



Services Change Order

This Time and Materials Services Change Order ("Change Order" or "Order") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between **Infor (US), LLC** ("Infor") and **The County of San Mateo** ("Licensee") with an Effective Date of **5/9/2023** (the "Services Agreement") and constitutes a change to the Services Work Order identified below by Work Order Number ("Work Order"). All terms of the Services Agreement and Work Order are incorporated herein by reference. Capitalized terms not defined in this Change Order are defined in the Services Agreement or Work Order. In the event of a conflict, the terms of this Change Order control over the terms of the Services Agreement and Work Order. Unless otherwise specified in this Change Order, the services, scope and estimated fees specified herein are incremental to the Work Order.

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

- Section 4 of the Master Agreement is amended to read as follows:
The estimated Services Fees for Professional Services as shown on the attached Work Order shall be \$1,519,676.00.
- Section 6 is hereby added to the Master Agreement as follows:
In no event shall total payment for services under this Agreement exceed THREE MILLION TWO HUNDRED FOUR THOUSAND TWO HUNDRED AND FOUR DOLLARS, \$3,204,204.

Effective Date of Change Order: date of final signature below

Original Work Order Date: 8/16/2023

Change Order Number: 1

Original Work Order Number: Agr.137333

Prepared by: Mark Schultenover

Project Name: The County of San Mateo - Training CO

Description of Services to be Provided

This Change Order to supersede AGR.137333

Infor Services to deliver the following consultant led-training virtual workshops:

Workshop Course Title	Delivery Duration (Days)
Allocations	1
EDI for Supply Chain	0.5
Configuring and Administering Mobile Supply Chain Management (includes MPC and MRAD)	5
Supply Management	1

Infor Education to deliver the below private and public training courses:

- Public Education Event** is an instructor-led training event conducted in accordance with the Public Education Event schedule and available to customers for public enrollment. Public Education Events are delivered virtually. Services are billed on a per attendee/per day basis and include instructor time, training materials, and training environment.

- **“Private Education Event”** is an instructor-led training event delivered virtually. Services are billed daily based upon the number of attendees and include instructor time, training materials, and training environment.

Course Title	Delivery Duration (Days)	Delivery Mode	Number Attendees
CloudSuite Financials: Configuring and Administering Global Ledger	2	Private Education Event	6
CloudSuite Financials: Configuring and Administering Payables	4	Private Education Event	3
CloudSuite Financials: Configuring and Administering Matching	3	Private Education Event	3
CloudSuite Financials: Configuring and Administering Cash Management	3	Self-Directed Education Event	3
Birst: Foundations - Administrator	2	Public Education Event	2
Infor OS: Foundation for Multi-Tenant – Part 1	2	Public Education Event	2
Infor OS: Foundation for Multi-Tenant - Part 2	3	Public Education Event	2
Landmark Technology: Administering Landmark Foundation for the Cloud	4	Public Education Event	2
Landmark Technology: Configuring and Administering Infor Security for the Cloud	2	Public Education Event	2
Landmark Technology: Administering Landmark Security for the Cloud	3	Public Education Event	2
Landmark Technology: Designing and Administering Processes Using Infor Process Automation for the Cloud	5	Public Education Event	2
Landmark Technology: Using Spreadsheet Designer for Microsoft Excel	1	Public Education Event	2

Supply Management workshop includes the following:

- Contract Management – Modified to include Direct Contracts, Manufacturer Contract, Distributor Contracts, and Contract Maintenance. Setup of key data and templates.
- Inventory Control – Item Master Review, Item Location Reorder Set-up and processing. Inventory documents.
- Purchasing Setup Review. Purchase Order Creation review from Requisition both manually and automated creation.

- Creating Shopping Lists / Procurement Templates.
- Review of RSS.
- Review of complete processing from End to End. Simulating a normal day's processing.

Low Priority Courses

Course Title	Delivery Duration (Days)	Delivery Mode	Number of Attendees
Birst: Foundations - Analyst	2	Public Education Event	3
Infor OS: Advanced Data Lake	2	Public Education Event	3
Infor OS: Configuring and Administering Infor Document Management	2	Public Education Event	3
Infor OS: Configuring ION Connect	2	Public Education Event	3
Infor OS: Configuring ION Connect	1	Public Education Event	3
Landmark Technology: Administering Async	1	Public Education Event	3
Landmark Technology: Designing & Administering Configuration Console	5	Public Education Event	4
Landmark Technology: Using Landmark Pattern Language	3	Public Education Event	4

General Assumptions and Obligations

- 1.Any requirement(s) not specified in this Order will be addressed using the Project Change Control Process.
- 2.Licensee acknowledges that any delays or changes caused by Licensee, Licensee's employees, equipment, contractors or vendors may cause an increase in the fees required under this Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to Infor; (b) failure by Licensee to perform any of its responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Order as a result of any of the foregoing events will be handled using the Project Change Control Process.
- 3.For all services provided at Licensee locations, Licensee will provide office facilities to Infor personnel. This includes, but is not limited to, office space, desks, networked computers, secured filing cabinets if required, team meeting rooms, networked printers, photocopier, telephones, stationery, whiteboards, internet and remote VPN connection.

Project Team Training Assumptions and Licensee Obligations

- For private, licensee will provide training accommodations and facilities including a computer work station for every attendee, a computer workstation for the instructor, internet access on all workstations to access Infor training environment (when applicable) and/or the Licensee environment (when applicable), printer access from each workstation, white board and flip-chart with markers, and a computer projector.

Resource Level	Estimated Hours	Hourly Rate	Estimated Fee
Consultant, Sr.	60.00	280.00	16,800.00

Education Services - Invoiced	Days	Rate	Estimated Fee
Education Private Training 1-6 attendees	9	2,975.00	26,775.00
Education Public Training Courses	108	680.00	73,440.00

Grand Total	117,015.00
Currency	US Dollar

Estimated time and costs listed in this Order represent an estimate only, and actual project time and cost may vary from the estimates provided. All Services are provided on a time and materials basis. Billing and payment are not dependent or conditioned on delivery of deliverables contemplated herein or any other deliverables. Infor will invoice Licensee for all Services and applicable charges on a semi-monthly basis, as Infor renders the services or Licensee incurs the charges, as applicable. Fees do not include applicable taxes, which will be added to each invoice. Licensee will pay each Infor invoice within 15 days of the date of invoice. This payment obligation is non-cancelable and the amounts paid are non-refundable. A minimum of ½ day (4 hours) will be charged for all work at the Licensee's facilities. Remote services provided via phone, facsimile or remote access to Licensee's site will be charged at the standard hourly rate. Overtime rates of 150% of the quoted rate apply for after hours and weekend work. "After hours work" is defined as services performed between 8:00 p.m. and 6:00 a.m. "Weekend work" is defined as services performed between 8:00 p.m. Friday and 6:00 a.m. Monday. Holiday rates of 200% of the quoted rate apply for all holiday work.

Where a substantial variation from this Order is foreseen both parties must agree in writing to the additional work and amend this Order accordingly.


Locations:

Services may be provided at the facilities of Infor or its contractors, or at the Licensee sites listed below.

455 County Center
Redwood City CA 94063
United States

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

For Contractor: Infor Infor(US), LLC

<p>DocuSigned by:  <small>C2BF7E5FFFF2413...</small></p>	<p>15 November 2023 </p>	<p>08:46:28 EST Jonathan Toomey</p>	<p>Sr operations Director</p>
<p>Contractor Signature</p>	<p>Date</p>	<p>Contractor Name (please print)</p>	

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Address : 13560 Morris Road Alpharetta GA 30004 USA	Address : 222 W 39th Ave San Mateo, CA 94403
	eBilling (Email Address) : smmc-accounts-payable@smcgov.org
	<u>Invoice Mailing Address if different from:</u>
	Address :
	Phone :
	Email Address :
	Contact Name :
INTERNAL USE ONLY	
Primary Product : CloudSuite Corporate - S3F	ICS Approval ID: AGR.138837
Existing Project ID : 32535466	Existing Project Manager :
Opportunity ID : OP-04510366	Internal ID: