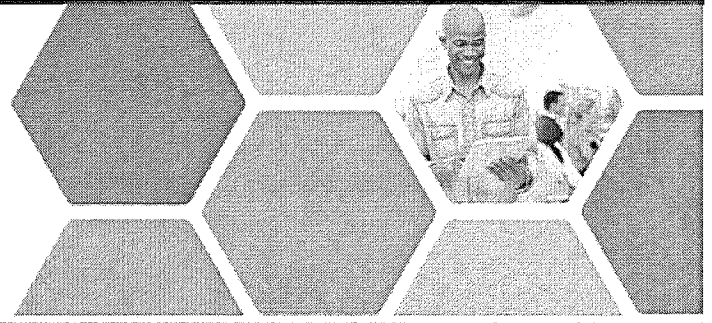


CREATING COOL STUFF WITH SALESFORCE.COM

SOW #:15603

PROJECT STATEMENT OF WORK



SFDA-CRIME STRATEGIES UNIT

March 23, 2015

IN PARTNERSHIP WITH

Vertiba, Inc.

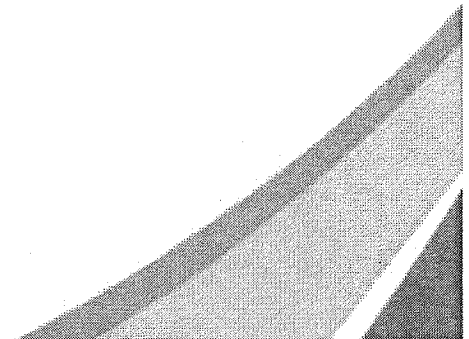
1590 Broadway Street

Boulder, CO 80302

Main: (720) 458 8166



GOLD
CLOUD ALLIANCE
PARTNER



OVERVIEW

Client Name San Francisco District Attorney Office

Client Address , , ,

Vertiba, Inc. is pleased to provide this Statement of Work for consulting services. This Statement of Work ("SOW") describes a set of services to be provided by Vertiba, Inc. ("Vertiba") on behalf of San Francisco District Attorney Office ("Client"). This SOW and any Attachments hereto are subject to the terms and conditions of the Professional Services Agreement between the parties effective on [[SertifiDate_2]].

PROJECT SCOPE

Vertiba will engage with Client to implement the services described below:

Project Initiation

- Sales Team Transition to Project Team
- Prepare for Kickoff
- Conduct Project Kickoff Meeting
- Assemble Team, Setup Users and Environment
- Collect Project Objectives
- Collect Challenges with Existing Systems
- Identify Project Success Criteria
- Prepare for Workshops

Number of Team Members: 1

Business Process Review

- Conduct Business Process Review workshops. This interactive session with project stakeholders identifies business requirements and ensures agreement regarding the processes to be supported through the Application. Specific goals include:
- Document Key Business Processes
- Identify Key Business Information (Fields & Objects) and Validation Requirements
- Identify Requirements for Configuration, Custom Code, Workflow, Security, Reporting, Data Loading, and Training

Number of Workshops: 1

Document Functional Requirements

- Document all business requirements collected during business process workshop into Vertiba's ProjectForce. Each requirement will include business need, category, priority and scope/project phase. The categories will include: config, workflow, reporting, code, process, training and integration requirements.

Number of Workshops: 1

Requirements Review

- Review all documented requirements with key stakeholders to confirm Vertiba's understanding of the requirement and review the estimated Level of Effort. Client will have an opportunity to confirm the priority assigned to each requirement and validate that it should be considered In Scope given budgetary constraints.

Number of Workshops: 1

Configure Application-Fields and Data

- Configure Salesforce Org using POC built for DAs office. Create Fields and Data Validation (up to 10 fields per object)
- Configure Page Layouts and Views (up to 3 views per object)
- Objects: Police Reports/Incidents, Suspect/Offender, Locations, Vehicles, Reports

Number of Objects: 5

Workflows and Notifications

- Setup salesforce.com workflows and approval processes to automate process based on requirements. Create associated email templates.

Number of Workflows: 3

Reports and Dashboards

- Leverage salesforce.com's flexible analytics functionality to create a sampling of Reports and Dashboards for DA data analysis. Vertiba will train DA staff on how to create their own reports moving forward.

Number of Reports: 6

Facilitate User Acceptance Test

- Work with Client Subject Matter Experts to guide them through a full business scenario test of the application and delivered functionality. The business scenarios and test execution will be performed by Client . Any defects or change requests should be logged as bugs in ProjectForce.

Number of UAT Sessions: 1

Security Setup

- Setup/Modify Org Wide Security
- Setup/Modify User Profiles
- Setup/Modify Object/Field Level Access
- Setup/Modify Data Sharing Rules

Number of Profiles: 2

Defect Resolution

- Resolve any defects found during System or User Acceptance Testing.

Number of UAT Sessions: 1

Automated Data Migration of Justis and LPR

- Consultant will construct a batch integration between JUSTIS, License Plate Reader (LPR).
- Consultant will recommend an opensource solution that includes pre-built integrations to Salesforce.com.
- Assumptions:
- SF DA will obtain source files from other systems and make them available on an FTP server.
- Client will provide required network access for development, implementation, and on-going functioning of the integration solution.

- Client is responsible for procuring, installing, hosting, testing, deploying, and maintaining any associated hardware, third party software, patches, or upgrades required to support the integration processes and interaction with the salesforce.com API
- Client is responsible for monitoring and resolving errors logged in error files. The native logging functionality of the integration tool will be used.
- The field names and types in the integration data structures will remain static over time and will follow the schema documented herein.
- The integration program will exchange data as it is provided from either involved system. Additional effort will be necessary if data cleansing, transformation, aggregation or other data manipulation are required for the integration to function as designed.
- Client is responsible for maintaining the quality and integrity of data involved in integrations where it is mutually understood as required for the integrations to function as designed. This includes data inside of salesforce.com.

Number of Source Files: 2

Admin Training

- Conduct a basic training for the designated system administrator covering key functions such as adding new users, more in-depth report generation, and changing security profiles. Contact Salesforce.com for more in-depth administrator training options.
- Assumptions:
- Each session will last up to 2 hours with up to 2 administrators users

Number of Sessions: 1

Project Management

- Monitor project work items, accomplishments, risk, issues, budget and schedule on a daily basis to ensure project stays on track.

Number of Weeks: 4

Conduct System & Integration Test

- Vertiba will conduct a System Test to test major business functionality, ensure the defined requirements are met, ensure the system supports the use cases that have been defined.

Number of Test Cycles: 1

OUT OF SCOPE

GIS Integration

- There will be no GIS integration for Mapping of statistical data.

Any work not specified within this SOW

MILESTONES AND DELIVERABLES

| Deliverable | Description | Invoice Amount | Acceptance Criteria |
|-------------|-------------|----------------|---------------------|
|-------------|-------------|----------------|---------------------|

| Deliverable | Description | Invoice Amount | Acceptance Criteria |
|--------------------------------|---|----------------|--|
| Project Kickoff | Project has been approved. Resources are identified and staffed on the project. The kickoff meeting will align all team members and set the stage for the project. | | Delivery of Project Kickoff presentation and execution of Kickoff meeting. |
| Weekly Status Reports | Vertiba will produce weekly status reports for any week where Vertiba is providing substantial implementation services. These status reports will include activities for the past, upcoming activities, risk issues and any changes requested of the project. | | No acceptance is required. |
| Documented Requirements | Defines, documents, and prioritizes customer's business and technical requirements (Vertiba's Project Force instance of Salesforce.com or Google Apps workbook). | | Customer accepts that this is the complete set of requirements that will be used as the basis for designing and testing the system. Customer should confirm scope and prioritize this list. (Formal email signoff) |
| Updated Project Force | Project management tool which manages requirements, tasks, deliverables, sprints/iterations, risk and issues. | | No acceptance is required. Access is available to customer upon request. |

| Deliverable | Description | Invoice Amount | Acceptance Criteria |
|-----------------------------------|--|----------------|---|
| Application Configurations | Requirements for this iteration have been configured, system tested and are available for user acceptance testing by client. | | Customer will conduct a User Acceptance Test at the completion of each iteration. At this time, customer will confirm the requirements associated with the current iteration have been delivered. It is understood that some requirements will likely need modifications. Customer will accept this iteration if a satisfactory number of requirements have been met and they are comfortable that the number of modifications can be handled in time allotted for future iterations and/or defect resolution activities. |

APPROACH

Vertiba’s approach includes six Phases: Plan; Analyze; Design; Build; Validate; and Deploy. During each phase, work proceeds in several areas and will be performed by both Client and Vertiba:

PLAN PHASE

- Establish an initial Project Plan, including purpose, timeline, budget, resource assignments, and a project governance and change control structure to expedite decision making throughout the Project.
- Conduct a formal Project Kick-Off meeting, which also serves as the first meeting of the Project Steering Committee.

ANALYZE PHASE

- Conduct Business Process Review workshops. These interactive sessions with Project stakeholders identify business requirements and ensure agreement regarding the processes to be supported through the Application. Potential barriers to success such as change-resistant behavior, pending organizational or infrastructure changes or contingencies, and disagreements among stakeholders on priorities are also identified. Pre-workshop interviews ensure its success.

- Assess any gaps between agreed-upon scope and identified requirements, and use change control processes as needed.
- Create Requirements Workbook deliverable and/or provide Client access to Vertiba’s proprietary Project Force application built on the Salesforce.com platform for managing requirements, status and defects.

DESIGN PHASE

- Apply salesforce.com best practices to evaluate design alternatives to meet Client requirements. Establish best-fit design, create Solution Design overview presentation and configure prototype application.
- Depending on project length or complexity, conduct Solution Design Workshop and detailed, iterative technical and configuration specification meetings.
- Create Solution Design Document deliverable and detailed design specification deliverables: Application and Process Design Specification; Technical Design Specification; Data Mapping; Validation Plan and Test Cases.

BUILD PHASE

- Configure application with iterative reviews.
- Develop integration code and/or scripts with code reviews and unit tests.
- Populate data migration workbook with field mappings;
- Establish end-to-end testing environment; create test scripts for system testing.

VALIDATE PHASE

- Deploy integration to test environment.
- Conduct end-to-end (system) testing; address any bugs or issues, regression test, iterate.
- Deploy configuration, integration, and data to production environment.
- Assist with user acceptance testing.
- Document all testing results.

DEPLOY PHASE

- Import users and final data set; activate user accounts.
- Conduct Training.
- Conduct Lessons Learned and Closure meeting to address any remaining issues, assist Client in prioritizing follow-on requirements, and provide feedback on Project.

CLIENT OBLIGATIONS

Timely and successful completion of this Project requires ongoing collaboration between Vertiba and Client. For example, Client is responsible for certain key Project tasks, deliverables, and timely reviews of Vertiba work to maintain the Project schedule and estimated budget. If these obligations and assumptions are not upheld, a Change Order to address the resulting scope and/or budgetary changes may be required.

RESOURCES

Client will assign resources to fulfill the following roles:

| Resource | Responsibilities | Involvement |
|-------------------|---|-------------|
| Executive Sponsor | This individual will review and approve all key | 20% |

| | | |
|--------------------------------|---|---|
| | issues that require management decisions. | |
| Internal Project Leader | This person will act as liaison to Vertiba. Their role will be to coordinate internal Customer project activities and escalate issues that require management decisions. Jointly responsible for maintaining project documents and facilitating project progress Attend scheduled project meetings | 50% |
| Subject Matter Experts | Provide detailed information on business and technical requirements as needed in order to complete the project. The team should be empowered to speak for the organization. The team should be kept as small as practical without leaving out critical experts. | Fully available during workshop and testing |
| User Acceptance Testers | This group will be responsible for planning and conducting User Acceptance Testing. They will create User Acceptance test scenarios and test scripts. They will rigorously test the application against the in-scope requirements in a simulated business environment. All test results will be recorded and any exceptions (bugs or new requirements) will be logged using the Vertiba Customer portal or other bug tracking application. Ideally, this will be the same set of users as the Subject Matter Experts. | 25-50% during Validate Phase |

REVIEW OF VERTIBA DELIVERABLES AND DECISION MAKING

Failure to review deliverables and delayed or changed decisions will extend the Project timeline and increase the Project cost. The Project timeline is based on the assumption that Client will contribute to, and review deliverables within 1 business day of receipt.

CLIENT PARTICIPATION

Client will participate in the project as follows:

- Business Requirements Review: Stakeholders will participate in business requirements meetings to ensure applications is customized to meet their business needs.
- Testing: Users will participate in User Acceptance testing. Users will create test scenarios and log any defects into a Vertiba's Project Force or Client provided bug tracking system.
- Training: Users will participate in scheduled training classes.

A Client resource must be available to troubleshoot any problems with Client facilities, including internet access, during the workshops.

VERTIBA RESOURCES AND SCHEDULE

RESOURCE ASSIGNMENT

The following Vertiba resources are required to implement this Project:

Business Analyst

- Conduct requirements and solution design workshops.
- Facilitate business process analysis and automation discussions.
- Advise and guide customers toward best practices in application configuration considerations such as security model, mobile deployment strategies, workflow, data validation and analytics.
- Author solution design and configuration specification deliverables.
- Configure Application.
- Conduct the Train The Trainer sessions in conjunction with Customer.

Project Manager

- Coordinate multiple work efforts, ensuring the customer's business objectives across all projects are met.
- Manage project resources to ensure quality, completeness, timeliness of all tasks.
- Conduct and document project status meetings and reviews.
- Evaluate customer priorities and execute change control process to ensure the customer's needs are met.
- Manage budget, schedule, and deliverables on a weekly basis.

SCHEDULE

Based on standard assumptions regarding Client participation, timeliness and risk factors, Vertiba estimates the timeline for this project to be 7 weeks from the start date. Below is a proposed timeline for the key phases. Actual start date and subsequent milestones will be based on resource availability and determined after the SOW and Professional Services Agreement is fully executed.

- Estimated Start Date: ***April 3,2015***
- Estimated Analysis Complete: ***April 9,2015***
- Estimated Design Complete: ***April 14,2015***
- Estimated Build Complete: ***April 27,2015***
- Estimated Test Complete: ***May 8,2015***
- Estimated UAT Complete: ***May 12,2015***
- Estimated Deployment Complete: ***May 16,2015***

Depending on the amount and complexity of the requirements uncovered during the analysis phase, the work may be delivered in multiple sprints/iterations which would result in a different schedule.

PROJECT COST

The Professional Services described in this SOW are provided on a fixed fee basis of \$0.00 due according to the schedule in the milestones / deliverables table above. These invoices will be due 30 days from receipt of invoice. Any work outside the scope of this SOW shall be set forth in a separate statement of work.

Travel and Expenses: Actual, reasonable, travel and out-of-pocket expenses will be invoiced. Vertiba recommends allocating a reasonable budget for mileage, parking, or, if required, overnight travel.

Expiration: This proposal is valid for 30 days.

SIGNATURE AND TERMS

By signing below, Vertiba and Client acknowledge and agree to the terms and conditions set forth in the Professional Services Agreement and this SOW. The Effective Date of this SOW shall be the date executed by both parties.

SAN FRANCISCO DISTRICT ATTORNEY
OFFICE

VERTIBA, INC.

[[SertifiStamp_1]]

[[SertifiStamp_2]]

Signature

Signature

[[SertifiTitle_1]]

Managing Partner

Title

Title

[[SertifiDate_1]]

[[SertifiDate_2]]

Date

Date