



carahsoft

City of North Port, FL

Maintenance & Operations (M&O) – Support Statement of Work

Date: January 06, 2025

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Introduction

This Statement of Work (“SOW”) dated January 06, 2025, defines the scope of the City of North Port, FL Maintenance & Operations work and provides a definition of the professional services (collectively, the “Services”) to be provided by Ayuda Group LLC. (hereinafter “Ayuda”) to the City Of North Port, FL (hereinafter “City”). This SOW is governed by the Master Client Agreement executed 01/06/2025 and as defined under GSA Contract #47QSWA18D008F and describes the work to be performed by Ayuda.

Project Understanding

City of North Port Maintenance & Operations (M&O)

The City is requesting support for additional maintenance and operations, including possible changes/enhancements.

Typical Maintenance & Operations (M&O) Support

The Ayuda team has supported numerous clients with maintenance and operations after a release to production. Typically, we see the greatest need for support at a minimum in the first 4 months after go-live. After that, the need for support levels out. The exception to this would be if the City desires a large number of enhancements and/or additional support.

The graph below shows a visual representation of the typical support clients need after go-live.

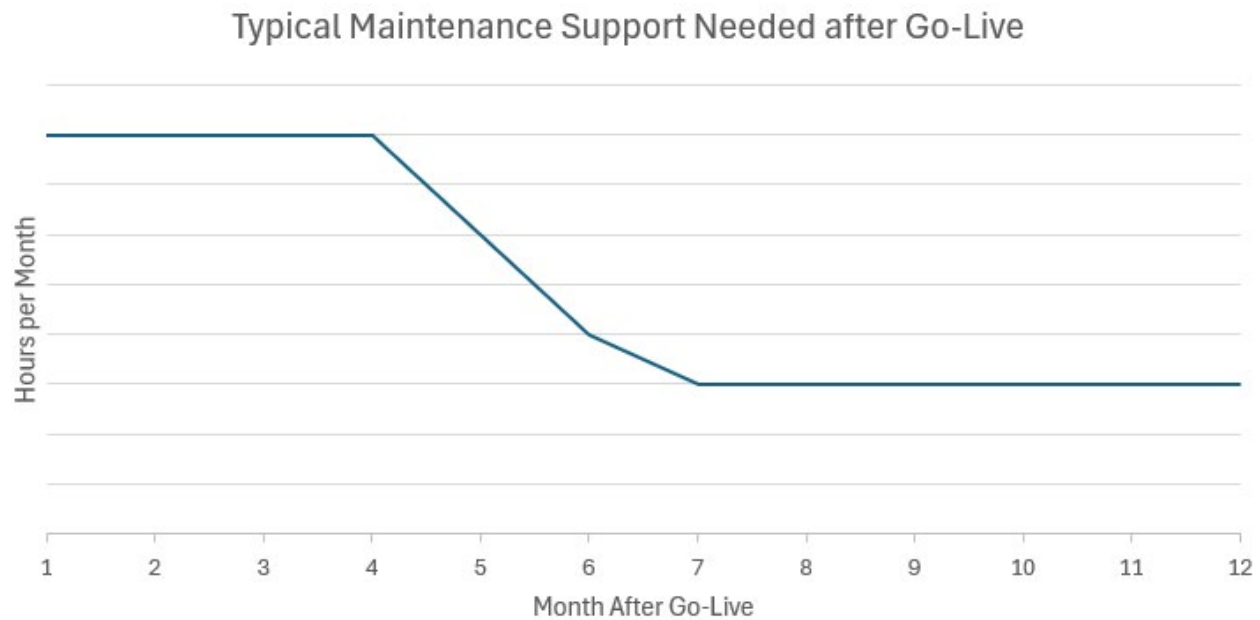


Figure 1: Typical Client Support Hours After Go-Live

Additional Considerations for the City of North Port

It is anticipated that the City will need additional changes or enhancements to the system after go-live. Potential changes could be the result of:

- Legislative changes (example HB267; SB812)
- Additional functionality that was not completed in time for go-live

- For example, it is currently anticipated that the Planning division will not complete all desired functionality in the time allotted for the implementation project and will need to move some items to post go-live implementation
- Change requests /enhancements that are not discovered until staff start using the system in Production

In addition to the above items, we recommend that we support the City with product updates from Accela. Accela releases two major updates to the core product each year and several smaller updates throughout the year. Accela notifies clients prior to each release and gives clients a pre-determined amount of time to test the new release with their existing functionality in a Staging environment. Accela product updates could impact any part of the system, including configuration, automation (scripting), reports, ACA, etc. and need to be thoroughly regression tested.

Services Overview

Introduction

Ayuda's approach to support is straightforward. Ayuda provides what the City wants, how much the City wants, and when the City wants it within the level of support you purchase. The City is buying our time using our skill sets and experience (including best practices) to support the City's needs.

Services Provided

Simply put, Ayuda's intent is to support what the client needs. Ayuda builds customized and targeted services for the City based on the City's requests and our analysis of those requests. This can include M&O services including bug fixes, knowledge transfer and training, enhancement requests for additional configuration, automation, reports, etc. Therefore, the following is a list of some example services that can be provided, but it is not a full list of our support services. For all example items listed below, the scope includes modifications to existing areas or implementation of new ones. The specific services that are provided by the Ayuda team will be right sized based on the specific staffing level/tier that is selected by North Port for the current M&O support period.

Administration

- Perform Root Cause Analysis on defects and bugs
- Address defects and bugs
- Act as liaison with Accela to help resolve customer support issues and software bugs
- Testing of new releases, service packs, and fixes (optional test automation package available that uses industry standard test automation toolset)
- Administration of users/groups and permissions management
- Accela Civic Platform system management and upgrades

Management and General Services

- Best practices assessment
- Change Management support
- Roadmap development
- Training needs assessment

Configuration and Automation

- Configuration of intake and back office forms (APO, custom fields, custom tables, etc.)
- Configuration of drop-down and drill-downs
- Configuration of workflows and workflow security
- Configuration of Time Accounting functionality
- Configuration of associated forms
- Configuration of form layouts
- Configuration of structures and establishments
- Configuration of reports in report manager
- Fee configuration and advanced fee calculations

- Standard Comments
- Configuration of renewal
- Configuration of inspections
- License Professional configuration
- Configuration of notification templates
- Expressions
- Advanced scripting and automation

Training

- Back office administration training
- ACA administration training
- Configuration training
- Business/end user training
- Customized training

GIS

- GIS administration
- GIS layer configuration
- GIS XAPO configuration
- GIS Proximity alerts
- GIS Security

Interfaces

- Interfaces Analysis and Development

Reports

- Report modifications
- Analysis, design, and deployment of additional reports
- Report manager configuration

Data Conversion

- Post conversion scripts
- Data mapping and data conversion of additional database sources
- Additional document conversion

Release Management

- Release Management Plan development support
- Environment migration support (Configuration Manager)

Period of Performance, Support Levels, and Associated Cost

Period of Performance

The start and end dates below represent the dates for execution of the scope for services defined within this SOW.

Period Of Performance Start Date: January 16, 2025

Period Of Performance End Date: January 15, 2026

Payment Terms

Payment term information is provided below for Maintenance & Operations (M&O) Support fees. All payments will be invoiced monthly with payment due within thirty (30) days of invoice.

Maintenance & Operations Support

M&O Support is being delivered with a total Fixed Fee Price of \$399,089.93. The table below shows the monthly Tier and associated cost per month used in establishing the overall fixed fee. The fixed fee price for this engagement will be invoiced as per Table 1 below.

Table 1: Individual Support Staffing Levels/Tiers

Month	Description	Vendor Part #	GSA Hourly Price	Discounted GSA Hourly Price	Hours ¹	Monthly Cost
1	Tier 8 Managed Services Package	CON-CE	\$236.06	\$ 159.00	334.6667	\$ 53,211.99
2	Tier 8 Managed Services Package	CON-CE	\$236.06	\$ 159.00	334.6667	\$ 53,211.99
3	Tier 8 Managed Services Package	CON-CE	\$236.06	\$ 159.00	334.6667	\$ 53,211.99
4	Tier 8 Managed Services Package	CON-CE	\$236.06	\$ 159.00	334.6667	\$ 53,211.99
5	Tier 6 Managed Services Package	CON-CE	\$236.06	\$ 159.00	251	\$ 39,908.98
6	Tier 4 Managed Services Package	CON-CE	\$236.06	\$ 159.00	167.3333	\$ 26,605.99
7	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
8	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
9	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
10	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
11	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
12	Tier 3 Managed Services Package	CON-CE	\$236.06	\$ 159.00	125.5	\$ 19,954.50
Annual Total:						\$399,089.93

¹Hours are calculated based on average hours per month over one year excluding holidays and according to tier package.

One (1) Full Time Equivalent (FTE) is defined as a combination of resources or single resource that equates to one individual total of full-time hours of support (e.g. you may have three resources supporting for a particular month up to 15% resource 1 hours, 70% resource 2 hours, 15% resource 3 hours = 1 FTE).

Note that all staffing levels require some level of PM support within the package hours chosen, which could vary month to month based on your support needs and required management and oversight.

Change Requests

Packages can also be increased based on the needs of the project. If it is deemed for instance that significant enhancements in addition to traditional M&O services are requested requiring more assistance, Ayuda can augment to support your needs quickly and transition to the monthly package support that would be needed to provide the level of support the City requests. The team will work in good faith to immediately adjust/accommodate when staffing level changes are requested for the M&O services. However; staffing adjustments to pre-defined/approved staffing levels might require ramp up/down time of up to 1 to 2 months. New support staffing levels would start on a future tier start date within 2 months after a contract update is approved.

Assumptions

General assumptions beyond assumptions and statements preceding this are listed below.

- Travel costs are not included within the scope of this SOW. Any travel that is requested by the City beyond the personnel that live reasonably local to the North Port area will submit receipts to the City according to the City of North Port applicable rules for travel reimbursement.
- Management of services in the scope of this SOW will be managed within Ayuda's Jira and Confluence toolsets. The City of North Port will be provided with up to 25 licensed users for Jira and Confluence at any one time.
- The City will provide Ayuda access to required system resources in a timely manner as needed to facilitate the timely resolution of assigned tickets.
- The City will provide Ayuda members supporting individual Accela admin accounts for all Accela environments (NONPROD1, NONPROD2, STAGING, PROD, all AGIS environments, Enhanced Reporting Database (ERD) environments, and admin.accela.com).
- The City will provide Ayuda members supporting City VPN access, ERD access, and Github repository access as needed.
- The City will continue to provide management of third-party vendors the City is utilizing and integrating with Accela (e.g. Central Square, Lucity, Forte, etc.).
- It will be the responsibility of the software vendors (e.g. Accela, ePermitHub, Selectron, Forte, etc.) to address core product hardware/software defects/failures the software vendors manage as part of their hardware/software suites. Ayuda will support the City in helping the City address these defects/failures with the vendors.
- The City will provide required City personnel, hardware, and software resources as needed to support root cause analysis and issue resolution.

- The Ayuda maintenance support team is committed to helping ensure that maintenance work is completed in the most efficient and effective manner possible. However, as we have seen with many other implementations of this size and scope, as users start using the new permitting system additional enhancements requests will be captured. When these requests come in and get analyzed/prioritized, Ayuda will attempt to address as many of these requests as possible. Based on how this maintenance work has been requested by North Port and estimated, there are limits to the staffing levels of this maintenance support per the Tier levels chosen. When the requested work exceeds these current maintenance staffing level, the team will immediately raise this issue and work collaboratively to come up with a mutually agreeable remediation approach to successfully address these priority requests

Signature

Signature and Acceptance

This Statement of Work is agreed to by the parties and made effective upon the date of last signature.

North Port, FL

Authorized Signature

Name - Type or Print

Title

Date

Carahsoft Technology Corp.

Authorized Signature

Name - Type or Print

Title

Date