



City of North Port, FL

Maintenance & Operations (M&O) - Support

Statement of Work

Prime Contractor: VIP

GSA Contract/Schedule: 47QTCA20D00F1

Date: March 27, 2025

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Introduction

This Statement of Work (“SOW”) dated March 27, 2025 defines the professional services (collectively, the “Services”) to be provided by Visionary Integration Professionals, LLC (hereinafter “VIP”) to the City Of North Port, Florida (hereinafter “City”). This SOW is governed by the Master Client Agreement, executed April 25, 2023, and describes the work to be performed by VIP.

Project Understanding

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

The City of North Port's Accela Implementation project went live on December 9, 2024 and VIP continued to support the City with post-production defect remediation through January 15, 2025.

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

Typical Maintenance & Operations (M&O) Support

VIP has supported numerous clients with maintenance and operations after a release to production. Typically, we see the greatest need for support during the first 4 to 6 months after go-live. After that, the need for support levels out. The exception to this is 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.

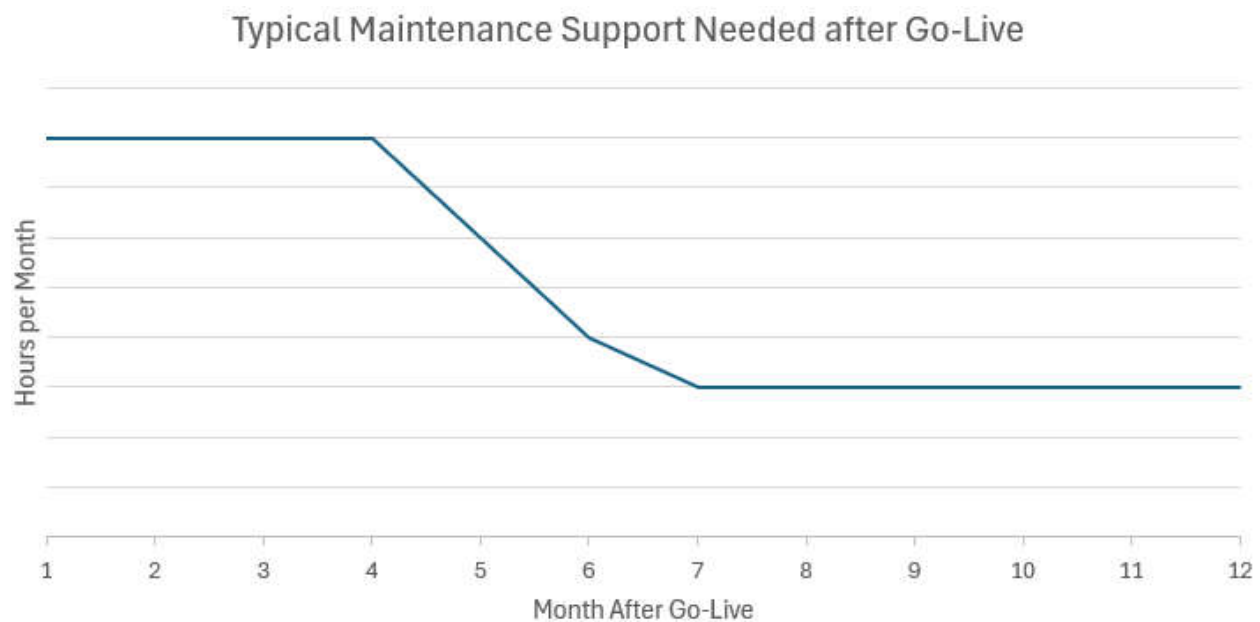


Figure 1: Typical Client Support Hours After Go-Live

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

VIP's approach to support is straightforward. VIP 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, VIP's intent is to support what the client needs. VIP 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. The following summarizes possible examples of services that can be provided. 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 VIP 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
- Test new releases, service packs, and fixes (optional test automation package available that uses industry standard test automation toolset)
- Administer users/groups and manage permissions
- Manage and upgrade Accela Civic Platform

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
- Environnment 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: April 24, 2025

Period Of Performance End Date: April 23, 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) calendar days of invoice.

Maintenance & Operations Support

M&O Support services are being delivered with a total Fixed Fee Price of \$399,090.00 for the period spanning April 24, 2025 to April 23, 2026. In addition, the task order includes optional contingency funding of \$39,909 for a total of \$438,999. The optional contingency funding can be used to fund additional support for any given month or to fund additional support past April 23, 2026. The table below shows the monthly Tier and associated cost per month used in establishing the overall fixed fee. Unless otherwise agreed, the fixed fee price for this engagement will be invoiced as per Table 1 below.

Table 1: Individual Support Staffing Levels/Tiers					
Period of Performance		Description	Hourly Price	Hours ⁽¹⁾	Monthly Fixed Cost
1	April 24, 2025 to May 23, 2025	Tier 8 Managed Services Package	\$159.00	335	\$53,212
2	May 24, 2025 to June 23, 2025	Tier 8 Managed Services Package	\$159.00	335	\$53,212
3	June 24, 2025 to July 23, 2025	Tier 8 Managed Services Package	\$159.00	335	\$53,212
4	July 24, 2025 to August 23, 2025	Tier 8 Managed Services Package	\$159.00	335	\$53,212
5	August 24, 2025 to September 23, 2025	Tier 6 Managed Services Package	\$159.00	251	\$39,909
6	September 24, 2025 to October 23, 2025	Tier 4 Managed Services Package	\$159.00	167	\$26,606
7	October 24, 2025 to November 23, 2025	Tier 3 Managed Services Package	\$159.00	126	\$19,955
8	November 24, 2025 to December 23, 2025	Tier 3 Managed Services Package	\$159.00	126	\$19,955
9	December 24, 2025 to January 23, 2026	Tier 3 Managed Services Package	\$159.00	126	\$19,955
10	January 24, 2026 to February 23, 2026	Tier 3 Managed Services Package	\$159.00	126	\$19,955
11	February 24, 2026 to March 23, 2026	Tier 3 Managed Services Package	\$159.00	126	\$19,955
12	March 24, 2026 to April 23, 2026	Tier 3 Managed Services Package	\$159.00	126	\$19,955
Annual Total:					\$399,090
		Optional Contingency			\$39,909
Annual Total with Contingency:					\$438,999

⁽¹⁾ Hours 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.

M&O Support services rendered for the period spanning January 16, 2025 to March 12, 2025 will be contracted for via separate purchase order at a cost of \$100,723 with immediate invoicing and payment due within thirty (30) calendar days of invoice. This amount is in addition to the fees summarized above.

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, VIP 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 VIP's Jira and Confluence toolsets. Through the Period of Performance of this SOW, 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 VIP access to required system resources in a timely manner as needed to facilitate the timely resolution of assigned tickets.
- The City will provide VIP 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 VIP 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. VIP 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 VIP 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, VIP 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