

06/04/2024

Statement of Work

This STATEMENT OF WORK (“SOW”), is entered into as of the date of the last of the signatures set forth below (“Effective Date”) by and between City of North Port, Florida (“Client”) with its principal place of business 4970 City Hall Boulevard, North Port, FL 34286 and Paymentus Corporation (“Paymentus”) with its office at 11605 North Community House Road, Suite 300, Charlotte, North Carolina 28277.

This SOW is hereby entered into and made a part of the Master Services Agreement (the “Agreement”) between Client and Paymentus. Terms used but not defined in this SOW will have the meanings given to them in the Agreement.

This SOW shall remain valid for 120 days from issue date.

PROJECT DESCRIPTION

Client is requesting integration between GovQA and Paymentus via URL Parameter Passing to Responsive One Time Payments (ROTP) Page 2 for new TLA.

Item	Detail	Amount
GovQA Integration via URL Parameter Passing	<p>TLA: New TLA to be created. Agent Dashboard (AD) and ROTP Page will be setup</p> <ul style="list-style-type: none">• MAID/MID: New MID to be created• Payment Type: Public Records Requests• Payment Methods: Per MSA• Integration Type: URL Parameter Passing<ul style="list-style-type: none">○ Customers will be redirected from the GovQA portal to the Paymentus ROTP Page 2○ GovQA will prepopulate parameters for the Account Number (or any other identifier, which could be a Permit Number), Payment Type, and Amount<ul style="list-style-type: none">▪ Please see Paymentus Developer Portal for additional parameters that can be passed○ Paymentus to provide the following:<ul style="list-style-type: none">▪ URL for ROTP Page▪ Encryption Key for Parameter Passing• GovQA to provide Paymentus with a Notification URL for Paymentus to pass Real Time Payment Notification/confirmation back to GovQA• Paymentus to facilitate UAT testing• Paymentus to provide production planning & deployment to PROD	\$8,750.00
Total Due		\$8,750.00

The total amount due will be billed upon project kickoff.

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PAYMENTUS RESPONSIBILITIES

- The project team shall convene regular weekly meetings to ensure progress and alignment. In the event of non-responsiveness exceeding two consecutive weeks from the Client, the project escalation protocol will be initiated internally with Paymentus, along with the designated Point of Contact (POC) as outlined in the SOW. Failure to respond at this juncture may result in the temporary suspension of your project.
- Manage the efforts of the Paymentus staff and coordinate Paymentus activities with the Client's Project Manager.
- Provide Client with one (1) production and one (1) UAT (User Acceptance Testing) environment.
- Coordinate and perform the configuration of the Paymentus solution as described above.
- Define the project schedule in consultation with the Client's Project Manager and resolve deviations from the Project Schedule, if any.
- Provide timely responses to critical issues raised by the Client's Project Manager
- Provide access to the Paymentus Developer Portal and recommendation for optimal solution ex standard Paymentus CIF file

CLIENT RESPONSIBILITIES

- Assign resources that have the time and expertise to execute their respective tasks and responsibilities.
- Provide timely and appropriate responses to Paymentus' request for information.
- Coordinate support for any other third-party vendor where Client holds the primary relationship.
- Ensure network connectivity.
- Testing of the solution and reporting of any deviation.
- The client is responsible for conducting thorough User Acceptance Testing (UAT), encompassing comprehensive testing of all available payment methods and in all forms, prior to the configuration being migrated to the production environment.
- Additionally, the UAT checklist must be completed and signed by the client as a confirmation of their testing activities. This testing requirement is distinct and separate from any testing conducted by their CIS or any other vendor

ASSUMPTIONS

- Client and/or Development Partner/Vendor understands that any delay in response can/will impact project timelines.
- Client will schedule meetings with the Development Partner/Vendor and Client will stay engaged through project warranty.
- Non-standard changes (i.e. custom development) must follow Paymentus release calendar.

OUT OF SCOPE

- Features not explicitly defined in the Project Description are out of scope.

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POST DEPLOYMENT ASSUMPTIONS

- After the production launch the client will transition into the Hypercare stage for the project, which consists of 10 business days of support post deployment (Production). Any risks or issues that are identified during this period may be eligible for an extension of Hypercare which is subject to approval.
- Any Client concerns or changes post the Hypercare stage will be directed to the Paymentus Customer Care team at customercare@paymentus.com or [800-420-1663](tel:800-420-1663).

ESCALATION APPROACH

Paymentus

Escalation Level 1	Escalation Level 2	Escalation Level 3
TBD upon project kickoff Project Manager Email: TBD Phone: TBD	Pantelis Mamouzellos Director, Client Services Email: pmamouzellos@paymentus.com Phone: 980-206-9091	Lori Hogg Vice President, Customer Success Email: lhogg@paymentus.com Phone: 980-206-9091

Client

Escalation Level 1	Escalation Level 2	Escalation Level 3
Vicki Edwards IT Business Administrator Email: vedwards@cityofnorthport.com Phone: (941) 429-7141	Heather Faust City Clerk Email: hfaust@northportfl.gov Phone: (941) 429-7056	Victor DeRamio Accountant Email: vdiramio@cityofnorthport.com Phone: (941) 423-7120

Authorized Client Representative	Paymentus Corporation
Signature: Printed Name: Title: Date:	Signature: Printed Name: Peter Fanous Title: Senior VP, Mid Markets Date: