



**ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 16-248-RFP
AMENDMENT NUMBER 1**

This Amendment Number 1 is made on 2/5/2024 ("Effective Date") and amends Agreement Number 16-248-RFP dated December 18, 2017, and as thereafter amended ("Main Agreement") between Cayenta, A Division of N Harris Computer Corporation ("Contractor") and the County Board of Arlington County, Virginia ("County").

1. This Amendment No. 1 hereby adds Attachment A.01 - Cayenta V9 Upgrade Statement of Work. The purpose of this Statement of Work is to set forth in detail the Software and Services deliverables to be provided by the Contractor, the milestones, schedule, and acceptance criteria for such deliverables, the process for changes in scope, and the respective responsibilities of the Contractor and the County.
2. Attachment B – Contract Pricing adds the Cayenta V9 Upgrade Statement of Work cost. The cost for the statement of work in this Amendment No. 1 shall not exceed \$184,000.00.

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

CAYENTA, A DIVISION OF N. HARRIS
COMPUTER CORPORATION

AUTHORIZED
SIGNATURE: DocuSigned by:
Dr. Sharon J. Lewis
C4DE3DF7EC1D421...

AUTHORIZED
SIGNATURE: DocuSigned by:
Larissa Wong
EB5BE63DBD17432...

NAME: DR. SHARON T. LEWIS
TITLE: PURCHASING AGENT
DATE: 2/5/2024

NAME: Larissa Wong
TITLE: Vice President
DATE: 2/2/2024

STATEMENT OF WORK

Between



Arlington County
2100 Clarendon Boulevard, Suite 500
Arlington, VA 22201, USA

And



Cayenta, A Division of
N. Harris Computer Corporation 4200
North Fraser Way, Suite 201. Burnaby,
BC V5J 5K7
Canada

For

Cayenta V9 Upgrade

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Executive Summary & Overview

Arlington County, Virginia (CLIENT) is embarking on an upgrade of Cayenta software to version 9 (the latest release available). Under the direction of the CLIENT Project Owner, the CLIENT Project Manager will drive and oversee the project in coordination with the HARRIS Project Manager.

CLIENT has requested to engage Cayenta (HARRIS) for value-added services related to the upgrade outlined in the Deliverables. These services are not included in the Software and Maintenance Fees.

During the project, if CLIENT needs to make any changes to the Upgrade Environment, the changes need to be approved by the HARRIS project team. Changes to the configuration or interfaces that are not advised by the HARRIS project team also need to be fully documented in CayStone.

The ongoing operation for the Solution will be the responsibility of the CLIENT following the project Go-live date with the support of HARRIS. The CLIENT will transition to HARRIS Support after completion of the Transition period as outlined in the Deliverables below.

HARRIS and CLIENT agree to schedule and begin the project within 90 days of signature.

Customer Profile

Client: Arlington County Water

Current Products Installed (CIS, FMS, WMS, HCM)	CIS, CSS, MWM, CLUE, GIS Connector
Current Version (e.g. - 7.7.0)	7.9.3.017
Oracle or SQL Server Database (& version)	SQL Server
Number of CIS Accounts	42,000
Number of Users	28-32 Active sessions, up to 200 active users
Cayenta Managed Solutions (CMS)	No
Actuate or Cognos (version?, Planet Press?, TM1?)	Cognos Analytics 11.0.13.1, Planet Press
Custom Cayenta Reports	Yes
Customer Self Service (CSS)	Yes
Cayenta Dashboard	
Cognos Analytics for Excel (CAFÉ) and Cayenta Framework models	Core Analytics module (5 cubes)
Cayenta Link using Excel (CLUE)	YES
Custom Portals	YES
Custom Interfaces	PRISM Fins
3rd party integration	Onbase, Dataprose, ACE, Itron, Paymentus, PRISM+
Internal or 3rd Party Upgrade Project Manager?	
Known Constraints (e.g. Must be live by, etc.)	Client must be live by September2024
Number of Environments (CayTest, CayGold, CayProd?)	CayProd, CayUpgrade, CayGold,
Mobile Work Mgmt	Yes
Framework Models	

Project Start Pre-Requisites

HARRIS and CLIENT agree to begin this project within 90 days of this statement of work being fully executed. In addition to the approved statement of work, HARRIS and CLIENT agree that the following pre-requisites are satisfied in order to begin work on this project and will be satisfied within 90 days of approval of this statement of work. Any pre-requisites that are the responsibility of CLIENT will be considered out of scope of this project and any services required of HARRIS for CLIENT-owned pre-requisites will be addressed through the Change Control process outlined in this document.

Pre-Requsite	Responsible Party
Cayenta software is at a minimum version of 7.9.3	CLIENT
SQL Server version is 2019 or 2022	CLIENT
Servers required for the software environments specified in this document are ready for HARRIS to perform installation by March 30, 2024	CLIENT
Provide monitors with full HD (1920x1080) for CLIENT users of the Cayenta Software.	CLIENT
CLIENT will have resources assigned to work on the project as per the schedule defined in this document. This is inclusive of all project work including test execution, workshop & meeting participation as well as any other activities prescribed	CLIENT
HARRIS project team will be assembled and prepared to work on this project per the schedule defined in this document	HARRIS

Table of Services

Below is a summary list of the deliverables for the project. The Deliverables section itemizes each deliverable in detail regarding specific scope, responsibilities for HARRIS and CLIENT as well as acceptance criteria.

Component Group	Deliverable #	Deliverable Name	Hours	Cost
Consulting Services	1.01	Project Planning & Setup	56.00	\$14,000.00
	1.02	CayStone Project Setup & Training	6.00	\$1,500.00
	1.03	Testing Support - Month 1	108.00	\$27,000.00
	1.04	Testing Support - Month 2	76.00	\$19,000.00
	1.05	Testing Support - Month 3	72.00	\$18,000.00
	1.06	Testing Support - Month 4	72.00	\$18,000.00
	1.07	Mock Go Live	50.00	\$12,500.00
	1.08	Go Live Services	66.00	\$16,500.00
	1.09	Support Transition & Project Close (1 week)	44.00	\$11,000.00

		Consulting Services Total	550	\$137,500.00
Technical Services	2.01	CAYPROD92 Environment Build	56.00	\$14,000.00
	2.02	Cognos Upgrade including Planet Press	20.00	\$5,000.00
	2.03	CSS PROD92 Environment Build	12.00	\$3,000.00
	2.04	CAYTEST92 Environment Build	36.00	\$9,000.00
	2.05	CSS TEST92 Environment Build	14.00	\$3,500.00
	2.06	CAYDev92 Environment Build	16.00	\$4,000.00
		Technical Services Total	154	\$38,500.00
	3.01	CIS Inquiry overview training	8.00	\$2,000.00
		Product Services Total	8	\$2,000.00
BI Services	4.01	Cognos audit of framework models and custom reports (T&M)	12.00	\$3,000.00
	4.02	Custom portal stats and interfaces (T&M)	12.00	\$3,000.00
	4.03	Cayenta GIS Connector	24.00	\$0.00
		BI Services Total	48	\$6,000.00
		Project Total	760	\$184,000.00

Deliverables

Below is a detailed listing of all deliverables in scope of this project. With each deliverable is specific responsibilities to be performed by HARRIS and CLIENT respectively as part of completion of this deliverable. Acceptance criteria for each deliverable specifies the criteria by which CLIENT will accept the deliverable upon completion by HARRIS. Upon satisfying the acceptance criteria for the deliverable will make the deliverable eligible to be billed as defined in the [Payment Milestones](#) section of this document.

Deliverable ID	1.01
Deliverable Type	Fixed Price
Deliverable Name	Project Planning & Setup
Deliverable Description	HARRIS and CLIENT project managers will develop the project schedule. HARRIS will provision the tools needed for project execution including CayStone, SharePoint and Smartsheet. HARRIS will schedule and facilitate the project kick-off meeting
HARRIS Responsibilities	<ul style="list-style-type: none"> • Develop project schedule • Review schedule with CLIENT • Create CayStone project & provide access to CLIENT stakeholders • Schedule and facilitate project kick-off meeting

CLIENT Responsibilities	<ul style="list-style-type: none"> • Participate in schedule development • Review & approve project schedule • Provide stakeholder list to HARRIS • Participate in project kick-off meeting
Deliverable Acceptance Criteria	<p>Project schedule is delivered</p> <p>Access granted to stakeholders in CayStone</p> <p>Kick-off meeting is held</p>
Deliverable ID	1.02
Deliverable Type	Fixed Price
Deliverable Name	CayStone Project Setup & Training
Deliverable Description	HARRIS will set up the CayStone project to be used for testing management and incident tracking throughout the project as well as deliver a training session on how to use CayStone
HARRIS Responsibilities	<ul style="list-style-type: none"> • Create the CayStone project • Ensure standard HARRIS test cases are included in the CayStone project • Grant access to CLIENT team members • Deliver training to CLIENT team members on how to use CayStone
CLIENT Responsibilities	<ul style="list-style-type: none"> • Add test cases required for testing to the test cases in the CayStone project • Attend CayStone training
Deliverable Acceptance Criteria	CLIENT users have access to the CayStone project and training session has been delivered to CLIENT team members.
Deliverable ID	1.03
Deliverable Type	Fixed Price
Deliverable Name	Testing Support - Month 1
Deliverable Description	HARRIS will provide testing support services to CLIENT during test execution by CLIENT
HARRIS Responsibilities	<ul style="list-style-type: none"> • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document • Providing clarifications and guidance on new feature testing • All P1 incidents reported in Month 1 have been marked as either Resolved (by CLIENT) or Validate (by HARRIS)
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	First month of CLIENT testing is complete
Deliverable ID	1.04

Deliverable Type	Fixed Price
Deliverable Name	Testing Support - Month 2
Deliverable Description	HARRIS will provide testing support services to CLIENT during test execution by CLIENT
HARRIS Responsibilities	<ul style="list-style-type: none"> • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document • Providing clarifications and guidance on new feature testing <p>All P1 incidents reported in Month 2 have been marked as either Resolved (by CLIENT) or Validate (by HARRIS)</p>
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	Second month of CLIENT testing is complete
Deliverable ID	1.05
Deliverable Type	Fixed Price
Deliverable Name	Testing Support - Month 3
Deliverable Description	HARRIS will provide testing support services to CLIENT during test execution by CLIENT
HARRIS Responsibilities	<ul style="list-style-type: none"> • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document • Providing clarifications and guidance on new feature testing <p>All P1 incidents reported in Month 3 have been marked as either Resolved (by CLIENT) or Validate (by HARRIS)</p>
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	Third month of CLIENT testing is complete
Deliverable ID	1.06
Deliverable Type	Fixed Price
Deliverable Name	Testing Support - Month 4
Deliverable Description	HARRIS will provide testing support services to CLIENT during test execution by CLIENT
HARRIS Responsibilities	<ul style="list-style-type: none"> • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document • Providing clarifications and guidance on new feature testing

	All P1 incidents reported in Month 4 have been marked as either Resolved (by CLIENT) or Validate (by HARRIS)
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	Fourth month of CLIENT testing is complete
Deliverable ID	1.07
Deliverable Type	Fixed Price
Deliverable Name	Mock Go Live
Deliverable Description	HARRIS will conduct a mock-go live prior to the go-live, ensuring the cutover checklist is sufficient to ensure a successful cutover at go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Prepare mock go-live checklist • Review mock go-live checklist with CLIENT • Execute HARRIS-assigned tasks per the checklist • Make any necessary changes to checklist based on mock go-live execution
CLIENT Responsibilities	<ul style="list-style-type: none"> • Review mock go-live checklist and add any additional tasks for CLIENT • Execute CLIENT-assigned tasks per the checklist - client is responsible for all data refreshes • Provide feedback on mock go-live execution for the purpose of checklist revision
Deliverable Acceptance Criteria	Completion of mock go-live activities per the mock go-live checklist
Deliverable ID	1.08
Deliverable Type	Fixed Price
Deliverable Name	Go Live Services
Deliverable Description	HARRIS and CLIENT will execute the assigned tasks, per the go-live cutover checklist, over the planned one (1) day go-live time frame.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Execute HARRIS-assigned tasks per the go-live cutover checklist • HARRIS will be available on go-live weekend to perform HARRIS-assigned tasks per the go-live cutover checklist.

CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute CLIENT-assigned tasks per the go-live cutover checklist • CLIENT will be available on go-live weekend to perform CLIENT-assigned tasks per the go-live cutover checklist.
Deliverable Acceptance Criteria	Completion of go-live activities per the go-live checklist and CLIENT can access and use the CAYPROD92 environment for production purposes
Deliverable ID	1.09
Deliverable Type	Fixed Price
Deliverable Name	Support Transition & Project Close (1 week)
Deliverable Description	HARRIS transitions CLIENT from assigned Project Team back to Cayenta Support and formally closes the project. The period of post go-live support provided by the Project Team will be one (1) week from the first cycle billing after go live. Acceptance of this deliverable signifies the acceptance of the project and official project close.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Facilitate handover meeting from Project Team to Cayenta Support • Deliver Support Transition document to CLIENT and Cayenta Support • Remediate P1 & P2 priority incidents
CLIENT Responsibilities	<ul style="list-style-type: none"> • Attend handover meeting • Validate & close P1 & P2 priority incidents
Deliverable Acceptance Criteria	HARRIS provides Support Transition document All P1 & P2 incidents logged for the project have been remediated
Deliverable ID	2.01
Deliverable Type	Fixed Price
Deliverable Name	CAYPROD92 Environment Build
Deliverable Description	HARRIS will set up the new CAYPROD92 environment which will be the primary environment used for testing during the project as well as the new production system after go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Install the Cayenta software, including Cayenta CIS, Cayenta MWM and Cayenta Software Manager • Conduct an environment audit, including technical and functional validation of the environment
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide required hardware & infrastructure necessary to host the CAYPROD92 environment as well as any other required infrastructure items • Provide access to the infrastructure to HARRIS Technical Resources
Deliverable Acceptance Criteria	CLIENT project team is granted access to and can log into the CAYPROD92 environment.
Deliverable ID	2.02
Deliverable Type	Fixed Price
Deliverable Name	Cognos Upgrade including Planet Press

Deliverable Description	HARRIS will install the Cognos 11 platform as well as Planet Press for use in the new upgrade version of the Cayenta software
HARRIS Responsibilities	<ul style="list-style-type: none"> • Perform a new installation of the Cognos 11 platform • Install Planet Press
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide the required server infrastructure for HARRIS to perform the install • Ensure HARRIS technical personnel have proper access to server infrastructure to perform the installation
Deliverable Acceptance Criteria	CLIENT project team are provided access to the Cognos 11 environment
Deliverable ID	2.03
Deliverable Type	Fixed Price
Deliverable Name	CSS PROD92 Environment Build
Deliverable Description	HARRIS will set up the new CSS PROD92 environment which will be the new Customer Self Service portal after go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Install the CSS PROD92 Cayenta Self Service Portal • Conduct an environment audit, including technical and functional validation of the environment
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide required hardware & infrastructure necessary to host the CSS PROD92 Cayenta Self Service Portal environment as well as any other required infrastructure items • Provide access to the infrastructure to HARRIS Technical Resources
Deliverable Acceptance Criteria	CLIENT project team is granted access to and can log into the CSS PROD92 Cayenta Self Service Portal environment.
Deliverable ID	2.04
Deliverable Type	Fixed Price
Deliverable Name	CAYTEST92 Environment Build
Deliverable Description	HARRIS will set up the new CAYTEST92 environment which will be the new test system after go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Install the Cayenta software, including Cayenta CIS, Cayenta MWM and Cayenta Software Manager • Conduct an environment audit, including technical and functional validation of the environment
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide required hardware & infrastructure necessary to host the CAYTEST92 environment as well as any other required infrastructure items • Provide access to the infrastructure to HARRIS Technical Resources
Deliverable Acceptance Criteria	CLIENT project team is granted access to and can log into the CAYTEST92 environment.

Deliverable ID	2.05
Deliverable Type	Fixed Price
Deliverable Name	CSS TEST92 Environment Build
Deliverable Description	HARRIS will set up the new CSS TEST92 environment which will be the new Customer Self Service test portal after go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Install the CSS 92TEST Cayenta Self Service Portal • Conduct an environment audit, including technical and functional validation of the environment
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide required hardware & infrastructure necessary to host the CSS 92TEST Cayenta Self Service Portal environment as well as any other required infrastructure items • Provide access to the infrastructure to HARRIS Technical Resources
Deliverable Acceptance Criteria	CLIENT project team is granted access to and can log into the CSS 92TEST Cayenta Self Service Portal environment.
Deliverable ID	2.06
Deliverable Type	Fixed Price
Deliverable Name	CAYDev92 Environment Build
Deliverable Description	HARRIS will set up the new CAYDev92 environment which will be the new test system after go-live.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Install the Cayenta CIS software (no MWM or Software Manager for environment is included.) • Conduct an environment audit, including technical and functional validation of the environment
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide required hardware & infrastructure necessary to host the CAYDev92 environment as well as any other required infrastructure items • Provide access to the infrastructure to HARRIS Technical Resources
Deliverable Acceptance Criteria	CLIENT project team is granted access to and can log into the CAYDev92 environment.
Deliverable ID	3.01
Deliverable Type	Fixed Price
Deliverable Name	CIS Inquiry overview training
Deliverable Description	HARRIS will provide an overview session on the CIS Inquiry.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Facilitate overview training session
CLIENT Responsibilities	<ul style="list-style-type: none"> • Attend overview training session

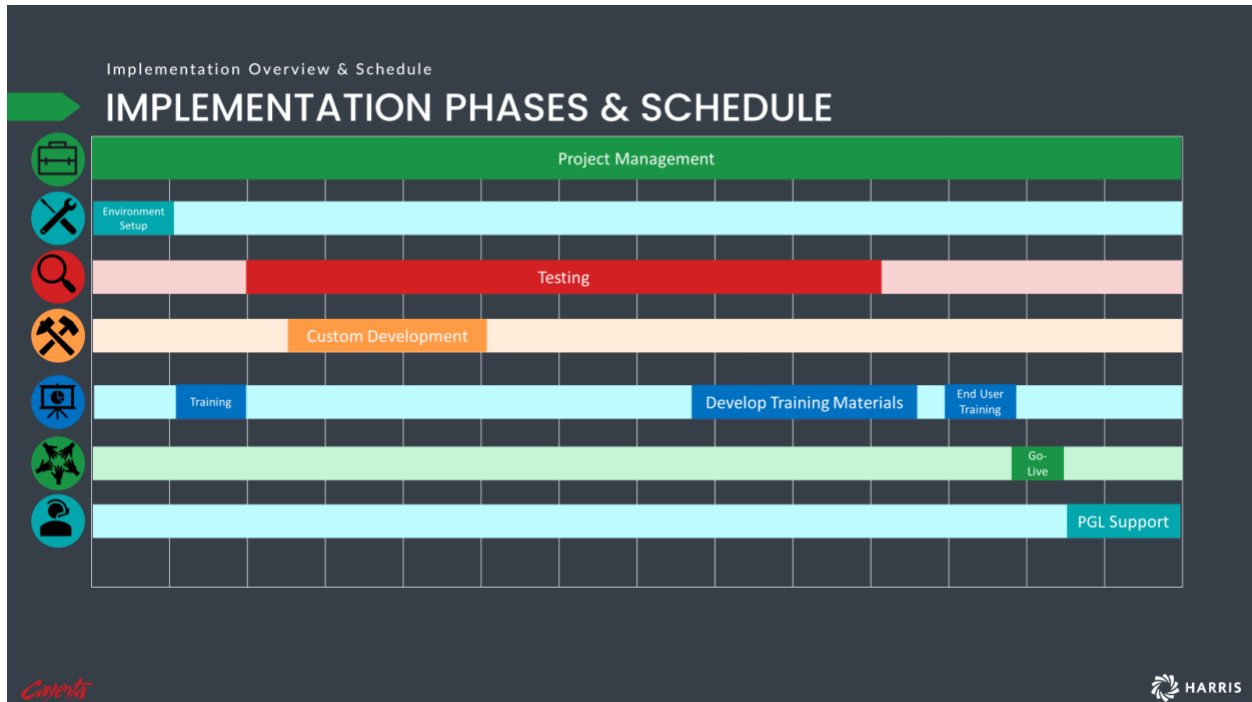
Deliverable Acceptance Criteria	HARRIS delivers the overview training session
Deliverable ID	4.01
Deliverable Type	T&M
Deliverable Name	Cognos audit of framework models and custom reports (T&M)
Deliverable Description	HARRIS will perform services as required to provide an audit of custom Cognos report and framework models.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Perform services as requested
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide written approval to proceed with requested work
Deliverable Acceptance Criteria	CLIENT will be invoiced monthly for hours expended. Hours invoiced will not exceed allocated hours without written approval from CLIENT
Deliverable ID	4.02
Deliverable Type	T&M
Deliverable Name	Custom portal stats and interfaces (T&M)
Deliverable Description	T&M hours to be used for updating of custom portal stats and interfaces, as needed for the upgrade.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Perform services as requested
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide written approval to proceed with requested work
Deliverable Acceptance Criteria	CLIENT will be invoiced monthly for hours expended. Hours invoiced will not exceed allocated hours without written approval from CLIENT

Deliverable ID	4.03
Deliverable Type	No Charge
Deliverable Name	Cayenta GIS Connector
Deliverable Description	Update Cayenta GIS Connector, as needed for the upgrade
HARRIS Responsibilities	Update Cayenta GIS Connector
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide access to the infrastructure to HARRIS BI Integration resources
Deliverable Acceptance Criteria	CLIENT Project team is granted access to and can view the GIS maps in Location Console and Service Order Console

Methodology & Schedule

Methodology

Cayenta follows a practiced and proven methodology for delivering projects to our customers. Below is an overview of our project phases.



Project Management

HARRIS will provide a project manager to the project to oversee the HARRIS team and to work with the CLIENT project manager. The HARRIS project manager will be responsible for the following items:

- Develop and maintain the project schedule, collaborating with CLIENT project manager
- Schedule and facilitate weekly PM meetings
- Schedule and facilitate weekly team meetings
- Develop go-live cutover checklist, collaborating with HARRIS and CLIENT project teams
- Ownership of the Change Control process as outlined in the [Change Control section](#) of this document

Schedule development is a collaborative task – the initial timeframe is a reflection of the pricing provided, and a final schedule is dependent on the completion of project planning, where tasks and dependencies are finalized, resource allocation is confirmed and all non-working days are identified. A finalized project schedule must be delivered and baselined before the environment setup begins, and material changes to the initial schedule may require a change order. Any deviation from this process must be agreed to by the project teams.

Environment Setup

HARRIS will create the environments required for the project, as defined in this document in the [Project Environments](#) section. This requires CLIENT to ensure that any server infrastructure required by HARRIS is provisioned and accessible by the HARRIS team.

Application patches and updates will be applied as determined mutually by the project team by Cayenta Technical Services.

Testing

Application testing will be the most critical phase of this project and allows CLIENT to ensure a level of comfort with the delivered solution prior to going live. HARRIS will provide testing support commensurate with the services outlined in the Deliverables section of this document.

CLIENT will test the application and configured solution delivered by HARRIS. CLIENT agrees to use the CayStone testing platform, provided by HARRIS to plan test cases/test sets, track all testing progress via updating of executed test cases/test sets and log incidents for all defects found. Should CLIENT decide to forego the use of CayStone for these purposes (i.e., using alternate means to plan and track testing and incidents), HARRIS may initiate the change control process (per the [Change Control section](#) of this document) to determine impacts to the project, monetary and otherwise.

Integrations and Cayenta portals and statistics may be core functionality or custom developed by the CLIENT or Cayenta. CLIENT is responsible for testing all integrations, portals and statistics. It will be mutually agreed by the teams when to engage Cayenta BI Services to update any custom integrations, portals or statistics or whether the CLIENT project team will manage.

HARRIS agrees to provide testing support services on a monthly basis as outlined in the deliverables of this document. Should there be a need to extend testing support services from HARRIS beyond what is currently scoped in this document, additional months of testing support may be added to the project at a cost determined through the Change Control process.

Training

HARRIS will provide training on the new features of the solution early in the project in advance of the testing phase. This training will include an overview of the new features and products in scope of the project as well as CayStone training for those testers who are not familiar with it. CLIENT will be responsible for the development of customized end user training materials as well as the delivery of the end user training.

Go Live

HARRIS and CLIENT will work collaboratively to prepare a go-live cutover checklist, drawing on templates that HARRIS will provide. It will be a shared responsibility between HARRIS and CLIENT to ensure that all tasks are documented and assigned appropriately. A mock go-live will be conducted approximately 4-6 weeks before the planned go-live to ensure that the cutover checklist is fully comprehensive with respect to the go-live tasks. HARRIS and CLIENT will schedule the go-live to take place over a weekend or a mutually agreeable timeframe.

Post Go-Live and Transition Support

HARRIS project team will continue to support CLIENT during the defined post go-live period (as indicated in the [Deliverables](#) section of this document) as well in this time engage Cayenta Support by preparing a Support Transition document, outlining the details of the implementation relevant to the Cayenta Support team taking on stewardship of CLIENT support needs going forward. A transition meeting including the HARRIS project team, CLIENT and Cayenta Support will be facilitated by HARRIS as part of this transition.

Schedule

This is a 6-month project, including a 1-week Go-Live transition, followed by return to Standard Support.

The schedule has been estimated based on assumed resourcing capabilities of CLIENT and is subject to change upon planning and coordination between HARRIS and CLIENT.

Upon starting the project, the HARRIS project manager will collaborate with CLIENT Project Manager to baseline the project schedule.

Project Environments

CLIENT agrees to provision infrastructure required to support the following net new environments required for the project.

Environment Name	Purpose
CAYPROD92	To be used as the primary environment for the project during testing as well as the production environment upon go-live
CAYTEST92	To be used as the test environment on the new platform after go-live
CAYDEV92	To be used as the development environment on the new platform after go-live

Payment Milestones

Below is a list of the payment milestones for this project. CLIENT agrees to pay the milestones upon completion of the mapped deliverables according to the defined acceptance criteria in this document for each deliverable.

MP#	Payment Milestone Description	Invoice Amount	Deliverable ID
MP01	Project Planning & Setup	\$14,000.00	1.01
MP02	CayStone Project Setup & Training	\$1,500.00	1.02
MP03	Testing Support - Month 1	\$27,000.00	1.03
MP04	Testing Support - Month 2	\$19,000.00	1.04
MP05	Testing Support - Month 3	\$18,000.00	1.05
MP06	Testing Support - Month 4	\$18,000.00	1.06
MP07	Mock Go Live	\$12,500.00	1.07
MP07	Go Live Services	\$16,500.00	1.08
MP07	Support Transition & Project Close (1 week)	\$11,000.00	1.09
MP08	CAYPROD92 Environment Build	\$14,000.00	2.01
MP09	Cognos Upgrade including Planet Press	\$5,000.00	2.02
MP10	CSS PROD92 Environment Build	\$3,000.00	2.03
MP10	CAYTEST92 Environment Build	\$9,000.00	2.04
MP10	CSS TEST92 Environment Build	\$3,500.00	2.05
MP10	CAYDev92 Environment Build	\$4,000.00	2.06
MP11	CIS Inquiry overview training	\$2,000.00	3.01
	Fixed Price Total	\$178,000.00	
T&M	Cognos audit of framework models and custom reports (T&M)	\$3,000.00	4.01
T&M	Custom portal stats and interfaces (T&M)	\$3,000.00	4.02
	T&M Total	\$6,000.00	
	Project Total	\$184,000.00	

1. All license fees and related support and maintenance fees shall be billed upon signing the Statement of Work, unless otherwise noted in this document.
2. Pricing is fixed for scope as defined by this document unless it is noted as Time and Material in the Table of Services and excludes any applicable taxes.
3. Additional services deemed out of scope (per this document) will be billed at \$250 per hour, requiring documentation from HARRIS and the CLIENT.
4. CLIENT will provide a direct connection to the Server on which the database resides.
5. CLIENT will provide any necessary infrastructure for the project.
6. Both HARRIS and CLIENT will ensure members are available on dates agreed to and scheduled.
7. HARRIS reserves the right to alter/enhance APIs (as well as decommission and, in some cases, replace APIs). Work to update Custom Portals is not covered by Standard Support and, if needed, is billable and may require a Change Order (if the time is not already built into the project plan). Additionally, any 3rd party costs to update interfaces, which are called Cayenta APIs, are the responsibility of CLIENT.
8. All project work is planned as remote.
9. Hardware costs are priced/managed directly by CLIENT.

Appendix A: Incident Priority Definitions

HARRIS and CLIENT agree to use the following priority definitions when prioritizing incidents logged during the project.

Priority 1 – Critical

- System Down (Software Application, Hardware, Operating System, Database)
- Application errors without workarounds that prevent testers from testing
- Incorrect calculation errors impacting a majority of data
- Aborted postings or error messages preventing data integration and update
- Performance issues of severe nature impacting critical processes
- Performance issues impacting critical processes
- Critical incidents assigned back to CLIENT need to be validated within a business day.

Note: the existence of a reasonable work-around precludes a Priority 1 or Priority 2 issue in mostcases.

Priority 2 - High

- Application errors that have workarounds impacting business, but the workaround is either complex or time consuming and significantly affects productivity after go-live.
- Calculation errors impacting a minority of records
- Report generation failures impacting critical processes
- Report calculation issues
- Data Security issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- High Priority incidents assigned back to CLIENT need to be validated within 2- 3 business days.

Priority 3 – Medium

- Application errors/issues that have workarounds impacting business, but the workaround is either complex or time consuming
- Report formatting issues
- Issues with workarounds for large majority of accounts
- Some recommendations for enhancements on application changes
- Performance issues not impacting critical processes
- Usability issues
- Medium Priority incidents assigned back to CLIENT need to be validated within 5 business days.