

**AMENDMENT NO. 1 TO AGREEMENT  
BETWEEN THE COUNTY OF SAN MATEO AND  
PHASE2 TECHNOLOGY, LLC**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Phase2 Technology, LLC, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the County of San Mateo's website is built on the Drupal platform and is comprised of smcgov.org and 30 departmental websites that provide essential information and services to county residents and the general public. The Drupal software currently in use will reach end-of-life in November 2022. The County intends to migrate the website to the latest Drupal software prior to this deadline, so that the County's websites stay supported and in compliance with the various website and security requirements in the agreement; and

WHEREAS, on December 19, 2019, the Information Services Department (ISD) released a Request for Proposals (RFP), RFP# ISD-20201842, seeking proposals for services to upgrade the County's Drupal platform as well as content migration services supporting all County websites; and

WHEREAS, on January 26, 2021, the parties entered into an Agreement for development and project management services for upgrading the County of San Mateo's Drupal platform to versions 8 and 9, and content migration services for all of the County's websites hosted on the enterprise Drupal platform for an amount not to exceed \$1,895,500; and

WHEREAS, the parties wish to amend the Agreement to add additional user experience & information architecture and design strategy services as well as adjust the estimated dates of the different deliverables, adding an additional \$80,000 for a new not to exceed amount of \$1,975,500.

**NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:**

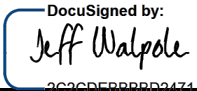

1. Section 3. Payments of the agreement is amended to read as follows:

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed One Million, Nine Hundred Seventy-Five Thousand, Five Hundred Dollars (\$1,975,500). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

2. Original Exhibits A and B is replaced with Revised Exhibits A and B (rev. 06/07/2021).
3. **All other terms and conditions of the agreement dated January 26, 2021, between the County and Contractor shall remain in full force and effect.**

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

**For Contractor: Phase2 Technology, LLC**

 <small>262CDEBBDD2471...</small> <hr/> Contractor Signature	6/7/2021   15:05:47 PDT <hr/> Date	Jeff walpole <hr/> Contractor Name (please print)	
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**For County:**

COUNTY OF SAN MATEO

By:  
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:  
Clerk of Said Board

## Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

Consulting services related to redesign and Content Management System (CMS) implementation of County's web platform.

Contractor will engage with County to perform, in general, the following workstreams, some of which may run concurrently to optimize time and increase productivity:

- I. Discovery, Analysis, and Findings
- II. Product Planning and Design
- III. Implementation and Migration
- IV. Testing and Rollout
- V. Training and Support

The primary activities and deliverables expected within each stage are as described below:

### **I: Discovery, Analysis, and Findings**

During this stage, Contractor will:

- Orchestrate a project kickoff meeting and series of virtual workshops to start to align on goals, objectives, audience/user segments, and to start documenting challenges and prioritizing solutions;
- In collaboration with County, mutually define a meetings schedule, communications systems, and assign key departmental stakeholders;
- Define user studies and outline recruitment activities for internal and external audiences;
- Deliver a Responsible, Accountable, Consulted, Informed (RACI) chart that identifies key roles for the project and their responsibilities on a per-stage basis;
- Support County in the creation of Site Survey content to establish baseline user metrics;
- Review relevant documentation such as content audits, Google Analytics reports, and any available user behavior data;
- Perform targeted audience studies and stakeholder research as well as a comparator analysis of the top three performing local government websites;
- Catalog features and begin to identify functional gaps within the website platform;
- Capture key audience needs through user personas or archetypes, and;
- Produce a project brief that codifies County's future-state vision and initial Key Performance Indicators (KPIs). This brief will capture key stakeholder insights, define measurable project goals, objectives, audiences, and core requirements.

Deliverables of the Discovery, Analysis, and Findings Stage:

- Project Kickoff & Workshops Readout
- User Personas and Audience Expectations
- Site Goals and Services inventory from Customer departments
- Inventory of Key Functionality
- Comparator Analysis

- Summary of Findings

## II: Product Planning and Design

### Project Plan & Roadmap

- Collaborate with County to identify and document business and technical requirements for the platform development and migration
- Identification of dependencies, risks, and mitigation strategies
- Prioritized features and functionality with an assignment to target milestone releases

### Communications & Involvement Planning

- Overall project milestones and deliverables communication
- Communications plan outlining department involvement and input needed during various phases of the project

### Content Model

- The outputs of the Content Model are defined content types and taxonomy vocabularies, both of which inform wireframes and decisions around site functionality and how to manage content more efficiently in the CMS

### Governance Plan

- Identifies the roles, responsibilities, and processes that will guide the development, enhancement, and usage of the Drupal CMS and websites

### Testing Plan

- In close collaboration with County staff and the Solutions Committee, Contractor will develop a User Acceptance Testing (UAT) plan that aligns with key functional milestones throughout the project lifecycle and identifies stakeholder involvement and expectations
- User Experience Strategy & Information Architecture
- Establish baseline interactions and goal-oriented user paths
- Perform usability testing to validate the site architecture and navigation meet user goals
- Organize content and functionality into a high-level sitemap
- Develop a series of responsive wireframes and initial site templates that demonstrate new structures for key departmental pages

### Design Strategy

- Design Kickoff
- Digital brand modernization and design strategy brief
- Design concepts (2) including test imagery and copy

- Review design components and requirements to ensure they adhere to Web Content Accessibility Guidelines (WCAG) 2.1 AA Accessibility standards; provide feedback on any elements that need revision to meet standard before development can begin
- Mobile-first, component-based design system and digital style guide

#### Technical Architecture & Product Plan

Based on all discussions and aggregated requirements, Contractor will deliver an initial version of the Technical Architecture & Product Plan that may include but is not limited to the following:

- Content types
- Modules
- Views (if applicable)
- Taxonomies
- Site search approach
- Definition of user permissions and roles
- Third party system integration approach
- Editorial, publishing, and scheduling workflows
- High-level feature definitions and initial development backlog

This document is iterative in nature and is expected to change as requirements evolve throughout the project lifecycle.

#### Deliverables of the Product Planning & Design Stage:

- Project Plan & Roadmap
- Communications and Involvement Planning
- Content Model
- Governance Plan
- User Experience Strategy & Information Architecture
- Design Strategy
- Technical Architecture & Product Plan

User Experience & Information Architecture and Design Strategy deliverables will be produced over the course of three rounds in order to match the planned rollout of site batches as defined in the project plan.

### **III: Implementation & Site Migrations**

During the Implementation and Migration period, Contractor will field a multifunctional team to work with County and perform mutually agreed-upon and prioritized activities collaboratively defined in an agile project approach. Exact tasks will be performed as set forth in tickets and the master project plan, and specific deliverables are subject to change based on evolving business requirements. The following activities, deliverables, and work streams will take place during this stage:

#### CMS Installation & Setup

- Coordinate with Acquia to provision hosting environments and product access

- Install Drupal CMS, latest appropriate 9.x version
- Setup environments, tooling, and access settings
- Setup CI/CD pipelines and associated tooling
- Configure Virtual Card Services (VCS) and sync directories

#### Site Search

- Refine site search requirements with County and implement functionality that will 1) provide a consolidated site search experience across the County's web presence, and 2) provide a mechanism to allow site searching across the County's sites that are not being migrated to Drupal 9.

#### Technical Architecture & CMS Development

- Develop and document custom content types, metadata, directory structure, etc., as needed to meet required functionality
- Contractor will implement County content types, as prioritized and directed by the Product Plan
- Select and test/implement existing, or build custom, Drupal modules as needed to meet legacy functionality in a new environment
- Build the architecture for scalability and flexibility
- Recommend additional Drupal modules or custom elements to enhance overall features

#### Page Templates & Layout Management

- Contractor will create a fully responsive interactive pattern library and modular components (reusable pieces of a website or page - e.g. as call-to-action buttons, news feeds, hero images, blockquotes, video content, etc.,) which fits within the County's visual identity and brand guidelines. Components will be composed in fixed and flexible layouts and will contain the following 15 templates as defined in the RFP:
  - (1) County homepage
  - (2) Different layout templates for County programs
  - (3) Departmental homepage layout templates
  - (3) Departmental page layout templates for overviews/summaries of programs and services
  - (3) Departmental informational page layout templates for detailed program and service information
  - (5) Micro-sites for County Supervisors with unique domain names and individual layouts
- Flexible editorial user interface for managing page templates, media management, and content distribution
- Editorial workflows that support County publishing processes and best practices

#### Front-End Development & Drupal Theming

- Build a web pattern library containing design system elements and components
- Use Particle, a design implementation tool, to consume design assets generated by the County's new digital design system and directly propagate to Drupal
- A Drupal theme that will incorporate templates directly from Particle and the pattern library

#### Security

- Contractor will create, in collaboration with County and Acquia, an Information Security Plan that outlines access management, secure web data handling, and storage procedures
- The Drupal CMS will include two-factor authentication (TFA) and Single Sign-On (SSO) using SAML 2.0 and Okta's identity management software

#### Integrations & Connectors to Third-Party Systems

- Review API's for key external services
- Define API integration strategy and approach for website technologies and multichannel content distribution
- Incorporate translation functionality via Google Translate
- Integrate with Granicus Communication Cloud for email subscription services
- Integrate with Granicus/Legistar services (Board agenda, meeting notes, and video streaming)
- Incorporate the County's ESRI ArcGIS platform
- Incorporate the County's Socrata performance dashboards and open data platform

#### Source Content Migration

In close collaboration with County and departmental site administrators, Contractor will lead an iterative content migration process for the twenty-seven (27) Drupal 7 websites targeted for consolidation. The cadence of site migrations into the new system will be established during the Product Planning & Design stage to ensure department stakeholders have clearly defined expectations of involvement, deadlines and timelines. Content migration will begin early in the Implementation & Site Migrations stage and QA will continue until final Testing & Rollout. The primary activities of this workstream include:

#### Migration Planning

- Data/content source analysis and audit review
- Matching of source entities to destination entities
- Plan detailed field mapping, body text processing, and migration mapping

#### Migration Development

- Write automated content migration scripts to convert content from the existing Drupal 7 CMS into Drupal 9, which includes:
  - Create scaffolded migration modules
  - Develop a migration processes and automated scripts to move County identified content/structure/binary files into the new architecture
  - Incorporate migration scripts into the CI/CD process to automatically run migrations during site builds
  - Continual running, QA, and refinement of migration scripts

#### Migration Testing & QA

- Source-to-destination validation testing
- Content QA, migration script revisions, and manual editing
- Finalizing page rebuilds to match new design system components and layouts
- In partnership with the County, manual content QA, cleanup, and revisions

#### Deliverables of the Implementation & Site Migrations Stage:

- System Configuration and Technical Architecture
- Search Functionality
- Page Templates, Layouts, and Media Presentation
- Security Features
- Integrations and Connectors to Third-Party Systems
- Web Content Management System (CMS)

#### A. Advanced Functionality & Integrations Workstream (Provisional)

The spectrum and potential depth of integrations available to County is vast. As such, Contractor recommends that a provisional budget be established to cover enhanced integrations and advanced features. Throughout the project, Contractor will present options for advanced features that enhance information access, accelerate service delivery, and streamline customer support operations. A provisional budget would be made available to develop new and progressive functionality, which may include:

- a) Activation and enablement of automated customer support solutions involving chatbots, conversational interfaces, and/or tighter integration with ServiceNow
- b) Advanced data structuring to better facilitate content distribution through voice-enabled services such as Alexa and Google Assistant
- c) Master location indexing to integrate data on people, business, and the environment in service developing insights into economic, social, and environmental sustainability
- d) Deeper mapping integration and enhanced interactivity of ArcGIS apps and property maps
- e) Integration with Workday or other Human Capital Management/Human Resources support systems
- f) Data visualizations or interactive infographic data presentations using the County's Socrata open data platform or other County data services
- g) Review, recommendation, and/or implementation of payment systems to streamline online revenue collection
- h) Machine Learning (ML)/Artificial Intelligence (AI)-driven search applications to increase information discoverability and search relevance

### **IV: Testing, Rollout, and Training**

#### Testing Plan

In close collaboration with County staff and the Solutions Committee, Contractor will develop and execute a testing plan that aligns with key functional milestones throughout the project lifecycle and outlines departmental requirements and expectations. This plan will include all key aspects of the testing phases including:

- Unit testing
- Integration testing
- Drupal unit testing
- Integration testing including:
  - Load tests on data calls
  - Manual QA on form inputs and other integration points



- Kernel testing
- Automated system testing which may include behavior driven development (BDD), unit testing, functional testing, and integration testing, of both the front-end and underlying code and libraries
- Accessibility testing using Pa11y

#### Final User Acceptance Testing (UAT) & Launch

- Pre-launch preparations
- Final content migration QA and approval
- Code freeze
- Website deployment to production

#### Announcements & Rollout Plan

- Contractor will coordinate with the Governance Committee and the County Communications Team to define an internal and external announcement framework

#### Deliverables of the Testing & Rollout Stage:

- Testing Plans (Unit testing, integration testing, system testing)
- User Acceptance Testing (UAT) Plan
- Announcements and Rollout Plan
- Feature complete website launch

#### Training Plan

Training will be performed throughout the project via milestone delivery handoffs and the UAT process, as well with the curricula and documentation defined below:

#### Training Curriculum & Documentation

- Contractor will provide training and training support materials (videos, how-to guides and written documentation) to the County's website content managers and other content authors on how to use and add content to the content modules and templates, update content on department specific webpages, and make changes to secondary and tertiary navigation elements.
- Contractor will coordinate and conduct system end-user training for all admins and content editors. The training will include recorded video content, documentation of step-by-step processes to administer and manage the content and three live instructor-led training sessions that can be attended by 40-50 people.
- Site User Guide documenting site administration and content management best practices
- Guided training modules and videos for common publishing operations
- Site user guide documenting site administration and content management best practices

#### Runbook, Schemas, CMS & Platform Support Documentation

- Process diagrams
- Information Architecture
- Wireframes and sitemap

- Style guide, pattern library, and design assets
- Site features, functionality, and system configuration
- Runbook including processes and steps for disaster recovery

#### Deliverables of the Training Stage:

- Training Curriculum
- Runbook, Schemas, CMS & Platform Support Documentation
- System configuration documentation
- Design style guide and pattern library

## V. Support

#### Post-Launch Monitoring & Support

- Contractor will provide dedicated post-launch monitoring, enhancements and ongoing support for a period of two months, after which the County and Contractor will enter a separate agreement to transition to a Service-Level agreement (SLA) for continued support and enhancements.
- Post-launch feature enhancements backlog
- Initiation of Support SLA (Transition of Support from Project to Support Team)

#### Anticipated Roles by Stage

Stage	Planned Timeline	Roles & Estimated Allocation
<b>Discovery, Analysis, and Findings</b>	January 2021 - April 2021	Project Manager - 100% Sr. Product Strategist - 100% Sr. UX Strategist - 100% Software Architect - 25%
<b>Product Planning and Design</b>	April 2021 - August 2021	Project Manager - 100% Sr. Product Strategist - 100% Sr. UX Strategist - 100% Product Manager - 50% Lead Designer - 100% Software Architect - 25%
<b>Implementation and Migration</b>	June 2021 - May 2022	Project Manager - 100% Sr. Product Strategist - 100% Software Architect - 100% Product Manager - 100% Lead Designer - 20% Developer(s) - 250% Migration Analyst/QA - 50%
<b>Testing &amp; Rollout and Training</b>	June 2021 – May 2022	Project Manager - 100% Sr. Product Strategist - 100% Software Architect - 100%

		Product Manager - 100% Lead Designer - 20% Developer(s) - 250% Migration Analyst/QA - 50%
<b>Support</b>	May 2022 - June 2022	Project Manager - 50% Product Manager - 100% Software Architect - 50% Developer - 50%

### **Not Included in Agreement (Out-Of-Scope)**

Any deliverables not specifically addressed as in-scope will be considered out-of-scope for this project. Examples of out-of-scope tasks include but are not limited to:

- Any adjustments to, maintenance of or decommissioning of legacy environments or applications
- Alterations, revisions, or reexamination of the County's brand identity
- Content inventory as the County has indicated this will be completed by the project's initiation
- Content writing or editing, excluding migration-related quality assurance issues or example copy contained within the design concepts
- Direct end-user training sessions (will provide training to County staff only)
- Responsive design implementation for Internet Explorer
- Changes or new entries to DNS
- Development and migration of sites other than the micro-sites already identified in the contract agreement.

### **Assumptions**

The following conditions are assumed to be true.

- County will designate a single representative, or Product Owner, to assist in requirements gathering, feature prioritization, and functional criteria.
- County will designate a Project Manager for stakeholder management and program coordination.
- It is acknowledged and agreed, that County's delay in providing any materials, deliverables, or access to information or stakeholders may result in delayed delivery or additional costs.
- Implementation feature requirements, acceptance criteria, and testing procedures will be mutually established between Contractor and County during backlog grooming and sprint planning.
- Contractor will create two (2) design concepts for County to review and select from. County will provide consolidated feedback on design concepts within five (5) business days of delivery. There will be two (2) revision cycles for the design deliverables outlined in this Agreement.
- Where possible, County will assist in identifying residents and internal staff for user testing activities.
- Upon mutual agreement, dates and activities may be changed.
- County is responsible for any additional third-party licensing costs including related application service provider fees, e.g. a user testing licenses, font type kits, etc. County is responsible for the payment of third party costs directly to third-party vendors, unless otherwise mutually agreed and authorized.

- Effort was estimated based on expected project duration and the County’s requirements. A more detailed project schedule will be defined during the first stages of the project, resulting in committed staff resources. Customer-initiated changes to project schedule including significant lengthening of project duration, repeated feedback delays, or unexpected Developer idling will result in a change request.
- Developers may select and use appropriate technologies they are familiar with, have used in similar circumstances, and represent the best fit for the County’s requirements.
- Hosting provider Acquia is being contracted under separate agreement and will be providing their Acquia Cloud Enterprise hosting environment as well as their Product and Network Services.
- Migration and consolidation of sites into the single-site CMS architecture will be limited to those listed in RFP below:

<a href="http://911dispatch.smcgov.org">911dispatch.smcgov.org</a>	<a href="http://hr.smcgov.org">hr.smcgov.org</a>
<a href="http://agwm.smcgov.org">agwm.smcgov.org</a>	<a href="http://hsa.smcgov.org">hsa.smcgov.org</a>
<a href="http://bnc.smcgov.org">bnc.smcgov.org</a>	<a href="http://isd.smcgov.org">isd.smcgov.org</a>
<a href="http://bos.smcgov.org">bos.smcgov.org</a>	<a href="http://lafco.smcgov.org">lafco.smcgov.org</a>
<a href="http://childrensfund.smcgov.org">childrensfund.smcgov.org</a>	<a href="http://lgbtg.smcgov.org">lgbtg.smcgov.org</a>
<a href="http://cmo.smcgov.org">cmo.smcgov.org</a>	<a href="http://parks.smcgov.org">parks.smcgov.org</a>
<a href="http://controller.smcgov.org">controller.smcgov.org</a>	<a href="http://planning.smcgov.org">planning.smcgov.org</a>
<a href="http://coroner.smcgov.org">coroner.smcgov.org</a>	<a href="http://probation.smcgov.org">probation.smcgov.org</a>
<a href="http://countycounsel.smcgov.org">countycounsel.smcgov.org</a>	<a href="http://publicworks.smcgov.org">publicworks.smcgov.org</a>
<a href="http://csw.smcgov.org">csw.smcgov.org</a>	<a href="http://revenueservices.smcgov.org">revenueservices.smcgov.org</a>
<a href="http://da.smcgov.org">da.smcgov.org</a>	<a href="http://smcgov.org">smcgov.org</a>
<a href="http://dcss.smcgov.org">dcss.smcgov.org</a>	<a href="http://tax.smcgov.org">tax.smcgov.org</a>
<a href="http://dvc.smcgov.org">dvc.smcgov.org</a>	<a href="http://treasurer.smcgov.org">treasurer.smcgov.org</a>
<a href="http://housing.smcgov.org">housing.smcgov.org</a>	

### **Acceptance**

With the exception of the design deliverables noted in the Assumptions section, County will review all documents, project management, and software deliverables within fourteen (14) days of submission by Contractor. If the County provides no feedback or requests for changes in writing within the 14-day window per deliverable, the document shall be considered accepted.

### **Change Request Process**

Should priorities or assumptions change throughout the duration of the project, either County or Contractor (“the parties”) may request a change to this Agreement, and for such purpose shall submit to the other party a written notice (a “Change Request”) setting forth the requested change and the reason for such request. Within five (5) business days (or such other period of time as agreed by the parties) after the receipt of such a Change Request, the parties shall discuss the necessity, desirability and/or acceptability of the Change Request. When and if both parties have agreed in writing upon the changes,

and any resulting change in the estimated (or fixed) fees for the Services, the parties shall complete and execute an amendment to this Agreement.

**Exhibit B**

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

<b>Stage</b>	<b>Milestone Deliverables</b>	<b>Est. Completion</b>	<b>Payment Milestone (\$)</b>
<b>Project kick-off &amp; Initial Activities</b>	<ul style="list-style-type: none"> <li>- Project kick-off meeting</li> <li>- High-level project plan finalization</li> <li>- Identification of all Discovery phase deliverables and action items.</li> </ul>	1/29/2021	\$163,500
<b>Stage I: Discovery, Analysis, and Findings</b>	<ul style="list-style-type: none"> <li>- Initial Workshops and Readout</li> <li>- Site User Survey Content</li> <li>- Site Goals and Services Inventory from Customer departments</li> <li>- Accessibility Review</li> <li>- Comparator Analysis</li> <li>- Inventory of Key Functionality</li> <li>-</li> </ul>	4/2/2021	\$106,800
<b>Stage II: Product Planning and Design</b>	<ul style="list-style-type: none"> <li>- Project Plan and Roadmap</li> <li>- Communications and Participation Planning</li> <li>- Testing Plan</li> <li>-</li> <li>- Governance Plan</li> </ul>	5/20/2021	\$98,600
	<ul style="list-style-type: none"> <li>- Content Model</li> <li>-</li> <li>- User Experience Strategy and Information Architecture (Wireframe Batch #1 Final)</li> <li>-</li> </ul>	6/17/2021	\$40,000

	Amendment for iterative website rollout process that will allow County departments to fully participate in the planning, design, implementation, migration activities, along with user acceptance testing (UAT) and training.	6/30/2021	\$80,000
	<ul style="list-style-type: none"> <li>- User Experience Strategy and Information Architecture (Wireframes Batches #2 and #3 Final)</li> <li>- Design Strategy</li> <li>- Technical Architecture and Product Plan</li> </ul>	8/26/2021	\$68,000
<b>Stage III*: Implementation and Migration</b>	Implementation and Migration <ul style="list-style-type: none"> <li>- Backend Systems and Hosting</li> <li>- Web Content Management System (CMS)</li> <li>- System Configuration and Technical Architecture</li> <li>- Search Functionality</li> <li>- Page Templates, Layouts, and Media Presentation</li> <li>- Security Features</li> <li>- Integrations and Connectors to Third-Party Systems</li> <li>- Source Content Migration from Drupal 7 to Drupal 9 Fully Developed Website (Staging and Production environments)</li> </ul>	Stage III Milestone 1 7/18/2021	\$95,000
		Stage III Milestone 2 8/1/2021	\$95,000
		Stage III Milestone 3 9/1/2021	\$95,000
		Stage III Milestone 4 10/1/2021	\$135,000
		Stage III Milestone 5 (Batch #1 Site Delivery) 10/28/2021	\$95,000
		Stage III Milestone 6 12/1/2021	\$95,000

		Stage III Milestone 7 <i>(Batch #2 Site Delivery)</i> 2/10/2022	\$125,000
		Stage III Milestone 8 3/1/2022	\$85,000
		Stage III Milestone 9 4/1/2022	\$85,000
		Stage III Milestone 10 5/1/2022	\$85,000
		Stage III Milestone 11 <i>(Batch #3 Site Delivery Completion of Stage III Deliverables)</i> 6/17/2022	\$50,300
<b>Stage IV: Testing &amp; Rollout and Training</b>	Testing & Rollout - Test Plans (unit testing, integration testing, system testing) - User Acceptance Testing (UAT) Plan - Announcements and Rollout Plan - Final UAT - Feature Complete Website Launch  Training	5/26/2022	\$55,000



	<ul style="list-style-type: none"> <li>- Training Curriculum</li> <li>- Runbook, Schemas, CMS and Platform Support Documentation</li> <li>- System Configuration Documentation</li> <li>- Design Style Guide and Pattern Library</li> </ul>		
<b>Stage V: Training and Support</b>	<ul style="list-style-type: none"> <li>- Post-launch feature enhancement backlog</li> <li>- Initiation of Support SLA (Transition of Support from Project to Support Team)</li> <li>-</li> <li>-</li> </ul>	6/17/2022	\$72,500
<b>Total Web Redesign, Development, and Deployment</b>			<b>\$1,715,500</b>

\* Stage III (Implementation & Migration) includes ongoing development with periodic releases of software milestones which are coupled with an iterative Testing and Training process. Specific features, integrations, and functionality for development during this stage will be mutually defined on an ongoing basis between the County and Contractor. Accordingly, Stage III has been broken into eleven (11) individual milestones, the final representing completion of the Stage III Deliverables.

**Provisional Funding for Stage III (Advanced Functionality & Integrations Workstream)**

<b>Stage III: Implementation and Migration (Advanced Functionality &amp; Integrations Workstream)</b>	<p>Activities and advanced features are subject to County prioritization and may include:</p> <ul style="list-style-type: none"> <li>- Chatbots and/or Conversational Interfaces</li> <li>- Structured content distribution to voice-enabled services (i.e., Alexa and Google Assistant)</li> <li>- Master location indexing services</li> <li>- Enhanced mapping</li> <li>- Workday/HCM integration</li> <li>- Advanced open data integration/interactivity</li> <li>- Online transaction/payment system enhancements</li> <li>- ML/AI-enhanced search</li> </ul>	<b>Timeline:</b> 7/18/2021 to 6/17/2022	<b>Fees:</b> \$250,000
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**Travel & Expenses**

<b>Travel &amp; Expenses</b>	Funds for travel and third-party costs incurred by Contractor are not included in the Fees for this Project. The Parties acknowledge and agree that, in addition to the Fee for Services as set forth above, the County shall provide a reimbursable budget of up to ten thousand dollars (\$10,000) in connection with the Services pursuant to this Agreement, and Vendor will not exceed ten thousand dollars (\$10,000) in expenses. All expenses must be approved in advance by the County and will be invoiced separately.	<b>Timeline:</b> TBD and mutually agreed upon	<b>Fees:</b> \$10,000
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**Total Contract Amount**

<b><u>Total Contract Amount</u></b>	- Web Redesign, Development, and Deployment - Provisional Funding for Stage III (Advanced Functionality & Integrations Workstream) - Travel & Expenses	Timeline provided above	\$1,975,500
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**Invoicing Procedure**

County shall pay Contractor, upon receipt of an invoice, for services rendered. Each invoice submitted must include the following, at a minimum:

- Agreement Number or PO Number
- Time period/Milestone covered
- Detailed statement of services/work completed for the invoice period or milestone
- Breakdown of labor, materials, and taxes if applicable

Payments shall be made within Net 30 days from the date of the applicable, undisputed invoice.

All invoices will be accompanied by an approved timesheet. Approved timesheets will be treated as acceptance of our consultants' work.