

**City and County of San Francisco
Office of Contract Administration
Purchasing Division**

Second Amendment

THIS **SECOND AMENDMENT** (“Amendment”) is made as of XXX XX, 2026, in San Francisco, California, by and between **Sapient Corporation** (“Contractor”), and the City and County of San Francisco, a municipal corporation (“City”), acting by and through its Director of the Office of Contract Administration.

Recitals

WHEREAS, City and Contractor have entered into the Agreement (as defined below); and
WHEREAS, City and Contractor desire to modify the Agreement on the terms and conditions set forth herein to extend the performance period, increase the contract amount, and update standard contractual clauses; and

WHEREAS, Contractor was competitively selected pursuant to a Request for Proposals entitled Property Assessment Solution issued through Sourcing Event ID ASR2017-01 and this Amendment is consistent with the terms of the RFP and the awarded Contract; and

WHEREAS, this is a contract for Services, there is a Local Business Enterprise (“LBE”) subcontracting participation requirement, and this Amendment is consistent with that requirement; and

WHEREAS, this Amendment is consistent with an approval obtained on May 19, 2025 from the Civil Service Commission under PSC number DHRPSC0001962 in the amount of \$34,000,000 for the period of 13 years and 8 months; and

WHEREAS, this Amendment is consistent with an approval obtained from the City’s Board of Supervisors under Resolution [XXX-XX] approved on [insert date] in the amount of \$33,912,702 for the period commencing November 1, 2018 and ending June 30, 2032; and

WHEREAS, the Department has filed Ethics Form 126f2 (Notice of Submission of Proposal) because this Agreement has a value of \$100,000 or more in a fiscal year and will require the approval of an elected officer of the City; and

WHEREAS, the Department has filed Ethics Form 126f4 (Notification of Contract Approval) because this Agreement, as amended herein, has a value of \$100,000 or more in a fiscal year and will require the approval of an elected officer of the City; and

Now, THEREFORE, the parties agree as follows:

Article 1 Preface

The following definitions shall apply to this Amendment:

1.1 **Agreement.** The term “Agreement” shall mean the Agreement dated November 1, 2018 between Contractor and City, as amended by the:

First Amendment, dated January 1, 2023.

1.2 **Other Terms.** Terms used and not defined in this Amendment shall have the meanings assigned to such terms in the Agreement.

1.3 **San Francisco Labor and Employment Code.** As of January 4, 2024, San Francisco Administrative Code Chapters 21C (Miscellaneous Prevailing Wage Requirements), 12B (Nondiscrimination in Contracts), 12C (Nondiscrimination in Property Contracts), 12P (Minimum Compensation), 12Q (Health Care Accountability), and 12U (Sweatfree Contracting) are redesignated as Articles 102 (Miscellaneous Prevailing Wage Requirements), 131 (Nondiscrimination in Contracts), 132 (Nondiscrimination in Property Contracts), 111 (Minimum Compensation), 121 (Health Care Accountability), and 151 (Sweatfree Contracting) of the San Francisco Labor and Employment Code, respectively. Wherever this Agreement refers to San Francisco Administrative Code Chapters 21C, 12B, 12C, 12P, 12Q, and 12U, it shall be construed to mean San Francisco Labor and Employment Code Articles 102, 131, 132, 111, 121, and 151, respectively.

1.4 **Open For Business Legislative Changes.** In October 2025, San Francisco enacted legislation that reduced obligations the City places on contactors. These changes went into effect January 1, 2026. Articles 141 and 142 were repealed, to the extent those conditions appear in this Agreement, they should be treated as nullified. The dollar value threshold for application for Administrative Code Chapters 12F, 12N, 12L, 12Y, and 101 and Labor and Employment Code Article 151 were increased. If the Agreement is valued at less than \$230,000, 12N, 12Y and 101 are not in effect. If the Agreement is valued at \$230,000 or less, 12F and 151 are not in effect. If the Agreement is valued at less than \$1,000,000, Chapter 12L is not in effect. Any clause in the Agreement concerning a condition referenced above that is not in effect shall be treated as nullified.

Article 2 Modifications of Scope to the Agreement

The Agreement is hereby modified as follows:

2.1 **Term.** Section 2.1 of the Agreement currently reads as follows:

The term of this agreement shall commence on November 1, 2018 and expire on December 31, 2027.

Such section is hereby amended in its entirety to read as follows:

The term of this agreement shall commence on November 1, 2018 and expire on June 30, 2032.

2.2 Payment. Section 3.3.1 of the Agreement currently reads as follows:

*Contractor shall provide an invoice to the City for Work on a monthly basis for Work completed in accordance with the Acceptance Criteria set forth in the Implementation Statement of Work, in the immediate preceding month, unless a different schedule is set out in Appendix B (Calculation of Charges). Payment for the Work provided under the Maintenance Statement of Work shall be invoiced and paid annually in advance of the provision of such Work, unless a different schedule is set out in Appendix B (Calculation of Charges). To the extent the City requests Contractor to provide any As-Needed Professional Services, payment for the As-Needed Professional Services shall be paid on a time and materials basis monthly in arrears. Payment shall be made within 30 calendar days of receipt of the invoice, unless the City notifies the Contractor that a dispute as to the invoice exists in accordance with Section 11.6.1. In no event shall the amount of this Agreement exceed **\$27,158,702** [TWENTY SEVEN MILLION, ONE HUNDRED AND FIFTY EIGHT THOUSAND, SEVEN HUNDRED AND TWO DOLLARS]. This amount shall include a \$2,969,117 contingency to be expended only at the request of the City and upon mutual agreement of the Parties. The breakdown of charges associated with this Agreement appears in Appendix B, "Calculation of Charges," attached hereto and incorporated herein by this reference as though fully set forth herein. In no event shall City be liable for interest or late charges for any late payments.*

Such section is hereby amended in its entirety to read as follows:

*Contractor shall provide an invoice to the City for Work on a monthly basis for Work completed in accordance with the Acceptance Criteria set forth in the Implementation Statement of Work, in the immediate preceding month, unless a different schedule is set out in Appendix B-2 (Calculation of Charges). Payment for the Work provided under the Maintenance Statement of Work shall be invoiced and paid annually in advance of the provision of such Work, unless a different schedule is set out in Appendix B-2 (Calculation of Charges). To the extent the City requests Contractor to provide any As-Needed Professional Services, payment for the As-Needed Professional Services shall be paid on a time and materials basis monthly in arrears. Payment shall be made within 30 calendar days of receipt of the invoice, unless the City notifies the Contractor that a dispute as to the invoice exists in accordance with Section 11.6.1. In no event shall the amount of this agreement exceed **\$33,912,702** [THIRTY-THREE MILLION, NINE HUNDRED AND TWELVE THOUSAND, SEVEN HUNDRED AND TWO DOLLARS]. This amount shall include a \$2,229,167 contingency to be expended only at the request of the City and upon mutual agreement of the Parties. The breakdown of charges associated with this Agreement appears in Appendix B-2 (Calculation of Charges), attached hereto and incorporated herein by this reference as though fully set forth herein. In no event shall City be liable for interest or late charges for any late payments.*

2.3 **Appendix A-2a.** Appendix A-2a is hereby replaced in its entirety by Appendix A-2b, attached to this Amendment and fully incorporated within the Agreement. To the extent the Agreement refers to Appendix A-2 or A-2a in any place, the true meaning shall be Appendix A-2b, which is a correct and updated version.

2.4 **Appendix B-1.** Appendix B-1 is hereby replaced in its entirety by Appendix B-2, attached to this Amendment and fully incorporated within the Agreement. To the extent the Agreement refers to Appendix B or B-1 in any place, the true meaning shall be Appendix B-2, which is a correct and updated version.

Article 3 Updates of Standard Terms to the Agreement

The Agreement is hereby modified as follows:

3.1 **Article 1 Definitions.** *The following definitions are hereby added to the Agreement in Article 1 Definitions. If the terms are currently defined in the Agreement, then the included terms below supersede and expressly replace the existing definitions:*

“Artificial Intelligence” or “Artificial Intelligence Model” means an engineered or machine-based system that varies in its level of autonomy and that can, for explicit or implicit objectives, infer from the input it receives how to generate outputs that can influence physical or virtual environments.

“Artificial Intelligence System” means a machine-based system that is designed to operate with varying levels of autonomy and that may exhibit adaptiveness after deployment, and that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments.

“City Data” means all data collected, used, maintained, processed, stored, and/or generated by or on behalf of City in connection with this Agreement. City Data includes, without limitation, Confidential Information and Deliverable Data.

“Confidential Information” means confidential City information including, but not limited to, personal identifiable information (“PII”), protected health information (“PHI”), or individual financial information (collectively, “Proprietary or Confidential Information”) that is subject to local, state or federal laws restricting the use and disclosure of such information. Confidential Information includes, without limitation, City Data.

“Deliverable Data” means any data that is required to be delivered to City as a Deliverable, or as a part of a Deliverable, under this Agreement.

“Generative Artificial Intelligence” means artificial intelligence that can generate derived synthetic content, such as text, images, video, and audio, that emulates the structure and characteristics of the artificial intelligence’s training data.

“Personal Identifiable Information (PII)” means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household. Personal information

includes, but is not limited to, the following if it identifies, relates to, describes, is reasonably capable of being associated with, or could be reasonably linked, directly or indirectly, with a particular individual or household as further defined in the California Consumer Privacy Act.

3.2 **Section 4.3 Personnel.** *Section 4.3 of the Agreement is hereby replaced in its entirety to read as follows:*

4.3 **Qualified Personnel.** Contractor represents and warrants that it is qualified to perform the Services required by City, and that all Services will be performed by competent personnel with the degree of skill and care required by current and sound professional procedures and practices. Contractor will comply with City's reasonable requests regarding assignment and/or removal of personnel, but all personnel, including those assigned at City's request, must be supervised by Contractor. Contractor shall commit sufficient resources for timely completion within the project schedule.

3.3 **Section 4.12 Assignment.** *Section 4.12 of the Agreement is hereby replaced in its entirety to read as follows:*

4.12 **Assignment.** Services to be performed by Contractor are personal in character. This Agreement may not be directly or indirectly assigned, novated, or otherwise transferred unless first approved by City by written instrument executed and approved in the same manner as this Agreement. Any purported assignment made in violation of this provision shall be null and void.

3.4 **Section 10.16 Notification of Legal Requests.** *Section 10.16 of the Agreement is hereby replaced in its entirety to read as follows:*

10.16 **Notification of Legal Requests.** Contractor shall immediately notify City upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests ("Legal Requests") related to all data given to Contractor by City in the performance of this Agreement ("City Data" or "Data"), or which in any way might reasonably require access to City's Data, and in no event later than 24 hours after it receives the request. Contractor shall not respond to Legal Requests related to City without first notifying City other than to notify the requestor that the information sought is potentially covered under a non-disclosure agreement. Contractor shall retain and preserve City Data in accordance with the City's instruction and requests, including, without limitation, any retention schedules and/or litigation hold orders provided by the City to Contractor, independent of where the City Data is stored.

3.5 **Article 12 Data and Security.** *Article 12 is hereby replaced in its entirety to read as follows:*

12.1 **Nondisclosure of Private, Proprietary or Confidential Information.**

12.1.1 **Protection of Private Information.** If this Agreement requires City to disclose "Private Information" to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only

as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.

12.1.2 City Data; Confidential Information. In the performance of Services, Contractor may have access to, or collect on City’s behalf, City Data, which may include proprietary or Confidential Information that if disclosed to third parties may damage City. If City discloses proprietary or Confidential Information to Contractor, or Contractor collects such information on City’s behalf, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or Confidential Information.

12.2 Reserved (Payment Card Industry (“PCI”) Requirements).

12.3 Reserved (Business Associate Agreement).

12.4 Management of City Data.

12.4.1 Use of City Data. Contractor agrees to hold City Data received from, or created or collected on behalf of, City, in strictest confidence. Contractor shall not use or disclose City Data except as permitted or required by the Agreement or as otherwise authorized in writing by City. Any work by Contractor or its authorized subcontractors using, or sharing or storage of, City Data outside the United States is prohibited, absent prior written authorization by City. Access to City Data must be strictly controlled and limited to Contractor’s staff assigned to this project on a need-to-know basis only. City Data shall not be distributed, repurposed or shared across other applications, environments, or business units of Contractor. Contractor is provided a limited non-exclusive license to use City Data solely for performing its obligations under the Agreement and not for Contractor’s own purposes or later use, provided, however, that no City Data may be used by Contractor to train, modify or improve any Artificial Intelligence Systems or Models without City’s prior written consent, which may be withheld or withdrawn at City’s sole discretion. Nothing herein shall be construed to confer any license or right to City Data, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase “unauthorized use” means the data mining or processing of data and/or machine learning from the data, stored or transmitted by the service, for unrelated commercial purposes, advertising or advertising-related purposes, or for any purpose that is not explicitly authorized other than security or service delivery analysis.

12.4.2 Use of Generative Artificial Intelligence in Deliverables. Contractor is prohibited from using Generative Artificial Intelligence in the development of Deliverables without City’s prior written consent. Contractor represents and warrants to City that Deliverables will not be developed in a manner that conflicts with the City’s rights in and to the Deliverables under Article 9, “Rights in Deliverables,” or the City Data confidentiality and security requirements under Article 13, “Data and Security,” of this Agreement.

12.4.3 Disposition of City Data. Except as otherwise provided for in this Agreement, upon City’s request, termination or expiration of this Agreement, or the

expiration of any required document retention period or litigation hold, Contractor shall promptly, but in no event later than thirty (30) calendar days, return all City Data given to, or collected or created by Contractor on City's behalf, which includes all original media. Once Contractor has received written confirmation from City that the City Data has been successfully transferred to City, Contractor shall, within ten (10) business days, securely dispose, clear, purge, and/or physically destroy, all copies of all City Data from its servers, files, hosted environments used in performance of this Agreement (including subcontractors' environments), work stations used to process or produce the data, and any other work files stored by Contractor in whatever medium. Contractor shall provide City with written certification that such secure disposal occurred within five (5) business days of the disposal. Secure disposal shall be accomplished by "clearing," "purging" or "physical destruction," in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard.

12.5 Ownership of City Data. The Parties agree that as between them, all rights, including all intellectual property rights, in and to City Data and any derivative works of City Data is the exclusive property of City.

12.6 Loss or Unauthorized Access to City's Data; Security Breach Notification. Contractor shall comply with all applicable laws that require the notification to individuals in the event of unauthorized release of PII, PHI, or other event requiring notification. Contractor shall notify City of any actual or potential exposure or misappropriation of City Data (any "Leak") within twenty-four (24) hours of the discovery of such, but within twelve (12) hours if the Data Leak involved PII or PHI. Contractor, at its own expense, will reasonably cooperate with City and law enforcement authorities to investigate any such Leak and to notify injured or potentially injured parties. The remedies and obligations set forth in this subsection are in addition to any other City may have. City shall conduct all media communications related to such Leak.

12.7 Cybersecurity Risk Assessment. If a Cybersecurity Risk Assessment ("CRA") was required before entering the Agreement, Contractor must complete an annual CRA to demonstrate that it has maintained the data privacy and information security program required for City contractors. If Contractor does not satisfactorily complete an annual CRA, the City shall have the right, without further obligation or liability to Contractor, to terminate this Agreement or exercise any of its other remedies hereunder. Any failure by Contractor to comply with this Section shall be a material breach of this Agreement.

Article 4 Effective Date

Each of the modifications set forth in this Amendment shall be effective on and after "the date of this Amendment".

Article 5 Legal Effect

Except as expressly modified by this Amendment, all of the terms and conditions of the Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, Contractor and City have executed this Amendment as of the date first referenced above.

CITY
Recommended by:

CONTRACTOR
Sapient Corporation

Simone Jacques
Deputy Assessor of Finance and
Administration
Office of the Assessor-Recorder

Ryan Walsh
Chief Financial Officer
Ryan.Walsh@publicissapient.com

City Supplier number: 0000036670

Approved as to Form:

David Chiu
City Attorney

By: _____
Moe Jamil
Deputy City Attorney

Approved:

Sailaja Kurella
Director of the Office of Contract
Administration, and Purchaser

By: _____
Wil Alderman

Attached Appendices:

A-2b: Maintenance Statement of Work

B-2: Calculation of Charges

Appendix A-2b Maintenance Statement of Work

AMENDMENT 2 - APPENDIX A-2b - MAINTENANCE STATEMENT OF WORK Property Assessment Solution



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1.0 Hosted Environment Upgrades

After City has obtained access to the Hosted Services, the Contractor or ASR, depending on responsibilities as defined in Section 3.0, at the direction of the ASR Product Manager, will complete Software version upgrades, revisions and patches working with the Product Vendor(s) and ASR on the following schedule:

1. **Major version upgrade** (3 times per year for Salesforce. Per the release schedule of additional software vendors)
2. **Minor version revisions** (per an agreed-to schedule between ASR and Contractor based on hot fixes and/or desired changes to the solution)
3. **Support Packs / Patches** – Monthly / weekly/emergency as needed during maintenance window
4. **Interface Hosting upgrade - As needed**

Contractor and ASR will perform regression testing on all software upgrades after the completion of contracted requirements (including version revisions and patches) to ensure any upgrades will not adversely impact the application. Prior to the completion of contracted requirements Contractor will document regression test results and provide the results to the City. After the completion of contracted requirements and the City will commence testing and document regression test results. ASR will establish criteria and plan for coordinating environment software upgrades. Work products will be created explaining the related approach, activities, procedures, tools, and templates. These work products include:

1. Configuration migration procedures
2. Object/code migration procedures
3. Methodology for developing and applying software patches and fixes
4. Training, Knowledge Transfer and Updated artifacts where necessary

Contractor will apply fixes, patches and bundles as needed (except for Major releases), when available from Salesforce and in consultation and coordination with the City and with the approval from ASR.

1.1 Software Upgrade Roles and Responsibilities

Contractor	ASR
Contractor will contribute to an Environment Software Upgrade Plan	ASR will review and approve.

Unless as otherwise agreed to by City on a case-by-case basis, for non-emergency maintenance, City and Contractor shall have a mutually agreed upon test period (“Test Period”) to test any maintenance changes prior to Contractor introducing such maintenance changes into production. Prior to the start of the Major or Minor Version Test Period the Contractor will provide associated Release Notes. At the end of the Test Period, Contractor and ASR will elect if the maintenance changes will be implemented or not (except for Major Releases from Salesforce that are mandatory).

Contractor will assist with questions and provide technical assistance regarding Release Notes, new functionality and new application workflows. Contractor will provide documentation on new features.

Contractor will provide standard training on the Vendor’s standard upgrade tools to the support team.

Contractor will lead the testing process for each interface for upgrades and when changes are made. Contractor will perform initial regression testing for Vendor code updates. Also perform testing of new features introduced in Vendor upgrades and release notes that are mutually agreed-to between ASR and Contractor.

2.0 Open Source Software Upgrades

Contractor will ensure all Open Source Software patches/upgrades are applied as needed. Contractor will perform regression testing to ensure all Open Source Software patches/upgrades does not adversely impact the Property Assessment Solution. After the Contractor performs the regression testing, they will provide City the opportunity to test the upgrade.

Unless as otherwise agreed to by City on a case-by-case basis, for non-emergency maintenance, Contractor and City shall have a mutually agreed upon test period (“Test Period”) to test any Open Source Software patches/upgrades changes prior to Contractor introducing such maintenance changes into production. Contractor will provide associated Release Notes. At the end of the Test Period, Contractor and City elect if the maintenance changes will be implemented or not.

3.0 Support

This project uses ASR and Contractor personnel to perform Support of the system in accordance with the following diagram:

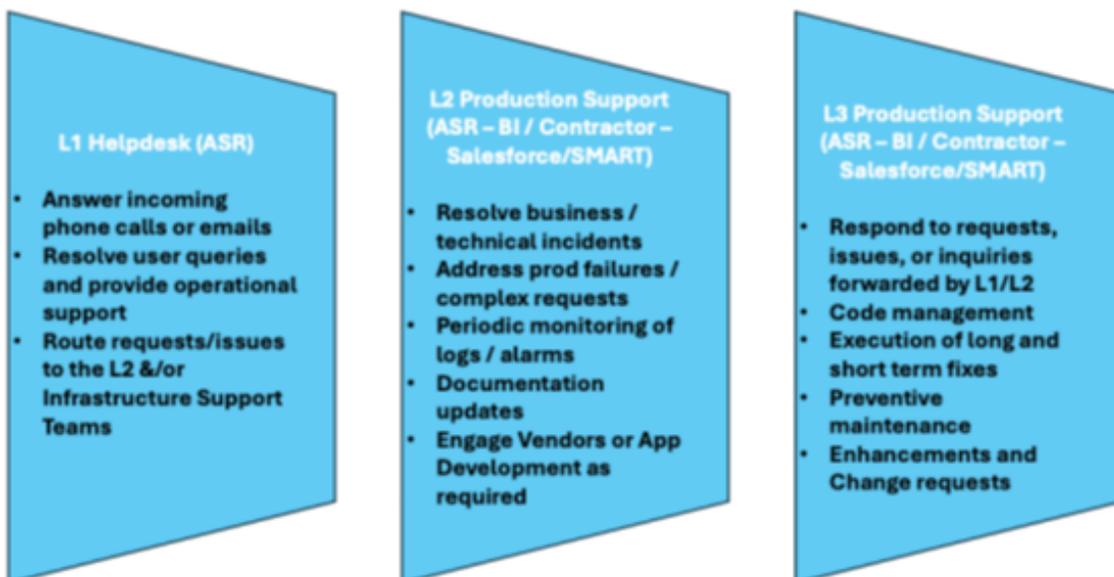
Teams	Business Teams	Business-Facing Technology Teams			Technical/Engineering Technology Teams			
Functions	Operational Teams	Product Management	Project Management	BI/Reporting	Core IT	Development/ DevOps	QA	Service Providers
	Operational team members use the SMART system. Division managers and their deputies can represent and verify the business needs for the system. Business admins will assist with day-to-day production support and overall business productivity.	Product managers are responsible for the lifecycle of the system, the product vision and strategy, ensuring that it aligns with business goals. Business analysts will analyze business processes, gather requirements, and recommend improvements to achieve organizational objectives.	Project managers will ensure that all tasks within their scope are performed effectively and timely, managed to completion.	BI/Reporting teams will manage and maintain SMART reports.	Core IT teams will manage the infrastructure, security, access and data across all environments. Teams will focus on system support and improvements.	Development team members will build new and update features, fix bugs, monitor jobs, perform regular maintenance tasks, resolve incidents, and develop and maintain technical documentation.	QA team members will perform test planning, execution, and update documentation e.g., test cases including automated test cases.	Third party tools and services that work with ASR resources and Sapient team to support the SMART system
Roles & Resources	<ul style="list-style-type: none"> Internal Users ASR Staff External Users DPW Staff TD/COO Staff Other Dept Staff Business Administrators Mary Jane Cruz Kim Blackfield Division Managers Dana Cano/ Chris Castle Mike Jma/ Connie Vindell Tom Swenk/ Cecilia Wong Derek Ah Nim/ Tina Novaro Kurt Fuchs/ Shivsh Mishra/ Data Analysts Christina Peck Data Governance David Josefovsky Reporting Specialists Patrick Quach 	<ul style="list-style-type: none"> Product Managers Wendy Ngo Nitika Senwal/ Business Analysts Samjhana BC May Garcia Joanne Saliu Gene Nayman Lim Curtis Della Aroni 	<ul style="list-style-type: none"> Project Managers Jordyn Aquino Nitika Senwal/ 	<ul style="list-style-type: none"> BI Developers Curtis Lim BI Analysts Curtis Lim ETL Developers Ron Sto Domingo 	<ul style="list-style-type: none"> Infrastructure Mateo Currimao Dennis Tan Cybersecurity Sean Finley Mateo Currimao Help Desk/IT Support Aaron Huey Dennis Tan Database Administrators Mateo Currimao Dennis Tan Systems Analysts Ron Sto Domingo System Administrators Aaron Huey Dennis Tan Mateo Currimao 	<ul style="list-style-type: none"> Technical Architect Ankur Gupta Developers Shivam Pathak Srikanth/Sai Saham Sonal Yashpal Singh Priyanshu Gaur 	<ul style="list-style-type: none"> QA/QE Testers Automation Teams Lipika Lal/ Jina S J Seelam Sushma 	<ul style="list-style-type: none"> Salesforce SMARTComm Delius for OnBase Database for OnBase

In particular, Contractor is providing Salesforce expertise to support and deliver the Product Management, Development and QA functions of SMART, including management of the junior contractor resources, and ASR is providing Project Management across the functions and ASR resources, Product Management, as well as technical expertise related to BI/Reporting and Core IT. For the avoidance of doubt, the ASR Project manager is not responsible for managing the development or QA teams.

Contractor will:

- a. provide Critical Severity priority resolution for Salesforce/SMART related defects;
- b. provide Salesforce Technical Experts trained and familiar with the City's production environment;
- c. participate in quarterly defects trend analysis between ASR and Contractor;
- d. provide support for the current Version of all software vendor products, including Selenium and Talend. Patches for critical issues will only be applied to the final release of a supported Version.
- e. Manage and oversee support for all third-party software supplied by City or Contractor as part of this application.
- f. Provide support for integrations/interfaces (working with ASR)
- g. Manage and oversee the City on-going relationship with Hosting Provider (or internal hosting services) vendor to ensure services are performed according to contract.

The support model for this engagement along with the coverage and ownership is depicted below:



3.1 Support Scope L1 (Helpdesk)

ASR will be responsible for level 1 support that comprises of the Helpdesk (HD) to answer user queries and provide operational support to the users of the system. ASR will setup the Help Desk in the form of a mailbox, a hotline number etc. to perform the following activities:

- a) User query (phone calls/emails) resolution
- b) User Provisioning and account management
 - o New user requests
 - o Modify access/roles for existing users
 - o Reset passwords
 - o Terminate user access
- c) Logging, routing and escalating complex incidents to L2/L3 team and follow-ups
- d) Communicating and liaising with users raising the incident
- e) Maintenance and update of knowledge articles, standard operating procedures.
- f) System monitoring of Scheduled jobs and communicating the failure and delays to respective team (auxiliary system owner POCs or L2 team as applicable) - US Hours
- g) Liaising with auxiliary system owner POC for incident resolution such as data correction, Replay of messages (as applicable)
- h) Contractor will be responsible for supporting ASR Helpdesk by providing documentation and system user manuals for resolving common user queries.

3.2 Helpdesk Roles and Responsibilities

Contractor	ASR
Contractor will be responsible for enabling ASR Helpdesk to resolve queries around System Operations and Administration, User Provisioning and account management by providing training and documentation to the ASR Helpdesk team.	<ol style="list-style-type: none"> 1. ASR will be responsible for resolving user queries and providing operational support based on documentation and standard operating procedures 2. ASR will be responsible for incident logging, documenting details about incident and testing the solutions suggested by Contractor support team. 3. ASR and Contractor will be responsible for System monitoring (See L1 and L2 sections)

3.3 Support Scope L2 (Production Support)

Contractor will be responsible for providing skilled Salesforce personnel to provide level 2 production support which includes technical Help Desk that would provide problem resolutions to Incidents being tracked. ASR will be responsible for providing BI/Reporting and infrastructure personnel to provide level 2 production support. The various activities to be taken care under this level of support would be:

- a) Resolving complex business and technical queries assigned by Level-1 Helpdesk team
- b) Performing a root cause analysis of the issues and acting on the remediation steps if in the responsibility of the L2 support team
- c) Communication of remediation steps which are outside scope of L2 support team to business team
- d) Problem re-Prioritization based on root cause analysis
- e) Proposing alternate solutions for issues with no known solution for business continuity
- f) Documentation on known solutions for business users and L1 Helpdesk team
- g) Handling and managing crisis and major incidents as per the Crisis Management Procedures
- h) Escalating product issues to vendor and follow up on solutions
- i) Escalating complex issues to L3 Support Team and resolution coordination
- j) Handling user requests for ad-hoc activities/process runs on the application
- k) Certification of feature requests (if any) raised by L2 Team for L3 Team
- l) Periodic monitoring of logs & alarms
- m) System monitoring of Scheduled jobs and communicating the failure and delays to respective team (auxiliary system owner POCs or L2 team as applicable) - India Hours
- n) Document and seek approval on production release process and timing

3.4 Production Support Roles and Responsibilities

Contractor	ASR
1. Contractor will be responsible for performing activities in the incident lifecycle including identifying, triaging, classifying, prioritizing, resolving. 2. Contractor will be responsible for System monitoring of Scheduled jobs and communicating the failure and delays to respective team (auxiliary system owner POCs or L2 team as applicable) - India Hours	1. ASR will be responsible for incident logging, documenting details about incident and testing the solutions suggested by Contractor support team. 2. ASR will be responsible for assigning and escalating complex business and technical queries to the Contractor 3. ASR will perform production releases in accordance with the documented process and at the direction of the Contractor

3.5 Support Scope L3 (Ongoing Maintenance)

Contractor will be responsible for providing skilled Salesforce personnel to provide L3 support which includes defect fixes & enhancements and will work in a Software Development Life Cycle (SDLC) approach to plan for the release of the fixes/enhancements. Enhancements are defined as updates to the existing system and adding new features and functionality to the system. Enhancements should be completed as stories, and should not exceed 21 story points in any one story. New features and functionality may include changes to the revenue and taxation code and legislative requirements and will be mutually agreed to by ASR and Contractor.

The various activities to be taken care under this level of support would be:

- a) Prioritization of Enhancements/change requests, at the direction of the ASR Product Manager
- b) Implement fixes, both long & short term.
- c) Support key business activities such as annual Roll Close, including any required testing and development work
- d) Provide preventive maintenance
- e) Performance tuning
- f) Execution of release processes for upgrades, patches and fixes. Release planning will be completed by the Product Manager working with the Sapient Product Manager, based on the capacity of the available resources and the story point estimations. In addition perform regression testing to ensure updates, patches and fixes will not adversely impact the application. Contractor will run test scripts and provide test results to ASR.
- g) Quality Management, Training and Documentation
- h) Coordinating with third-party vendors for technical assistance

3.6 Support Coverage

As part of this support engagement Contractor will provide support coverage as per below timeline:

- a) Critical Incidents
 - Business Hours: Weekdays - 8:00 AM PST to 5:00 PM PST
 - Non-Business Hours: On call support, will immediately start working on P1 defects, and work with maximum effort until there is a fix or successful workaround
- b) Non-critical incidents:
 - Business Hours: Weekdays - 8:00 AM PST to 5:00 PM PST

4.0 Assigned Resources and Locations

The Contractor assigned resources for operations and maintenance shall consist of:

- (1) Product Manager – Local (Canada)
- (1) Senior Architect - India
- (1) Infrastructure/Technical Architect – Local (Canada) (Jan 2026 – June 2026 only)
- (3) Sr. Developers - India
- (2) Developers- India
- (2) Sr. Quality Assurance – (India)
- (1) Quality Assurance – (India)

These resources will work from Contractor offices in the United States, Canada and India.

ASR and Contractor shall evaluate project needs on a quarterly basis to mutually agree on changes to team size or composition. The project team can be upsized or downsized at any time as initiated by ASR and mutually agreed upon, with 30 days notice. Contractor shall provide 30 days notice if assigned resources are offboarded and provide a resume for newly proposed resources. Newly proposed resources must be approved by ASR.

The capacity of work that can be accomplished is based solely on this team size, and can be impacted by time spent resolving critical incidents and/or personnel availability due to illness, public holidays or vacation.

Appendix B2 contains monthly bill rates for each resource, by year, to be used in the event of changes to team size.

5.0 Maintenance Invoicing

Invoices shall be submitted quarterly in accordance the defined with Appendix B2.

6.0 Response Definition and Expectation Table

- 6.1** Response Time: This column represents Contractor’s direct acknowledgement that a problem has been received and an estimated timeframe to begin the information gathering and troubleshooting processes.
- 6.2** Resolution Time: This column represents the timeframe in which Contractor will work with ASR and Product Vendor(s) including Salesforce to address the problems and provide a permanent solution to restore the Systems to operate in accordance with the service specifications. The goal is to provide solution for a problem as soon as possible. If a long-term solution is not feasible as the first course of action, the Contractor shall provide a temporary workaround in accordance with service expectations, and remain responsible for the long-term solution in a scheduled release mutually agreed upon by Contractor and ASR.
- 6.3** Communication Expectations: This column represents the expectations for the Contractor to communicate the progress of troubleshooting and resolution of the problem, including the frequency of updates.

Severity/Urgency	Response Time SLA	Resolution Time SLA	Communication Expectations
Critical Severity Issues (Priority 1): Supported Service is non-functional or seriously affected and there is no reasonable workaround available (e.g. business is halted).	Confirmation of receipt within one (1) business hour	Work starts immediately upon acknowledgement and continues until resolved. Contractor will put forth commercially reasonable efforts with ASR and product vendors up to and including assigning personnel into shifts to cover 24 hour days, 7 days a week, through holidays and weekends until a long-term fix or workaround is provided to restore Service to production working state. Restoration of service should be completed within one (1) business day, but	A long-term fix provided in a scheduled release mutually agreed upon by Contractor and ASR. Status updates every 1 hour, or

		<p>may depend upon the nature of the defect. If a workaround was necessary to restore service, a long-term fix will be provided in a scheduled release mutually agreed upon by Contractor and ASR.</p>	
<p>High Severity Issues (Priority 2): Supported Service is affected and there is no workaround available or the workaround is impractical. E.g. System response is very slow, day to day operations continue but are impacted by the work around.</p>	<p>Confirmation of receipt within one (1) business hour.</p>	<p>Work starts immediately upon acknowledgement and continues until resolved. Contractor will put forth commercially reasonable efforts with ASR and product vendors to restore service within five (5) business days. If a workaround was necessary to restore service, a long-term fix will be provided in a scheduled release mutually agreed upon by Contractor and ASR.</p>	<p>Status updates every 4 hours</p>
<p>Medium Severity Issues (Priority 3): Supported Service is non-functional however a known workaround exists, E.g. Non-critical feature is unavailable or requires additional user intervention.</p>	<p>Confirmation of receipt within one (1) business hours.</p>	<p>Contractor will work with ASR and product vendors to prioritize and resolve the issue within a mutually agreed upon timeline</p>	<p>As appropriate</p>
<p>Low Severity Issue (Priority 4): System or application feature works, but there is a minor problem. E.g. Incorrect label, or cosmetic defect.</p>	<p>Confirmation of receipt within one (1) business hours</p>	<p>Resolution for the issue may be released as a patch set or be incorporated into future scheduled release of Supported Service.</p>	<p>As Appropriate</p>

7.0 Reporting

Contractor will develop reports and dashboards independently and at with input from the ASR Product Manager that will allow ASR to view the summary of support incidents and defects handled by the support team.

Defect Resolution Reports includes sprint-based reporting on defects and enhancements completed including time to complete (from initial report to final resolution) and story points utilized. System Defect Resolution Reports. All within scope defect resolution requests must be documented and communicated with ASR within a reasonable, agreed upon time frame. The Defect Resolution Report must contain the description of the maintenance request, resolution status, and the proposed course of action for remedying all open defect resolution requests.

All changes and fixes will be implemented based on a mutually agreed upon schedule, based on the available capacity of the team. Changes will go through all phases of testing by the Contractor and ASR. The Contractor shall document the test results and provide them to ASR for approval before a decision is made to put a new release into production. At the conclusion of any Property Assessment System changes, the Contractor shall update all required system documentation as appropriate and provide it to ASR.

The Contractor shall provide Defect Resolution Reports to ASR that include the elements described above.

8.0 Performance Service Credits

Should the City determine, based upon an objective commercially reasonable standard, that Contractor is has not met its performance obligations for three consecutive months, the following service credits shall apply. Any dispute regarding response time performance may be submitted to Dispute Resolution under Section 11.5 of the Agreement. If submitted, no service credits may be assessed until the conclusion of the Dispute Resolution process. For clarity, service credits apply only to issues that a root cause analysis shows are solely attributable to Contractor, unless otherwise agreed by the parties.

Performance Category	Missed SLA Occurrences (monthly)	Service Credit (monthly)
Response Time	If response time is > 1 day, then:	10%
Resolution Time	If resolution time is > 1 day (or initial estimated time if >1 day) for P1, or > 5 days for P2, then:	5%

Contractor will strive to hit all performance categories each month. The Contractors ability to deliver against these SLA's is dependent on staffing levels, which the City has the ability to modify. Reduction in allocated staff may required modifications to the SLAs, which shall be jointly discussed prior to executing the staffing allocation change.

The first failure to meet a service level in a calendar year will be considered as a warning – all subsequent failures will result in service credits. The service credits payable each month shall be capped at twenty-five (25) percent of the monthly fee (Calculated: Quarterly Fee/3). A sum representing the service credit

shall be credited by Contractor to City as a non-transferable credit (not convertible to cash) that may be applied forward to any additional Work performed under the Implementation Statement of Work or this Maintenance Statement of Work (for clarity, service credits, if any, shall be deducted from/credited against future sums billed by and owed to Contractor). The service credits set forth in this Section shall be the exclusive remedy of the City for any failure by Contractor to meet its performance obligations. Service credits shall not apply to performance problems that are not solely attributable to Contractor. For clarity, service credits shall not apply to performance problems or defects caused by the City or its personnel, third party delays, or a force majeure event.

9.0 Upgrade/Downgrade of Severity Level.

If, during the Support Request process the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production operation of the System, then the severity level will be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact as mutually agreed by the Parties.

10.0 Escalation

If Contractor does not respond within the time frames set forth above, City may use the escalation procedures as provided in this paragraph. As a first stage, party subject matter experts will seek to resolve the issue. If that attempt is unsuccessful, either party may escalate the issue per the table below. The goal of the escalation procedures will be to (i) resolve the specific problem as quickly as possible; and (ii) ensure that future delays in service response times are prevented. At each stage of this process, the individuals occupying the positions listed below, or their functional equivalents, if the titles within the organizations have changed, will confer and attempt to resolve the relevant issues. Each party understands that depending on the circumstances, it may be impossible to reach one or more of the individuals set forth below. These discussions may occur by telephone, videoconference or in person. Escalation at each step of this process will occur based on City determination that the existing level of involvement is not satisfactorily resolving the problem.

The parties will exchange mutual peer escalation lists (including lead application) as the point persons for issue resolution. This will ensure that the parties have peer to peer subject matter experts to work on issue resolution. On City’s side, the issue leads will be maintained at the City service desk.

The focus of this process is to resolve the problem as quickly as possible. The escalation path will be:

Contractor	City
Product Manager	ASR Product Manager
Contractor Executive	Chief Information Officer

11.0 Help Desk Issue Management Software Tool

The Contractor will use ASR help desk issue management software tool (e.g. JIRA) to collect and track all L2 issues submitted to the Contractor for production support. ASR will use a help desk software tool

(e.g.Sharepoint) to track all L1 issues submitted for production support. ASR will create L2 tickets with associated L1 ticket numbers in Jira until ASR decides to stop using Jira.

Contractor will participate in regular issue calls with the City's team. Review care concerns and assist with mitigation.

12.0 Environments

The following functions/activities will be supported within an agreed-to number of environments for the Property Assessment Solution and related integrations.

1. Development (for Developers)
2. Test (for Sapient)
3. Test (for ASR)
4. Training (for ASR)
5. Staging – An environment available to the City to test new Contractor application releases against their production configuration.
6. Production – The environment used by the City to submit, tract and manage live transactions and associated data.

This list of environments will be supported by the agreed-to licensing between ASR and Contractor. The environments will be refreshed with configuration, code and data on a schedule that is mutually agreed to by ASR and Contractor. Production code and data will only be touched by ASR. The schedule will ensure that activities including testing and deployment are properly supported and completed successfully. Refreshes may occur on a quarterly basis or on an as needed basis as mutually agreed to by ASR and Contractor.

13.0 Ongoing Training

Contractor will provide training/demo on new features and enhancements to city designated key end-user personnel. Contractor will also provide documentation, configuration guides (if needed) and operating procedures documentation to ASR's L1 Helpdesk Team to enable them to perform post release maintenance and provide support.

14.0 Upgrades and Enhancements.

ASR Product Manager will schedule all upgrades and enhancements. Contractor will provide City with detailed plans and processes, as well as report status of all upgrades and enhancements. ASR will perform all upgrades in Production.

Appendix B-2 Calculation of Charges

#	Description of Parent Deliverables	Planned Invoice Date	RPB #2	Change	Amendment 1	Change	RPB #4
68	Roll Management Deliverables	31-May-24				658,259	658,259
69	cPOD UAT 1 (Epic ASR2050, Stories related to Timely Events without penalty and Untimely events without subsequent events (no penalty))	31-Jul-24				131,652	131,652
70	rPOD UAT 1 (Epic ASR-25963, ASR-1881 and ASR-53193)	31-Jul-24				131,652	131,652
71	qPOD UAT 1 & 2 & 3 (Epic ASR-873,874,875,876,877,878, 879,880,827,828,829,830, 1924,1928)	31-Jul-24				131,652	131,652
72	sPOD UAT 1, 2 & 3 (Epic ASR-852, 1818, 1033, 23788,24225, 24226, 853, 860, 2179)	31-Jul-24				131,652	131,652
73	cPOD UAT 2 (Epic ASR-2050, Stories related to Untimely events with subsequent events (no penalty) and Untimely events with subsequent events)	30-Nov-24				131,652	131,652
74	rPOD UAT 2 (Epic ASR-846,847, 19844, 1881, 53193)	30-Nov-24				131,652	131,652
75	qPOD UAT 4&5 (Epic ASR-34958, 870,871,872,869,863,864,1031,24482)	30-Nov-24				131,652	131,652
76	sPOD UAT 4, 5 & 6 (Epic ASR-1032,1030, 33944,1812, 1813, 24483,19841)	30-Nov-24				131,652	131,652
77	Phase 2.0 sit 1 sign off (Roll Open / Close)	31-Jul-24				329,129	329,129
78	Phase 2.0 sit 2 sign off (Entire application)	31-Oct-24				329,129	329,129
79	Phase 2.0 final uat sign off	31-Jan-25				263,303	263,303
80	Acceptance of change management plan, training plan, training guides and materials	28-Feb-25				197,478	197,478
81	Phase 2.0 data migration and cutover sign off	28-Feb-25				329,129	329,129
82	Production freeze sign off all P1 and P2 defects fixed	30-Mar-25				329,129	329,129
83	Training – Phase 2.0 – Train the trainer and end user training completed	30-Jun-25				131,652	131,652
84	Go Live – Phase 2.0 – Acceptance of Secured Implementation Deliverables	31-Jul-25				1,316,517	1,316,517
85	First Roll Close and Acceptance of Secured Implementation Deliverables (20% retainage)	31-Jul-26				1,645,647	1,645,647
86	Phase 2.x	TBD				1,645,647	1,645,647
			12,988,109	5,740,000	18,728,109	1,300,000	20,028,109

#	Maintenance During Implementation Revised Description of Parent Deliverables	Planned Invoice Date	RPB #2	Change	Amendment 1	Change	RPB #4
1	Phase 1 Maintenance (after Phase 1 go-live) - 2.2 Months	15-Jan-21	533,033		533,033		533,033
2	Phase 1.1 Maintenance (after Phase 1.1 go-live) - 12 Months	22-Mar-21	228,443		228,443		228,443
3	Phase 1 Maintenance (after Phase 1 go-live)	23-Dec-22		660,000	660,000		660,000
4	Phase 1 Maintenance (after Phase 1 go-live)	15-Dec-23		440,000	440,000		440,000
5	Phase 1 Maintenance (after Phase 1 go-live) - 12 months through December 2024	31-Dec-24				410,971	410,971
6	Phase 1 Maintenance (after Phase 1 go-live) - 8 months through August 2025	30-Aug-25				273,980	273,980
			761,476	1,100,000	1,861,476	684,950	2,546,426

#	Maintenance After Phase 2 Go-Live Revised Description of Parent Deliverables	Planned Invoice Date	RPB #2	Change	Amendment 1	Change	RPB #4	Change	Amendment 2
7		-	504,025	(504,025)					
8		-	504,025	(504,025)					
9		-	504,025	(504,025)					
10		-	504,025	695,975	1,200,000	(1,200,000)			
11		-	504,025	495,975	1,000,000	(1,000,000)			
12	Year 1 Maintenance	October, January, April, July	504,025	295,975	800,000	200,000	1,000,000	175,000	1,175,000
13	Year 2 Maintenance	October, January, April, July	504,025	95,975	600,000	15,050	615,050	564,950	1,180,000
14	Year 3 Maintenance	October, January, April, July	504,025	(504,025)				1,234,000	1,234,000
15	Year 4 Maintenance	October, January, April, July	504,025	(504,025)				1,290,000	1,290,000
16	Year 5 Maintenance	October, January, April, July	159,776	(159,776)				1,348,000	1,348,000
17	Year 6 Maintenance	October, January, April, July	159,776	(159,776)				1,409,000	1,409,000
18	Year 7 Maintenance	October, January, April, July						1,473,000	1,473,000
	Total Maintenance After Phase 2 Go-Live		4,696,001	(1,096,001)	3,600,000	(1,984,950)	1,615,050	7,493,950	9,109,000
105	Office of the Assessor-Recorder Contingency		2,969,117	0	2,969,117	0	2,969,117	(739,950)	2,229,167
TOTAL NOT TO EXCEED AMOUNT			21,414,703	5,743,999	27,158,702	0	27,158,702	6,754,000	33,912,702

Milestone Payment Detail

Payment Schedule						
#	Description	Child Deliverables	Planned Invoice Date	CR \$	Unpaid Final Deliverables	Grand Total
1	Roll Management Deliverables	Track a deliverables: 1. Functional Design Document 2. Technical Design Document 3. System Process Flow Diagrams 4. List of Business Rules 5. Consolidated list of Assessment Calculations/Formulas 6. Consolidated list of definitions related for value fields (Data Dictionary) 7. Requirements Traceability Matrix (RTM) 8. Validate flow diagram against business scenarios 9. Proof-of- Concept	5/31/2024	104,000	554,259	658,259
2	cPOD UAT 1 (Epic ASR2050, Stories related to Timely Events without penalty and Untimely events without subsequent events (no penalty)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	7/31/2024	20,800	110,852	131,652
3	rPOD UAT 1 (Epic ASR-25963, ASR-1881 and ASR-53193)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	7/31/2024	20,800	110,852	131,652
4	qPOD UAT 1 & 2 & 3 (Epic ASR-873,874,875,876,877,878, 879,880,827,828,829,830, 1924,1928)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	7/31/2024	20,800	110,852	131,652
5	sPOD UAT 1, 2 & 3 (Epic ASR-852, 1818, 1033, 23788,24225, 24226, 853, 860, 2179)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	7/31/2024	20,800	110,852	131,652
6	cPOD UAT 2 (Epic ASR-2050, Stories related to Untimely events with subsequent events (no penalty) and Untimely events with subsequent events (with penalty), and ASR-19843	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	11/30/2024	20,800	110,852	131,652
7	rPOD UAT 2 (Epic ASR-846,847, 19844, 1881, 53193)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	11/30/2024	20,800	110,852	131,652
8	qPOD UAT 4&5 (Epic ASR-34958, 870,871,872,869,863,864,1031,24482)	UAT entry/exit requirements satisfied – https://ccsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	11/30/2024	20,800	110,852	131,652

Payment Schedule						
#	Description	Child Deliverables	Planned Invoice Date	CR \$	Unpaid Final Deliverables	Grand Total
9	sPOD UAT 4, 5 & 6 (Epics ASR-1032,1030, 33944,1812, 1813, 24483,16841)	UAT entry/exit requirements satisfied – https://ocsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts Note: Excludes the following UAT Entry Requirement - Testing documentation	11/30/2024	20,800	110,852	131,652
10	Phase 2.0 sit 1 sign off (Roll Open / Close)	SIT entry/exit requirements satisfied Zero P1 and P2 Updated integration specification document Updated mapping documents All final test results documented and provided Help desk documentation updated (i.e., error messages and recovery steps)	7/31/2024	52,000	277,129	329,129
11	Phase 2.0 sit 2 sign off (Entire application)	SIT entry/exit requirements satisfied Zero P1 and P2 Updated integration specification document Updated mapping documents All final test results documented and provided Help desk documentation updated (i.e., error messages and recovery steps)	10/31/2024	52,000	277,129	329,129
12	Phase 2.0 final uat sign off	UAT entry/exit requirements satisfied – https://ocsfasr.atlassian.net/wiki/spaces/ASR/pages/1751580687/UAT+Entry+Exit+Criteria Inventory of QA test scenarios, test cases and test scripts Test results will be compared with the current system to the new process* *Based on ASR provided sample AS400/EZ Access screens to compare with SMART Documented QA system test results Documented QA Regression test results Documented Defect tracking results Provide Automation scripts and inventory of automated scripts	1/31/2025	41,800	221,703	263,303
13	Acceptance of change management plan, training plan, training guides and materials	OCM communication plan Training manuals, guides and materials (documents will be stored in Sharepoint) Knowledge transfer Help desk scripts	2/28/2025	31,200	166,278	197,478
14	Phase 2.0 data migration and outover sign off	Zero P1, P2, and acceptable and mutually agreed number of P3s All data migrated successfully within acceptable performance timeframes for ASR. Acceptable performance timeframe Acceptable and mutually agreed with PS, ASR IT Director and CIO Final data conversion plan Final mapping documents Note: bugs arising from data cleanup are not PS responsibilities	2/28/2025	52,000	277,129	329,129
15	Production freeze sign off all P1 and P2 defects fixed	Zero P1, P2, and acceptable and mutually agreed number of P3s	3/30/2025	52,000	277,129	329,129
16	Training – Phase 2.0 – Train the trainer and end user training completed	Project training	6/30/2025	20,800	110,852	131,652
17	Go Live – Phase 2.0 – Acceptance of Secured Implementation Deliverables	Go Live entry requirements satisfied - Go_NoGoCriteria_Phase2_Release1.docx Final requirements traceability for Go Live - functional Final requirements traceability for Go Live - non-functional System incident and corrective action report (SOW 7.4.2) Deployment bill of materials (SOW 7.3) Documented implementation project closeout (SOW 10.1) Support transition plan (SOW 10.4) Software configuration management (SOW 5.1.6) Software successfully installed and data fully migrated without errors During the warranty period there will be rapid detection and escalation of issues and quick resolution and communication	7/31/2025	208,000	1,108,517	1,316,517
23	First Roll Close and Acceptance of Secured Implementation Deliverables (20% retainage)	Successful roll close Zero P1 and P2 bugs	7/31/2026	260,000	1,385,647	1,645,647
24	Phase 2.x	Deliverables and payment schedule to be determined through agreed upon change request		260,000	1,385,647	1,645,647
				1,300,000	6,928,233	8,228,233

Operations & Maintenance Schedule & Rates

Operations & Maintenance Invoice Schedule

FY	Q1 - October	Q2 - January	Q3 - April	Q4 - July	Annual Total
2025-26	144,000	300,000	365,000	365,000	1,175,000
2026-27	295,000	295,000	295,000	295,000	1,180,000
2027-28	308,500	308,500	308,500	308,500	1,234,000
2028-29	322,500	322,500	322,500	322,500	1,290,000
2029-30	337,000	337,000	337,000	337,000	1,348,000
2030-31	352,250	352,250	352,250	352,250	1,409,000
2031-32	368,250	368,250	368,250	368,250	1,473,000
					9,109,000

Publicis Sapient Monthly Billing Rates

Role	Year 1 2025-26	Year 2 2026-27	Year 3 2027-28	Year 4 2028-29	Year 5 2029-30	Year 6 2030-31	Year 7 2031-32
Product Manager	\$18,967	\$19,821	\$20,712	\$21,644	\$22,619	\$23,636	\$24,700
Technical Architect	\$14,896	\$15,566	\$16,267	\$16,999	\$17,764	\$18,563	\$19,398
Sr Developer	\$10,775	\$11,260	\$11,767	\$12,296	\$12,849	\$13,428	\$14,032
Developer	\$6,443	\$6,733	\$7,036	\$7,353	\$7,683	\$8,029	\$8,390
Sr Quality Engineer	\$7,308	\$7,637	\$7,981	\$8,340	\$8,715	\$9,107	\$9,517
Quality Engineer	\$5,083	\$5,312	\$5,551	\$5,801	\$6,062	\$6,334	\$6,619

Incorporates edits from Andy Brawer from their Appendix B3 - 9/16/25