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CONTRACT: C22-3183-OMB
SMARTSIMPLE SOFTWARE, LTD
GRANTS MANAGMENT SYSTEM
EXPIRES: 05/23/2025 W/2 1 YR RENEWALS

SmartSimple

Implementation Project Statement of Work

Client: Okaloosa County

Client ID #: 360146

Project ID #: 12584

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Document Overview

This Statement of Work ("SOW") is subject to the terms and conditions agreed between SmartSimple Software and Okaloosa County ("Client") in the SmartSimple Professional Services ("Agreement"). In the event of a conflict between the terms and conditions of this SOW and the Agreement, this SOW shall control.

This document defines the scope and guidelines of the project. It will be used as the basis for the following activities:

- Design and configuration of the system
- Developing test plans, test scripts, and test cases
- Determining project completion and success

Confidentiality

SmartSimple and the Client agree that:

- To the extent permitted by law, the information contained within the document will be treated as strictly Confidential Information as defined in the executed mutual Non-Disclosure Agreement.
- The document should be maintained in a secure place and the access to it should be limited to those employees or agents to whom it is necessary to disclose the Confidential Information for the project development.
- Disclosure of any Confidential Information by any employee, agent or representative to unauthorized parties must be prevented, unless otherwise required by law. Any unauthorized disclosure, not otherwise required by law, will be considered a breach of Confidentiality and the disclosing party would assume liability.

Document Approvals

Each party represents and warrants that once duly signed this SOW will constitute its legal, valid, and binding obligations. This SOW shall become effective upon the date it is signed by both Parties.

Okaloosa County	
Name	John Hofstad
Title	County Administrator
Date	January 30, 2023
Signature	

SmartSimple Software Ltd.	
Name	Karim Fahmi
Title	Chief Implementation Officer
Date	1/30/2023
Signature	DocuSigned by: Karim Fahmi 6C09BDC158F6478...

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1 Project Overview

1.1 General Details

Instance Hosting	U.S
Instance URL	Myokaloosa.smartsimple.com
Project Start Date	31st of January, 2023
Project Closure Date	31st of March, 2023

1.2 Project Summary and Objectives

The main objectives of this project are:

- Track and manage the entire process for all grant applications and its relationships
- Increase the efficiency in standard operating procedures
- Increase versatility with a system that is easy to use and simplified for internal users, while allowing power users to report and manipulate data
- Enable transparency by allowing multiple stakeholders to access the data online

In order to align with these goals, the following processes need to be implemented in the system:

- Registration Process and Pre-Application Process
- Application Submission Process
- Review Process
- Award Process and Communication
- Post-award Process including Payments and Progress Reports
- Data import/export to other systems

1.3 Project Stakeholders

1.3.1 SmartSimple Participants

Name	Project Role	Contact Details
Christina Ng	Account Manager	cng@Smartsimple.com
David Bringman	Implementation Lead	dbringman@smartsimple.com
Callie Shannon	Project Coordinator	cshannon@smartsimple.com
Karim Fahmi	Executive Sponsor	kfahmi@smartsimple.com

1.3.2 Client Participants

Name	Project Role	Contact Details
Jane Evans	Project Team	jevans@myokaloosa.com
Faye Douglas	Project Team	fdouglas@myokaloosa.com

2 Organizations and People

SmartSimple employs a role-based system access.

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Each user (internal and external) logs in from the same page and based on their given role(s) are presented with the configured view of the system. These roles and their associated organizations control the functionality available to the users and their level of access (no access, view access or edit access).

2.1 Organization Categories

Organizations may represent a variety of entities from physical locations to organizational units. It is important that every user is associated to the appropriate internal or external organization category since that will determine some permission levels and how they interact within the system.

Category	Type
Funding Organizations	Internal

Additional Categories can be added as required.

2.2 Roles and Portals

Roles are used to further categorize users and to provide the basis for setting accessibility and security permissions in the system.

General Role	Type	Permissions
Program Managers	External	View and edit access to their: • Applications • Interim and Final Reports • Personal profile • Organization profile View access to: • Open funding opportunities • Meetings that they have been assigned too.
Reviewer	External	View and edit access to their: • Review forms View access to their: • Assigned applications
Executive Committee	External	No access to the system. For board members tracking purposes only.
Grant Accountants	Internal	View and edit access to all data in the system
Auditors	External	View only access to all data in the system.
System Admin	Internal	View, edit, and delete access to all data in the system. Make configuration changes.

Shortcuts to list views, instructions and sections are included in this SOW, graphs will be billed separately for internal portals pursuant to a separate written agreement.

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3 Business Processes

The purpose of this section is to outline the high-level functionality that is required in the system and the modules that will be configured by SmartSimple.

3.1 Funding Manager

This module is used to manage different grants or funding opportunities, as well as to guide applications on the programs that are available to them.

The Funding manager will have the following types available:

- Data Collection form

The statuses that will help coordinate the program and calls for proposals are:

- Draft
- Active
- Closed

The Funding Manager will have a set of fields to help manage the calls for proposals defined by Client. Some of these will be available to the potential Funding Manager, for example:

- Key dates such as open and close dates
- Purpose
- Eligibility
- Maximum Amount Funded
- Funding Period
- Other Information

NOTE: The list view shown to the Funding Manager on their portal will include several columns with key details specified on the call for proposal form.

3.2 Submission Manager

This module is used to track the whole lifecycle of the grant, including the reviews, agreements, and post-award activities. The application record will follow the process and forms dictated by the program type associated.

The statuses that will guide the submission process and the explanation of what happens at each status below:

- Pre-Application – Risk Assessment
    - The Program Manager will have access to the Application, being able to save and continue working on it at a later stage.
    - The Program Manager will be required to fill out several fields along with uploading a number of documents.
    - They will be required to select the Department they are applying from using a dropdown:
        - Airport
        - Corrections
        - Court First District
        - County Extension
        - Facilities Maintenance – Buildings

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        - Facilities Maintenance - Parks
        - Growth Management – Planning
        - Growth Management – Housing
        - Information Technology
        - Library Cooperative
        - Office of Management and Budget
        - Pre-trial Services
        - Public Safety – Emergency Medical Services
        - Public Safety – Emergency Management
        - Public Works - Mosquito
        - Public Works – Road
        - Public Works – Solid Waste
        - Public Works – Stormwater
        - Public Works – Traffic Signals
        - Sheriff's Office
        - Supervisor of Elections
        - Tourist Development
        - Transit
        - Water & Sewer
    - Once all the mandatory fields have been populated, they will be able to submit their form for internal review.
- Pre-Application Submitted
    - Staff will do the initial review of the Application and fill out some internal fields before pushing the record to "Draft."
    - There will be a linked record list in the internal section of the application so that Staff can create an Effort Recording activity. The Effort Recording activity will be available to staff throughout the application process.
    - Effort Recording
        - Staff will manually be able to create an activity against the applications they work on. This allows them to track the number of hours they have worked against the application forms.
        - Effort Recording Statuses: Draft – Complete
- Draft
    - An email will be sent to the "Program Manager" to inform they can have proceeded to full application (Template to be provided by Client)
    - Additional questions will appear on the application form, but the Program Manager will still have visibility over the previously filled Risk Assessment fields.
    - The Program Manager will have access to the Application, being able to save and continue working on it at a later stage.
    - Some fields will be copied directly from the organization and the user profile to avoid data re-entry.
    - The Budget section will be a built-in as a table in the application form.
        - Important note: All built-in templates will comply with the SmartSimple guidelines of having a fixed number of columns. If they don't, they will be re-worked by the client.
    - Before submitting the application, all mandatory fields will have to be populated.

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- Submitted
  - Staff will do the initial review of the Application and fill out some internal fields before pushing the record to "Under Review".
  - The Program Manager will receive an email confirming they have successfully submitted their application with a PDF copy of it for their records and won't have edit access until the record is pushed back to them in the status of "Revisions Requested".
- Revisions Requested
  - This is an optional status. Staff can always push the Application back to the Program Manager with certain comments about what needs to be changed/explained and the Program Manager will receive an email notification with instructions (template to be provided by client).
  - The Program manager will be required to submit the application once again. This will update the status to "Submitted".
- Under Review – Meeting
  - The Applications at this status can be added to the appropriate meeting – This process will be managed in the **3.4 Meeting Manager**
  - The Committee will review and complete internal information accordingly before making decisions (decisions can be made in batch from the meeting manager).
- Pending – Grant Agreement
  - The Program Manager will receive an e-mail (template to be provided by client) informing them about the award and the next step and their Award Letter. The award letter will be a pdf which will be attached in the Email sent to the applicant. This PDF will be under the internal tab of the application form.
  - There will be a field on the application form that Staff will be required to fill in Program Managers specific financial requirements. This field will be made visible in the internal section of the application.
  - The Grant Agreement process will continue to be done offline but staff will move the application to approved when the grant agreement has been completed.
- Approved
  - Staff will be able to create All Reports as needed using the Report Scheduler on the internal tab of the application. This report scheduler will contain the following sections "Performance Report"," Deliverables Report", "Financial Report" and "Budget Resolution Report".
  - The Staff will be able to schedule payments according to the approved amount. Staff will be able to track how much has been scheduled and paid using fields on the Internal Section of the Application form.
    - Paid Amount – Calculates the sum of all payments that are in the status of paid.
    - Scheduled Amount – Calculates the sum of all payments that are in the status of contingent, scheduled and exported to finance.
    - Remaining Amount – Subtracts the Paid Amount and scheduled amount from the Approved Amount that has been entered by staff in a field on the Internal Section of the application.
  - Payments
    - All payments will be generated at a "Draft" status by default.
    - When ready Staff will change the status of the payments to the status of "Scheduled".

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        - Staff will be able to select all "Scheduled" payments and export the information in Excel to process it in their accounting system and perform any additional checks.
        - Once the payments have been exported, the payments will automatically move to the status of "Exported to Finance".
        - Once the payments have been processed, Staff will be able to upload a csv file generated in their accounting system to SmartSimple to update payment records and add some details such as check number and paid date. This will be done using an autoloader.
    - Payment statuses: Contingent – Scheduled – Exported to Finance – Paid – Void.
    - Performance Reports
        - The System will send out automatic reminders to the Program Manager 30 days prior to the report deadline.
        - The report activities will have split screen functionality with the initial application record and also a PDF of it for their reference.
        - The Program Manager will submit their report and receive an email with a PDF copy of the report submitted for their records and won't have access to edit the record until it is pushed back to them.
        - Staff can all see the submitted report and can request revisions as many times as needed before pushing the record to "Approved".
        - Once the record is pushed to "Approved" the Program Manager will receive an email confirming the acceptance of the report.
    - Performance Report Statuses: Draft – Submitted - Revisions Requested – Approved
    - Deliverables Reports
        - The System will send out automatic reminders to the Program Manager 30 days prior to the report deadline.
        - The report activities will have split screen functionality with the initial application record and also a PDF of it for their reference.
        - The Program Manager will submit their report and receive an email with a PDF copy of the report submitted for their records and won't have access to edit the record until it is pushed back to them.
        - Staff can all see the submitted report and can request revisions as many times as needed before pushing the record to "Approved".
        - Once the record is pushed to "Approved" the Program Manager will receive an email confirming the acceptance of the report.
    - Deliverables Report Statuses: Draft – Submitted - Revisions Requested – Approved
    - Financial Report
        - The field from the application that staff fill in for the Program Manager financial requirement will be pulled onto this report.
        - The System will send out automatic reminders to the Program Manager 30 days prior to the report deadline.
        - The Program Manager will submit their report and receive an email with a PDF copy of the report submitted for their records and will not have access to edit the record until it is pushed back to them.
        - Staff can all see the submitted report and can request revisions as many times as needed before pushing the record to "Approved".

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        - Once the record is pushed to "Approved" the Program Manager will receive an email confirming the acceptance of the report.
    - Financial Report Statuses: Draft – Submitted - Revisions Requested – Approved
    - Budget Resolution Report
        - There will be a copy of the budget submitted at the "Draft" application stage on the Budget Transfer Form. The Program Manager will be able to modify the amounts on this budget to the actual amounts spent.
        - Staff can all see the submitted reports and can request revisions as many times as needed before pushing the record to "Under Review".
        - At Under Review – Faye Douglas will be assigned to the Report. Once Faye has reviewed and approved the report the date of approval and name of the approver will be captured.
        - It will then change the report to "Approved".
    - Budget Resolution Report Statuses: Draft – Submitted - Revisions Requested – Approved
    - Reimbursements
        - Program Managers will be able to create Reimbursements via a button on their application forms. This button will be located under the "Summary" Pdf of the application.
        - Reimbursements will be generated in the status of "Draft" and will have fields for the Program Manager to fill.
        - Once the Reimbursement has been submitted staff will review them.
    - Reimbursement statuses: Draft – Submitted - Complete
    - Amendments
        - These will be created ad-hoc by the Program Manager.
        - The Program Manager will be required to provide the change they need made to their applications and the reason for it.
        - Once this has been done the Program Manager can submit the request.
        - The request will then be reviewed by Staff. Staff will need to manually change the Application details for the Program Manager.
        - Once this has been done it can then be moved to "Approved"
    - Amendments: Draft – Submitted – Approved
- Closed
    - End of Process, the record will be locked.
- Declined
    - An email notification will be sent to the Organization Contact informing them of the decision to decline. (Template to be provided by client).
    - End of Process, the record will be locked except for System Administrators.

3.3 Meeting Manager

This module is used to manage Meetings, including dates and times, applications that will be reviewed, related documentation such as meeting booklets, as well as attendees and associated communications.

The statuses that will help coordinate the meetings are:

- Draft

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- Staff will assign the Executive Committee to the meeting by using a lookup in the contacts tab and assigning them to the meeting. These users assigned in the role of Executive Committee will not require access to the system.
- The Meeting will be head offline and staff will update the reviewed applications.
- Staff will add the Applications that will be reviewed along with some other meeting details such as date, time, location/videoconference, etc.
- At any point after entering the Meeting staff will be able to click a button to generate the Application Booklet in PDF.
    - This booklet includes the applications table with average score and recommendations as well as all the applications/anonymized reviews one after the other one

- Complete
    - Once the meeting has been held, Staff can add final meeting notes or upload documents such as meeting minutes
    - If applicable, Staff will be able to enter decisions about what Applications are good to proceed to the next stage and which ones are declined. They can use this either my entering the individual applications from the Meeting Manager or using the quick edit functionality that updates the status of the application, the approved amount and a comments field which are located on the Internal section of the application form.
        - These decisions can be made in batch, one by one from each record, or with a quick edit button on the list to change the status and add some reconciled decision comments/recommendations

4 Reports

One report will be created as part of the implementation phase.

- Creation of public report to apply to the website. That will only show "Approved" applications.
- Report will have the following 3 parts:
    - Search Criteria
    - Search Results List
    - Summary View of Grant
- Search Criteria to include:
    - Name – Text
    - Organization – Text
    - Year - Text
- Search Page Results:
    - Grant Recipient
    - Name of Organization
    - Project Name
    - Grant amount awarded
    - Date the grant was awarded

SmartSimple has robust reporting capabilities to extract key information from all the data entered in the system.

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There are 2 key features that will help the Client build all the necessary reports:

- List Views – For day-to-day reporting needs, minimal configuration, and easy to use. These can be configured by any user and SmartSimple will create some during implementation based on your testing feedback. Please see our SmartSimple Wiki article for more details regarding List Views https://wiki.smartsimple.com/wiki/List_View_Overview
- Reports – For advanced reporting with specific formatting, these will require to be more technical savvy and will be configured by the System Administrator or SmartSimple. Please see our SmartSimple Wiki article for more details regarding Reports https://wiki.smartsimple.com/wiki/Reports

The Client will be trained on how to create and edit the different types of reports during implementation and final training sessions. However, SmartSimple can be contacted for assistance or to create additional Reports under a separate Request for Services (RFS).

5 Data Import

Client will provide SmartSimple with the database in Excel format and mapping files.

Important notes about Data Import:

1. Client assumes all responsibility for the integrity and cleanup of historical data, SmartSimple will import the data as is
2. Client assumes all responsibility to map their data if they want it to be mapped, otherwise SmartSimple will import under an imported type, imported status and a set of fields that are only visible to staff under an imported tab
3. SmartSimple will import the entire database including the attachments and generate a report summarizing the data imported so the client may use it to verify the authenticity of the import
4. SmartSimple will run the import up to two (02) times without any additional cost
5. Please refer to our Data Migration Wiki article for more details about what would be required and how to prepare for it https://wiki.smartsimple.com/wiki/Data_Migration

6 Integrations

6.1 Grants.Gov

- As part of implementation Grants.gov will be integrated into the Submission Manager section of the SmartSimple system.
- Staff will be able to see the grants from Grants.gov and will be able to import into their SmartSimple system and work it through their process.

6.2 Single Sign On

- All internal users (not including Store Associates) will access the system via Single Sign-On.
- Please check the following link for more information about this integration and what is required from the Client's side: https://wiki.smartsimple.com/wiki/Single_Sign-On.

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- **Note** that while SSO will take care of giving or not giving access to the appropriate internal people without having to maintain another list in SmartSimple, it will not update the status of the users.
- For example, if an employee leaves the company, they will not have access to SmartSimple anymore, but when Staff looks up the contact it will still appear there unless removed manually or with an HR feed.

7 Languages

All forms, pages and e-mails that are visible to applicants will be available in English only.

However, the system functionality and configuration allow for future translation of the system to any language.

8 Branding

As part of the implementation process, SmartSimple will configure the look and feel of your system.

Important notes about Branding:

- Client will send their Brand Standards guide as well as their logo. Otherwise SmartSimple will apply a style similar to the Client's website.
- SmartSimple allows the customization of several aspects of your system. To find out what and how it can be personalized please check our Branding Article.
  - Please note that anything not included in the article is out of scope.
- SmartSimple adheres to the highest accessibility guidelines and legislation and cannot configure anything that contradict our Accessibility Principles.

9 Scope Change Requests

The scope of the project is limited to the items outlined in this Statement of Work.

Small changes and clarifications are expected. However, significant changes to scope or timelines, will be subject to additional costs and milestones dates' revision. A formal change request, signed by both parties, outlining the changes and the impact to cost and schedule will be required to proceed.

Important notes about Scope Change Requests:

1. Scope change means any change from the previously defined specifications
2. SmartSimple in its sole discretion will determine if the change is significant enough to justify being considered a change in scope of the deployment
3. SmartSimple will inform the Client if any significant Scope Change has been requested and will make best efforts to propose alternative solutions that might achieve the same objective (or similar)
4. When a scope change is encountered, all work on that part of the project will cease until the client determines if the identified change is mandatory within the project

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5. Client may opt to defer the change until after the current project or elect to use an alternative approach within the system
6. If the change in scope is fundamental to the entire deployment project, then escalation to the Executive Sponsors is always required. In some instances, the project may need to be placed on hold until such time as the client determines how they wish to proceed
7. Timely decision making is required in order to ensure that the project does not lose its deployment window and therefore require rescheduling. If the project is delayed, the client will be billed for all work up to the point of project suspension

10 Quality Controls

10.1 Functional Quality Assurance Testing

SmartSimple has a rigorous quality assurance (QA) testing process for all the functional processes configured in the system before being delivered to Client. This type of QA testing is in addition to the QA testing that occurs before each platform upgrade, which encompasses baseline changes to the platform.

The following procedures are followed before releasing a component to Client, once the implementation team completes a component.

- Once the component has been implemented then the QA team will test the component by following all possible use cases.
- Following the testing, the QA team will provide their feedback to the implementation team and any issues that are found will be addressed.

After all issues have been addressed, then the implementation team will demo to Client the functionality in the component and provide a set of instructions to test the various use cases.

10.2 User Experience Testing

SmartSimple has a process in place for testing the end user experience. This testing is unique to every system as all user roles and all business processes are tested to ensure a smooth and intuitive user experience.

The following procedures are followed before releasing a component to Client, once the implementation team completes a component.

- Once the component has been implemented then the User Experience team will test the system by logging in as the end user for all applicable roles and go through all the business processes. This is to ensure that the end user functions are intuitive and clear instructions are available for the same.
- Following the testing, the User Experience team will provide their feedback to the implementation team and any issues identified will be addressed.

10.3 User Acceptance Testing

Each scheduled milestone will include a User Acceptance Testing (UAT) demo covering the functionality configured for the module(s) being released.

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Once the Client has been provided with the instructions for testing, they need to follow those instructions, test and confirm that all the business processes have been accurately captured in the system.

The user testing is to ensure the system performs according to the specifications outlined in this Statement of Work and in accordance with refinements to these specifications agreed upon during the implementation.

Important: changes to specifications during the UAT phase are out of scope and will result in additional costs and likely delays to the project schedule as stated in *Scope Change Requests*.

10.3.1 Stakeholder engagement

The Client is encouraged to engage a focus group or groups of their relevant stakeholders.

10.3.2 Task Tracker

SmartSimple provides an application called Task Tracker UTA™ with each system. This application is to be used by both Client and the implementation team to raise any tasks and provide feedback during the implementation and UAT process.

- SmartSimple will respond to Tasks submitted in the Task Tracker UTA™ for each milestone within 10 business days from the submission date of each task. Prior to project closure all tasks will be addressed with an appropriate resolution. Critical tasks that would impede the client from proceeding with testing the system will be resolved within 1 business day.

- Once a task has been actioned by Smartsimple, the client has a total of 10 business days to test and respond to the task. In the event 10 business days has passed and there is no action from the client then SmartSimple will render the task as complete and it will be closed.

- SmartSimple will perform changes to the same functionality up to 2 times without any additional costs. For example, client submits a request to change the applicant portal, then client requests for SmartSimple to revert the changes. The 3rd request created to put the changes back then becomes billable work.

11 Delivery and Acceptance

All deliverables provided for approval shall be deemed accepted if, within the designated period of the UAT schedule, Client has not provided an email notice identifying any basis for the rejection.

If any deliverable is rejected, Client will provide specific reference to the specifications in this Statement of Work and/or accompanying System Specifications Document that have not been adequately met.

No Acceptance Test will be deemed to have failed as a result of any deficiency which:

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a) was not caused by SmartSimple;
b) was or should reasonably have been discovered by Client in a prior User Acceptance Test, but was not previously notified by the Client to SmartSimple in writing in connection with that User Acceptance Test; or
c) was minor in nature.

In the event of a dispute over acceptance of a milestone, Client will provide a written description of the reason(s) for the dispute. If the dispute involves more than one milestone, or has implications for the configuration of subsequent milestones, SmartSimple may discontinue work and extend the project schedule until the dispute is resolved.

12 Training

A SmartSimple training specialist will provide **1.5 days** of training to the Client's designated System Administrators on how to use and maintain the platform.

Important notes about training:

- All training can be delivered remotely or on-site (if on-site is required, please see Travel and Expenses for additional fees that may apply)
- The training included in this project must be scheduled prior to project completion and completed within 60 days of project closure
- Additional training priced on a time and material basis can be provided

13 Project Plan

13.1 Project Schedule

Milestone #0	
Project kick-off:	• Week of the 31st of January, 2023
Initial training:	• Week of the 31st of January, 2023
Milestone #1	
Deliverable(s)	• Initial setup of security settings, roles, categories, and profiles • Login page and external registration pages • Funding manager module • Submission Manager: Pre-Application Submitted • Portals: System admin
Items required from Client to begin milestone:	• Field builder template tabs – Contact, organization, program call, Pre-Application Form, Effort Recording Activity • Automated system emails template – Accreditation
Items required due date:	• 31st of January, 2023
SmartSimple due Date:	• 8th of February, 2023
UAT due date:	• 14th of February, 2023
Estimated testing effort:	• 4 days
Milestone #2	
Deliverable(s)	• Submission Manager: Up to Pending Grant Agreement

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Items required from client to begin milestone	• Field builder template tabs – Application • Automated system emails template • Grant Agreement Template
Items required due date:	• 8th of February, 2023
SmartSimple due date:	• 21st of February, 2023
UAT due date:	• 27th of February, 2023
Estimated testing effort:	• 4 days
Milestone #3	
Deliverable(s)	• Submission Manager: Up to Closed • Report
Items required from client to begin milestone	• Report Details • Field builder template tabs – Reports, (Performance Reports, Deliverables Report, Financial Report, Budget Resolution Report) Amendments, Payment, Reimbursement
Items required due date:	• 21st of February, 2023
SmartSimple due date:	• 1st of March, 2023
UAT due date:	• 6th of March, 2023
Estimated testing effort:	• 4 days
Milestone #4	
Deliverable(s)	• Grants.Gov Integration • Branding • Initial Data Import • SSO Integration
Items required from client to begin milestone	• Data Import and Mapping file • Branding Guidelines • SSO details (https://wiki.smartsimple.com/wiki/Single_Sign-On)
Items required due date:	• 7th of March, 2023
SmartSimple due date:	• 15th of March, 2023
UAT due date and Closure of the Task Tracker:	• 21st of March, 2023
Estimated testing effort:	• 4 days
Milestone #5	
Deliverable(s)	• Completion of all task tracker testing tasks
SmartSimple due date:	• 30th of March, 2023
Milestone #6	
Deliverable(s)	• Training scheduled • Transition to support scheduled • Project closed
SmartSimple due date:	• 31st of March, 2023

13.2 Milestone Dates Validity

Milestone dates herein assume approval by both parties on or before **31st of January, 2023.**

If approval occurs after that date, a new project plan with revised milestone dates will be provided within five (5) working days of the approval date.

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13.3 Client Responsibilities and Assumptions

- Client will make available Manager level resources to provide business information as necessary.
- Client has sufficient resources to dedicate to this project.
- Client has provided all specifications with the exception of contracts, branding, report design which will be provided by the required dates. Any material revisions to specifications provided may incur additional fees.
- Client has done sufficient research with the constituent communities to verify the acceptance of the functionality, as defined herein, within those communities.
- Functionality is sufficiently defined in Client supplied documentation.
- Client is responsible for providing translations for all content required.
- Any configuration changes done by the client during the project phase that causes unexpected behavior, will incur additional charges to fix. The client is expected to check with the project team prior to making any configuration changes during the project.

14 Fees

14.1 Fixed Fees

Functional Area	Effort (Days)	Daily Rate	Sub-Total
Requirements Gathering	4	$ 1,650.00	$ 6,600.00
Application Manager	7	$ 1,650.00	$ 11,550.00
Integration - Grants.gov	1	$ 1,650.00	$ 1,650.00
Single Sign On	1	$ 1,650.00	$ 1,650.00
Report	1	$ 1,650.00	$ 1,650.00
Portals	1	$ 1,650.00	$ 1,650.00
Project Management	2	$ 1,650.00	$ 3,300.00
Data Import	2	$ 1,650.00	$ 3,300.00
QA and Testing	2	$ 1,650.00	$ 3,300.00
Training	1.5	$ 1,650.00	$ 2,475.00
TOTAL	**22.5**		**$ 37,125.00**

Note: All fees are specified in USD

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14.2 Contingency Fees

- Contingency effort is being included for any substantial changes directly related to the project outlined in this document that may arise during the project.
- When using contingency, specifications and effort will be discussed and agreed mutually between SmartSimple and Client, as well as any impact to the project schedule that may occur as a result.
- At the conclusion of the project, any unused contingency effort/days will lapse and will not be billed to Client. Unused days cannot be carried over beyond the project schedule outlined in this SOW.

Functional Area	Effort (Days)	Daily Rate	Sub-Total
TASK TBD	3	$ 1,650.00	$ 4,950.00
TOTAL	**3**		**$ 4,950.00**

Note: All fees are specified in USD

14.3 Project Management Fees

Any extensive delays to the project timeline by the client may result in additional project management time.

SmartSimple will have a conversation with the client prior to charging any additional project management time (typically 1 day of effort @ USD$1,650/day for every 2 weeks delayed by the client).

14.4 Travel and Expenses

SmartSimple will adhere to Client policy, if requested, for accommodation and per-diem (meals). Alternately they will be billed at cost.

Travel expenses (flights, train, car rental, taxi, etc.) will be billed at cost.

Professional Services rate is USD $1,650 per day (7.5h).

14.5 Payment Schedule

Upon Commencement – January 31st, 2023	50% of the Fixed Fees – **$18,562.50**
By 28th of February, 2023	25% of the Fixed Fees – **$9,281.25**
Final Payment – 31st of March, 2023	25% of the Fixed Fees – **$9,281.25**

15 Appendices

15.1 Payment Methods

If Client's accounting system requires to submit a Purchase Order (PO) in order to process the payment, those details should be forwarded to orders@smartsimple.com or your Account Manager in advance.

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15.1.1 EFT/ACH

Payee Details
SmartSimple Software Ltd. 38 Fulton Street W, Suite 301, Grand Rapids, MI 49503-2742 **Bank Name:** TD Bank NA **Branch:** 20th & 6th Branch, 655 Avenue of the Americas, New York, NY 10010

15.1.2 Credit Card

Please visit our online payment portal http://www.smartsimple.com/payment/.

After entering and submitting the required invoice details you will be prompted for your credit card information.