# Exhibit A-9

## APAS Project Acceptance Criteria

The below Acceptance Criteria will apply to the Deliverables being Acceptance Tested. Defect levels with severity are defined as:

| Defect Type | Defect Description |
|---|---|
| Severity 1 | Typically called "**Fatal**" defects.<br><br>Result in total loss of functionality of the product, APAS System, APAS release, or module being tested, and inability to access the system. The defect prevents the System from meeting the majority of the County requirements.<br><br>Defect may cause massive performance degradation, data corruption, data loss, and/or security violation.  For example:<br><br>● Ownership, events, and assessed values are not tracked and calculated accurately;<br>● Not accurately producing an assessed value;<br>● Unable to track base year and base year values;<br>● No correspondence is produced |
| Severity 2 | Typically called "**Major**" defects<br><br>Result in significant loss of functionality. A part of the product, APAS System, APAS release, or module feature does not work, or the whole feature does not work in some situations. The defect prevents a major function of the System from meeting the County's requirements and there is no effective work around to meet these requirements.<br><br>Scenario can be tested, but mission critical output is inaccurate or missing such as operational error, data integrity, incorrect data values, and performance degradation. For example:<br><br>● Qualified re-assessment events are not identified;<br>● Unable to populate existing information related to a new account;<br>● Audit error wrongly detected (and vice versa);<br>● Required correspondence not generated<br>● Navigation / links do not work per requirements |
| Severity 3 | Typically called "**Minor**" defects<br><br>Level of functionality of product, APAS System, APAS release, or module is degraded, but not preventing normal operation. Some functionality cannot be utilized. |

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|---|---|
| | Actual results of current script/scenarios are not as expected, but do not prevent the continued execution of the scripts/scenario.<br><br>Non-critical functionality is not working per requirements. For example:<br><br>● Sort/export/filter results not as expected;<br>● Correspondence/Report format is wrong<br>● Incorrect error messages |
| Severity 4 | Typically called "**Cosmetic**" defects<br>User interface errors like placement of icons and buttons, field layout, spelling mistakes, unclear error messages, incoherencies but no functionality is impacted |

In the event of a conflict regarding the appropriate Severity Level designation, each party shall promptly escalate such conflict to its management team for resolution through consultation between the parties' management, during which time the parties shall continue to handle the defects in accordance with the Severity Level designation defined above. In the rare case a conflict requires a management discussion, both parties shall be available within one business day of the escalation.

## Acceptance Criteria for Acceptance Testing:

1. Exit criteria for each release include:
   ● Closure of all Severity 1, Severity 2, and County prioritize Severity 3 defects;
   ● Closure of all defects detected in preceding release;
   ● Closure of all non-prioritized Severity 3 and Severity 4 defects, except as mutually agreed upon by County and Contractor
2. Exit criteria for Acceptance Testing for each Phases are subject the following conditions:
   ● No Severity 1, Severity 2 or Severity 3 defects and County will prioritize Severity 4 defects for closure;
   ● Contractor develops a plan mutually agreed with County to close all remaining Severity 4 defects within 60 days of production deployment; and
   ● The APAS System including all modules included in the Phase that is planned for deployment to the production environment is ready for day-to-day operational use by the County ("Go Live").

## Milestone & Deliverable Acceptance
During the Definition Phase, County and Contractor will mutually define and agree in writing on the acceptance criteria and the duration of the County's review and acceptance of each deliverable and milestone based on the complexity and scale.

## Conditional Approval

County may, but shall not be required to, conditionally approve in writing a Deliverable that contains deficiencies. Contractor will be responsible for correcting deficiencies that remain outstanding, as per mutually agreed upon plan, before final acceptance of such Deliverable.

**Project Deliverable Acceptance Form**

All project deliverables identified in Exhibit A-3 (Deliverables) and Exhibit A-5 (Project Plan) that requires formal acceptance must be fully documented, reviewed, and approved by the County. The Acceptance of deliverables will be communicated formally via a deliverables acceptance form to be drafted by the County before the Project kick off meeting. The deliverable acceptance form shall contain the document name, version number, date, reviewers list and approvers list along with date. All approved deliverables will be stored in project documentation repository.