



## APPENDIX C

# COUNTY OF SANTA BARBARA, CA

## Statement of Work



## Table of Contents

TABLE OF CONTENTS .....	2
1. INTRODUCTION.....	2
2. PROJECT BACKGROUND AND OVERVIEW .....	2
3. PROJECT START .....	3
4. PROJECT COMPLETION.....	3
5. PROJECT MANAGEMENT .....	3
6. DELIVERABLE ACCEPTANCE PROCESS .....	3
7. ESCALATION PROCESS.....	4
8. CHANGE PROCESS .....	5
9. RISK MANAGEMENT.....	6
10. PROJECT REPORTING.....	7
11. SANTA BARBARA COUNTY FACILITY, RESOURCE, AND ACCESS RESPONSIBILITIES .....	7
12. PLACE OF PERFORMANCE: IMPLEMENTATION ACTIVITIES.....	8
13. APPLICATION SOFTWARE .....	8
14. PROJECT DELIVERABLES.....	8
15. PAYMENT SCHEDULES .....	13

## 1. Introduction

This Statement of Work (SOW) is attached and made part of *Master Agreement for Licensed Software, Hardware and Services* (“*Agreement*”) by and between Manatron Corporation (hereafter referred to as **Manatron**) and the County of Santa Barbara, CA (hereafter referred to as “**the County**”), dated May 25, 2010. This document, as part of this Agreement, defines the work requirements for the County of Santa Barbara property tax management system replacement project.

## 2. Project Background and Overview

Manatron and the County have developed this document in compliance with County RFI No. 820010 dated November 9, 2009 and in accordance with the Manatron proposal in response to the County RFI No. 820010. This SOW describes Manatron and County tasks and activities involved in the implementation of the Manatron Government Revenue Management<sup>®</sup> (GRM<sup>®</sup>) System in accordance with the project requirements set forth in this document. The system licensed under the Master Agreement and deployed under this Statement of Work is more fully described in Schedule A below.

The project includes key activities, processes, and deliverables needed to manage the implementation process. Each of these will be executed in performance of the Agreement. Once the actions described in the following Work and Deliverable sections are successfully completed, the scope of this project will end. Each milestone will require preliminary acceptance by the County for that specific module(s) and at the completion of implementation the County will provide a two-phased Final Acceptance for the Tax Billing and Collection Bill Processing Implementation and the Tax Billing and Collection Roll Implementation phases of the Project as more fully set forth in the Agreement.

Manatron personnel and products specifically designated in the Agreement will be furnished to the County. Manatron will not replace these persons without the prior written consent of the County.

Requirement changes or services not explicitly included in the Agreement will be considered out-of-scope, and will be handled through the change control process defined in this document.

### **3. Project Start**

Project work will commence with the completion of a formal contract between Manatron and the County.

### **4. Project Completion**

The project will have a schedule set out for the milestones at the outset. The contractually estimated delivery date for the system is November 30, 2011. The term Delivery Date shall be defined as the Go-Live date of the Software, the definition of the Go-Live date being set forth in the Master Agreement above.

### **5. Project Management**

Manatron and the County will jointly manage the overall project effort and supervise each project subgroup tasked with all key project deliverables via a mutually agreeable project methodology. Manatron and the County will each appoint a project manager for the duration of the project. Project managers are the focal point for all project administrative and technical decisions, in conjunction with Manatron and County management, and will coordinate all Manatron/County on-site and off-site personnel working on the project. The Manatron Project Manager will schedule Manatron implementation team resources and work with the County Project Manager to ensure that the County team resources are available for planned activities.

### **6. Deliverable Acceptance Process**

The procedure for formal acceptance of a deliverable will have the following steps:

- When key deliverables/milestones in the project schedule are completed, notification of the completed deliverable will be presented to the County Project Manager. If necessary, the Manatron Project Manager will schedule a "Deliverable Overview" conference call or onsite meeting with the County Project Manager to outline the content of the deliverable and provide any points of clarification. This conference call or onsite meeting will be scheduled to coincide with the completion of the deliverable.
- A Deliverable Acceptance Statement (DAS) will be presented by the Manatron Project Manager to the County Project Manager, five (5) days before any scheduled meeting.
- The County Project Manager will review the DAS and confer with the appropriate team members, as necessary. After the conference call or onsite meeting (if applicable), the County Project Manager will sign and return the DAS to include acceptance or non-acceptance of the deliverable.

- In the case of non-acceptance, the reasons for the non-acceptance will be clearly documented by the County. Manatron will confirm receipt of the County non-acceptance and provide a written response detailing the plan to address the non-acceptance issue(s).
- The Manatron Project Manager will catalog the response on the Deliverable Register and if the deliverable is not accepted, document the effect on the project in the next Project Status Report.
- The County will make its best effort to approve, or reject project deliverables, or otherwise request an extension for deliverables, within ten (10) days of receiving the DAS.

## 7. Escalation Process

Issues that cannot be resolved by the Project Managers will be managed through the following Escalation Process.

### 7.1 Definitions:

1. Issue: A statement of concern/need in which the resolution is in question or lacking agreement among stakeholders, and which may have impact upon critical deadlines or timeframes, a monetary impact, and/or which may impede project progress.

### 7.2 Escalation Process:

1. Identification: The issue will be documented by either the Manatron or County Project Manager, to include:
  - a. Overview and background
  - b. Concern/need
  - c. Monetary impact
  - d. Effect upon project timeframes
  - e. Impact on staff and project resources
  - f. Effect upon project sponsors
  - g. Potential methods to resolve the issue
2. Validation: The issue will be presented to the other project manager for validation. Validation will include verification of the issue/need and/or addition of related information in a new section of the document. The project manager will have three (3) working days to validate the issue and return all documentation to the other project manager. If the project managers remain unable to resolve the problem, the issue is escalated to the Oversight Team.
3. Review: The Oversight Team will respond within three (3) working days after receiving the issue to request additional documentation/ information and/or to interview team members, to include both project managers. The review process will conclude within seven (7) working days, following submission of the original request.
4. Decision: The Oversight Team will determine the outcome of the review and make a written decision of the issue, to include notification of the result to both project managers within ten (10) working days of the original request.
5. Impact: Following notification regarding the outcome of the issue, the project managers will draft an impact statement of how issue resolution will affect the Project, to include impact on project resources, monetary impact, timeframes, etc. This impact will be addressed via the change request process and/or communicated to project team members and sponsors via the weekly update.

## 8. Change Process

Change Control is a formal procedure to manage changes to project deliverables (including requirements, specifications and project plans). Through this process the impact of proposed change(s) on functionality, performance, cost, schedule, and quality objectives will be analyzed, evaluated, and reported.

### 8.1 Change Procedures

#### Change Proposed by County

1. The County Project Manager may issue a Proposal Request to the Manatron Project Manager, which includes a detailed description of the proposed change with supplementary requirements and/or design documentation. The proposal will include user acceptance testing criteria.
2. The Manatron Project Manager will review and approve the requirements/design specifications and user acceptance testing criteria within five (5) working days. If the requirements/design specifications are incomplete, Manatron can return the Proposal to the County Project Manager for further information, to include a detailed list of issues that need clarification. Upon resubmission of the Proposal Request, the approval step starts over.
3. Manatron personnel will then prepare and submit a bid on the enhancement within five (5) working days, to include costs and impact of the change upon the project schedule.
4. Project Oversight Team Leaders will review and approve/disapprove the change within three (3) working days. Upon signature, approval of the change will include acceptance of modified project implementation dates.

#### Change Proposed by Manatron

1. The Manatron Project Manager may propose a change by submitting a request for change to the County Project Manager, describing the proposed change, reason for the change, costs, etc., and its impact upon the project schedule.
2. The County Project Manager will review the proposed change and approve the requirements/design specifications and user acceptance testing criteria within five (5) working days. If the requirements/design specifications are incomplete, the County can return the Proposal to the Manatron Project Manager for further information, to include a detailed list of issues that need clarification. Upon resubmission of the Proposal Request, the approval step starts over.
3. Manatron personnel will then prepare and submit a bid on the enhancement within five (5) working days, to include costs and impact of the change upon the project schedule.
4. Project Oversight Team Leaders will review and approve/disapprove the change within three (3) working days. Upon signature, approval of the change will include acceptance of modified project implementation dates.

Change Process Exception: Board of Supervisors (BOS) Review and Approval If the change proposal results in a TOTAL project-level change amount (i.e., the sum amount of ALL change orders and reimbursable costs) that is more than 10% of the Total Original Project Cost (including the not-to-exceed amount for reimbursable expenses but not including maintenance) as specified below, then this timeframe will be extended to include BOS approval of the change.

#### Payment of Change Request

1. Payment for enhancement requests will be based on the following schedule, following invoicing as described in this SOW:
  - a. 50% of the cost shall be paid to the vendor when the enhancement has passed user acceptance testing.

- b. The remaining 50% shall be paid upon final system acceptance.
2. In the event a change request reduces the scope of the project, the payment reduction will be addressed in "holdback" funds paid as part of final system acceptance.
3. Change Request Billing Rates:

Professional Service Rates		
Role/Position	Hourly	Daily Rate
Vice President	\$385	\$2,300
Chief Architect	\$385	\$2,300
Senior Project Manager	\$228	\$1,370
Project Manager	\$200	\$1,200
Senior Business Analyst	\$228	\$1,370
Business Analyst	\$200	\$1,200
Senior Support Analyst	\$200	\$1,200
Support Analyst	\$183	\$1,100
Programmer/Engineer	\$183	\$1,100
Senior Trainer	\$200	\$1,200
Trainer	\$183	\$1,100
Blended Rate	\$183	\$1,200
DBA	\$150	\$1,200

\*Above published rates are not to exceed rates

## 9. Risk Management

Risk reviews will be performed collaboratively by the Manatron and County Project Managers, to identify the status and the effectiveness of avoidance and contingency actions for each risk. This process will continually be reassessed, as needed, during the reporting/status updates for the project.

Risk management and control consists of keeping risks within agreed to bounds. It includes the identification, reporting and assessment of the status of each project risk at the appropriate management levels. The set of identified project risks is monitored via project cost, schedule and requirements management systems. New risks may be identified when any or all of the project control areas have significant deviation from the project plan.

## **10. Project Reporting**

The Project Managers shall collaborate to develop a monthly client status report, to include weekly meetings to summarize and document project progress, issues, risks, change management requests, etc. The status reports will include a list of completed tasks, a schedule of tasks to be completed, and verification of milestone completion dates, issues, problems, concerns, and procedure changes.

## **11. Santa Barbara County Facility, Resource, and Access Responsibilities**

### **11.1.1 Office Facilities**

The County shall provide timely access during their regular business hours to office facilities for Manatron personnel while at the Santa Barbara County site. The County's business hours are between 8:00am and 5:00 pm Pacific Time, Monday to Friday, with the exception of County holidays. After-hours access must be pre-arranged with the County Project Manager, to include at least three (3) business days notice. A shorter notification timeframe may be permissible, at the Santa Barbara County Project Manager's discretion.

The County will provide a work area for Manatron personnel, to include desk and chairs, telephones, Internet access, copier machines, and facsimile machines. Manatron will notify the County regarding the number of work areas needed, before contract signature.

### **11.1.2 Facilities Access, Equipment, and Licenses**

The County shall provide timely access to all required areas of their premises for Manatron to perform duties within the requirements of this SOW. Access to restricted areas of County premises (including the server room, wiring closets, and so forth) must include an authorized County escort.

The County shall provide a facility that will serve as the "software solution lab" where computers will be set up for interfacing with the test, development, and production systems.

The County shall procure and fully license a Computer System that complies with the Minimum Requirements.

The County shall provide all the necessary hardware and software to perform software backup activities.

### **11.1.3 Data Access**

The County shall provide access to business, operational, and technical data for their environment, as necessary to meet the objectives of the project.

### **11.1.4 Personnel**

The County shall make available project sponsors, business specialists, and relevant technical specialists who can address County-specific issues related to Manatron efforts to perform services specified in this SOW. The County shall appoint a dedicated Project Manager for the duration of this effort.

## 12. Place of Performance: Implementation Activities

### 12.1.1 Manatron shall perform the following work at County offices:

- Data conversion
- Gap analysis meetings and interviews
- System configuration
- User training
- User Acceptance test execution
- Project management
- “Go live” implementation support

### 12.1.2 Manatron at its discretion may perform the following at Manatron offices:

- System installation support
- Gap analysis enhancement review
- Software engineering related to enhancements and/or change orders.
- Training need survey analysis and training manual creation
- User acceptance test script creation
- Fault status tracking

## 13. Application Software

An “open” system design is being implemented which allows industry standard data access components to be used to access the database. This means a user can use a third party product such as Crystal Report Writer to create custom reports or perform “what if” queries. Manatron will deliver to the County the Software set forth in Schedule A to the Agreement. This Software will include any reports that currently exist within the system, or become part of the system as a result of other client project.

## 14. Project Deliverables

The following presents major project deliverables to be presented for acceptance using the acceptance process defined in this document.

Deliverable	Purpose	Acceptance Criteria	Responsibilities
<b>Project Plan</b>	The project plan details the tasks required to meet the goals defined in the SOW.	<p>The Project Plan lists all necessary tasks, with resources assigned, dependencies identified, estimated work effort to complete, and due dates established.</p> <p>The Project Plan has been peer reviewed for sufficient detail and completeness.</p>	<p>The Manatron and County Project Managers will develop the initial draft of the Project Plan with review and approval by the Oversight Team</p> <p>The Manatron and County Project Managers will coordinate maintenance of the project plan and deliverable schedule. All interested parties will be updated on this schedule via weekly updates.</p>
<b>Manatron installation</b>	Install the Manatron system in the ITS	The system is installed in test/ training and development environment(s), and the	The Manatron and County Project Managers will coordinate installation



Deliverable	Purpose	Acceptance Criteria	Responsibilities
	infrastructure, to include test, development, training, testing, and disaster recovery environments.	County may, at its option install in a disaster recovery environment as well, but this is not a requirement of the deliverable.	<p>of the Manatron system.</p> <p>County personnel will install the system, with assistance/guidance from Manatron personnel.</p> <p>Manatron personnel will verify that the system is functioning as intended.</p>
<b>Gap analysis</b>	Review documented requirements in relation to the Manatron system and determine gaps.	<p>Gap schedule and participants have been identified</p> <p>All documented requirements have been reviewed by the implementation team.</p> <p>Gaps have been documented.</p> <p>Undocumented requirements have been identified and documented.</p>	<p>The Manatron and County Project Managers will review the documented requirements and develop a gap meeting schedule.</p> <p>The County Project Manager will coordinate with departmental management to determine who attends gap meetings. The Manatron Project Manager will coordinate with Manatron to determine Manatron participants.</p> <p>Manatron and County personnel will review existing requirements according to the gap schedule.</p> <p>Manatron resources will present system functionality related to the requirements.</p> <p>The gap team will determine if a gap exists. Identified Gaps will include functional specifications, interfaces and required reports.</p> <p>Manatron will manage documentation of gaps.</p> <p>The initial project bucket includes 3000 hours of engineering work to be split amongst identified Gaps. Note gaps identified due to undocumented requirements will be addressed via the change control process presented in this document. Only Gaps which exceed the 3000 hour cap will be subject to the change control process.</p>
<b>Gap design reconciliation</b>	Reconcile gaps identified during gap analysis via: (1) system configuration;	All gaps identified during gap analysis have been analyzed and solutions(s) have been identified for each gap.	The Manatron and County Project Managers will coordinate review of all identified gaps and collaboratively

Deliverable	Purpose	Acceptance Criteria	Responsibilities
	(2) work arounds; or (3) system enhancements	<p>Functionality enhancements identified as part of gap analysis have been reviewed and approved via the change control process (includes requirements, design documentation, and costs).</p> <p>The project schedule has been updated to account for system enhancements.</p> <p>Manatron has a clear understanding of system configuration needs.</p> <p>Manatron has a clear understanding of system enhancements.</p> <p>The project schedule has been updated to include delivery of system enhancements.</p> <p>UAT scripts have been created for each enhancement.</p>	<p>develop solutions.</p> <p>Manatron has provided cost information and timelines for each enhancement.</p> <p>The Manatron and County Project Managers have updated the project plan to include enhancement delivery and notified project sponsors via the weekly update.</p> <p>County personnel will develop UAT scripts for enhancements.</p>
<b>Manatron system configuration</b>	Setup the Manatron system to meet requirements	<p>Manatron system screens, data elements, tables, calculations, security, roles, reports, data file extracts, data file import configurations, active directory integration, etc. are configured to meet requirements.</p> <p>Manatron system can be accessed by external fee-based users.</p> <p>County personnel have been provided significant time to learn Manatron system configuration via “hands on” learning opportunities.</p> <p>Configurations meet requirements as demonstrated through completion of UAT scripts.</p>	<p>Manatron will review requirements and gap analysis documentation to identify system configuration needs. Questions regarding implementation of requirements will be addressed to the County Project Manager.</p> <p>Manatron will configure the system. County personnel will observe and participate, as possible.</p> <p>Manatron will perform unit and system tests on all configurations, with the assistance of County personnel. Manatron will write unit and system testing scripts.</p>
<b>Data Conversion</b>	Ensures that data has been successfully converted from legacy system.	<p>Converted data supports system functionality in the same manner as new data (e.g., new data hand entered into the system).</p> <p>Data is converted accurately, as demonstrated via comparisons between converted data and legacy system data to include User Acceptance testing.</p> <p>Data from valuation year 2000 and forward have been converted into the system.</p>	<p><u>Data Mapping Activities</u></p> <ul style="list-style-type: none"> <li>County will identify the data elements to be converted from legacy systems.</li> <li>Manatron will review the scope of data to be converted, to ensure it meets requirements. For data deemed not suitable for extraction and automated loading in the GRM database through scripts, the County and Manatron Project Managers will consult on the most efficient means to enter the data in the GRM database. Note some data</li> </ul>

Deliverable	Purpose	Acceptance Criteria	Responsibilities
		<p>Data conversion processes do not significantly interfere with the ability of County departments to perform current work</p> <p>Accurately converted data is available for UAT and training purposes.</p> <p>Two production data conversion processes have been performed: (1) a staged data conversion where “prior-year” data is populated into the production system; and (2) a “final conversion” of current year data is performed immediately prior to go live.</p>	<p>may need to be entered into the Manatron system manually by County resources.</p> <ul style="list-style-type: none"> <li>County will create procedures to extract data from legacy systems, and place extracted data in to the Manatron-provided intermediate file format</li> <li>County and Manatron will document mapped data elements/files within a working document and provide a “field-level” mapping of source file data elements to the new system database</li> <li>County and Manatron will identify data purification issues, including problem, magnitude, and correction alternatives</li> <li>County, at its option, can request that Manatron perform data cleansing. This optional request can be made via the change control process outlined in this document</li> </ul> <p><u>Data Mapping, Testing, and Iterations</u></p> <ul style="list-style-type: none"> <li>Manatron will develop and test the programs to load legacy data into the GRM database modified appropriately to support functional requirements</li> <li>County and Manatron will develop a mutually agreeable data conversion test plan including appropriate audit trails and summary reports.</li> <li>Manatron will initiate and manage all programs and procedures needed to load legacy data into the Manatron system.</li> <li>County and Manatron will implement data conversion test plans.</li> <li>County and Manatron will perform a reasonable number of iterations of the extraction, cleansing, and loading process. The conversion iterations will result in at least one iteration that achieves 95% of the data being successfully loaded into the system.</li> </ul>
<b>Test case development</b>	Provides documentation for users to ensure the Manatron system	<p>Test scripts are created to address all system requirements, data conversion, external user access, etc.</p> <p>Test scripts have been peer reviewed.</p>	The Manatron and County Project Managers will develop a testing strategy to include the scope, number, and types of test cases.

Deliverable	Purpose	Acceptance Criteria	Responsibilities
	functions as intended		The Manatron and County Project Managers will address creation of test scripts using Manatron and County resources.
<b>User Acceptance Testing</b>	Ensures system meets user needs and requirements.	<p>Documentation is comprehensive, accurate, and has been peer reviewed by Manatron and County resources.</p> <p>All tests have been completed prior to production roll over. Issues from user tests have been logged, researched, and resolved.</p> <p>Resolution of acceptance testing issues may be accomplished in a variety of ways, to include rework of defective deliverable, manual data entry, specialized scripts, or acceptance of the deliverable with minor defects.</p> <p>Outstanding user acceptance testing issues are reviewed by the Oversight Team, prior to production rollover and "go live."</p>	<p>The Project Managers will agree on the scope, number, and types of system tests, to include coordination of test case development and a testing schedule.</p> <p>County and Manatron personnel will create the scripts, as determined by the Project Managers.</p> <p>County and Manatron personnel will execute the scripts, as determined by the Project Managers and the testing schedule.</p> <p>County and Manatron will coordinate documentation and reporting of testing results.</p> <p>Manatron will manage status tracking of issues related to user acceptance testing, to include a weekly status report regarding resolution of each issue.</p> <p>The Project Managers shall present user acceptance testing results and issues to the Oversight Team, as appropriate.</p>
<b>End user Training</b>	Train appropriate personnel on Manatron product use and administration	<p>A training schedule is developed</p> <p>Scheduled trainings are delivered and trainees understand content.</p> <p>Content is sufficient to properly use and administer the system.</p> <p>Training satisfaction surveys indicate satisfaction with the training.</p>	<p>The County and Manatron Project Managers will collaborate to develop a training schedule.</p> <p>The County and Manatron Project Managers will recommend and assign personnel to attend scheduled training sessions, in consultation with Departmental Management.</p> <p>Assigned personnel will attend and complete training courses. At least one course will be database schema training.</p> <p>County Assigned Personnel and</p>

Deliverable	Purpose	Acceptance Criteria	Responsibilities
			assigned departmental personnel, will attend “train-the-trainer” sessions, and provide training as appropriate.
<b>Production rollover</b>	Update the production environment with configurations, data, etc., needed to support requirements and required system functionality	<p>Configurations, data, etc., have been populated to the production system.</p> <p>System passes facilitated user acceptance testing.</p> <p>County personnel are proficient at copying all necessary information between system instances (e.g., copy production to test)</p>	<p>The County and Manatron Project Managers will coordinate production roll over and facilitated user acceptance tests.</p> <p>Manatron and County resources will perform the rollover.</p> <p>County resources will document how the rollover is performed.</p> <p>Manatron and County resources will perform facilitated user acceptance testing.</p>
<b>“Go live” onsite production support</b>	Ensure system users have trained individuals available to assist with system use during “go-live” period.	<p>A “go live” plan for production support is documented.</p> <p>Support personnel are trained and available for “go live” support.</p> <p>Key personnel remain attached to the project for at least thirty days following the on site go-live support period and until all Priority 1 and Priority 2 issues are resolved.</p>	<p>The County and Manatron Project Managers will coordinate development of a “go live” plan.</p> <p>County and Manatron personnel will perform “go live” support.</p>
<b>Final acceptance</b>	Ensure system is functioning as intended in the production environment.	System is functioning as intended, within the timeframe stated in contracting documents.	<p>The Manatron and County Project Managers will coordinate final acceptance.</p> <p>The Oversight Team will review and approve final acceptance.</p>

## 15. Payment Schedules

A. For Manatron services, software and hardware to be rendered or provided under this Agreement, the total contract amount, including cost reimbursements and 5 years of maintenance, is not to exceed \$3,225,670. In addition to the payment amount for the milestones described below, this not-to-exceed amount includes \$150,000 for Manatron’s reimbursable expenses, and a contingency amount of \$215,000 for potential change orders that may be approved in writing by the

Treasurer-Tax Collector.

B. Payment for services, and /or reimbursement of costs shall be made upon Manatron's satisfactory performance, based upon the scope methodology and acceptance criteria contained in this SOW as determined by County. For the Total Original Project Cost (not including maintenance) as specified below, the County shall pay Manatron according to milestones instead of on a time-and-materials basis.

C. Upon satisfactory completion of the work for each milestone as evidenced by County's signature of the DAS, Manatron shall submit to the County Treasurer-Tax Collector an invoice or certified claim on the County Treasury for the service performed in accomplishing each milestone. These invoices or certified claims must cite the assigned Board Contract Number. The Treasurer-Tax Collector shall evaluate the quality of the service performed and/or item(s) delivered benchmarked against the acceptance criteria, and if found to be satisfactory shall initiate payment processing. County shall pay invoices or claims for satisfactory work within 30 days of receipt of correct and complete invoices or claims from Manatron.

D. County's failure to discover or object to any unsatisfactory work or billings prior to payment will not constitute a waiver of County's right to require Manatron to correct such work or billings or seek any other legal remedy.

For Professional Services:

<b>Payment Milestone</b>	<b>% of Fixed Contract Price (non-license fee portion)</b>	<b>Payment Amount</b>
Project Plan	10%	\$135,000
Gap Analysis Document	25%	\$337,500
Data Conversion	25%	\$337,500
User acceptance testing	15%	\$202,500
End user training	10%	\$135,000

Go Live	5%	\$67,500
Final Acceptance	10%	\$135,000
Annual Maintenance & Support—Begins and is due and payable 30 days following go-live, or in the event of a customer-elected project delay of the go-live date, no more than 30 months after the date of execution of the Master Agreement, For Software and Third Party Software Support, annual maintenance and support shall continue for an initial period of sixty (60) months. For Hardware Maintenance Services, annual maintenance and support shall continue for an initial period of thirty-six (36) months.	N/A	\$162,081

**For Software License Fees:**

<b>Payment Milestone</b>	<b>License Fee Percentage</b>	<b>Payment Amounts</b>
Software license fees in the full amount of \$487,500 are due and payable upon successful completion of software installation. The remaining \$162,500 is due upon go-live of the software in the production environment.	75%/25% Split	\$487,500/\$162,500

Total Original Project Cost (including the not-to-exceed amount for reimbursable expenses but not including maintenance) is \$2,150,000.

## Schedule A

### Licensed Software Modules and Descriptions

#### **Manatron Tax™ Overview**

Manatron Tax is a comprehensive software application that provides a solution with the necessary features to maintain, bill, collect, distribute and track properties, parties and associated charges.

A configurable system designed to meet the unique challenges of individual government jurisdictions, Manatron Tax was designed to assure compliance with state standards, development process, local government officials were involved to assist and review. By utilizing our customers in the design process, the Manatron Tax product has benefited from the expertise of those who know the needs of a tax system better than anyone.

#### **1). Modules**

##### **Configuration**

Configuration module provides the user interface to maintain common configuration and settings data available to all modules that are not module-specific and to control GRM-wide services. Configuration data include Application Wide Settings, the Functional Calendar, Flags, Screen Labels, SysType Categories, SysTypes (SysTypes are lists of valid codes) and User-Defined Fields. GRM wide services include Application Logging settings, Concurrency Monitor (Logical Entity Locking), Printer Settings and the Database Health subsystem. Configuration module also provides the UI to maintain and control the Security subsystem. This includes site-wide policy editor, User Maintenance and Role Maintenance.

##### **GRM Records**

GRM Records is a core module that is shipped with every GRM installation no matter what the configuration – CAMA, Tax or CAMA and Tax. It provides the Revenue Object Inventory (Real Property, Personal, Motor Vehicle, Business Revenue and other taxable objects), the list of Legal Parties (People or Corporations who are the Owners, Tax Payers and other interested parties), mailing address and maintains the relationships between all them.

All GRM Application Modules interface to GRM Records through a published API and Web Services to retrieve information pertaining to Revenue Objects, Legal Parties and their relationships.

GRM Records provides a suite of Web Services and APIs to provide integration to third party applications such as GIS, Document Recording and Permits. An optional module, GRM Toolkit, is available for those customers who want to interface third party applications that GRM does not natively support.



## **Info Center**

Info Center is the general query interface to GRM. It uses query APIs from all the other GRM modules to search for and display data about Revenue Objects, Tax Bills and Legal Parties. Info Center is the tool for today's "information worker," and when coupled with Manatron's Enterprise License strategy, literally any County employee who is granted access to GRM can use Info Center to instantly access any of the information about a given person or property.

## **Special Assessments**

Special Assessments (SA) provides the UI and calculation engine to create, maintain and calculate amounts for Special Assessment districts and projects. SA integrates with GRM Records via coded API to acquire property and owner information, and provides Levy Management with tax amounts to attach to appropriate Revenue Objects.

## **Assessment Administration**

Assessment Administration (AA) provides the calculation engine to compute intermediate, final taxable, corrected taxable and other required values from assessed values. AA also provides a means to produce abstract reports on those values. It receives values through direct integration with GRM modules that originate assessed values or through CAMA Value Import. AA integrates with GRM Records via coded API to acquire property and owner information, and provides Levy Management with taxable values through direct integration tables.

## **Levy Management**

Levy Management provides the calculation engine to compute tax charges from taxable values provided by Assessment Administration. Levy places tax charges directly into Accounts Receivable tables.

## **Billing**

Billing module formats and prints the Tax Bills. It gathers information from Configuration, GRM Records, Business Revenue, Special Assessments, Assessment Administration, Levy Management, Accounts Receivable, Delinquents and Tax Sale as appropriate to the specific customer to populate the fields of the bill. The information is gathered either by calling APIs or direct access to the tables.

## **Accounts Receivable**

Accounts Receivable (AR) is the repository for all charges, payments and credits. It is responsible for calculating late payment interest, penalties and fees. AR provides a suite of APIs used by Levy Management, Cashiering, Distribution, Delinquents and Info Center to query the status of bills.

## **Cashiering**

Cashiering provides UI and batch processes to collect payments. It uses APIs from Records, Levy Management, Billing, AR and Delinquency to present the data needed to collect payments. Cashiering also uses AR APIs to record payments and cause appropriate interest, penalties and fees to be calculated.

### **Distribution**

Distribution calculates the tax revenue due to the taxing authorities for a given time period based on amounts levied and moneys collected. Distribution uses APIs to request the amounts collected from AR for a time period. Distribution provides information about the amounts to distribute to third party check writing systems and Tax Distribution.

### **Delinquents**

Delinquents determines what bills are delinquent, sends notices and causes additional interest, penalties and fees to be calculated. Delinquents use the AR APIs to find what bills are delinquent and to cause appropriate interest, penalties and fees to be calculated.

### **Tax Sale**

Tax Sale provides services to take delinquent properties through the process of Tax Sale, Redemption and Forfeiture. Tax Sale uses AR and Delinquent APIs to identify the properties for the process.

### **Tax Accounting**

Tax Accounting is the interface between GRM financials and third party accounting packages. Tax Accounting takes data from AR to create the appropriate entries to be exported to accounting.