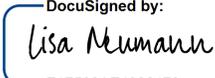


ASP Order

By the signatures of their duly authorized representatives below, the SunGard entity identified below (“**SunGard**”) and the customer identified below (“**Customer**”), intending to be legally bound, agree to all of the provisions of this Order (the “**Order**”), and agree that this Order represents a separate contract between such SunGard entity and Customer, with an order execution date of the latest date shown on the signature page below (“**Order Execution Date**”) and order effective date of the first of the month following the Order Execution Date (“**Order Effective Date**”) and an. This Order incorporates and is governed by all of the terms of the SunGard Standard Terms and Conditions version 2016 January, to be found at <http://www.sungardps.com/legal-agreements/> (“**SST**”) as if the SunGard entity was “SunGard” and Customer was “Customer” thereunder.

Capitalized terms not defined in this Order have the meaning given them in the SST.

SunGard Public Sector LLC	City of Bryan
1000 Business Center Dr. Lake Mary, FL 32746	801 E. 29 th St. Bryan, TX 77803
By:  E4F503AE4002470...	By:
Print Name: Lisa Neumann	Print Name and Title:
Print Title: Controller	City Attorney Signature: _____ Print Name:
Date Signed: November 16, 2016	Date Signed:

SUNGARD ORDER # 1162LG - 160333 (Q 00022129)

SOLUTION AND RELATED INFORMATION

- SOLUTION: SunGard TRAKiT applications identified in Exhibit 1:**
- TRANSMISSION OF CUSTOMER SUPPLIED DATA:** The Solution will be operated by the Customer via workstations. Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Agreement; and will provide appropriate security access and accounts for SunGard staff and each session participant. In addition, and subject to a separate written agreement between the parties, including agreement upon the additional fees payable in that respect to cover dedicated communication costs, SunGard may provide WAN/VPN connectivity to Customer for accessing the hosted environment for custom application and interfaces.
- DOCUMENTATION:** SunGard’s standard user manuals for the Solution listed above.
- DEFINED TERMS:** Notwithstanding section 10.2 (i), Documentation shall also include functionality contained in Exhibit 3 and marked as Response Code “Y” meaning this requirement currently exists in the proposed system and is either satisfied out-of-the-box or through configuration of the system performed during the implementation.
- INITIAL TERM: Sixty (60) months commencing on the Order Effective Date.**
- RENEWAL RIGHTS:** Upon expiration of the Initial Term set forth above this Order shall automatically renew for successive one (1) year Renewal Terms at the then-current rates. Either party may elect to not enter into a Renewal Term by providing the other party with written notice at least one hundred and twenty (120) days prior to the end of the Initial Term or then-current Renewal Term, as the case may be.

7. SCOPE OF USE

- a. **DESIGNATED LOCATION(s):** Customer's office located 801 East 29th St., Bryan, TX 77803. Customer's Authorized Users may access the Solution from anywhere in the United States, subject always to the Export Laws and the total number of Authorized Users licensed hereunder.

8. THIRD PARTY SOFTWARE: None

9. FEES

A. License Fees: None.

B. Annual Subscription Fees: SEE EXHIBIT 1

- a. **ADDITIONAL AUTHORIZED USERS FEES:** Customer acknowledges that the Annual Access Fee set forth above has been determined based on the number of Authorized Users licensed on the Order Effective Date. If Customer desires at any time during the term of this Order to increase the number of Authorized Users beyond the number of Authorized Users set forth above, Customer shall provide SunGard with advance written notice and SunGard may increase the Access Fee payable under this Order accordingly.

b. OTHER FEES:

- a) If Customer's use of the Solution increases in any way which would reasonably cause SunGard to incur additional hardware costs to maintain such increased usage, SunGard shall invoice Customer for such fees as are reasonable in respect of such additional hardware cost incurred.

C. Professional Services Fees: SEE COST SUMMARY - EXHIBIT 1

- 10. THE LIABILITY CAP:** Shall be the total of the Professional Services and Annual Access Fees actually paid by Customer to SunGard under this Order during the twelve (12) month period immediately preceding the event giving rise to the claim occurring.

11. PROFESSIONAL SERVICES

- a. **SCOPE OF WORK:** As described in Annex 3 attached hereto.

12. PAYMENT TERMS

- a. Professional Service Fees: Due as follows:

1st payment due 60 days after execution (\$59,857.50)

2nd payment due upon receipt of invoice following Customer sign off receipt of initial delivery of all data and documentation received (per 5.2 of SOW) (\$59,857.50)

3rd payment due upon receipt of invoice following Customer sign off receipt of Testing Beginning (per 5.3 of SOW) (\$59,857.50)

4th payment due upon Go-Live. (\$59,857.50)

- b. Cloud Annual Subscription Fees: Due November 1, 2017 and annually on November 1st of each year thereafter for the term of this Agreement.

- c. ONESolution Community Maintenance Fees: Customer shall pay current Maintenance Fees upon renewal date of November 1, 2016, thereafter the fees are included in Customer's Annual Access Fees.

- d. **Travel and Living Expenses:** Travel and living expenses are in addition to the prices quoted above and will be invoiced as incurred and shall be governed by the SunGard Public Sector Corporate Travel Expense Guidelines attached hereto as Exhibit 2.

Subscription Fees for any Year subsequent to the Initial Term are subject to change and will be specified by SunGard in an annual invoice.

APPLICABLE TAXES ARE NOT INCLUDED IN THIS ORDER FORM, AND, IF APPLICABLE, WILL BE ADDED TO THE AMOUNT IN THE PAYMENT INVOICE(S) BEING SENT SEPARATELY TO THE CUSTOMER.

13. ADDRESSES

- a. **CUSTOMER ADDRESS FOR INVOICES:** _____
- b. **CUSTOMER ADDRESS FOR NOTICES:** _____
- c. **CUSTOMER ADDRESS FOR SOFTWARE SHIPMENT:** _____
- d. **SUNGARD'S ADDRESS FOR NOTICES:**

SunGard Public Sector LLC
 Attn: Legal Counsel
 1000 Business Center Drive
 Lake Mary, FL 32746

14. OTHER TERMS:

- a. Customer shall procure the Specified Configuration set forth in Annex 1 in accordance with Section 2 of the SST.
- b. SunGard shall provide the access to the Solution during the hours described in Annex 2 attached hereto, and provide the Solution Support described in Annex 2.
- c. SunGard shall provide and install new releases of the Solution at no additional charge. However Customer shall be responsible for the payment of consulting fees on a time and material basis in respect of any professional services provided by SunGard for the upgrade of any customizations to the Solution made by SunGard at Customer's request; provided the parties enter into a professional services schedule in respect of any such upgrade which shall stipulate the applicable then-current professional fee rates in respect thereof.
- d. As and when Customer is required to upgrade to a new release, SunGard shall make such new release available to Customer in a test environment for a period of at least sixty (60) days (the "**Parallel Run Period**"). Unless Customer reports to SunGard any material errors in such new release, Customer shall accept modifications, revisions and updates in the Solution and Documentation, including changes in programming languages, rules of operation and screen or report format, as and when they are implemented by SunGard. If material errors are discovered during the Parallel Run Period, the Parallel Run Period shall automatically be extended by the number of days between the date that any material errors were reported and the date that SunGard has remedied such errors. Customer acknowledges that modifications, revisions and updates in the Solution permitted by this Order may result in changes in the form, timing or other features of on-line services, reports and other Solution provided under this Order.
- e. If Customer's use of the Solution increases in any way which would reasonably cause SunGard to incur additional hardware costs to maintain such increased usage, SunGard shall invoice Customer for such fees as are reasonable in respect of such additional hardware cost incurred.

15. Terminated Component Systems. The parties hereby terminate Customer's license to use the terminated Component Systems. Customer agrees to destroy or return the terminated Component Systems to SunGard Public Sector. In the event Customer elects to re-license the terminated Component Systems in the future, they shall be licensed at the fees in effect at that time.

Terminating Products:
OneSolution Permitting (OS-BPMT)
OneSolution Code Compliance (OS-CCMP)
OneSolution Business Account Management (OS-BAM)
OneSolution - Planning, Engineering & Zoning (OS-PEZ)

16. OTHER TERMS APPLICABLE TO THIS ORDER:

- **BLUEBEAM SOFTWARE - THIRD PARTY PRODUCT SUPPLEMENT**

Exhibit 1 Access and Service Fees**Cloud**

Product Code	Product Name	Quantity
TRAK-ADLSG	TRAKiT Additional Storage	2
TRAK-BLUEBEAM	Bluebeam Server API for TRAKiT	1
TRAK-CC-ETRAK	eTRAKiT Credit Card API	1
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	1
TRAK-COMMDEV-UL	TRAKiT9 Community Development Suite User License	20
TRAK-ETRAKIT	eTRAKiT Citizen Portal	1
TRAK-GISADV	TRAKiT GIS Advanced Engine	1
TRAK-ITRAKIT	iTRAKiT Suite	1
TRAK-LF-IF	TRAKiT Laserfiche API	1
TRAK-PLNLIB	TRAKiT Plan Correction Library	1
TRAK-PMTLIB	TRAKiT Permit Form Library	1

Professional Services**Community Development**

Product Code	Product Name		Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
TRAK-ADLSG	TRAKiT Additional Storage	Ext Price:	-	350.00	-	-	-	-	-	350.00
TRAK-BLUEBEAM-S	Bluebeam Server API for TRAKiT Services	Ext Price:	-	3,500.00	-	640.00	-	-	-	4,140.00
TRAK-CC-ETRAK	eTRAKiT Credit Card API	Ext Price:	-	1,750.00	-	-	-	-	-	1,750.00
TRAK-CC-IF	TRAKiT Credit Card Reader Interface	Ext Price:	-	1,400.00	-	-	-	-	-	1,400.00
TRAK-ETRAKIT-L3	eTRAKiT Citizen Portal Configuration	Ext Price:	160.00	1,750.00	12,800.00	320.00	-	-	3,000.00	18,030.00
	Package-L3-Premium									
TRAK-GISADV-S	TRAKiT GIS Advanced Engine Services	Ext Price:	-	-	28,000.00	320.00	-	-	-	28,320.00
TRAK-GTUR	GeoTRAK Update Routine	Ext Price:	3,200.00	-	-	-	-	-	6,000.00	9,200.00

TRAK-ISS	iTRAKiT Suite Services	Ext Price:	-	-	10,000.00	640.00	-	-	-	10,640.00
TRAK-LF-IF-S	TRAKiT Laserfiche API Services	Ext Price:	-	-	4,000.00	-	-	-	-	4,000.00
TRAK-LP-ADM-M	TRAKiT9 Multiple Learning Passes-Admin Training	Ext Price:	-	-	-	1,800.00	-	-	-	1,800.00
TRAK-LP-RW-M	TRAKiT9 Multiple Learning Passes-Report Writing	Ext Price:	-	-	-	2,700.00	-	-	-	2,700.00
TRAK-PLNLIB	TRAKiT Plan Correction Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-PMTLIB	TRAKiT Permit Form Library	Ext Price:	-	-	-	-	-	-	1,600.00	1,600.00
TRAK-CD-I-2	TRAKiT9 Community Development Initiation-L2	Ext Price:	-	1,400.00	-	-	-	14,400.00	-	15,800.00
TRAK-CD-D-2	TRAKiT9 Community Development Discovery-L2	Ext Price:	7,680.00	-	-	1,280.00	-	12,600.00	-	21,560.00
TRAK-CD-C-2	TRAKiT9 Community Development Configuration-L2	Ext Price:	-	-	-	-	-	38,400.00	-	38,400.00
TRAK-CD-T-2	TRAKiT9 Community Development Testing-L2	Ext Price:	15,040.00	-	-	7,680.00	-	24,320.00	-	47,040.00
TRAK-CD-EG-2	TRAKiT9 Community Development Education & Go Live-L2	Ext Price:	5,120.00	-	-	10,240.00	-	6,400.00	-	21,760.00
Totals:			\$31,200.00	\$10,150.00	\$54,800.00	\$25,620.00	-	\$96,120.00	\$12,200.00	\$230,090.00

Services

Product Code	Product Name	Proj Mgmt	Installation	Tech Svcs	Training	Impl Svcs	Consulting	Development	Total Services
MYCOM-PS	MyCommunity App Professional Services	Ext Price:	640.00	700.00	-	-	-	-	1,340.00
PS-CV	AEC Contacts & Code Enforcement Data Conversion	Ext Price:	-	-	-	-	-	8,000.00	8,000.00
PS-FBE	SunGard Financial Batch Export	Ext Price:	-	-	-	-	-	-	-
Totals:			\$640.00	\$700.00	-	-	-	\$8,000.00	\$9,340.00

Product & Services

\$239,430.00	Cloud Annual Access Fees:	\$98,760.00
	Professional Services:	
Subtotal:		\$338,190.00

Discounts**Cloud Annual Access Discount:** \$74,070.00**Product & Services Totals**

\$239,430.00

Net Cloud Annual Access Fees: \$24,690.00**NetProfessional Services:****Total: \$264,120.00****Product Notes**

Services for TRAKiT9 Community Development Suite User License (TRAK-COMMDEV-UL) include:

- TRAK-CD-I-2: Initiation services which includes the following:
 - o (8) hours of remote installation
 - o (90) hours of remote consulting
- TRAK-CD-D-2: Discovery services which includes the following:
 - o (16) hours of remote project management
 - o (32) hours of onsite project management
 - o (8) hours of remote webinar training
 - o (56) hours of onsite consulting time for Kick Off and BPR meetings
- TRAK-CD-C-2: Configuration services which includes the following:
 - o (240) hours of remote consulting
- TRAK-CD-T-2: Testing services which includes the following:
 - o (40) hours of onsite Power User training
 - o (8) hours of remote System Administration training
 - o (64) hours of onsite project management
 - o (30) hours of remote project management
- o (152) hours of remote configuration
- TRAK-CD-EG-2: Education & Go Live services which includes the following:

- o (64) hours of onsite End User training
- o (32) hours of onsite assistance
- o (40) hours of remote configuration assistance

- TRAK-LP-ADM-M: Includes a 2 day pass for three (3) seat of System Administrator training held at a designated off site location. This is not held at the customer site. Customer is responsible for all travel and living expenses.

- TRAK-LP-RW-M: Includes a 3 day pass for three (3) seat of Report Writing training held at a designated off site location. This is not held at the customer site. Customer is responsible for all travel and living expenses.

Additional Modules & Services included within this quote:

- (1) Module License for ETRAKiT, the public facing web portal
- Service Hours for ETRAKiT:
 - o (90) Hours – Installation & Configuration
 - o (2) Hours - Remote Training

- (1) eTRAKiT Credit Card API
 - o (10) Hours Installation

- (1) Module License for the Professional TRAKiT GIS Interface
- Services Hours for the GIS Interface:
 - o (231) Hours – Installation & Configuration
 - o (4) Hours - Remote Training

- Service Hours for the GeoTRAK Update Routine
 - o (30) Development
 - o (20) Project Management

- (1) Module License Fee for the iTRAKiT Suite Mobile Applications (iTRAKiT Inspect, iTRAKiT Code, iTRAKiT Fire)
 - o (50) Installation & Configuration Services
 - o (4) Hours of Remote Training

- (1) Bluebeam Server API license
 - o (20) Hours Installation
 - o (4) Hours Training

- (1) TRAKiT Credit Card Reader Interface
 - o (8) Hours Installation

- LaserFiche API
 - o (20) Hours Installation & Configuration

- Data Conversion
 - o (40) Hours for conversion of AEC contact information & code enforcement data in NaviLine

- Integration
 - o (38) Hours for financial integration to Naviline

- (3) Licenses & (24) Development Service Hours
 - o Code Enforcement Library
 - o Permit Form Library
 - o Plan Corrections Library

EXHIBIT 2

SUNGARD PUBLIC SECTOR TRAVEL EXPENSE GUIDELINES

SunGard will adhere to the following guidelines when incurring travel expenses:

All arrangements for travel are to be made through the SunGard Corporate Travel Agent unless other arrangements have been made with the Customer and are documented in writing.

AIR TRAVEL – SunGard will use the least expensive class of service available with a minimum of seven (7) day, maximum of thirty (30) day, advance purchase. Upon request, SunGard shall provide the travel itinerary as the receipt for reimbursement of the air fare and any fees. Fees not listed on the itinerary will require a receipt for reimbursement.

Trips fewer than 250 miles round are considered local. Unless a flight has been otherwise approved by the Customer, Customer will reimburse the current IRS approved mileage rate for all local trips.

LODGING –Reasonable lodging accommodations are reimbursable, up to \$125 per night. If, depending on the city, reasonable accommodations cannot be secured for \$125 per night, Customer’s prior approval will be required. Upon request by Customer, the hotel receipt received upon departure will be submitted for reimbursement. All food items, movies, and phone/internet charges are not reimbursable.

RENTAL CAR – Compact or Intermediate cars will be required unless there are three or more SunGard employees sharing the car in which case the use of a full size car is authorized. Gas is reimbursable however pre-paid gas purchases will not be authorized and all rental cars are to be returned with a full tank of gas. Upon request, receipts for car rental and gas purchases will be submitted to Customer. SunGard shall decline all rental car insurance offered by the car rental agency as staff members will be covered under the SunGard auto insurance policy. Fines for traffic violations are not reimbursable expenses.

OTHER TRANSPORTATION – SunGard staff members are expected to use the most economical means for traveling to and from the airport (Airport bus, hotel shuttle service). Airport taxi or mileage for the employee’s personal vehicle (per IRS mileage guidelines) are reimbursable if necessary. Upon request, receipt(s) for the taxi will be submitted to Customer. Proof of mileage may be required and may be documented by a readily available electronic mapping service. The mileage rate will be the then-current IRS mileage guideline rate (subject to change with any change in IRS guidelines).

OTHER BUSINESS EXPENSES – Parking at the airport is reimbursable. Tolls to and from the airport and while traveling at the client site are reimbursable. Tipping on cab fare exceeding 15% is not reimbursable. Porter tips are reimbursable, not exceeding \$1.00 per bag. Laundry is reimbursable when travel includes a weekend day or Company Holiday and the hotel stay is four nights or more. Laundry charges must be incurred during the trip and the limit is one shirt and one pair of pants/skirt per day. With the exception of tips, receipts shall be provided to Customer upon request for all of the aforementioned items.

MEALS

\$57.00 per day Standard Per Diem

\$11.40 – Breakfast

\$14.25 – Lunch

\$31.35 – Dinner

EXHIBIT 3**FUNCTIONAL SPECIFICATIONS**

This Exhibit 3 is solely intended to give a description of the functionality and features for the items marked “Y” as provided in the Solution software identified in the Project Cost Supplement as delivered pursuant to the terms of the warranty provided in Section 9.5 of the SST. Comments that may refer to products or services are not intended to describe services or products that SunGard is obligated to provide under this Agreement unless such products or services are specifically provided in the Project Cost Supplement.

Please input the corresponding letter of the available response codes for each requirement. Where indicated by all response codes other than “Y”, the Vendor should insert text statements into the corresponding requirement column. Unanswered requirements or requirements with multiple response codes will be scored as “N” (Not Available).

All items marked with response codes of “C”, “I” and “T” also require pricing to be indicated on the pricing forms. Comments provided to requirements herein shall not indicate any pricing.

Response Code	Definitions
Y	This requirement currently exists in the proposed system and is either satisfied out-of the-box or through configuration of the system performed during the implementation.
C	This requirement mandates customization of the source code of the system. Customization involves additional pricing to satisfy the requirement. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
I	This requirement requires an interface to the proposed system at an additional cost. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
T	This requirement or portions thereof are satisfied through third party systems including reporting software. Please insert corresponding details in the Comment column and applicable pricing in the Cost Proposal.
R	This requirement is met by the proposed system’s reporting tools or by fully integrated third party report writers.
N	This requirement cannot be met by the system or is not applicable. Comments optional.

General Specifications

#	Requirement	Response Code	Comment
GEN-1	System generates date/time stamping of transactions.	Y	
GEN-2	System generates letters, reports and notifications automatically and email to recipients.	Y	
GEN-3	System has built-in spell check for all comment boxes.	N	This is supported through the browser or windows.
GEN-4	System allows an administrator to configure the dictionary within the system that drives the spell check functionality.	N	This is supported through the browser or windows.
GEN-5	System employs customized fields and/or pull down lists to facilitate data entry.	Y	
GEN-6	System has its own set of tools to allow agency staff to modify the system as needed without having to call upon the vendor or outside technical resources.	Y	
GEN-7	System seamlessly integrates with similar data in other vendor modules.	Y	

GEN-8	System displays only those modules and pull-down menus that the user is authorized to access.	Y	
GEN-9	System allows a system administrator to inactivate or reactivate a user's permissions at any time.	Y	
GEN-10	System logs off an inactive user after a specified period of time, determined and controlled by the system administrator.	Y	
GEN-11	Staff overrides designated workflow tasks at any time providing they have the necessary capabilities based on user control tables.	Y	
GEN-12	System has available security that can be applied to end users for checking and marking documents related to electronic document review.	T	Bluebeam functionality.
GEN-13	System provides easy access to documents by supporting hyperlinks to these documents.	Y	
GEN-14	System makes status information available 24/7 via the Internet to interested parties within government agencies and the public.	Y	
GEN-15	System selects standard information from pull down lists to simplify data entry and provides the ability to input standard comments, such as inspection results.	Y	
GEN-16	System allows the initiation and potential completion of an application or case when a specific address is not available or required.	Y	
GEN-17	System allows the user to define case types with a user-defined sequence of tasks and case data for each type.	Y	
GEN-18	System allows for the creation of a system-generated and unique project number and project name for each permit, license or other case type under which other activities may be associated.	Y	
GEN-19	System displays historical information about each case, project or other record type and viewable by authorized staff.	Y	
GEN-20	System maintains, sorts, searches, retrieves, and reports on key information about property, including Parcel ID.	Y,R	
GEN-21	System provides convenient service and accurate information retrieval to the public via remote on-line access. Specify how this is accomplished.	Y	eTRAKIT provide this capability.
GEN-22	System allows multiple cases, projects and other records to be associated with a property or address.	Y	
GEN-23	System relates all pertinent information to a particular property - permits, liens, licenses, permits, enforcement actions, etc.	Y	
GEN-24	System re-assigns queued tasks from one staff member to another.	Y	Requires user re-assignment, the system does not automatically reassign. The system can only assign tasks not re-assign.
GEN-25	System issues permits and licenses to businesses, facilities, activities and individuals.	Y	
GEN-26	System assigns multiple locations to one permit/license.	Y	
GEN-27	System tracks and accommodates approvals from various departments including date of approval, person approving, and comments.	Y	
GEN-28	System reprints licensees, permits and other case-outputs on demand.	Y,R	
GEN-29	System workflow electronically routes and automatically notifies, via email, each reviewer on a queue that an approval for an application or renewal or other task is pending	Y	
GEN-30	System tracks the amount of time individuals or departments spend on each application and/or renewal in total and by appropriate subsets of activity.	Y	
GEN-31	System flags applications and renewals that have outstanding pre-defined issues.	Y	
GEN-32	System allows for internal and external notes associated with each customer file.	Y	
GEN-33	System emails renewal reminders to all applicants, licensees and others citizens who have upcoming expiration deadlines.	Y	
GEN-34	System complies with ADA Section 508 standards for end users with disabilities. Please describe your compliance.	N	
GEN-35	System displays content in multiple languages. State language availability.	N	
GEN-36	System offers agency hosted or vendor hosted applications.	Y	
GEN-37	System includes functional online help documentation for system users.	Y	
GEN-38	System includes context sensitive help that is displayed based on the location of the mouse or cursor.	Y	
GEN-39	System provides users with an integrated, consistent "look and feel" user interface to minimize training and administration.	Y	

GEN-40	System provides detailed and comprehensive user and administrative manuals and documentation.	Y	
GEN-41	System provides the ability for configuration of workflow by use of a drag and drop graphical tool.	N	
GEN-42	The graphical workflow tool provides for previewing the workflow as a diagram and for employing fonts and colors to make the workflows more apparent and easy to read.	N	
GEN-43	System has user configurable menus and screens (by role or individual).	Y	
GEN-44	System allows for custom home page definition per individual user preferences. Various components of the system can be viewed/accessed through the home page (based on user security privileges).	Y	
GEN-45	System allows for home pages to view and manage all assigned activities to that individual user (i.e. pending applications for review, pending inspections, permits requiring plan checks, etc.).	Y	
GEN-46	System has GUI appointment calendaring with multi-inspector schedule viewing, or seamlessly links to same	Y	
GEN-47	System allows managers to view all of their staffs work schedules and assigned activities.	Y	
GEN-48	System allows each department the ability to configure custom fields for each of the permit/license applications (min. of 20 custom fields per permit type).	Y	

GEN-49	System allows owning departments to view status on all of their applications throughout the review process including but not limited to staff assigned, status of service level agreements, etc	Y	
GEN-50	Applicants can view pending applications for the status, additional step in the process and comments from reviewing departments.	Y	
GEN-51	System attaches documents and photos on any case, action level, or parcel. System time stamps all such attachments. System also attaches address and parcel identifier to photos.	Y	Attachments are made to any record.
GEN-52	System allows non-system documents and photos to be "attached" to addresses and other system records for easy viewing, including but not limited to MS Office application documents and files, .jpgs, .gifs, .pdf.,.txt., rtf.,.bmp .	Y	
GEN-53	System allows users to attach photos to applications and letters.	Y	
GEN-54	System allows records and applications to be partially created and completed at a later time by initial creator or other authorized users. Incomplete records are not viewable by unauthorized users.	Y	
GEN-55	System provides for email or letter follow-up or status notifications to be made in batch for records and applications. These batch processes can also automatically update records with new statuses, compliance dates, etc.	Y	
GEN-56	System allows the user to define escalation workflow rules based on definable work criteria.	Y	
GEN-57	System allows authorized user to assign one or more roles to a user and the geographic area(s) they work in (such as inspectors responsible for a certain district, zone, etc.).	Y	
GEN-58	System allows specific fields to be editable and others to be non-editable.	Y	
GEN-59	System interface requires user confirmation for operations that result in the deletion of any system record, or function that was created by that user. Records should be marked as inactive and an audit trail should exist.	Y	
GEN-60	System provides for easily going back and forth to view, create or modify records from anywhere within system.	Y	
GEN-61	System interface allows the user to preempt activity on the system for another activity, with the ability to return to the original activity	Y	
GEN-62	System allows authorized users to create records on behalf of other users (such as office staff creating violation records for inspectors, office staff abating violation records for inspectors, etc.)	Y	
GEN-63	System provides for spellchecking of text entered by the user when creating or modifying records, letters, etc. Authorized users can create and modify words in spellchecker.	N	This is supported through the browser or windows.
GEN-64	System can prohibit records from being created without valid Agency addresses.	Y	
GEN-65	System provides a method for easily identifying bottlenecks and problem areas throughout the permit lifecycle (application, construction inspection, close-out, certificate of occupancy), as well as other lifecycles.	Y	
GEN-66	System integrates with a GIS system to validate parcels, addresses, owners and zoning.	Y	
GEN-67	System defines minimum of 20 different geographic areas (minimum of 15 characters) of the Agency that have specific work requirements (i.e. code compliance, conservation districts)	Y	

GEN-68	System allows pending work assignments can easily and quickly display and print on a map. In addition to districts, mapping can be for all open or pending work or a specific record type, districts in division, and/or block or census tract(s) or defined polygon. Records past due (overdue) are plotted in different colors from other pending work.	Y	
GEN-69	System automatically flags properties, and/or sends out advisory notification when ownership change information is received from the Agency's system.	Y	
GEN-70	System provides easy query of property related records by address, also-known-as address, street, taxkey, district(s), record #, owner name, contractor, etc. For those queries that would yield more than one record, user additionally can choose to query by relevant date field ranges, and to sort by address and relevant date fields depending on type of record.	Y	
GEN-71	System searches and displays all historical information recorded on a particular property (prior permits, complaints, periodics, code violations, use, description, etc.) This information shall be broken down by building, unit, etc.	Y	
GEN-72	System provides method for modifying inspector district boundaries and for moving records from one district to another, by criteria such as census tracts and blocks.	Y	
GEN-73	System provides for authorized users to create report templates for inspection forms, contact letters, certificates, bills or any other form templates using any field in system.	Y	
GEN-74	System accesses property ownership history from other data sources	Y	
GEN-75	System prints records (w/ attachments) for board reviews, etc	Y	
GEN-76	System allows renewal dates for Special Use/Variance zoning appeals to be defined manually or calculated from a number of months.	Y	
GEN-77	System tracks all activities concerning violations, permits, complaints and code enforcement. This includes inspections and attempted inspections; contacts with owners, contractors, landlords and tenants; letters; phone calls; emails, court enforcement, billing, etc. performed by inspectors and other employees. Reports can easily be generated which list all such activities in chronological order for any violation, permit, periodic, complaint and code enforcement record in system.	Y,R	
GEN-78	System supports association of inspection with an individual who may be different then the property owner. System has the ability to track information regarding licenses, inspections, and violation by operator and to review all establishments linked to an operator.	Y	
GEN-79	System tracks changes in operator and requires re-licensing and re-inspection when operations for an establishment change hands.	Y	
GEN-80	System exports all data in a format (access, excel, tab delimited, html, etc.) that can be imported and analyzed using statistical analysis software. System allows a user based on defined roles to specify fields and date ranges of data for export.	Y	
GEN-81	System creates custom reports and adhoc queries by the user. Please specify how each type is accomplished.	Y,R	
GEN-82	System displays a minimum of 3 years of inspection history in real time for each type of inspection performed at a property.	Y	
GEN-83	System automatically schedules and re-inspects a property based on routine inspection results where violations were identified.	Y	
GEN-84	System transfers a license/permit to a new location without a change of ownership.	Y	
GEN-85	System edits/modifies out-of-compliance items and codes identified during an inspection.	Y	
GEN-86	System defines/codifies inspection results for each type of inspection.	Y	
GEN-87	System reports multiple violations for each element of an inspection.	Y	
GEN-88	System supports management and tracking of approved variances for inspection elements.	Y	
GEN-89	System simultaneously reviews and displays license/permit, inspection, and complaint data and results for a selected property.	Y	
GEN-90	System provides a public web portal that displays inspection results based on user-provided search criteria.	Y	
GEN-91	System's batch functionality configures on a job-by-job basis to execute at any time during the day.	Y	
GEN-92	System allows users to modify screen layouts to optimize a user's experience.	Y	
GEN-93	System views inspectors' availability, schedules inspections and reschedules/rearranges inspections all within a calendar interface in the back office.	Y	
GEN-94	System is offered in multiple foreign languages.	N	
GEN-95	Logic to ensure steps in process are not skipped w/ regard to order or completion	Y	Updated by Paul Kaspar

Web Portal Specifications

#	Requirement	Response Code	Comment
WEB-1	System provides a seamlessly integrated web portal for citizens, applicants and others.	Y	
WEB-2	System provides administration of the web portal from consoles within the back office product and does not require access to or editing of technical files on the web server (i.e. no requirement for CSS, HTML, ASPX, etc. skills)	Y	
WEB-3	System receives payments online by credit cards and e-checks.	Y	
WEB-4	System accepts forms filled online.	Y	
WEB-5	System accepts documents of any file type. (List any limitations or exclusions.)	Y	
WEB-6	System must not require a redirect of the online user to a third party merchant's site for payment processing.	N,T	This is handled by payment processor.
WEB-7	System provides online ability to complete permits and other types of applications 24/7.	Y	
WEB-8	System displays key permit information online.	Y	
WEB-9	System schedules and reschedules inspections.	Y	
WEB-10	System accesses permit information and status updates online.	Y	
WEB-11	System allows public users to lodge complaints and to access code enforcement information online, both named and anonymously.	Y	
WEB-12	System accepts contractor license information online.	Y	
WEB-13	System obtains minor trade and sub permits online	Y	
WEB-14	System allows customers to initiate applications online for further processing and validation by staff without re-entry of information.	Y	
WEB-15	System provides field-level help, watermarks, and directions for all data entry sections on the web portal to assist end users.	N	Type driven instructions can be configured for each record type.
WEB-16	System allows public users to attach electronic documentation to complete application requirements.	Y	
WEB-17	System web application is PCI-DSS certified.	N	Credit card information is not collected in eTRAKIT --- we send the amount to collect to the gateway, and they handle all the sensitive parts of the transaction.
WEB-18	System allows applicants to view building violation comments.	Y	
WEB-19	System allows applicants to electronically view all related activities of a project, permit, license, enforcement, complaint or other record type.	Y	
WEB-20	System displays Holds, Conditions, and Notices that may exist on a project, permit, etc.	Y	
WEB-21	System allows applicants to request all required inspections that have been made available for them to schedule.	Y	
WEB-22	System provides residents and business owners to report, review and research application and licensing information, including history, from inception to conclusion.	Y	
WEB-23	System requires users to register before making portal information available to them. (Except in the case of anonymous code enforcement requests.)	Y	
WEB-24	System web portal accepts and links all supporting electronic documents associated with the application.	Y	Most file types are supported. Some file types (e.g. executable or video) are not supported for security or size reasons.
WEB-25	System calculates fees on the web portal so that applicants and others can estimate fees prior to the submission of an application.	Y	
WEB-26	System schedules, reschedules and cancels inspections on the web portal.	Y	
WEB-27	System allows for access to view inspection results and inspection comments on the web portal.	Y	
WEB-28	System allows access to renew business licenses and permits on the web portal.	Y	
WEB-29	System web portal has a "shopping cart" feature allowing citizens to make a single payment to include all fees due. This feature allows multiple transactions to be paid with a single payment.	Y	
WEB-30	System web portal allows users to access reference contacts of designated contact types when making applications for permits, licenses and other record types.	Y	
WEB-31	System web portal announcements can be posted to members of the public.	N	

WEB-32	System allows applicants to save, resume and make changes to the application before submission.	Y	
WEB-33	Once the permit application, registration, or recording form has been submitted, the system calculates fees associated with information entered on the application, verifies a contractor is currently licensed, verifies the address is valid, accepts on-line payment, records payment in cash system, accepts electronic signature of customer, approve, deny or hold for staff review, and if approved, assigns permit number.	Y	
WEB-34	System provides on-line internet access to all public records, including permit, complaint, violation, recording, etc.	Y	
WEB-35	System web portal provides global search capabilities.	Y	
WEB-36	System web portal allows users to search for a property and see all related records to that property (permits, plans, inspections, code cases, etc.) without having to go to individual search screens to access each of those records.	Y	

Permitting, Planning, and Zoning Specifications

#	Requirement	Response Code	Comment
PPZ-1	System issues and tracks multiple permits and cases associated with one location.	Y	
PPZ-2	System captures addresses and an unlimited amount of information regarding buildings, parcels, zoning and other land management data.	Y	
PPZ-3	System captures Legal Descriptions.	Y	
PPZ-4	System captures proposed project descriptions.	Y	
PPZ-5	System links or relates one or more developments together.	Y	
PPZ-6	System accepts applications and related documents in unlimited electronic formats as attachments to records.	Y	
PPZ-7	System allows the agency to determine the size and format of any document submitted through the web portal.	Y	The agency can set a size limitation.
PPZ-8	System users can attach documents to applications by applicants and others through the web portal.	Y	
PPZ-9	System tracks an application's life cycle status (pending, accepted, revised, response letter, etc.).	Y	
PPZ-10	System automatically assigns a application prefix and number (case number) based on the type of request (e.g., unique prefix for each type of case).	Y	
PPZ-11	System checks and validates the property address and ownership against an internal or external database (including GIS if applicable).	Y	
PPZ-12	System provides logical and easily viewable association between master and any subsidiary permits or other unrelated case types.	Y	
PPZ-13	System attaches multiple documents to the permit application or other case or record type.	Y	
PPZ-14	System clones a permit or other case type containing information to create subsequent and similar permits/cases.	Y	
PPZ-15	System provides connectivity to the Texas Department of Licensing and Regulation database to ensure accurate and timely updates on contractors' licensure.	C	This would require customization and depends on the availability of web services by the Texas Department of Licensing and Regulation system.
PPZ-16	System allows staff to conduct the electronic review of submitted documents (plans, etc.) with redline capabilities and employing side-by-side viewing of documents.	Y,T	Bluebeam functionality.
PPZ-17	For the electronic document review functionality, the system assigns documents outside of the workflow, to filter and categorize documents and to view the history of all reviews and comments.	N	
PPZ-18	The functionality of electronic document review provides for side-by-side and overlay comparison capabilities.	Y,T	
PPZ-19	The electronic document review ability extends to allowing documents to be directed to reviewers that exist outside of the configured workflow.	Y,T	
PPZ-20	System determines and tracks plan review steps and department comments based on permits or other application types.	Y	
PPZ-21	System electronically routes permits and cases for review, approval and inspection management.	Y	
PPZ-22	Partial address information may be employed to locate an address from the land management repository (either internal or external).	Y	
PPZ-23	System allows concurrent plan review by multiple departments and outside agencies and to allows them to input plan review results and comments.	Y	
PPZ-24	System allows selected standard plan review comments to be modified. Modifications will only be applicable for that particular occurrence.	Y	
PPZ-25	System allows the user to add non-standard plan review comments or copy/paste from other external outside sources (i.e., Word, SharePoint, Internet, etc.).	Y	
PPZ-26	System tracks the location of plans in the review pipeline.	Y	

PPZ-27	System allows administrative rights to edit, move, delete and add any file or folder to the electronic plan review system.	Y	
PPZ-28	System's electronic plan review electronically compares any two sheets of plans and notate the differences between the two sheets.	Y,T	Bluebeam functionality.
PPZ-29	System records and retains parcel parentage and genealogy data. Allows information from parent parcel to be carried forward to parcels created from parent.	Y	
PPZ-30	System links or unlinks or relates individual records together to create parent/child and/or master/subordinate relationships.	Y	
PPZ-31	System attaches sets of conditions to a record based on record type.	Y	
PPZ-32	System supports resubmissions of documents by parent/child relationships.	Y	
PPZ-33	System uploads multiple documents simultaneously.	Y	
PPZ-34	System can alert applicants and others that a document is available for review.	Y	
PPZ-35	System tracks changes made to conditions of approval in its audit log.	Y	
PPZ-36	System provides for permit corrections to trigger approvals or distribution re-routing to applicable departments.	Y	
PPZ-37	System logs revised submissions and notifies reviewers that changes have been	Y	
PPZ-38	System allows for the reviewer to manually place holds or notes into the record that are not visible to the customer.	Y	
PPZ-39	System creates the permit and calculates fees when plan review is complete and can include selected comments and conditions from reviewers.	Y	
PPZ-40	System allows for online credit card payment and as payment is received, permit number and transaction information (time and date of payment, amount of payment, permit type and transaction number) is recorded on the permit copy. Permit is made available to the system in real time.	Y	
PPZ-41	Cashier system records all payment transactions, and allow records to be exported in common format (.CLS, .XLS, etc.)	Y	
PPZ-42	Authorized staff can add permanent annotations to the permit record. Examples of this include address changes or revised occupancy application information.	Y	
PPZ-43	System allows for corrections to final records, such as change of address.	Y	
PPZ-44	System generates real-time information that allows applicants and customers and to check the status of a plan review via a web portal using a unique user ID.	Y	
PPZ-45	System manages electronic plans submitted.	Y	
PPZ-46	System allows viewing and printing of the attached documents/plans on an application.	Y	
PPZ-47	System allows reviewers to make changes to attached documents/plans supporting the corresponding application and track such changes.	Y	Changes are not tracked.
PPZ-48	System allows modification of format, conditions, and notes on applications and records.	Y	
PPZ-49	System deals with multiple contractors and application types for each trade on each project.	Y	
PPZ-50	System separately tracks multiple projects or programs and their associated permits, inspection activity, orders, etc. that exist at the same property address or other identifier.	Y	
PPZ-51	System allows the owning department to assign inspectors to specific records or applications.	Y	
PPZ-52	System allows for certain applications to be issued without a valid street address (ex. permits in the right of way).	Y	
PPZ-53	System allows the applicant to identify their preferred medium of communication throughout the process (e-mail, fax, hard copy via mail).	N	
PPZ-54	System issues and tracks partial, temporary and provisional certificates of occupancy.	Y	
PPZ-55	Owning departments can modify the default routing list for an individual permit as conditions require.	Y	
PPZ-56	System allows the real time routing list to be defined to include outside agencies not a listed with the Agency.	Y	
PPZ-57	System automatically routes the assigned application to all identified departments once the application has been authorized by the owning department.	Y	
PPZ-58	System allows specific activities to commence simultaneously without hindering the permitting process.	Y	
PPZ-59	Once a permit application is complete all users can view the permit application and supporting documents according to their assigned roles and privileges.	Y	

PPZ-60	Owning departments can define what information is required for each of their corresponding permit applications.	Y	
PPZ-61	Owning department can define the business rules/workflow to be followed for their permit/license workflows (time constraints, sign-offs, reviewers, required documentation, fees, forms, etc.).	Y	
PPZ-62	System manages an electronic submission of drawings and review of such electronic files.	Y	
PPZ-63	System utilizes the criteria defined during creation of a record to determine approval process/requirements in its workflow element. This will include department and agency approval responsibilities.	Y	
PPZ-64	System notifies the owning department by automatically posting to the specified user's To Do List when a time sensitive event occurs (i.e. state statute mandated requirement to record a document is approaching).	Y	
PPZ-65	System tracks and processes application fees.	Y	
PPZ-66	System views and prints the attached documents/plans supporting the corresponding application.	Y	
PPZ-67	System allows reviewers to make changes to attached documents/plans supporting the corresponding application and track such changes.	Y	
PPZ-68	Owning department can create their own unique workflow process for the review and approval of their specific record types.	Y	
PPZ-69	System links companion files to one another. For example, a project requires a zoning change, vacation, and land division. All three records should be linked together.	Y	
PPZ-70	System links building permit with subcontractor permits based on type of building permit	Y	Updated by Joy Teague
PPZ-71	System allows for various specific applications to be formatted (ex. Customizable fields and drop downs)	Y	Updated by Megan Hancock
PPZ-72	We understand each project gets a case number, can we track or enter a project name?	Y	Updated by Cody Cravatt
PPZ-73	Will the finance function of trackit be able to perform all require finance functions?	Y	Please define all finance functions.
PPZ-74	Can I search all cases or projects attached to an address systematically and efficiently? In the office and in the field?	Y	Updated by Cody Cravatt
PPZ-75	System will be able to allow user to set a data retention schedule and expunge data from the system automatically in accordance with that schedule (e.g., specific date that data can be expunged)	N	Updated by Martin Zimmermann. Data retention schedules and expunging is the agency's responsibilities.
PPZ-76	System will allow a user (administrator) to manually expunge one or more data records from the system in a single process.	Y	Updated by Martin Zimmermann

Inspections Specifications

#	Requirement	Response Code	Comment
INS-1	System schedules online inspections through the web portal and through the back end system.	Y	
INS-2	System displays inspection route to staff personnel in the office and in the field and inspectors the ability to change their planned routes during the day.	Y	
INS-3	System provides a calendar for scheduling daily inspections that can be queried and included in reports.	Y	
INS-4	System defines inspection checklists by specific permit type and inspection item.	Y	
INS-5	System allows inspectors to enter inspection results in the field and reference applicable codes to append comments and specific details or documents (e.g., photographs).	Y	
INS-6	System provides daily schedules for inspections and supports schedule modifications by authorized parties.	Y	
INS-7	System allows applicants to request all required inspections through the web portal that have been made available for them to schedule.	Y	
INS-8	System tracks inspection data and ensure accountability of staff. Specify how this is accomplished.	Y	Incomplete inspections appear on management dashboards and available reports.
INS-9	System obtains signatures while on inspection (signature pad).	Y	
INS-10	System configures inspection Checklists for each type of inspection.	Y	
INS-11	System Checklists (e.g. Punch List) track agency-definable status such as Partial Pass, N/A, Pass, Fail, etc.	Y	
INS-12	System allows for the standard inspection comments/violation codes to be modified and all such modifications will only be applicable for that specific occurrence.	Y	
INS-13	System allows the authorized user to add non-standard inspection comments/violation codes.	Y	
INS-14	System schedules, reschedules and cancels inspections on the web portal.	Y	
INS-15	System allows for access to view inspection results and inspection comments on the web portal.	Y	
INS-16	System generates historical views of previous Checklists allowing for the comparison of current results and scores.	Y	
INS-17	System displays selected inspection comments to the field and/or to the public through the web portal.	Y	

INS-18	System defines required inspections by type of permit and complexity.	Y	
INS-19	System schedules re-inspections based on a designated due date.	Y	
INS-20	System schedules a temporary certificate of occupancy re-inspection based on an expiration date.	Y	
INS-21	System allows for manual override or rescheduling of automated inspection requests, with provisions of automated notification to the inspector, permittee, owner, and electronic record.	Y	
INS-22	System allows field personnel to schedule an inspection from the field.	Y	
INS-23	System notifies the owner, permittee and supervisor if a field inspector cancels a scheduled inspection.	Y	
INS-24	System provides access to the agency codes/ordinances in electronic format.	Y	
INS-25	System tracks all permit status changes and record them in an audit log.	Y	
INS-26	System generates a reminder list of upcoming inspections based on due dates.	Y	
INS-27	System supports periodic fire inspections of all commercial and multifamily structures.	Y	
INS-28	System accommodates different field and workflow requirements for each type of periodic inspection.	Y	
INS-29	System fees are calculated based on prescribed tables and formulas.	Y	
INS-30	System allow inspection requests to be auto-forwarded to outside partner agencies. (Electric, water, natural gas, etc.)	Y	
INS-31	System links building inspections with subcontractor inspections based on type of building permit	Y	Updated by Joy Teague
INS-32	Ability to view approved construction plans and make notations to develop as-builts showing any field changes	Y	Updated by Paul Kaspar
INS-33	Ability to have Engineering inspectors create daily reports noting things like % completion, weather, work completed that day, equipment on site, and take pictures of infrastructure being constructed which can be geotagged to GPS locations.	Y,R	Updated by Paul Kaspar. This would most likely be a custom report or advanced search query that could be saved.

Code Enforcement Specifications

#	Requirement	Response Code	Comment
CE-1	System tracks inspections and violation data with its user audit trail.	Y	
CE-2	System tracks code complaints from complaint inception to conclusion, including liens and the ability to generate ad hoc reports necessary to identify trends, report on objectives, and monitor workload measures.	Y	
CE-3	System provides residents and business owners with the ability to report, review and research property information, including complaints and complaint history, from inception to conclusion, including a record of any code compliance liens and cases by property.	Y	
CE-4	System creates, alerts and maintains the need for annual fire inspections.	Y	
CE-5	System creates and maintain unique code cases specific to distinct types of violations and infractions.	Y	
CE-6	System tracks all enforcement remediation related activities, such as lot clearing, grati, etc. in the case that such e orts will be invoiced to property owners.	Y	
CE-7	System supports issuance of violations in the field by inspection staff.	Y	
CE-8	System allows inspectors in the field to record, enter inspection, and research data into a case with minimal manual input.	Y	
CE-9	System researches property and owner information to complete inspections and issue violations.	Y	
CE-10	System identifies violations by parcel and address if applicable.	Y	
CE-11	System automatically tracks each case, calendar each step in the process and alerting officers, when needed, for key steps until case is closed/resolved.	Y	
CE-12	System automatically engages a lien process if a fine is not paid within a specific timeframe.	N	Requires user interaction.
CE-13	System creates and maintains unique code cases specific to distinct types of violations and infractions.	Y	
CE-14	System tracks all aspects of liens including collections, tasks, hearings, court cases, outcomes, etc.	Y	
CE-15	System allows inspectors and other field users to search prior premised history on property with code violations and to use GIS mapping for display of such violations if desired.	Y	

CE-16	System restricts access to the complainant information based on user login and security settings.	Y	
CE-17	System automatically routes all web portal registered complaints/possible code violations to the appropriate department or individual based on the type of complaint.	Y	
CE-18	System provides for online complaint submissions to be system-assigned a complaint number, auto-acknowledgement, and ticklers for follow-up.	Y	
CE-19	System allows a pre-identified list of users to request inspections on specific properties (i.e. customer service, city council members, etc.). List can have 'hidden' pre-defined priority codes assigned to their requests.	Y	
CE-20	System enables authorized supervisors to reassign work to other staff and to track those assignments under an audit trail.	Y	
CE-21	Security provides management team access to all complaints for review, updates and (re)assignment.	Y	
CE-22	System generates inspection requests by type of buildings (such as vacant buildings) on a predefined schedule.	Y,R	
CE-23	System tracks and assigns actions to external agency vendors for example grass cutting, trash removal, inoperative vehicle removal, building boarding, building demolition. System tracks task assignment, completion, invoicing and lien assignment.	Y	
CE-24	System tracks all activities associated with Agency demolition of structures on private property. Activities include raze files and orders, utility cutoff s, contracting bid process, contract award, monitoring of the demolition, and the verification and signoff of the work performed by the contractors to demolish the building and reseed the property.	Y	More information is requested to fully understand this requirement.
CE-25	System allows for code complaints to be submitted by residents anonymously via the internet.	Y	
CE-26	System allows for code enforcement officers to attach photos and other documents to a case ticket.	Y	
CE-27	System provides calendar reminders to support the re-inspection of open tickets.	Y	
CE-28	System allows for unlimited updates to current and past enforcement tickets.	Y	
CE-29	System integrates with Laserfische	Y	Updated by Mark Jurica
CE-30	System generates invoices and liens using case data (e.g. case party, legal description, property address, party address, service fee, case number, etc.	Y	Updated by Mark Jurica
CE-31	Invoices and liens will be contain period-specific nomenclature (e.g. year, case type, etc.)	Y	Updated by Mark Jurica
CE-32	Community System able to sync code module to provide live feedback to customer based on case status (case number, case manager, case open, case closed)	Y	Updated by Mark Jurica
CE-33	The system is able to issue user-specific permits with city-selected identifiers based on permit term	Y	Updated by Mark Jurica
CE-34	Active permits can be expanded to reflect additional users added to the permittee's corporation	Y	Updated by Mark Jurica
CE-35	The system will recognize city-specified permit terms, auto generate renewal notices for established permittees based on user-defined terms, based on permit type	Y	Updated by Mark Jurica. Permits that renew are handled in the licensing module. More information is needed to fully understand this requirement.

Mobile Specifications

#	Requirement	Response Code	Comment
MA-1	System provides a seamlessly integrated application specifically designed for inspections and other field-related duties.	Y	
MA-2	Mobile app supported by wireless connectivity to the Internet and those where system data can be saved to the field device for downloading upon return to the office.	Y	
MA-3	Mobile app is compatible with iOS, Android and Windows platforms for mobile devices (e.g., smartphones, tablets)	N	iOS only.
MA-4	Mobile app is easily accessible from the mobile's corresponding app store and a link from the agency's website.	Y	
MA-5	Mobile app provide a method of attaching to the record, electronic image(s) from the mobile device's camera or from an existing library of images.	Y	
MA-6	Mobile app are map-based and utilize location aware technology. Requestor must be able to make more precise adjustments or enter a street address for more accurate location reporting.	Y	
MA-7	Mobile app enters the inspection disposition in the field and update system data in real time.	N	This requires a user initiated update.
MA-8	Mobile app prints documentation in the field.	Y	
MA-9	Mobile app researches information such as prior inspections from field devices.	Y	
MA-10	Mobile app displays all the inspections related to a permit or other case type in the field.	Y	

MA-11	Mobile app interfaces with handheld devices and laptop computers to upload and download information for daily inspections. Specify all supported platforms.	Y	iOS only.
MA-12	Mobile app provides GIS in the field for assisting in accomplishing field research and inspections.	N	iTRAKIT uses Apple Maps.
MA-13	Mobile app provides access to maps and related property information through a map service while in the field.	Y	iTRAKIT uses Apple Maps.
MA-14	Mobile app captures time and mileage to be associated to a department or budget.	Y	This must be entered by the user.
MA-15	Mobile app allows users full access to all relevant information for their assigned permits or applications.	Y	
MA-16	Mobile app allows users to enter notes and report any code violations that may be identified during an inspection.	Y	
MA-17	Mobile app electronically links external sources of information, including passing a parcel identifier, x-y coordinate or other information needed to look up and supply information relative to the location or characteristics of the suspected violation.	Y	
MA-18	Mobile app allows users to schedule follow-up appointments.	Y	
MA-19	Mobile app synchronizes with the core system through wireless connectivity.	Y	
MA-20	Mobile app stores entered data when connections are lost and seamlessly connect and reconnect wireless network coverage is available automatically.	Y	Requires a user initiated update once connectivity is available.
MA-21	Mobile app supports seamless roaming between broadband networks; agency owned wireless hot spots, and other agency network facilities.	Y	
MA-22	Mobile app has predefined and modifiable Checklists based on the inspection and/or complaint type.	Y	
MA-23	Mobile app starts a record (permit, complaint, etc.) in the field in the online or offline mode.	Y	
MA-24	Mobile solution stores both photos and videos.	Y	

GIS Specifications

#	Requirement	Response Code	Comment
Y	System supports ESRI ArcGIS platforms	Y	
GIS-2	System connects to the ArcGIS Server to get GIS information and verifies this information using the GIS addressing system.	Y	
GIS-3	System displays GIS and select property in lieu of entering an address.	Y	
GIS-4	System queries using ESRI GIS tools.	N	Queries are done in the TRAKIT GIS viewer.
GIS-5	System uses GIS browsing that will pinpoint location of permits, cases, etc. by number, address, owner name, and/or parcel number.	Y	
GIS-6	System can display GIS information on an embedded web map (e.g. Agency's map services, ArcGIS Online basemaps, etc.)	Y	
GIS-7	System initiates an activity in the system from GIS Base Map (e.g., permit application, planning application, open a code case, schedule inspection, etc.)	Y	
GIS-8	System turns GIS layers on and off. System allows user control of layers.	Y	
GIS-9	System launches the GIS tool within the application.	Y	
GIS-10	System launches the GIS tool standalone.	Y	
GIS-11	System selects and performs actions on properties geospatially, one or many, through a map screen (go from map to property/parcel) using tools for various types of selection, e.g., point and click, multi-select, etc.	Y	
GIS-12	System displays selected properties geospatially on a map (go from property/parcel to the map).	Y	
GIS-13	System shows all addresses associated with a parcel or multiple parcels.	Y	
GIS-14	System shows permit records organized by individual address within that parcel/parcels.	Y	
GIS-15	System identifies records pertaining to site-related work (property record) separately from building-related work (GIS coordinates), i.e. permits for flagpoles or driveways - not associated with a building address.	Y	
GIS-16	System imports information from the Agency's GIS RDBMS database automatically, e.g., permit setup, and manually, e.g., staff search and import.	Y	More information is requested to verify this functionality.
GIS-17	System automatically updates addresses based on updated information in external data sources.	Y	

GIS-18	System has no limit to the number of layers allowed for viewing within the web portal.	Y	
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Financial Transaction Specifications

#	Requirement	Response Code	Comment
FIN-1	System provides effective dating of all financial transactions completed in the system including an audit trail tracking all financial actions including modifications to financial elements and data.	Y	
FIN-2	System loads, tests, and stores revised fee schedules to be implemented in the future.	Y	
FIN-3	System directly links payments received to the Agency's financial system.	Y	
FIN-4	System provides integration with SunGard HTE/Naviline so as to update financial records in realtime as transactions take place.	C	Real time integration will require customization. More information is needed to provide a scope and cost for this.
FIN-5	System handles all transactions involving bonds and bond refunds and to relate them to permits and other types of applications.	Y	
FIN-6	System calculates fines and interest.	Y	
FIN-7	System can reverse a transaction and all related allocations and record this action permanently as part of the system audit trail.	Y	
FIN-8	System tracks and automatically calculates all fees related to the permitting, planning, zoning, licensing and enforcement processes at any point dictated by the business rules.	Y	
FIN-9	System calculates fees based on configured fields.	Y	
FIN-10	System generates invoices by any combination of the following criteria: use, square footage, number of seats, number of beds, number of units, number of X, etc.	Y	
FIN-11	System automatically determines fees from codes based on business rules defined by the code ordinances.	Y	
FIN-12	System tracks all transaction history (renewals, bills, payments, penalties, late fees, etc.) associated with a business/individual.	Y	
FIN-13	System provides receipts as part of the payment process in real time.	Y	
FIN-14	System allows authorized users to waive and void permitting and other fees and have all such changes reflected as part of the system audit trail.	Y	
FIN-15	System tracks and accounts for all current and historical financial related transactions collected through the system.	Y	
FIN-16	System is PCI-DSS certified for financial transactions.	N	Credit card information is not collected in eTRAKIT --- we send the amount to collect to the gateway, and they handle all the sensitive parts of the transaction.

Reporting

#	Requirement	Response Code	Comment
REP-1	System must have seamless integration with one of three industry-standard report writers (Cognos, Crystal, and SSRS).	Y	Cognos, SSRS
REP-2	System provides an ad hoc reporting tool to enable non-technical users to quickly and easily create, generate, display and print basic reports from the application software with built-in charts/graphs and deep links to the record directly in the system.	Y,R	
REP-3	System users can save and edit the current query or current report settings once a report has been built.	Y,R	
REP-4	System saves reports built with the report module for future printing. Access to that repository can be determined by system administrators.	Y,R	
REP-5	System directs report output to a specific printer or file, or to a screen.	Y,R	
REP-6	System exports output in formats that can be further manipulated by multiple third party applications such as PDF, Excel, Word, or MS Access.	Y,R	
REP-7	Reports can be generated from all system data fields as needed.	Y,R	
REP-8	System customizes reports, letters, correspondence and other printed outputs derived from the system database.	Y,R	
REP-9	System prints letters as well as original or duplicate permits or permit cards.	Y,R	
REP-10	System provides a library of standard reports (i.e. canned reports).	Y,R	
REP-11	System allows searches by wild cards, based on security permissions.	Y,R	
REP-12	System allows end users to create, edit, save and delete their own search criteria or parameters.	Y,R	
REP-13	System has an internal reporting tool which provides for multiple levels of security to control	N	Multiple levels of security is not available.

	access to reports and reporting tools.		
REP-14	System allows access for search for cases, permits violations, complaints, licenses and other applications by address, parcel number, record number and owner/ business/contractor name.	Y,R	
REP-15	System allows for searching records that may include discontinued or disabled record types.	Y,R	
REP-16	System conducts searches on multiple levels of related records hierarchy.	Y,R	
REP-17	The ad hoc report writer requires no technical knowledge of MS SQL or Oracle to allow end users to create queries or reports.	Y,R	
REP-18	Reports created using the report writer provide for interactive linking and drill-down as well as the ability to export data to all popular file formats.	Y,R	
REP-19	System provides searchable notes fields by key word across all records/modules/departments including by date and user.	Y,R	
REP-20	System sorts/filters all reports by user defined parameters (geographical zoning areas, inspector, inspection territory etc.).	Y,R	
REP-21	Financial reports can be defined and selected by a date or date range of activity.	Y,R	
REP-22	System allows users to print notices, etc. in the field from their mobile devices to a field/remote printer.	Y,R	
REP-23	System allows users to send notices of non-compliances electronically from the field.	Y,R	
REP-24	System allows users to build their own reports and create templates for recurring reports.	Y,R	
REP-25	Owning departments can check the status on all of their active/inactive records.	Y,R	
REP-26	System can report on all communications and comments on a permit application.	Y,R	
REP-27	System and its mobile version provides work management tools for users to review work status on all assigned permits, work load and schedule of appointments.	Y,R	
REP-28	System evaluates the optimal route for field staff to travel between appointments for a day's activity prior to scheduling time for appointments while also accommodating appointments set through auto scheduling.	Y,R	
REP-29	System allows for appropriate records retention schedules and ease of retrieval for open records requests.	N	Record retention is the agency's responsibility.

Technical Specifications

#	Requirement	Response Code	Comment
TECH-1	System is 100% web-based and web-accessed.	Y	
TECH-2	System operates on Windows and OSX.	Y	Windows only.
TECH-3	System operates on multiple browsers including Explorer, Chrome, Safari, and Firefox.	N	Internet Explorer is the only supported browser.
TECH-4	System supports the VMWare virtual server environment.	Y	
TECH-5	System is supported by a cloud database which is backed-up daily to a physically separate location.	C	This would require additional cost.
TECH-6	System provides a centralized data dictionary that fully describes table structure and appropriate levels of metadata.	Y	
TECH-7	System database can interoperate with MS-SQL Server.	Y	
TECH-8	System utilizes a middle tier web service to access backend database and the Application resides in a multiple N-tier environment.	N	iTRAKIT works this way. TRAKIT does not utilize a web service middle tier.
TECH-9	The Tier 1 and 2 are capable of running in a virtually hosted server environment.	Y	
TECH-10	The Tier 1 and 2 application/system components are capable of running in a load balanced server configuration.	N	Load balancing is not supported at this time. In a hosted environment SunGard will size the system to support the customer with one set of servers.
TECH-11	System is installed with a production environment and a separate test environment that can simulate actual operating conditions for all functions and uses.	Y	
TECH-12	System is designed for object driven data entry.	Y	
TECH-13	System uses network logon credentials to assign permissions.	Y	
TECH-14	System can receive converted and migrated historical information from the existing and current system.	Y	
TECH-15	System leverages Microsoft Word and Microsoft Excel and employs MS Outlook for issuing ad hoc and automated emails.	Y	

TECH-16	System in both agency- and vendor-hosted options provides a minimum of 99.9% uptime excluding scheduled maintenance.	Y	
TECH-17	The vendor provides a Software Development Kit (SDK) to allow staff and others to customize and configure new applications based on the vendor's system.	Y	We currently offer Web Services for integrating with Financial systems and external applications for CRM purposes Web services can be exposed and consumed by a variety of platforms/applications
TECH-18	System SDK is designed to allow citizens and other interested parties to develop new iOS, Android and Microsoft apps.	Y	
TECH-19	System provides for an Application Programming Interface (API) or Web Services interface for processing third party electronic payments.	Y	
TECH-20	System provides the ability to support extraction and publishing of single record types or an entire environment.	Y	
TECH-21	System supports and is compliant with Service Oriented Architecture (SOA).	Y	
TECH-22	System supports and is compliant with Section 508 EIT standards.	N	

Security Specifications

#	Requirement	Response Code	Comment
SEC-1	System has role-based security where users can be assigned multiple roles – modify, view, or to restrict access control.	Y	
SEC-2	System provides adequate security functions to handle web-based transactions without compromising the integrity of the system.	Y	
SEC-3	System Administrator must be able to add, change, and cancel permissions for the system access.	Y	
SEC-4	Multiple sessions are supported on a single machine.	N	
SEC-5	Multiple sessions with a single login credential is supported.	N	
SEC-6	Audit trail contains a date/time stamp to the nearest second.	Y	
SEC-7	Audit trail records are not modifiable.	Y	
SEC-8	System provides access to audit trails for authorized users based upon the user's security profile.	Y	
SEC-9	Authorized users have the ability to print audit trail information.	Y	
SEC-10	System administrators have the ability to grant specific users with certain administration rights such as granting access rights/permissions to other users.	Y	
SEC-11	System allows access/security configuration settings by department (including giving access rights to specific permits, records and functions of the system).	Y	
SEC-12	System tracks all transaction history associated with a business/ individual.	Y	

ANNEX 1 - SPECIFIED CONFIGURATION

1. Hardware Requirements

The following are minimum hardware requirements to enable Customer to access the host site. These requirements do not take into account any local area network configuration or requirements, which are the responsibility of Customer.

1.1. Personal Computers

Each personal computer that will access the hosted environment should achieve the following minimum hardware/software requirements for access:

- 2.0 Ghz, 2 GB RAM with 4 GB hard disk storage available (more may be necessary if running several TRAKiT Windows concurrently)

****When configuring the PC, take into account any other software applications that may run concurrently with TRAKiT and increase the memory and storage accordingly.**

- Microsoft Windows Windows 7 (professional version recommended) operating system
- Microsoft Internet Explorer 11.0 or higher
- TCP/IP network connectivity configured and operational
- Monitor, (with minimum screen resolution of 1024 x 768), mouse and keyboard

SunGard will not support any hardware that does not meet the minimum requirements

1.2. Customer Connectivity

Internet bandwidth is determined by the customer. It is based on Saturation level: a combination of connection speed, number of users on the system, size of files being accessed over the Internet, etc.

SunGard requires the following minimum setup:

- Minimum T1 Internet connection as responsiveness is directly affected by connectivity selected.
- Recommended redundant Internet connection in case the primary connection goes down.

1.3. Recommended Customer Hardware

An industry standard firewall used to protect the customer's internal network is required for connectivity into the Horizon Cloud Solutions network.

ANNEX 2 - SOLUTION AVAILABILITY AND SUPPORT

1. SunGard's Responsibilities

SunGard undertakes all responsibilities as outlined under Parts 1 and 2 of this Annex 2.

2. Customer Responsibilities

SunGard will not be liable for a failure to perform its responsibilities under this Annex 2 to the extent such failure is directly caused by the Customer not complying with its obligations under this Agreement.

- A. Customer will designate named contacts for contacting support. These named contacts will have undertaken specific training under the supervision of SunGard in order to log faults and interact with support services.
- B. Customer may be asked to perform problem determination activities as suggested by SunGard. Problem determination activities may include capturing error messages, documenting steps taken and collecting configuration information. Customer may also be requested to perform resolution activities including modifying processes. Customer agrees to cooperate with such requests, if reasonable.
- C. Customer is responsible for the training and organization of its staff.
- D. SunGard is not required to provide any services relating to problems arising out of any alterations of or additions to the Solution performed or authorized by parties other than SunGard (including its contractors, or third parties under SunGard's control). The Solution does not include development work on software not licensed from SunGard or development work for enhancements or features that are outside the documented functionality of the Solution except such work described in Exhibit 1 and Annex 3. Customer may request consulting and development work from SunGard as a separate billable service.
- E. Customer will appoint a vendor liaison manager who will be Customer's primary contact with SunGard on all commercial matters related to the Solution.

3. Disagreement procedure

In case the parties are in disagreement as to whether SunGard has fulfilled its obligations under this ASP Order the parties shall use all reasonable efforts to amicably settle such dispute within five (5) working days. If the disagreement remains following such five working day period, the parties shall escalate the problem to the following representatives for the respective company to resolve the dispute:

SunGard: Director of Development Sr – TRAKiT Division (first level); VP of TRAKiT Division (escalation – 1st level); General Manager (escalation – 2nd level)

Customer: _____

The disagreement procedure proposed herein shall not limit either party's right to bring a claim as provided for in the Agreement. Notwithstanding any dispute under this Annex 2, the parties have a duty to continue fulfilling all their other obligations under this Agreement.

PART 1: SOLUTION AVAILABILITY AND HOSTING SERVICES

Hosted TRAKiT Standards Sheet

1. System Availability

The scheduled hours of availability for the Host Computer Systems are 24 hours per day Monday –Saturday. The system is reserved for maintenance after hours between 11:00 p.m. – 4:00 a.m. PST. There are special considerations for software updates and emergency situations; please reference Sections 3.3 and 3.4 (Maintenance and Upgrades) for details.

2. System Backups

SunGard will configure and monitor the status of backups of the Host Computer Systems, protecting the integrity and privacy of the Customer's data.

2.1. Night Processing

Specified processor-intensive jobs, as determined by SunGard, may be required to be run during the night processing time frame of 8 p.m. to 11:59 p.m. PST, to ensure that acceptable system performance standards are met. Examples of these jobs include such things as Utility Bill generation and Tax Notice generation. This is also to make sure the processes are finished before nightly backups occur.

2.2. Daily System Backups

Daily data backups begin between 11 p.m. – 3 a.m. PST Monday through Friday. These backups consist of all changed objects on the system (includes of all SunGard application data, program files, source files, and other necessary Customer data). The system will be available during the daily backup.

2.3. Weekly System Backups

Weekly system backups begin between 11 p.m. – 3 a.m. PST on Sunday. A full Restricted State system backup is performed which saves the system in its entirety. These backups consist of all SunGard application data, program files, source files, and other necessary Customer data.

2.4. Monthly System Backups

Monthly system backups begin between 11 p.m. – 3 a.m. PST on Sunday. These backups consist of all SunGard application data, program files, source files, and other necessary Customer data.

2.5. Restores

Individual Customer restores will be performed on an as needed basis taking into consideration both Customer and Host Computer Systems functionality, availability, and necessity. In the event of data corruption or system failure, Customer must notify SunGard of the event. At the direction of the Customer, SunGard will utilize one of the daily, weekly or monthly backups for recovering any data lost up until the point of the backup chosen by the Customer.

2.6. Retention

Retention of the backups will be as follows: daily backups - 2 weeks, weekly backups - 1 month, monthly backups - 3 months.

3. System Administration

SunGard will provide for system administration of the Host Computer Systems, including but not limited to:

3.1. Environments

SunGard will provide two (2) separate environments to Customer. All updates and releases will be deployed to the Customer's TEST environment with notification sent to the Customer's representative identified in Annex 2, Item 3. Once an update is reviewed by Customer, formal notification must be sent to SunGard to deploy the update or release to the LIVE system. Testing is the responsibility of the Customer prior to roll-out among all users.

- SunGard will provide VPN credentials to the Customer for the purpose of accessing and maintaining TRAKiT reports in the hosted TEST environment. Customer shall contact SunGard to request that tested reports be migrated to Customer's hosted PRODUCTION environment.
- Colocation cabinet in a location served by secured surveillance systems, a 24x7 Network Operations Center, and redundant power, UPS's, cooling and network service providers.
- 24x7 monitoring of the environmental services for the hosting colocation cabinet, including: cooling, power, UPS's and network availability.

- Subject to Scheduled Downtime described below, a 99.99% uptime goal for the network backbone.
- Private Cloud Server environment dedicated to SunGard Customers, including:
- Redundant Cisco enterprise class firewalls.
- Redundant servers in the shared hosting environment, with load balancing and fail over protection.
- 50 Gb of storage for Customer data
- FTP access for exports/imports.
- SMTP for emails outbound from TRAKiT.
- Encryption of the TRAKiT database at rest in the Private Cloud Server shared environment via SQL Transparent Data Encryption.
- Management of the Private Cloud Server environment consistent with industry standard practices.

3.2. System Monitoring

The Host Computer Systems will be monitored on a 24-hour basis through the use of automated monitoring software and/or hardware as selected by SunGard Public System operations to be monitored include:

- Subsystems - to ensure they are active, operational, and without pending errors messages.
- Job queues - to ensure they are active, operational, and attached to the correct subsystems.
- Critical system messages - Monitoring for hardware errors, system functionality errors, operating system errors, system integrity errors, etc.
- System and Network Information - Samples of system and network information to be monitored include:
 - Disk storage
 - Total utilization
 - RAID protection
 - Drive failures
 - Disk drive error rates
 - CPU Utilization
 - Total number of jobs in the system
 - System service starts and ends
 - Backup completion
 - Other pertinent system information as determined by SunGard.

3.3. System Maintenance

SunGard will provide all necessary Host Computer Systems and network maintenance as deemed appropriate and necessary by the System Administrator and/or associated staff.

3.4. Software Maintenance and Upgrades

Software maintenance and upgrades will be performed outside of each customer's standard business hours whenever possible. Emergency situations will be handled on a case-by-case basis in such a manner as to provide the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.

All parties will have advanced notice of such upgrades and any emergency updates will have the customer's primary contact's approval before being done. SunGard shall use its best efforts to provide Customer with at least forty-eight (48) hours of notice prior to scheduling Scheduled Downtime for the Horizon Cloud Solution.

3.4.1. Microsoft

Microsoft server service/security packs, patches and updates shall be applied as necessary to ensure integrity of the system(s), system data and associated operating environment. Patches deemed critical in nature by SunGard of system/software vendors shall be applied as soon as possible to prevent system corruption, penetration, degradation etc.

3.4.2. SunGard Applications

Upgrades and updates to SunGard applications will be provided to the Customer's TEST environment prior to confirmation by the client to move the upgrade or update into the PRODUCTION environment.

3.5. Hardware Maintenance and Upgrades

Hardware maintenance and upgrades will be performed outside of each customer's standard business hours whenever possible. Emergency situations will be handled on a case-by-case basis in such a manner as to cause the least possible disruption to overall system operations and availability without negatively affecting system stability and integrity.

The primary Customer contact will be notified, when possible, via the on file e-mail address, prior to hardware upgrades being performed.

3.6. System Security

System security values will be set to provide for system integrity and data security as deemed appropriate by SunGard. This will include such items as password length and makeup, change intervals, system security level, etc.

Host site security will include implementation of an industry standard firewall, secure sockets layer, virtual private networks, IP address translation, and/or a combination thereof.

The primary contact and their assignees, will have the ability to reset user profiles for their users. There should be no more than 4 assignees.

The Horizon Cloud Server environment is located in the San Diego, CA data center location. Onsite security includes the following provisions:

- Onsite armed response team.
- The exterior of the facility is monitored with High Definition, night vision, and motion sensitive cameras, all monitored by the Network Operations Center and the Armed Security Response team.
- Dual factor authentication (key code and biometric signature) to enter the facility.
- Biometric authentication required to access the cabinet housing the Private Cloud Server environment.
- Distributed Denial of Service network protection deployed within the data center.
- Redundant Cisco enterprise class firewalls.
- Customer access to the hosted TRAKiT reporting server secured via VPN.

Customer has an option to secure an SSL certificate should end-to-end encryption of the use of the TRAKiT system be required by Customer.

3.7. Batch Import Rountes/Interfaces

Should Customer require updates to the TRAKiT database maintained in the hosted environment, the following parameters are used for deploying or updating data on a regular schedule:

- Customer is responsible for maintaining GIS data in an Esri supported environment. SunGard does not maintain any GIS layers within TRAKiT. SunGard will use Customer's GIS parameters to display information within SunGard's TRAKiT application.
- Batch file exchanges with Customer's financial application will occur once daily. End of day batch files can be automated from TRAKiT to an FTP site for download and use within Customer's financial application.
- Updating data stored within TRAKiT from a central land record system can be automated into GeoTRAK. Customer must upload a copy to SunGard's FTP site and notify SunGard of the file. SunGard will incorporate this land data into TRAKiT one (1) time annually as part of this agreement.

4. Host Site Performance

Performance monitoring and tuning will be performed as necessary to maintain an average in network interactive response time. "In network" is defined as any point between which the data packet enters the SunGard environment and subsequently departs the SunGard environment. Any point of communications outside of the SunGard protected network environment, shall be deemed as "out of network."

SunGard is not responsible for Internet connectivity and/or performance outside the internal SunGard host site infrastructure.

5. Standard TRAKiT Support

Telephone and Email support is available during normal operating hours between 5:00 AM to 5:00 PM (PST) Monday through Friday. Calls received out of office hours will be received by SunGard's automated messaging system and best efforts will be made to take action to any after-hours requests. Emails received outside of normal operating hours will be collected, however, no action can be guaranteed until the next working day. SunGard is not responsible for Customer hardware, non-SunGard related software, Internet access, and/or connectivity issues. SunGard will provide guidance to Customer in obtaining technical support for on-site hardware and connectivity issues.

6. Data Input

The Solution will be operated by the Customer via workstations. These workstations will be connected to the Solution as set forth in the Specified Configuration.

7. Limitations

The support services described above expressly exclude services required to solve any problems caused by failure of equipment or software at Customer's site other than SunGard supplied equipment and/or software.

8. Responsibility for Customer Data Capture

As between SunGard and Customer, Customer has sole responsibility for the provision, completeness, validity, integrity, adequacy, accuracy and use of any Customer data used by the Solution. Errors or Solution failures as a result of erroneous entry of Customer data are not covered by support.

PART 2: ERROR CORRECTION

1. SunGard shall provide to Customer, during SunGard's support hours as set forth in the Support Standards below ("Support Hours"), telephone assistance regarding Customer's proper and authorized use of a new edition of a Solution (the "Release"), as applicable.
2. SunGard shall provide to Customer, during the Support Hours, commercially reasonable efforts in solving errors reported by Customer in accordance with this Order. Customer shall provide to SunGard reasonably detailed documentation and explanation, together with underlying data, to substantiate any error and to assist SunGard in its efforts to diagnose, reproduce and correct the error. These support services shall be provided by SunGard at Customer location(s) if and when SunGard and Customer agree that on-site services are necessary to diagnose or resolve the problem. If a reported error did not, in fact, exist or was not attributable to a defect in the Solution or an act or omission of SunGard, then Customer shall pay for SunGard's investigation and related services at SunGard's standard professional services rates. Customer must provide SunGard with such facilities, equipment and support as are reasonably necessary for SunGard to perform its obligations under this Order, including remote access to the Specified Configuration.
3. Customer shall promptly install and/or use any Release provided by SunGard to avoid or mitigate a performance problem or infringement claim. All modifications, revisions and updates to the Solution shall be furnished by means of new Releases of the Solution and shall be accompanied by updates to the Documentation whenever SunGard determines, in its sole discretion, that such updates are necessary.

Support Standards

I. Support Hours: Hours During Which SunGard’s Telephone Support Will be Available to Customer in Connection with the Provision of Maintenance: Unless otherwise noted in the Order as to Support Type, support hours are Monday through Friday, 8:00 A.M. to 5:00 P.M. Customer’s Local Time within the continental United States, excluding holidays (“5x9”).

II. Targeted Response Times.

“Notification” means a communication to SunGard’s help desk by means of: (i) SunGard’s web helpline; (ii) the placement of a telephone call; or (iii) the sending of an e-mail, in each case, in accordance with SunGard’s then-current policies and procedures for submitting such communications.

With respect to SunGard’s support obligations, SunGard will use diligent, commercially reasonable efforts to respond to Notifications from Customer relating to the Solution identified in the Order in accordance with the following guidelines with the time period to be measured beginning with the first applicable SunGard “Telephone Support” hour occurring after SunGard’s receipt of the Notification:

Priority	Description	Response Goal*	Resolution Goal*
Urgent 1	A support issue shall be considered Urgent when it produces a Total System Failure; meaning SunGard’s Solution is not performing a process that has caused a complete work stoppage.	SunGard has a stated goal to respond within 60 minutes of the issue being reported and have a resolution plan within 24 hours.	Although resolution times vary depending on the exact issue and customer environment, SunGard has a stated goal to resolve an urgent issue within 24 hours or provide a resolution plan with urgent issues within 24 hours of the issue being reported. A resolution plan details the steps necessary to understand and possibly resolve the issue.
Critical 2	A support issue shall be considered Critical when a critical failure in operations occurs; meaning SunGard’s Solution is not performing a critical process and prevents the continuation of basic operations. Critical problems do not have a workaround. This classification does not apply to intermittent problems.	SunGard has a stated goal to respond within two hours of the issue being reported.	
Non-Critical 3	A support issue shall be considered Non-Critical when a non-critical failure in operations occurs; meaning SunGard’s Solution is not performing non-critical processes, but the system is still usable for its intended purpose or there is a workaround.	SunGard has a stated goal to respond within four hours of the issue being reported.	
Minor 4	A support issue will be considered Minor when the issue causes minor disruptions in the way tasks are performed, but does not affect workflow or operations. This may include cosmetic issues, general questions, and how to use certain features of the system.	SunGard has a stated goal to respond within 24 hours of the issue being reported.	

** Measured from the moment a Case number is created. As used herein a “Case number” is created when a) SunGard’s support representative has been directly contacted by Customer either by phone, email, in person, or through SunGard’s online support portal, and b) when SunGard’s support representative assigns a case number and conveys that case number to the Customer. Customer must provide remote access to its facility using a SunGard approved remote access client so that SunGard can perform the support obligations and/or services under this Order; and will provide appropriate security access and accounts for SunGard staff and each session participant.*

ANNEX 3

PROJECT SCOPE OF WORK

Statement of Work (39 pages in total, including an additional cover page plus a table of contents) are inserted immediately following this Cover Page.

BLUEBEAM SOFTWARE – THIRD PARTY PRODUCTS SUPPLEMENT

1.1 Bluebeam Software, Inc. owns the Bluebeam Third Party Products set forth in the Order herein (“Third Party Products”). To facilitate Customer’s use of the Third Party Products, Bluebeam Software has agreed to allow SunGard Public Sector to provide the Third Party Products to Customer through its distributor Lifeboat Distribution. The Third Party Products shall be used in accordance with licensor’s EULA terms and conditions and documentation for the Third Party Products. The EULA is located at www.bluebeam.com/us/license/eula.asp.

Statement of Work

TRAKiT Implementation

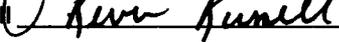
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SUNGARD® PUBLIC SECTOR
Connect the Community 

Approval of Primary Stakeholders

Bernie Acre		Date: <u>11/17/16</u>
Joey Dunn		Date: <u>11-18-16</u>
Kevin Russell		Date: <u>11-17-16</u>

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1. Executive Summary

1.1 Introduction

This document is the Statement of Work (SOW) for the implementation of Community Development software and related services only with respect to the Baseline version of the Component Systems expressly identified in the Software License and Services Agreement (the “Agreement”) for Bryan, TX (The “Customer”). SunGard Public Sector (“SunGard”) will provide implementation services identified in the Agreement as further described in this SOW to assist the Customer in implementing the TRAKiT Software solution. The SOW is an attachment incorporated as part of the Agreement signed by SunGard and the Customer, and all actions directed herein shall be performed in accordance with the aforementioned Agreement.

The SOW is intended to be a planning and control document, not the detailed requirements or design of the solution.

2. Project Overview

The project will go through the stages of Kick Off > Review > Configure > Test > Train > Go-Live and will have its own milestones as identified in [Appendix 1](#). Throughout all stages, the Customer’s main point of contact at SunGard will be its Project Manager. Should the assigned project manager be unavailable, SunGard will provide an experienced Project Manager in place. The SunGard Project Manager will be responsible for the overall success on the SunGard side, and will coordinate SunGard resource tasks and schedule. As the Customer’s primary contact, the SunGard Project Manager will be present for all regularly scheduled status calls. He/she will defer to other Power User/ SME for data conversion, training, etc. Any issues will be escalated to the SunGard Project Manager in the event that the Customer’s needs are not being met.

2.1 Delivery Overview

- Data conversion from single land management database and the SunGard NaviLine systems
- Create & Track Permits/Projects/Code Enforcement Cases/Licenses/Citizen Incidents
- Provide ePlan review functions digitally (Bluebeam)
- Automated and manual workflow
- Mobile inspection (iTRAKiT)
- Reports & letters
- Online web portal for permit visibility & inspection scheduling, including permit application or payment acceptance (eTRAKiT)
- Civic engagement App (MyCommunityApp)
- Integration with financial application
- Integration with ArcGIS Server

2.2 Duties & Responsibilities of Customer

Customer will provide all information necessary for SunGard to establish the software’s configuration, including but not limited to:

- (1) Current valuation and fee structures;

- (2) Current Permit, Project, License, and Case type designations and categories;
- (3) Examples of all current reports used by the Customer relating to business process management;
- (4) Any exceptions to the typical business processes, or any special lifecycle requirements.

The Customer will provide SunGard with access to Customer workstations, servers, and disk space for the purpose of SunGard deploying the acquired Software. Customer workstations and servers must be compatible with software configurations requested by SunGard. SunGard may, at its discretion, provide a workstation to be deployed on the Customer’s network for the purpose of demonstrating the configuration of the acquired Software.

The Customer will ensure and provide staff who will be trained in use of SunGard software will have sufficient basic knowledge of existing business processes and MS-Windows functions.

Customer understands that timely completion of the Project is dependent in significant part upon the timely cooperation of Customer in providing information to SunGard necessary to complete the project, including, but not limited to: (a) Data obtained from Customer’s present system to be incorporated into the new SunGard software; and (b) information relative to desired letters/reports to be incorporated into the SunGard software. Should substantial changes occur that affects the negotiated project timeline, SunGard will provide the Client with a Change Order for additional services to extend the project timeline.

3. Scope Overview

The purpose of this project is to replace the Customer’s current NaviLine Community Development applications with a new completely integrated solution and to improve the Customer’s existing administrative processes to take advantage of industry best practices that best leverage the TRAKiT application. The project scope is comprised of the Software and Services identified in the Agreement as further described throughout this SOW.

3.1 Organizational Scope

The following departments and organizations will be part of the scope of the system. Customer represents that each of the departments and organizations below are comprised of Customer Employees.

Customer Departments in Scope for the project

Departments	

3.2 TRAKiT Software Scope.

SunGard will deliver computer software (TRAKiT) and database structures for SQL/Server database

Provide TRAKiT modules for Community Development to enhance local government operations through flexibility in automating permitting, managing inspections, regulating land use, and tracking projects

Deliverable: TRAKiT software modules to include:

- 1) GeoTRAK
- 2) AEC TRAK
- 3) PermitTRAK
- 4) ProjectTRAK
- 5) CodeTRAK
- 6) CRMTRAK

Provide eTRAKiT modules for web-based Citizen/Contractor permit processing.

Deliverable: Requires a separate web server hosting the ASP.NET pages to provide the following functions:

- 1) Includes one (1) standard Permit Form for online customers. Changes to permit form will incur an additional cost.
- 2) Request inspections as a Contractor or Citizen.
- 3) Review inspection, review, condition, fee statuses and updates.
- 4) Submit complaints.
- 5) Interact with Customer GIS maps.
- 6) Create user logins for citizens and/or contractor login.
- 7) Inspector login to change/input results.
- 8) Reviewer login to update review notes and status results.

Provide iTRAKiT SUITE for field-ready iPad interface.

Deliverable: iTRAKiT module for iPad to provide the following functions:

- 1) Login as TRAKiT Inspector.
- 2) Complete and result scheduled PermitTRAK inspections from the field.
- 3) Utilize in off-line mode without internet connection (GIS will not update).
- 4) Provide access to Google Maps.
- 5) Calculate efficient route.
- 6) Upload photos from iPad, and view associated attachments (requires connection).

Provide Civic Engagement App (MyCommunityApp) allowing constituents to report issues through a mobile App.

Deliverable: Allow issue reporting, Customer calendar viewing, and other agency-specific functions from a mobile App. Supported platforms are iPhone and Android phones.

- 1) Requires a continuously active remote connection to the Customer's database, and will become unavailable in the event the connection is not active. Database speed at the client

location will affect the performance of MyCommunityApp. Mobile data coverage at the constituent location will affect the performance of MyCommunityApp.

- 2) Functions include the following:
 - a. Submit an Issue (requires connection to CRM TRAK)
 - b. Receive updates to submitted issues based on login
 - c. Provide an agency calendar to see upcoming meetings/events (ties into RSS calendar feed)
 - d. Central telephone number to dial from within App
 - e. Weather updates
 - f. See services/parks nearest to me using GPS
 - g. Receive special news or emergency alerts
 - h. Provide driving directions to locations
 - i. View agency contact directory
 - j. News updates incorporated with RSS feeds, Facebook, and Twitter channels

Provide Integration to ArcGIS

Deliverable: The TRAKiT Standard GIS Viewer is delivered with features to enable your agency to manage all development activities such as permits, projects, land management, code enforcement, licensing, and inspections directly from the parcel fabric. Some features are included below:

- 1) Accessible from any TRAKiT module
- 2) View restrictions for a parcel
- 3) Zoom in/zoom out control
- 4) Use the mouse wheel to zoom
- 5) Full Map button allows immediate access to full map extents
- 6) Add new restrictions to a single parcel or multiple parcels at once
- 7) Functionality allowing the addition, removal, or copying of records
- 8) Allows the selection of multiple records at one time
- 9) Create multiple records at once with unique record numbers
- 10) Selection List for adding/removing parcels from a selection
- 11) Map overview window to easily navigate around screen
- 12) Print Map view using a print template
- 13) Query and plot TRAKiT data on the map
- 14) Allows user to pan around the map
- 15) Change the properties of the measurement (metric, feet, acres, etc.)
- 16) Export the selection list into Excel
- 17) Use Dynamic or Tiled Map services
- 18) Select parcels by circle, polygon, line, etc.
- 19) View a list of parcels selected within a separate window
- 20) Ability to use “sketching” tools on map (different colors, transparencies, pushpin images)
- 21) Draw polygons, shapes, squares and lines on map
- 22) Insert text directly on the map
- 23) Can see related record details (permits, cases, projects, etc.) of the parcel
- 24) Clear Selection allows user to clear the selected list
- 25) Show Data displays all attributes at the selected parcel
- 26) Print reports, labels, or letters for the selected parcel group

- 27) Radius Notification allows a buffer distance to be selected for multiple parcels
- 28) View a “pop-up” window with details about current selected parcel
- 29) Look at streets with Google® Maps Street View (requires Google key)
- 30) View pictometry with Microsoft® Bing Maps
- 31) Create a query and save custom queries for visually displaying details
- 32) Quickly run a saved query from the Advanced Search
- 33) Associate different user-specific Bookmarks based on different views
- 34) Administrators can change map preferences and import different GIS data
- 35) View attribute data for any layer
- 36) Route daily Inspections (requires Network Analyst)
- 37) Search for properties based on user defined criteria without leaving the map
- 38) Export the map into a JPEG
- 39) Add external map services
- 40) Advanced Table of contents with layer visibility toggle and legend
- 41) Integrates with Geocode services
- 42) Incorporate push-pins to the map (associate custom push-pins)

Deliverable: For clients that have purchased Professional or Advanced GIS:

Includes sixteen (16) implementation hours of services in the agreement for the sole purpose of configuring Spatial Rules within TRAKiT. The implementation hours may only be used during the scope of the original project implementation. Should the actual level of effort be determined to exceed the implementation hours allocated in this statement of work, the Client may reduce their request for Spatial Rules or be responsible for a Change Order to complete the full set of Spatial Rules requested.

3.3 Data Conversion Scope

The following data from the Customer’s legacy system has been identified as data needing to be converted to TRAKiT and is included in the services identified in the agreement. During the project, further discussion and discovery will take place and the Customer may request that modifications to the data conversion services scope be performed by SunGard. If the data conversion scope is requested to be modified by Customer, it will become the subject of a separately executed Change Order, which will describe changes in scope of work and payment of fees due for such modified hours/pricing.

SunGard has included conversion services and pricing in the Agreement for the conversion services outlined below.

Deliverable: Electronic transfer (via FTP or email) of converted database; services to develop conversion software for translation; services to perform data conversion; services to install converted data; services to investigate and correct any errors uncovered during conversion balancing and/or system testing. SunGard does not guarantee the quality of the source data received, but makes reasonable effort to convert all data in the original source that it is provided.

Applies to: Land data from a single source, historical data in SunGard Legacy Systems.

- Assessor / GIS Connect
- Naviline of Legacy System

Requirements and Notes:

Customer will:

(1) For GeoData/GIS Conversions:

- a. Client understands that TRAKiT integration relies on the agency's source data format remaining constant once conversion instructions are provided by the client. Any change to the TRAKiT GIS/GeoTRAK integration that is due to data format changes will be subject to a Change Order.

(2) Customer to provide SunGard all tables and files that are necessary for historical data conversion.

(3) Customer to provide all necessary files and data to SunGard within thirty (30) days of project commencement date.

(4) Customer to sign off on Data Conversion Data Mapping Specification provided by SunGard.

- a. While minor changes to this Specification are allowed through the testing period at no additional cost, Customer acknowledges that they will thoroughly review the specification document, and that the conversion mapping and methodology is correct to the best of Customer's knowledge. Minor changes include:

- i. Modifying translation logic for data sources that are included in this document;
- ii. Converting tables/fields that were previously thought to be unnecessary for conversion, provided those data sources are included in the Specification.

- b. Major changes will incur an additional cost. Major changes include:

- i. Requirements to convert additional data sources;
- ii. Modifications to structure of data sources, including field names or data types;
- iii. Changes requested after the deadline for issue submission;
- iv. Fundamental changes to conversion methodology as determined by SunGard.

(5) Customer will thoroughly test data converted by SunGard after each delivery and report issues within the timeframes agreed in the Project Schedule. In the event that unplanned data conversion activities are required, then SunGard and Customer will mutually agree on an appropriate change in project cost.

3.4 Integration Scope

The Integrations with TRAKiT identified in the Agreement are as further described below. During the project, further discussion and discovery will take place and the Customer may request that SunGard perform modifications to the integration services scope. If the integration scope is requested to be modified by Customer, it will become the subject of a separately executed Change Order, which will describe changes in scope of work and payment of fees due for such modified hours/pricing.

Applies to: Deliver integration to Naviline financial system.

Deliverable: Create a stored procedure/batch script routine to export financial details nightly from the TRAKiT system into the Naviline financial system. A sample export routine with instructions must be provided to SunGard within 30 days of contract execution.

Applies to: Provide API for digital plan markup for Bluebeam.

Deliverable: SunGard will integrate with the Bluebeam software using standard scripting (bFX and bAX file formats). Customer will license Bluebeam Revu Standard.

Customer will use Bluebeam for markup/annotation purposes of any submitted plans.

- 1) Plans can be submitted either in-person by customer or via the eTRAKiT portal.
 - a. After a submittal through eTRAKiT, the user will see the attachment (PDF) for viewing within TRAKiT.
 - b. New reviews will be created within TRAKiT and assigned to specific Reviewers for follow-up during the initial application intake process of eTRAKiT.
 - c. When the user is reviewing, they will see any corresponding attachments in TRAKiT.
- 2) Viewing and opening attachments in TRAKiT.
 - a. Only applies to PDF document submittals.
 - b. TRAKiT user will see a button next to any PDF documents allowing the user to “Open in Bluebeam.”
 - i. Bluebeam Revu must be installed on the Customer user’s workstation for Bluebeam software to open.
 - c. Attachment will be sent to Bluebeam and opened on the user’s workstation.
 - d. User will markup, comment, and annotate within Bluebeam Revu software.
 - e. User will use “Save” function to save their work back to TRAKiT’s attachments.
 - i. TRAKiT application must be accessible to the user’s Intranet. Or the TRAKiT Application server must be exposed to the internet for post-back.
 - ii. Comments, markups, and annotations will remain within Bluebeam software and not copied back into TRAKiT.
 - f. Multiple departments are able to work on the same plans simultaneously and save comments separately.
 - i. Standard notes from TRAKiT will not incorporate with Bluebeam Revu. These would need to be exported and imported to each user’s desktop as a Toolkit component if required.
- 3) Resubmittals of plans from customer will be stored in the TRAKiT attachments.
 - a. TRAKiT user will see a checkbox next to each attachment and a button, “Copy Previous Revisions,” allowing the prior comments from a previous iteration to be copied onto the newest plan set.
 - b. The PDF will then be opened in Bluebeam Revu for editing/confirmation of previously noted issues.
 - c. User can use Bluebeam’s statuses to determine which issues have been resolved, or are still pending.
- 4) Compare between two (2) PDF versions.
 - a. TRAKiT user will see a checkbox next to each attachment and a button for “Compare,” opening both versions into Bluebeam Revu.
 - b. Both PDFs will appear in a side panel within Bluebeam. User will see the following details within the panel:
 - i. Attachment names
 - ii. TRAKiT logo
 - iii. Permit/Project #
 - iv. Record Description

- c. User will then select “Overlay” function in Bluebeam to compare the two PDFs.
- 5) Permit Technician/Project Owner will have function to flatten and finalize plans via Bluebeam Revu.

Applies to: Deliver integration to Laserfiche Document Management System.

Deliverable: Real-time exchange of attachments moved from TRAKiT into Laserfiche’s storage. SunGard standard Laserfiche integration. Customer will ensure that the product/license is up to date to take advantage of SunGard’s integration.

Deliverable: Real-time review of attachments existing within Laserfiche for viewing from TRAKiT. Utilizes TRAKiT’s Imaging Link connection. Requires URL viewing from Laserfiche’s environment.

Applies to: Provide ‘Standard Merchant’ Cashiering suite services.

Deliverable: Standard level Cashiering suite includes choice of 2 cashiering components. Choose from either: a) eTRAKiT credit card acceptance, b) eTRAKiT eCheck acceptance, c) Credit card reader (chip/pin), d) Credit card reader signature capture, e) Credit card reader Debit card acceptance, f) Credit card reader NFC collection, or g) Cash drawer integration w/ APG Series 4000.

Supported payment vendor gateways not listed will incur an additional cost. Payment gateway must be specified within 30 days of contract execution. Standard payment vendor gateways include the following:

- a. Authorize.NET
- b. USA ePay
- c. Virtual Merchant
- d. PayFlowPro (PayPal)
- e. Cardknox

Requirements and Notes:

SunGard is not responsible for the applicable third party software, third party hardware, third party system software or third party services costs which may be required for the configuration of the interfaces described or any additional costs that the third party might require for the integration to be successful.

The Customer is responsible for any necessary communications with third party vendors, if necessary, to accomplish the Interface scope in this SOW. This includes notifying third party vendors of their intent to interface products and the projected timelines for implementation. SunGard is not responsible for delays caused by third party readiness.

3.5 Forms and Reporting Scope

The following forms, reports, and routines have been identified and included in the agreement as further described below.

Deliverable: SunGard will provide services as outlined in the agreement for custom report modifications.

Deliverable: Provide one hundred (100) standard reports from TRAKiT’s library, along with the following standard libraries:

- Permit Library includes a standard Permit Form, Certificate of Occupancy, Receipt, Invoice, and Inspection Results Letter.
- Enforcement Library includes two (2) standard Violation Letters.
- Plan Corrections Library includes a standard Plan Correction Notice and a standard Planning Commission Staff Report.

Deliverable: SunGard will provide services as outlined in the agreement for custom form modifications.

Requirements and Notes:

- (1) Custom forms/reports specifications must be identified and signed off no later than the initiation of the Testing Phase of project, or as defined by the agreed Project Plan.
- (2) Customer to provide information regarding fee formulas, usage, permit and project forms.
- (3) Sign off on forms/reports specification provided by SunGard:
 - a. While minor changes to specifications are allowed through the testing period at no additional cost, Customer acknowledges that they will thoroughly review the specification document, and that the format and content is correct to the best of Customer’s knowledge. Minor changes include:
 - i. Modifying form/report logic for data sources that are included in the specification;
 - b. Major changes may incur an additional cost as defined by SunGard. Major changes include but are not limited to:
 - i. Requirements to reformat the report after it has already been delivered;
 - ii. Modifications to the structure of content being displayed;
 - iii. Changes requested after the deadline for issue submission;
 - iv. Fundamental changes report format/content as determined by SunGard.

3.6 Installation Services Scope

The SOW describes below the installation services identified in the Agreement. These services include the following:

- Installation of two (2) instances of TRAKiT to be completed.
- There will be one (1) initial installation and a copy will be taken to create the second instance (TEST account) prior to the client’s go-live event.
- SunGard will complete all installation remotely.

Requirements and Notes:

- (1) SunGard and the Customer will mutually agree on the dates and schedule for the installation and other services in this area.
- (2) SunGard does not configure or install any hardware, or provide IT support for other software (e.g. SQL server, SSRS, etc.) that exists in the client’s environment.

3.7 Training, Configuration, and Testing Scope

SunGard includes training, Configuration, and Testing as outlined in the Agreement and further described below.

Discovery Phase

Deliverable: Provide web conferencing training, Onsite Meetings, and Remote Reviews as outlined in the agreement.

Deliverable: Customer to complete configuration workbooks provided by SunGard. The workbooks are designed to assist SunGard in capturing the Customer's business processes and requirements. SunGard will use a combination of the workbooks and information gathered during meetings to set up and configure the software.

Configuration Phase

Deliverable: Provide remote configuration of TRAKiT software as outlined in the agreement and as specified by the client workbooks.

Testing Phase

Deliverable: Provide Onsite training, Onsite Meetings, and Remote Configuration as outlined in the agreement.

Education Phase

Deliverable: Conduct on-site, hands-on End User training at Customer office as outlined in the agreement. Class size is limited to eight (8) students per day.

Deliverable: Provide System Administrator training for up to three (3) Customer staff during scheduled training at SunGard designated facilities. SunGard provides training guides and user manuals as part of training.

Deliverable: Provide Report Writing training for up to three (3) Customer staff during scheduled training at SunGard designated facilities. SunGard provides training guides and user manuals as part of training.

Launch Phase

Deliverable: Provide onsite go live assistance at Customer's office as outlined in the agreement.

Requirements and Notes:

1. Onsite means at Customer's facilities
2. Remote means from SunGard facilities

3. Completed workbook must be received by SunGard prior to the start of the configuration phase

4. User Category Definitions

Power User/ SME	Includes those individuals providing business process overview used to make TRAKiT configuration decisions during the Discovery phase, and providing testing feedback during the Testing phase of the project. These individuals comprise the Power User/ SME of decision makers for the other groups. For instance, if there is 5 building inspectors, we recommend selecting a single inspector to represent the entire team.
End Users	All users that will need to be trained on the use of TRAKiT for conducting daily operations.
Customer Steering Committee	Those individuals usually comprised of department division managers/directors, making executive level decisions. Responsible for signing official documents related to the TRAKiT implementation and providing guidance on management needs. Sometimes comprised of Power User/ SME.

5. Stages and Milestones

5.1 Kickoff / Review

Begins: Contract Execution

Ends: Workbook completion sign-off by Customer and SunGard and all data/documentation provided by Customer

Description: This stage of the project involves discussing and documenting how the business processes and systems will function. It will include meetings, both in person and remote, between the SunGard PM and Customer team. The Customer will fill out workbooks based on discussions and guidance from SunGard. The SunGard PM will be the Customer's main point of contact, and is responsible for the overall design of the system. SunGard's data conversion team will work with Customer staff to map and document data to be migrated into TRAKiT.

During this stage of the project, SunGard will create a project plan. This project plan will outline tasks, SunGard resource roles, Customer resource roles, duration, dependencies and start/end dates throughout the project. It will be used to help the Customer plan its own internal task scheduling as well as provide shared visibility into timelines as the project progresses. SunGard will be responsible for updating the project plan each week following a status update call with the Customer.

Primary Responsibilities for Customer:

- Communicate project goals, value, schedule internally
- Assist in developing project schedule / milestone dates
- Purchase/install system infrastructure and provide appropriate access (VPN, etc.)
- Ensure that all appropriate Power User/ SME participate in all relevant discussions
- Provide process flows, source data, and documentation in a timely manner

- Make informed business decisions in a timely manner
- Complete workbooks with assistance from SunGard

Primary Responsibilities for SunGard:

- Conduct kick-off meeting with Customer.
- Install base software with demonstration data
- Creation and maintenance of shared project plan
- Organize and lead design sessions with Customer. As permitting consultant and expert on TRAKiT software, provide guidance on best practices, changes to increase efficiency, and challenge Customer's current processes and way of thinking.
- Document TRAKiT configuration requirements, functionality and workflow
- Document interface requirements/mappings
- Services to be provided do not include hardware

5.2 Configure

Begins: Workbook completion sign-off by Customer and SunGard and all data/documentation provided by Customer.

Ends: Customer acknowledgement on Testing Begins letter.

Description: SunGard will be responsible for configuring TRAKiT, while the Customer will be responsible for coordinating and developing any documentation required for system testing. All communication between the Customer and SunGard in this stage is anticipated to be done remotely. The SunGard PM will be the Customer's primary contact with other SunGard resources utilized as-needed.

Primary Responsibilities of Customer:

- Coordinate configuration
- Develop standard operating procedure (SOP) documentation
- Develop testing and training plan
- Participate in weekly status calls

Primary Responsibilities of SunGard:

- Perform agreed-upon configuration / data conversion
- Coordinate additional information from Customer as needed
- Lead weekly status calls with Customer
- Maintain shared project plan

5.3 Test / Initial Training

Begins: Customer acknowledgement on receipt of Testing Begins letter.

Ends: Customer acknowledgement on Testing Ends Letter.

Description: This stage of the project will begin with a SunGard training expert coming onsite to perform Power User/ SME training with Customer staff. The Customer will then begin its testing process, notifying SunGard as issues / questions arise. There will be remote communication between the Customer and SunGard PM regarding issues and their resolution, with a shared portal so that all team members have visibility to the complete list. SunGard will provide revised delivery(s) for configuration and data integration as needed. The Customer will be responsible for communicating issues / resolution with all relevant vendors. The SunGard PM will remain the Customer's main point of contact, but this stage will likely see increased involvement from other SunGard team members for testing support.

Primary Responsibilities of Customer:

- Provide key staff availability and appropriate facilities for training and testing
- Execute all phases of testing plan
- Provide constructive, detailed feedback to SunGard based on testing results
- Coordinate issues / resolution to 3rd party vendors
- Amend training plan / SOPs as needed
- Participate in weekly status calls
- Participate in system administration and report writing training at SunGard facilities in San Diego, CA
- Lead end-user training sessions

Primary Responsibilities of SunGard:

- User training for Power User/ SME Testing
- Assist Customer with questions / issues on as-needed basis
- Provide issue tracking portal for team member visibility to issues/status/resolution
- Provide iterative configuration / data conversion deliveries based on testing feedback
- Lead weekly status calls with Customer
- Maintain shared project plan

5.4 Final Training / Go Live

Begins: Customer acknowledgement on completed Testing Ends letter.

Ends: Customer sign-off of completed post go-live follow-up visit from SunGard and any outstanding systems issues clearly identified.

Description: This stage of the project involves using the system in production. The Customer and SunGard will agree upon a go-live week during which the Customer will cease use of the NaviLine

system and will begin using TRAKiT for production use. Immediately prior to go-live, SunGard and the Customer will perform data conversion from legacy system(s) into TRAKiT. During data conversion, the Customer understands that services on legacy software may need to be suspended or operations be continued in an alternative manner.

The Customer will begin production use of TRAKiT with the SunGard PM onsite for support. Although other SunGard team members will likely be involved with support tasks and the resolution of issues, the SunGard PM will continue to be the Customer's main point of contact throughout Go-Live until the system stabilizes and all issues are resolved. A follow-up visit is performed by the SunGard PM roughly 45 days after go-live. The purpose of this visit is to analyze system performance and usage by Customer staff, and to provide any suggestions or facilitate configuration changes that would improve attainment of the Customer's goals.

Primary Responsibilities of Customer:

- Coordinate historical data conversion with SunGard
- Coordinate internal and external communication of Go-Live plan and potential business impacts
- Provide staff availability for end-user training
- Follow standard operating procedures
- Provide staff availability for rapid issue response
- Work collaboratively with SunGard team to rapidly solve any production issues as they occur

Primary Responsibilities of SunGard:

- Convert historical data prior to go live
- Provide onsite go-live support
- Work collaboratively with Customer team to rapidly solve any production issues as they occur
- Provide issue tracking portal for team member visibility to issues/status/resolution
- Lead weekly status calls with Customer
- Maintain shared project plan
- Perform follow-up visit
- Provide system administration training at SunGard facilities.

6. Implementation Approach

6.1 Data Conversion Approach

Data conversion development is the joint responsibility of the Customer and SunGard. Customer will be responsible for extracting data from the legacy system. SunGard will be responsible for importing the data conversion files received from the Customer into TRAKiT using standard imports (where available) or conversion programs.

When SunGard is engaged to write a data conversion via a conversion program, the process flows as outlined:

Task	SunGard Role	Customer Role
Validate conversion scope	Provide input on scope and advise Customer on best practices related to converting data	Customer to provide input and requirements for data conversion
Discovery call between the Customer and the Data Conversion Specialist assigned to write the data conversion program. During call, specifics of the task are discussed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
Provide to SunGard all tables and files that are necessary for historical data conversion.	Provide FTP or other agreed upon secure method for transfer of data	Provide data
Specifications are created by the Data Conversion Specialist and sent to the Customer	Develop Specifications	Provide input and answer questions if necessary
Customer reviews and signs specifications	Revised specifications as necessary	Review Specifications and provide feedback
Complete data conversion checklists. Client and SunGard will compile separate checklists that will be compared at data delivery	Complete data conversion checklists and compare to client checklist	Provide data from Legacy system in SunGard required formats, and complete data conversion checklist
Deliver data and data conversion checklists for testing. Walk the customer staff through testing data conversion	Deliver data and completed data conversion checklist	None
Tests results and reports any discrepancies	Supports the Customer Testing converted data	Test and validate data
SunGard Data Conversion Specialist adjusts conversion program and delivers data	Adjust Conversion Program	None
Steps 8 and 9 are repeated until sign off in step 11.	-	-
Customer signs off on completion	None	Sign Off

Requirements and Notes

- 1) The Customer is responsible for validating all data once it is converted into TRAKiT
- 2) Customer will provide Power User/ SME that are familiar with existing data structures in the legacy system to assist with the conversion process, clean all data, and extract data from legacy to comply with SunGard file layouts.

- 3) The Customer resources will provide the resources to assist with legacy data, data mapping and data validation.
- 4) The Customer will be responsible to get the legacy data “conversion ready”, meaning it is clean (duplicates, typos, missing information, etc. have been corrected) and in a format that SunGard can read for import purposes (Excel spreadsheet, for example).

6.2 Interface Approach

Interface development is the joint responsibility of the Customer and SunGard. Customer will be responsible for interface development work to/from existing legacy systems. SunGard will be responsible for interface development work to/from the TRAKiT system.

When SunGard is engaged to create an interface program for following process will be followed:

Task	SunGard Role	Customer Role
Validate Interface Scope	Provide input on scope and advise Customer on best practices related to interfaces	Provide input
Discovery between The Customer and the Developer assigned to write the interface. Specifics of the interface are detailed so that both parties have a full understanding.	Lead Task	Participate in discovery and make decisions
Specifications are created by the Interface Developer and sent to the Customer	Create specifications	Provide input and answer questions if necessary
Customer reviews and signs specifications	Revise Specifications as necessary	Review Specifications
Developer creates interface and delivers to the Customer along with documentation of interface.	Create interface and deliver to the Customer	Provide SME to answer questions if necessary
Customer Staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Review interface, test results and provide feedback to SunGard
Developer adjusts interface based on the Customer feedback and re-delivers along with updated interface documentation.	Revise interfaced report as necessary	None
Steps 6 and 7 are repeated until sign off in step 9.	-	-
Customer signs off on completion	None	Provide Sign Off

Requirements and Notes

- 1) The Customer is responsible for validating all data transferred into TRAKiT and data transferred from TRAKiT to another application

- 2) Customer will provide Power User/ SME that are familiar with existing data structures in the legacy system to assist with the interface process.
- 3) The Customer resources will provide the expertise in 3rd party data, data mapping and data validation.

6.3 Reports Approach

When SunGard is engaged to write reports SunGard and the Customer will use the following approach.

Task	SunGard Role	Customer Role
Create Scoping Document	Provide input on scope and advise Customer on best practices related to reports	Define initial report and requirements
Discovery between The Customer and the Project Manager. Specifics of the report are detailed so that both parties have a full understanding.	Participate in discovery and make decisions	Document specifications
Specifications or current report samples are created by the Customer and sent to SunGard	Develop specifications and send to Customer for review	Provide input and answer questions if necessary
SunGard and Customer reviews and signs specifications	Review specifications and provide feedback	Revise Specifications as necessary
Report Writer creates report and delivers to the Customer	Create report	Provide SME to answer questions if necessary
Customer Staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Review and test report. Provide feedback to SunGard
SunGard Report Writer adjusts report based on the Customer feedback and re-delivers.	Revise Report (if necessary)	None
Steps 6 and 7 are repeated until sign off in step 9.		
Customer signs off on completion	SunGard Role	Provide Sign Off

Requirements and Notes:

Customer will provide written specifications and or current samples for all reports SunGard has agreed to develop.

6.4 Forms Creation Approach

When SunGard is engaged to develop custom Forms, SunGard and the Customer will use the following approach.

Task	SunGard Role	Customer Role
Validate Forms Scope	Provide input on scope and advise Customer on best practices related to Forms	Define initial Forms and requirements
Discovery between the Customer and the Project Manager. Specifics of the Workflow are detailed so that both parties have a full understanding.	Document forms specifications	Participate in meetings and make decisions
Specifications are created by the Project Manager and sent to Customer	Develop specifications and delivery to Customer	Provide input and answer questions if necessary
The Customer reviews and signs specifications	Revise Specifications as necessary	Review and provide feedback on specifications
SunGard Form Developer creates Forms and delivers to the Customer	Create forms	Provide SME to answer questions if necessary
Customer staff tests results and reports any discrepancies	Answer any questions from Customer as testing is executed	Test forms
SunGard Form Developer adjusts Forms based on Customer feedback and re-delivers.	Adjust forms based on Customer feedback	None
Steps 6 and 7 are repeated until sign off in step 9.		
Customer signs off on completion	SunGard Role	Provide Sign Off

Requirements and Notes:

Customer will use one of SunGard's standard formats. If SunGard standard format does not meet requirements, the Customer can have a custom formed created at additional expense.

6.5 Consulting, Configuration, and Testing Approach

SunGard Training, Consulting, and Configuration are broadly defined by the below approach.

Task	SunGard Role	Customer Role
Customer will complete configuration Workbooks supplied by SunGard. The Workbooks are designed to provide SunGard staff with the Customer business requirements to assist with set up and configuration.	Provide Workbook and support the Customer as they complete	Complete Workbooks
SunGard staff will lead and participate in all phases of the project to make sure the Customer can effectively use TRAKiT	Lead and participate in all phases of the project	Participate in the project
SunGard will assess via Business Process Review the Customer's business practices and make recommendations in the best practice use of TRAKiT. These recommendations will be used to guide the use and configuration and use of TRAKiT	Provide thorough business process review and make recommendations	Provide business requirements and describe current business processes and practices
SunGard will train End Users on all aspects of TRAKiT so they have adequate knowledge to support and use the software effectively	Train End Users on all aspects of TRAKiT	Participate in all training
SunGard will supply configuration options (as necessary) based on the Customer's business practices	Supply configuration options	Make configuration decisions
SunGard will work with and train the Customer on the set up and configuration of TRAKiT	Train Customer on set up and configuration	Participate in all necessary set up and configuration
Customer will actively test all configured components of TRAKiT after system is set up and configured by SunGard	Support Customer during testing phase	Test and report all discrepancies to SunGard

Requirements and Notes:

- 1) Prior to the Business Process Review the Customer is to provide business process workflow and corresponding reports/forms used in daily activities. Sessions are divided among various Departments implementing TRAKiT.
- 2) Customer will create and document a testing plan prior to the beginning of testing.
- 3) Staff with the appropriate skills and experience will be furnished by SunGard Public Sector for each Consulting Session or other review activities, whether onsite or conducted remotely.
- 4) Customer will actively participate in all training, consulting, and configuration of TRAKiT
- 5) The Customer will supply SME's in all areas of the software and will provide information to SunGard consultants on business processes, policy, and information in order to set up and configure all areas of TRAKiT.

6.6 Training Approach and Knowledge Transfer

SunGard will train both the Customer Power User/ SMEs and End Users as part of this project.

Power User/ SME Training: SunGard Public Sector will conduct training for the Power User/ SME. The following areas are the types of training SunGard will conduct with the Customer’s Power User/ SME.

Training Descriptions	Descriptions
Module overviews	SunGard staff gives the Customer an overview and understanding of all the modules in TRAKiT which are part of this SOW.
TRAKiT Navigation Training	Basic navigation on the user interface in TRAKiT
Security Training	SunGard will train the Customer on all aspects of how to set up and use the Security components in TRAKiT. Customer is responsible for overall Security set up and configuration after training.
TRAKiT Module Configuration and Unit Testing	SunGard completed the set-up of TRAKiT and does initial testing.
Process Training	Once TRAKiT is set up, data is converted, and the Customer Power User/ SME has been trained the Customer will fully test. SunGard will train the Power User/ SME on how to create and process records using the TRAKiT software. This will prepare the team to conduct testing and to start getting prepared for end user training.
End-User Training	SunGard will train end-users assigned by the Customer. Training will be in a classroom environment and will be formally completed after testing is completed and before go live.

7. Project Governance

Project Staffing

The following list provides an overview of committees and positions for SunGard and the Customer. Final responsibilities and team members are identified during the implementation-planning phase of the implementation.

7.1 Customer of Bryan, TX Staffing

Project Sponsor

The Customer's project sponsor provides support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the steering committee to make critical business decisions for the Customer.

Executive Steering Committee

The Customer's Steering Committee will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Steering Committee oversees the project team and the project as a whole. Through participation in regular meetings the Steering Committee will remain updated on all project progress, project decisions, and achievement of project milestones. The Steering Committee will also provide support to the project team by communicating the importance of the project to each member's department along with other department directors in the Customer. The Steering Committee is responsible for ensuring that the project has appropriate resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Steering Committee also serves as primary level of issue resolution for the project.

Project Manager

The Customer's project manager will coordinate project team members, Power User/ SME, and the overall implementation schedule. The Project Managers will be responsible for reporting to the Steering Committee and providing the majority of the Customer's change management communications and coaching. The project manager will also be the primary point of contact for the project and will coordinate all SunGard activities with the SunGard project manager.

Project Core Functional Team Leads

Project team members will be the core functional leads for each area in the system. The project team members have detailed subject matter expertise and are empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required Customer tasks. The Project Team will be responsible for and empowered to implement the new system in the

best interests of the Customer consistent with the project goals, project vision, and direction from the Project Manager and Steering Committee.

Requirements and Notes:

- 1) The Customer may have multiple staff providing the roles outlined above
- 2) Skill type is for example purposes only and does not reflect the actual positions at the Customer.

7.2 SunGard Public Sector Staffing

Project Management Organization (PMO)

- Provide support to Project Managers in reporting project progress to Steering Committee as necessary
- Approve and sign off on any material changes to project scope or staffing changes.

Project Manager

- Fulfill Go Live dates
- Support the Customer Project Manager in monitoring and reporting overall implementation progress (duties of both the Customer and SunGard)
- Monitor and report progress on SunGard's responsibilities
- Immediately notify the Customer Project Manager and Project Sponsor/Steering Committee of any issue that could delay the project
- Fulfill all SunGard project deliverables outlined in the SOW.
- Provide SunGard Staff according to the project plan
- Facilitate coordination between all SunGard departments
- Monitor the schedule and make course corrections as necessary.
- Serve as the point person for all project issues. (First escalation point)
- Prepare weekly status along with weekly project call or meeting
- Provide issue resolution status, tracking, and procedures

Functional Leads and Trainer (Project Manager, Consultants, Developers, and Technical resources)

- Work with the Customer SMEs to design and configure the functional components of the TRAKiT system for optimal long-term use.
- Lead the TRAKiT software configuration with assistance from the Customer's Functional Leads.
- Assist with the resolution of issues
- Trains the Customer core group during the configuration of software
- Create and deliver data conversion programs according to Customer specification and this Statement of Work
- Create and deliver interface programs according to Customer specification and this Statement of Work
- Create and deliver Reports according to this Statement of Work

8. Project Management

SunGard's Project Work Plan will consist of the following tools and will be maintained throughout the project.

8.1 Project Schedule

SunGard will create a detailed project schedule encompassing the full scope (all phases, including third party activities) of the project within 60 days after contract signing. The Customer's project manager will provide feedback on the project schedule.

The Project Plan will contain:

- All project's activities and tasks
- Dates of project activities and tasks
- Specific resources assigned to project tasks
- All Milestones and Deliverables
- Task dependencies (if applicable)

8.2 Agendas

SunGard's project manager will provide a project schedule as part of the work plan. The schedule will outline the planned SunGard onsite visits for SunGard staff. Agendas for all work sessions will be provided by the SunGard Project Manager at least 1 week prior to any on-site meeting. Agendas will include:

- Meeting objective
- Detailed tasks to be performed
- Recommended participants
- Detailed schedule breakdown of meeting topics
- Resources required for each meeting.

8.3 Status Meetings

SunGard and the Customer will hold at minimum a bi-weekly meeting on a schedule to be determined.

A regular status meeting with the Power User/ SME members including the SunGard and Customer Project Managers. Topics to include.

- Project plan
- Discuss current activities
- Action items from the last meeting
- Project Issues and Risk log
- Milestone or Deliverable

The Customer Project Manager and Steering Committee should participate in status meetings on a bi-weekly basis. Topics to include.

- Project Overview and Status

- Critical issues impacting the project
- Decisions needing steering committee assistance
- Milestone or Deliverable approval

8.4 Status Reports

SunGard's project manager will prepare status reports on a weekly basis for the duration of the project. Status reports will be used to communicate key project information to the Customer's Project Manager and Steering Committee. Reports are to include:

- Project Status
- Summary of accomplishments
- Late Overdue items
- Status of key milestones deliverables
- Project timeline
- Issues/Risks
- Project Budget

8.5 Issues Log

SunGard and Customer will maintain a list of issues (both open and closed) that have been identified for the project. Any project risks, key decisions, issues, disputes, or late tasks shall be identified on the Issues Log.

Both Customer and SunGard project managers and project team members are responsible for adding items to the issues log. For each identified issue, the following information will be captured:

- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Component unit/Business Process
- Priority
- Issue
- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested (if applicable)
- Date Closed (if applicable)

The Customer and SunGard project managers will review the Issues Log as part of regularly scheduled project management meetings or more frequently as required. Once the issue has been assigned, the appropriate project team member(s) are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date.

The Customer Project Manager or the SunGard project manager may choose to escalate and issue following the issue resolution process defined in this SOW.

Items directly related to TRAKiT will be logged with SunGard's Helpdesk, and tracked in the case system.

8.6 Deliverable and Milestone approval

The Customer will review, approve and provide written sign-off for all Deliverables and Milestones identified in Appendix 1 of the SOW by following the below process:

1. SunGard will submit in writing to the Customer a Deliverable or Milestone completion form for each completed Deliverable or milestone.
2. The Customer will identify in writing any required changes, deficiencies, and/or additions necessary, within five (5) business days of receipt of the form for each completed Deliverable or Milestone. If SunGard does not receive a signed completion form within five (5) business days and the Customer has not requested additional review time, the Deliverable or Milestone will be deemed accepted.
3. SunGard and the Customer will work together to review Deliverable and Milestones which are not approved and create a plan to address. When the Deliverable has been updated or the Milestone achieved a revised form will be submitted. The Customer will then review the Deliverable or Milestone and provide any additional comments on any required changes, deficiencies, and/or additions necessary within five (5) business days of receipt of the updated completion form. This process will be repeated until the Customer grants approval and signoff on the Deliverable or Milestone.
4. In all instances, the terms of section 2.2 will apply in that should substantial changes occur that affects the negotiated project timeline, SunGard may provide the Client with a Change Order for additional services to extend the project timeline.

Upon approval of the Deliverable or Milestone, the Customer Project Manager will sign the completion form and shall return it to SunGard's Project Manager.

9. Change Requests and Changes to this Scope of Work

The Customer and SunGard may request a change to this scope of work by following the process outlined in this section.

Either party may request changes in scope. Such a request is honored by the parties only if it becomes a formal Change Order.

The change order will provide sufficient detail including the following.

- Detailed description of resources (both Customer and SunGard) required to perform the change
- Specifications if applicable
- Implementation Plans
- Schedule for completion
- Verification and Approval criteria
- Impact on current milestones and payment schedule
- Additional milestones (if applicable)
- Impact on project goals and objectives
- Price

Either SunGard or Customer management may propose a change by submittal of a Change Request to the other party. The other party has five (5) business days (or as mutually agreed upon) to determine whether it agrees to the Change Request. If both parties agree to the Change Request, the change will become a Change Order documented and signed by both parties. If agreement to pursue a Change Order does not occur in five (5) business days of the initiation of the Change Request (or as mutually agreed upon), it is assumed that the Change Request has been rejected and any remaining issues will be identified on the Issues Log and/or follow the Dispute Resolution process identified in Section 9.3.

10. Implementation Schedule, Timeline, Scope Clarification & Miscellaneous Items

10.1 Implementation Schedule

Specific project dates will be mutually determined upon execution of the contract and will be maintained in the Project Plan.

10.2 Facility Requirements

SunGard recommends the following facilities be available for the entire life cycle of the project.

1. The Customer will provide an adequate workspace for each onsite SunGard Public Sector consultant, with access to a desktop workstation, network, and close proximity to the Customer Project Team. Adequate breakout and conference space will also be provided.
2. When SunGard Public Sector is onsite, the Customer Project Team should ideally be located near the SunGard Public Sector project members to facilitate good communication and coordination amongst the team members.
3. Customer to provide classroom space, workstations, and networked access to the server for all on-site classes at Customer facilities. If Customer does not have hardware for conducting training, then SunGard can provide onsite laptop labs for an additional cost.

10.3 Dispute Resolution Procedures

The Customer and SunGard should anticipate challenging issues to arise throughout the implementation process due to the complex magnitude of this project. In order for challenging issues to be remedied in a timely fashion, the Customer and SunGard will utilize the following Dispute Resolution Procedure:

All communication regarding the project should be directed to SunGard and Customer's Project Manager in order to maintain consistent communication between the parties. Scheduled weekly calls/meetings will be maintained between the SunGard Project Manager and the Customer's Project Team (including the Customer's Project Manager).

All issues or concerns will be discussed actively and openly between SunGard's Project Manager and the Customer's Project Manager. If issues begin to interfere with the progression of the implementation project, the Customer and/or SunGard should escalate challenges to SunGard management in the sequence below, as needed:

Contact	Phone	E-mail
Timothy Pease – Mgr., Professional Services	407-304-3938	timothy.pease@sungardps.com
Jodie Kubiak – Sr. Mgr., Professional Services	407-304-3451	jodie.kubiak@sungardps.com
Nathan Hershkowitz—V.P. SunGard PS	858.451.3030	nathan.hershkowitz@sungardps.com
Tom Amburgey—V.P. SunGard PS	407.304.3022	tom.amburgey@sungardps.com
Mike Borman—CEO SunGard PS	407.304.3019	mike.borman@sungardps.com

Escalation to Customer Management Team should be as follows:

Contact	Phone	E-mail

11. Appendix 1: Project Timeline

Target dates for the tasks and milestones will be established during the planning/kick off phase of the project.

Task	Client Responsibilities	SunGard Responsibilities
1. Contract Execution	Client signs contract.	SunGard signs final contract.
2. Delivery of TRAKiT software and License Key		SunGard provides FTP access to facilitate data exchanges with Client. SunGard delivers Client software and license key via the FTP site.
3. Project Hand-Off Call	Client reviews and sets initial Project Timeline dates with SunGard.	SunGard & Client review Project Timeline; SunGard delivers electronic copies of Configuration Guide.
4. Confirm Hardware & Required Systems	Client provides confirmation that all required hardware, servers, database systems, and related components are ready.	SunGard reviews hardware specifications with Client; SunGard confirms remote access.
5. Initial Data Extract	Client uploads all legacy databases quoted in the contract to SunGard's FTP site.	SunGard reviews initial data upload.
6. Project Timeline Sign-Off SIGN OFF	Client signs-off on remaining project milestone dates.	SunGard provides Client with timeline dates.
7. Software Installation	Client provides remote access to servers.	SunGard installs all TRAKiT software on Client servers. One workstation will also be tested.
8. Database Consultation SIGN OFF	Client conducts meeting with SunGard to discuss the data conversion process and a brief review of the data structure. Client signs-off on Data Source Document.	SunGard provides suggestions to ensure expectations are reviewed.
9. GIS Consultation SIGN OFF	Client conducts meeting with SunGard to discuss the delivery expectations for GIS data.	SunGard offers suggestions to ensure expected delivery is achieved. SunGard provides a sample 'Map Template' to be used within TRAKiT GIS.
10. Map Template Delivered		The sample map template is also delivered to the client.
11. Delivery of Geodatabase	Client uploads geodatabase onto SunGard's FTP site for data mapping.	SunGard begins mapping the source tables to the TRAKiT structure.
12. Screenshots of Existing Software	Client provides screenshots of existing software that relate to the data conversion process.	SunGard reviews screenshots and begins mapping of data; SunGard

Task	Client Responsibilities	SunGard Responsibilities
		prepares data mapping document to submit to Client.
13. Demo Existing Legacy Systems	Client conducts an overview of their existing system for SunGard.	SunGard reviews current legacy systems with Client.
14. Remote Webinar Training Series	Client attends and participates in remote 2-hour webinar training sessions for each Power User/ SME.	SunGard conducts webinar training sessions prior to onsite meeting.
15. Kick-Off Meeting ONSITE	Client attends and participates in Kick-Off Meeting, which includes a review of the Configuration Guide and Workbook.	SunGard conducts Kick-Off meeting onsite. Reviews Configuration Guide with all Departments, and assists in completing GeoTRAK data fields. SunGard provides workflow samples for future discussions.
16. 1st Workbook Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department. SunGard ensures that the Configuration Workbook is being updated.
17. 1st GeoTRAK Workbook Review	Client reviews land data mapping details and configuration information with SunGard.	SunGard reviews configuration workbook and provides feedback as applicable.
18. Initial Workflows	Client provides initial workflows from various Departments for review.	SunGard reviews initial workflows submitted for Business Process Meeting.
19. Business Process Review Meeting ONSITE	Client provides business process workflow and corresponding reports/forms used in daily activities. Sessions are divided among various Departments implementing TRAKiT.	SunGard assists the Client with Workbooks, identifies process adaptations, and reviews specifications for reporting requirements.
20. 1st Draft of Data Mapping Document	Client to review data mapping document and, when required, participate in a comparison review of legacy data with SunGard.	SunGard to review initial draft of data mapping document with Client.
21. 2nd GeoTRAK Workbook Review	Client reviews the finalized GeoTRAK workbook.	SunGard reviews workbook and provides additional feedback as applicable.
22. eTRAKiT Credit Card Gateway	Client provides SunGard with eTRAKiT credit card gateway information for integration.	SunGard reviews credit card portal and prepares a scope for expectations.
23. 2nd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department.

Task	Client Responsibilities	SunGard Responsibilities
		SunGard ensures that the Configuration Workbook & Workflows are being updated.
24. 2nd Draft of Data Mapping Document	Client to review data mapping document for legacy data provided by SunGard.	SunGard to review draft of data mapping document with Client.
25. Final GeoTRAK Workbook Review	Client submits and reviews the finalized GeoTRAK workbook.	SunGard reviews workbook and provides additional feedback as applicable.
26. Final List of Forms/Reports Due	Client delivers final list of forms and reports and defines custom scripts for additional requirements to SunGard to design.	
27. GeoTRAK Workbook Final Collection	Client provides final version of GeoTRAK workbook, including all mapping, custom screen, and spatial join requirements.	SunGard collects GeoTRAK workbook, completes those spatial joins being handled by SunGard, ensures that mapping is consistent with discussed process.
28. 3rd Workbook & Workflow Review Remote Discussion	Client Departments attend review meetings with SunGard.	SunGard conducts a review of business processes with each Department. SunGard ensures that the Configuration Workbook & Workflows are being updated.
29. Workbook Review Meeting ONSITE	Client provides Workbooks and copies of needed forms/reports; Client attends department meetings to offer insight into workflow; Client provides complete set of source data for conversion.	SunGard collects Client responses to Workbooks; SunGard conducts Department meetings to ensure understanding of responses and discuss procedural needs; SunGard reviews data to convert with Client.
30. Customer Survey	Client provides feedback on the SunGard efforts to date.	SunGard conducts a review of the project to date.
31. GeoTRAK Pre-Conversion Review	Client participates in the pre-conversion review.	GIS Specialist and Data Conversion Specialist review GeoTRAK workbook to clarify mapping and conversion details.
32. Identify Bluebeam workflow	Client identifies the workflow(s) used by the Agency for electronically marking submittals.	SunGard receives this information and provides to the assigned SunGard Trainer.
33. Identify Bluebeam stamps	Client identifies all stamps necessary for Bluebeam.	SunGard demonstrates the creation of stamps in Bluebeam to ensure the client can support this in an ongoing manner.

Task	Client Responsibilities	SunGard Responsibilities
34. Project Workbook Draft	Client provides their completed Project Workbook.	SunGard reviews the submitted workbook.
35. GeoTRAK Workbook SIGN OFF	Client signs-off on GeoTRAK workbook.	SunGard provides finalized GeoTRAK workbook for Client sign-off.
36. Initial Forms/Reports Scope SIGN OFF	Client participate in a review of the Forms/Reports requirements and signs-off on the initial Forms/Reports Scope.	
37. Project Workbook SIGN OFF	Client signs-off on final version of the Workbook.	SunGard will utilize the Workbook in configuration of the system.
38. Final Data Mapping Document SIGN OFF	Client approves data mapping document after a review with SunGard’s data conversion specialist.	SunGard to provide data mapping documents, layouts, and explanations.
39. Map Services Delivered	Client delivers Map services to SunGard prior to Initial Delivery. Map services may include: <ul style="list-style-type: none"> - eTRAKiT map service - TRAKiT data map service - TRAKiT visual map service 	SunGard configures Map services with data.
40. System Configuration	Client participates and provides additional information as needed by SunGard.	SunGard configures system according to Workbook responses and meeting discussions; SunGard converts historical data; SunGard creates/customizes reports and/or forms (e.g. Permit Form).
41. Power User/ SME Training Planning	Client is introduced to SunGard Trainer and develops plan for User Training	SunGard PM & Trainer meet with client to discuss User Training.
42. Initial Delivery ONSITE	Client will attend the demonstration of the delivery.	SunGard installs and demonstrates configured system with various Departments. eTRAKiT validation/preferences are reviewed with Client.
43. Workflow Processes Delivered	Client receives written workflow processes from SunGard.	SunGard delivers a sample set of workflow processes to Client for review and use during Training.
44. Power User/ SMEs Trained ONSITE	Client will provide meeting space and training computers for up to eight (8) staff.	SunGard provides training materials for initial system configuration.

Task	Client Responsibilities	SunGard Responsibilities
45. Testing Begins SIGN OFF	Client Power User/ SMEs verify accuracy and placement of converted data, forms & reports; Client tests software configuration; Client tests program interfaces; Client tests software customizations; Client notifies SunGard of desired changes. Client acknowledges the start of the test process.	SunGard receives change requests from Client and makes necessary revisions.
46. Bluebeam Service Activated	Client installs Bluebeam licensing and begins testing Bluebeam with initial configuration.	SunGard provides access to Bluebeam integration.
47. 1st Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
48. 1st Review of Forms/Reports	Client reviews Forms/Reports provided at Initial Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.
49. Initial Delivery Revisions	Client delivers revision list to SunGard.	SunGard receives review comments from Client and begins adjusting configured system.
50. 2nd Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
51. 2nd Delivery ONSITE	Client continues review of system.	SunGard delivers revisions to Client.
52. GeoTRAK Update Routine SIGN OFF	Client to review and sign-off on GeoTRAK Update Routine document.	SunGard provide the GeoTRAK Update Routine document.
53. Customer Survey	Client provides feedback on the SunGard efforts since the Workbook Review.	SunGard conducts a review of the project since the Workbook review.
54. 3rd Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
55. 2nd Review of Forms/Reports	Client reviews Forms/Reports provided at 2 nd Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.
56. 2nd Delivery Revisions	Client delivers revision list to SunGard.	

Task	Client Responsibilities	SunGard Responsibilities
57. 4 th Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
58. 3 rd Delivery	Client continues review of system.	
59. GeoTRAK Update Routine Delivery	Client provides SunGard with credentials/access to configure the GeoTRAK Update Routine.	SunGard initializes the GeoTRAK Update Routine and Python scripts (in GIS if necessary).
60. GIS Final Review	Client tests map services and updates with SunGard.	SunGard finalizes GIS configuration for Go Live.
61. Final Review of Forms/Reports	Client reviews Forms/Reports provided at 3 rd Delivery and provides comments or sign-off.	SunGard receives comments or sign-off from Client and makes adjustments as necessary.
62. Final Revisions List ONSITE	Client delivers final revision list to SunGard.	SunGard receives review comments from Client and makes final adjustments.
63. eTRAKiT Final Connection Validated	Client validates the configuration settings for eTRAKiT portal.	SunGard provides remote assistance for eTRAKiT payment portal.
64. 5 th Testing Review	Client reviews data & configuration with project manager via remote sessions.	SunGard schedules remote meetings with each Department to review system configuration and Checklists.
65. Final Delivery	Client reviews final items submitted.	SunGard installs modified system.
66. Go Live Dry Run	Client delivers data in preparation for Go Live.	SunGard develops a Go Live schedule for rehearsal with Client prior to actual Go Live.
67. Testing Ends SIGN OFF	Client acknowledges the end of the test process and approves findings before User Training commences.	
68. End User Training Planning	Client develops plan for End User Training.	SunGard PM & Trainer meet with client to discuss Training.
69. Client Support Transition Preparation		SunGard PM assembles materials necessary to transition the knowledge of the implementation to the SunGard Client Support team

Task	Client Responsibilities	SunGard Responsibilities
70. Client Support Transition Call	Client attends remote discussion with SunGard Client Support team.	SunGard introduces Client Support team along with expectations for using technical assistance after Go Live.
71. Transition to Live	Client provides final extract of historical data to SunGard.	SunGard converts data and loads onto Client's server.
72. End User Training ONSITE	Client provides meeting space and training computers for up to eight (8) staff.	SunGard provides training materials for onsite training.
73. General System Administration Training ONSITE	Client End Users attend a mini System Administrator training session prior to Go Live.	SunGard conducts an accelerated System Admin session with End Users for user privilege and general configuration management.
74. Go Live ONSITE	Client Goes Live with TRAKiT, iTRAKiT, and eTRAKiT.	SunGard provides Go Live support onsite.
75. Follow-up Visit ONSITE	Client assembles various Departments for review with SunGard.	SunGard conducts an onsite follow-up visit 45 days after Go Live.
76. Customer Survey	Client provides feedback on the overall project.	SunGard conducts a final review of the project implementation.
77. Go-Live System Review REVIEW	Client reviews that SunGard has provided and committed to all project deliverables.	SunGard provides a letter detailing all project commitments.
System Administrator / Report Writing Training	Client provides System Administrators for training at SunGard headquarters.	SunGard trains Client staff at designated SunGard facility.