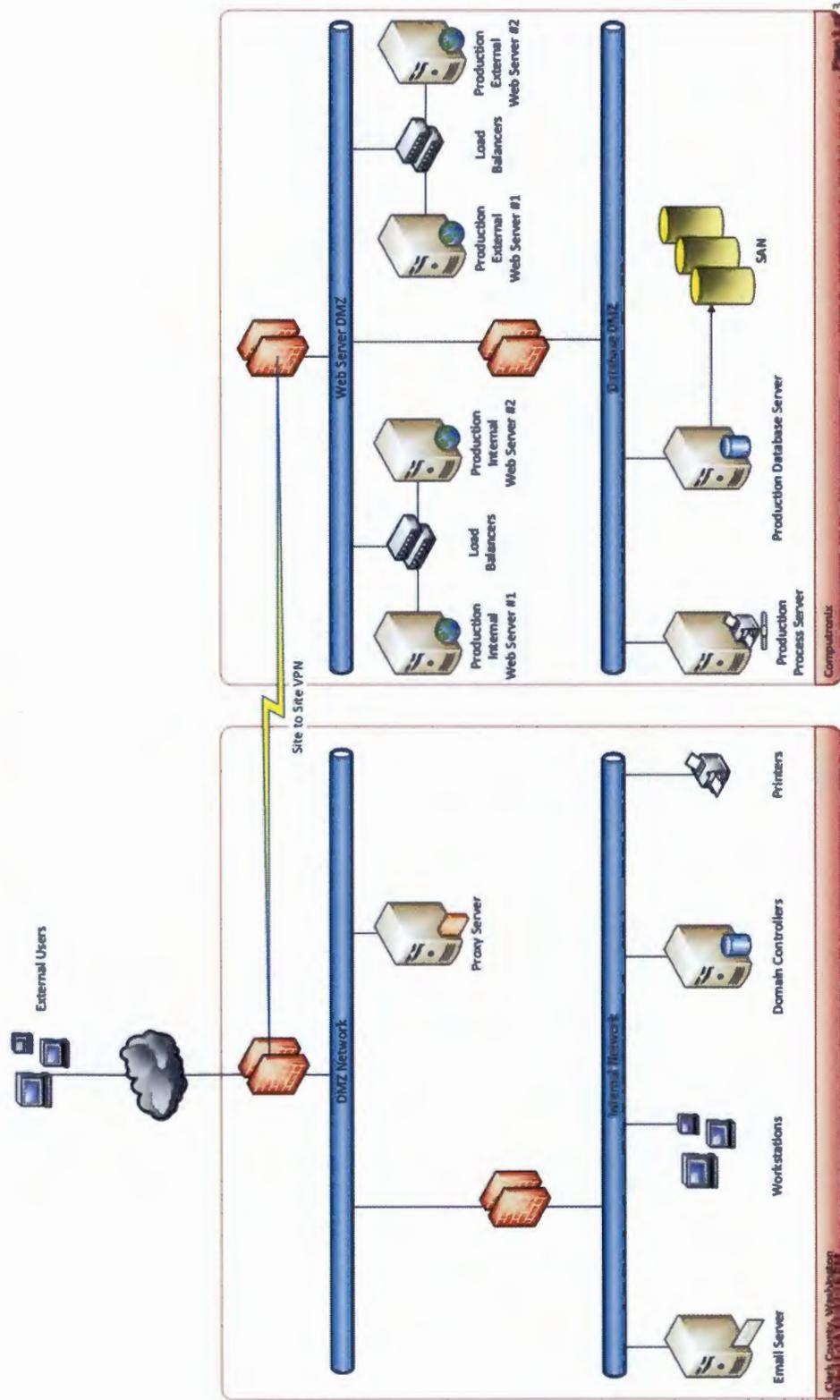
Should the County wish to purchase additional hosting-related services, the following Contractor's pricing shall apply:

Item No.	Description of Software or Service	Price
1.	Special backups	\$400 per backup
2.	Time-and-materials hourly rate for Computronix Professional Services (for all roles, all services)	As per POSSE Annual Product Support Agreement

Hosting Service Level Agreement (SLA) Between Computronix and Clark County

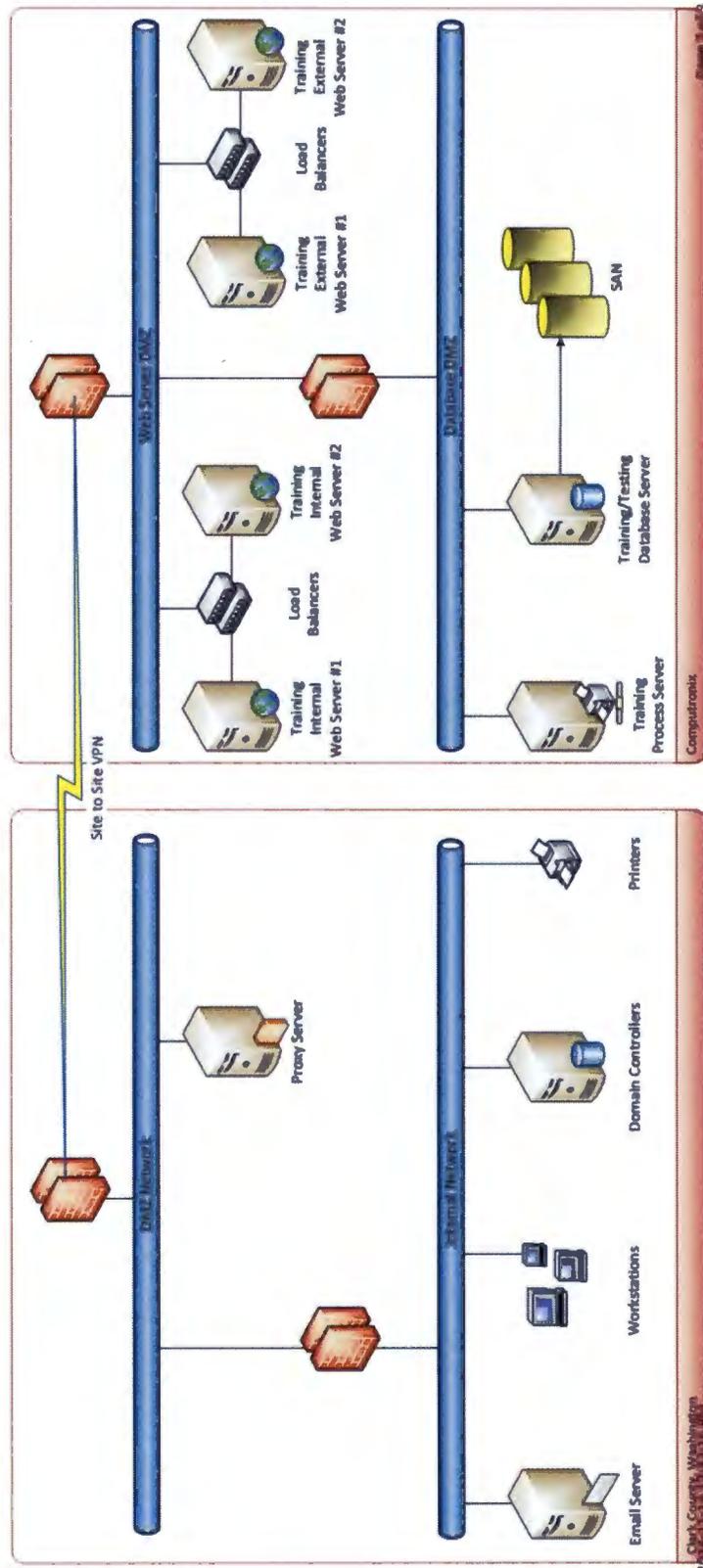
Schedule B – County Hosting Site Setup

Clark County, Washington LMS Production Environment



Hosting Service Level Agreement (SLA) Between Computronix and Clark County

Clark County, Washington LMS Training Environment



Hosting Service Level Agreement (SLA) Between Computronix and Clark County

Clark County, Washington LMS Testing Environment

