



AGENDA

REGULAR MEETING OF THE BOARD OF DIRECTORS

March 22, 2021 — 9:00 A.M.

Board of Directors

Pat Dwyer—Division 2
President

Lori Anzini—Division 4
Vice President

George Osborne—Division 1
Director

Brian K. Veerkamp—Division 3
Director

Alan Day—Division 5
Director

Executive Staff

Jim Abercrombie
General Manager

Brian D. Poulsen, Jr.
General Counsel

Jennifer Sullivan
Clerk to the Board

Jesse Saich
Communications

Brian Mueller
Engineering

Mark Price
Finance

Jose Perez
Human Resources

Tim Ranstrom
Information Technology

Dan Corcoran
Operations

PUBLIC COMMENT: Anyone wishing to comment about items not on the Agenda may do so during the public comment period. Those wishing to comment about items on the Agenda may do so when that item is heard and when the Board calls for public comment. Public comments are limited to five minutes per person.

PUBLIC RECORDS DISTRIBUTED LESS THAN 72 HOURS BEFORE A MEETING: Any writing that is a public record and is distributed to all or a majority of the Board of Directors less than 72 hours before a meeting shall be available for immediate public inspection in the office of the Clerk to the Board at the address shown above. Public records distributed during the meeting shall be made available at the meeting.

AMERICANS WITH DISABILITIES ACT: In accordance with the Americans with Disabilities Act (ADA) and California law, it is the policy of El Dorado Irrigation District to offer its public programs, services, and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation for this meeting, please contact the EID ADA coordinator at 530-642-4045 or email at adacoordinator@eid.org at least 72 hours prior to the meeting. Advance notification within this guideline will enable the District to make reasonable accommodations to ensure accessibility.

Please take notice, as a result of the COVID-19 pandemic, California Governor Gavin Newsom issued Executive Order (EO) N-29-20, which waives certain requirements of the Ralph M. Brown Act (Brown Act) in order to prevent gatherings and slow the spread of COVID-19. Specifically, EO N-29-20 waives the requirements that local public agencies (1) notice each teleconference location from which a board member will participate, (2) make each teleconference location accessible to the public, (3) allow the public to address the agency from each teleconference location, (4) post the agenda at each teleconference location, and (5) ensure that a quorum of the board participate in locations within the boundary of the agency. EO N-29-20 requires local public agencies that conduct public meetings telephonically to allow members of the public to observe and address the meeting telephonically or otherwise electronically.

Because indoor public gatherings remain restricted under the Governor's Executive Orders, regular Board Meetings will continue to be closed to in-person attendance by the public and conducted virtually for the time being. In accordance with EO N-29-20, the public may participate in the District's Board meeting by teleconference or web conference via the instructions provided below. Members of the public who participate in the meeting via teleconference or web conference will be given the opportunity to speak and address the Board, and their comments will be included in the audio recording of the meeting. The meeting materials will be available for download from the District's website at www.eid.org.

PUBLIC PARTICIPATION INSTRUCTIONS

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Dial **1.669.900.6833** and enter Meeting ID **945 6360 8941** when prompted.

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CALL TO ORDER

Roll Call
Pledge of Allegiance
Moment of Silence

ADOPT AGENDA

COMMUNICATIONS

General Manager's Employee Recognition

PUBLIC COMMENT

COMMUNICATIONS

General Manager

Brief reports on District activities or items of interest to the public, including activities or developments that occur after the agenda is posted.

Clerk to the Board

Board of Directors

Brief reports on community activities, meetings, conferences and seminars attended by the Directors of interest to the District and the public.

APPROVE CONSENT CALENDAR

Action on items pulled from the Consent Calendar

CONSENT CALENDAR

1. Clerk to the Board (Sullivan)

Consider approving the minutes of the March 8, 2021 regular meeting of the Board of Directors.

Option 1: Approve as submitted.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1.

2. Office of the General Manager (Abercrombie)

Consider ratifying Resolution No. 2020-006 to maintain an emergency declaration regarding the COVID-19 pandemic.

Option 1: Ratify Resolution No. 2020-006 to maintain emergency declaration.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1 (*four-fifths vote required*).

3. Information Technology (Eberhard)

Consider awarding a contract to CDW-G in the not-to-exceed amount of \$143,053 to purchase Cisco network equipment support and operating software maintenance for a one-year term.

Option 1: Award a contract to CDW-G in the not-to-exceed amount of \$143,053 to purchase Cisco network equipment support and operating software maintenance for a one-year term.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1.

END OF CONSENT CALENDAR

INFORMATION ITEM

4. Finance (Downey/Barragan)

Online Bill Pay Enhancements.

Recommended Action: None – Information only.

5. Office of the General Manager (Abercrombie)

Key Performance Indicators and Goals report.

Recommended Action: None – Information only.

ACTION ITEMS

6. Finance (Pasquarello)

Consider ratifying EID General Warrant Registers for the periods ending March 2 and March 9, 2021, and Board and Employee Expense Reimbursements for these periods.

Option 1: Ratify the EID General Warrant Register as submitted to comply with Section 24600 of the Water Code of the State of California. Receive and file Board and Employee Expense Reimbursements.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1.

7. Office of the General Counsel (Leeper)

Consider approving recommendations of Reeb Government Relations, LLC, as the District's official positions on proposed state legislation.

Option 1: Approve recommendations of Reeb Government Relations, LLC, as the District's official positions on proposed state legislation.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1.

8. Information Technology (Ranstrom)

Consider awarding contracts to Quantum Resolve in the fixed cost amount of \$6,044,550 for software integration and implementation and Infor Public Sector, Inc. in the not-to-exceed amount of \$343,007 for software licenses and support; approve a contract amendment to Westin Technology Solutions in the not-to-exceed amount of \$765,000 for consulting services; authorize additional funding of \$3,240,000 for capitalized labor and contingency for a total funding request of \$10,392,557 for the Hansen Core Software Upgrade, Project No.18055; and approve extension of Infor Public Sector, Inc. software maintenance agreement through September 30, 2026, in the not-to-exceed amount of \$745,000.

Option 1: Award contracts to Quantum Resolve in the fixed cost amount of \$6,044,550 for software integration and implementation and Infor Public Sector, Inc. in the not-to-exceed amount of \$343,007 for software licenses and support; approve a contract amendment to Westin Technology Solutions in the not-to-exceed amount of \$765,000 for consulting services; authorize additional funding of \$3,240,000 for capitalized labor and contingency for a total funding request of \$10,392,557 for the Hansen Core Software Upgrade, Project No.18055; and approve extension of Infor Public Sector, Inc. software maintenance agreement through September 30, 2026, in the not-to-exceed amount of \$745,000.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

Recommended Action: Option 1.

CLOSED SESSION

A. Conference with General Counsel — Anticipated Litigation (Poulsen)

Government Code Sections 54956.9(d)(2)

(one potential case: Department of Fair Employment & Housing, Discrimination Complaint, Case Number 202006-10557530)

REVIEW OF ASSIGNMENTS

ADJOURNMENT

TENTATIVELY SCHEDULED ITEMS FOR FUTURE MEETINGS

Engineering

- Water Treatment Plant Assessment Phase 2 contract, Action, April 12 (Eden-Bishop/Dawson)
- Folsom Lake Intake Improvements In-Water Excavation Change Order and Project Update, Action, April 12 (Money)

EL DORADO IRRIGATION DISTRICT

March 22, 2021

General Manager Communications

Awards and Recognitions

- a) On the afternoon of March 9, 2021, a resident entered the Sly Park Recreation Area reservation office indicating a family member had capsized their small boat on the lake and was currently struggling in the water. Staff immediately responded by calling 911 and launching the ranger boat to assist with a water rescue. Based upon the information provided by the family member, staff were able to quickly locate the gentlemen and transport him to the main boat launch for emergency medical services support. Subsequent to his treatment and discharge from the hospital, the gentlemen returned to the reservation office to express his appreciation for staff's valiant actions. Additionally, he has publically shared his appreciation on social media, which has been widely circulated in the community. Thank you Jaramia Bond, Thomas Canitia, Carl Certiberi, Greg Hawkins, Christine Thompson and Susan Thompson and for your swift and coordinated efforts in providing life-saving assistance to a member of our community and embodying the District's Guiding Principles of 100% Safety. Outstanding work and recognition well earned!

Staff Reports and Updates

None



MINUTES REGULAR MEETING OF THE BOARD OF DIRECTORS

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CALL TO ORDER

President Dwyer called the meeting to order at 9:00 A.M.

Roll Call Board

Present: Directors Osborne, Dwyer, Veerkamp, Anzini and Day. All Directors participated via video conference.

Staff

Present: General Manager Abercrombie, General Counsel Poulsen and Board Clerk Sullivan

Pledge of Allegiance and Moment of Silence

President Dwyer led the Pledge of Allegiance.

ADOPT AGENDA

ACTION: Agenda was adopted.

MOTION PASSED

Ayes: Directors Day, Anzini, Osborne, Dwyer and Veerkamp

COMMUNICATIONS

Awards and Recognitions

None

PUBLIC COMMENT

None

COMMUNICATIONS

General Manager

a) Long-term Weather Forecast and 2021 Water Supplies – Summary by Dan Corcoran

Public Comment: Dawn Hodson, Mountain Democrat

b) Meter Reading Program—Open/Stuck Service Requests – Summary by Mark Price

Clerk to the Board

None

Board of Directors

Director Osborne reported that he participated in a recent El Dorado Builders Exchange meeting.

APPROVE CONSENT CALENDAR

ACTION: Consent Calendar was approved.

MOTION PASSED

Ayes: Directors Veerkamp, Osborne, Dwyer, Anzini and Day

CONSENT CALENDAR

1. Clerk to the Board (Sullivan)

Consider approving the minutes of the February 22, 2021 regular meeting of the Board of Directors.

ACTION: Option 1: Approved as submitted.

MOTION PASSED

Ayes: Directors Veerkamp, Osborne, Dwyer, Anzini and Day

2. Office of the General Manager (Abercrombie)

Consider ratifying Resolution No. 2020-006 to maintain an emergency declaration regarding the COVID-19 pandemic.

ACTION: Option 1: Ratified Resolution No. 2020-006 to maintain emergency declaration.

MOTION PASSED

Ayes: Directors Veerkamp, Osborne, Dwyer, Anzini and Day

3. Finance (Deakyne)

Consider awarding a contract to Cintas Corporation in the not-to-exceed amount of \$225,000 for uniform services and facility products for a term of 3 years from March 8, 2021 through March 7, 2024.

ACTION: Option 1: Awarded a contract to Cintas Corporation in the not-to-exceed amount of \$225,000 for uniform services and facility products for a term of 3 years from March 8, 2021 through March 7, 2024.

MOTION PASSED

Ayes: Directors Veerkamp, Osborne, Dwyer, Anzini and Day

END OF CONSENT CALENDAR

ACTION ITEMS

4. Finance (Pasquarello)

Consider ratifying EID General Warrant Registers for the periods ending February 16 and February 23, 2021, and Board and Employee Expense Reimbursements for these periods.

Director Veerkamp recused himself from the deliberations and vote on this Item.

ACTION: Option 1: Ratified the EID General Warrant Register as submitted to comply with Section 24600 of the Water Code of the State of California. Received and filed Board and Employee Expense Reimbursements.

MOTION PASSED

Ayes: Directors Day, Osborne, Dwyer and Anzini

5. Engineering (Mueller)

Consider adopting a resolution to dissolve the Cosumnes American Bear Yuba Joint Powers Authority created by the Joint Exercise of Powers Agreement, by and among the El Dorado County Water Agency, Nevada Irrigation District, Placer County Water Agency and El Dorado Irrigation District.

ACTION: Option 1: Adopted Resolution No. 2021-005, to dissolve the Cosumnes American Bear Yuba Joint Powers Authority created by the Joint Exercise of Powers Agreement, by and among the El Dorado County Water Agency, Nevada Irrigation District, Placer County Water Agency and El Dorado Irrigation District.

MOTION PASSED

Ayes: Directors Day, Anzini, Osborne, Dwyer and Veerkamp

CLOSED SESSION

A. Conference with General Counsel — Anticipated Litigation (Leeper)

Government Code Sections 54956.9(d)(2) & (e)(2)

(one potential case: claim by Lisa Taylor for sewer-related property damages)

ACTION: The Board met and conferred with counsel and provided direction but took no reportable action.

REVIEW OF ASSIGNMENTS

None

ADJOURNMENT

President Dwyer adjourned the meeting at 10:58 A.M.

Roger "Pat" Dwyer
Board President
EL DORADO IRRIGATION DISTRICT

ATTEST

Jennifer Sullivan
Clerk to the Board
EL DORADO IRRIGATION DISTRICT

Approved: _____

EL DORADO IRRIGATION DISTRICT

SUBJECT: Consider ratifying Resolution No. 2020-006 to maintain an emergency declaration regarding the COVID-19 pandemic.

PREVIOUS BOARD ACTION

March 23, 2020 – Board declared an emergency under applicable provisions of law and Board Policy as a result of the COVID-19 pandemic and authorized the General Manager to take all actions necessary and appropriate in response to the emergency.

April 27, May 11, May 26, June 8, June 22, July 13, August 10, August 24, September 14, October 13, October 26, November 9, December 14, 2020, January 11, January 25 and February 8, February 22, and March 8, 2021 – Board ratified Resolution 2020-006 to maintain the emergency declaration.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

BP 2050 Administrative Leeway in the Absence of Policy

BP 3060 Contracts and Procurement

Public Contract Code sections 1102, 20567 and 22050 et. seq.

Public Resources Code section 21080(b) and California Environmental Quality Act (“CEQA”) Guidelines section 15269

Government Code section 54956.5

Governor Newsom’s Executive Orders N-25-20 and N-29-20

SUMMARY OF ISSUE

COVID-19 has become a global pandemic. Governments at all levels including federal, state, and local have declared a state of emergency. This action is to ratify Board Resolution No. 2020-006 which declares an emergency and authorizes the General Manager to take necessary and appropriate action in response. The General Manager will provide periodic updates to the Board on the District’s response to COVID-19 during his General Manager’s report.

BACKGROUND/DISCUSSION

On March 4, 2020, Governor Newsom declared a state of emergency as a result of the COVID-19 pandemic. On March 12, 2020, El Dorado County declared a public health emergency. The following day, March 13, the then-President of the United States declared a national emergency.

The District performs a critical health and safety function for our customers—the supply of safe drinking water and wastewater services. It is imperative that the District continue to provide those critical functions during this emergency.

In order to ensure that the District is able to meet both the anticipated and unanticipated challenges that it is likely to face, the General Manager must have maximum flexibility in his ability to respond. District Board Policy 2050 authorizes the District’s General Manager to act “in emergency situations where no Board Policies or Administrative Regulations exist.” District

Board Policy 3060, delegates to the General Manager authority to approve any and all contracts necessary to abate an emergency after first informing the President of the Board of Directors and scheduling an emergency meeting of the Board of Directors at the earliest possible opportunity.

Various provisions of law, including provisions in the Public Contracting Code, Public Resources Code, and Government Code govern aspects of the District's operations during declared emergencies.

In addition to declarations of emergency described above, Governor Gavin Newsom issued an executive order on March 12, 2020, relaxing some of the requirements of the Brown Act related to public meetings of local public agencies. The purpose of the executive order is to ensure social distance and reduce the risk of spreading the COVID-19 virus. On March 17, 2020 Governor Newsom issued a new Executive Order, N-29-20, which further relaxed certain provisions of the Brown Act with regard to conducting public meetings.

As a result of these orders, and in order to (1) protect the health and safety of District staff and the public, and (2) comply with restrictions imposed by State and Local health officials, the General Manager has periodically closed District facilities to the public, including the headquarters facility. Because indoor public gatherings remain restricted under the direction of State and local health officials, regular Board Meetings will continue to be closed to in-person attendance by the public and conducted virtually for the time being. Consistent with the Governor's Executive Order, the public may observe and participate in all public Board meetings by teleconference or other electronic means, and each Board meeting agenda provides instructions for how to participate.

BOARD OPTIONS

Option 1: Ratify Resolution No. 2020-006 to maintain emergency declaration.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

RECOMMENDATION


Option 1 (*four-fifths vote required*).

ATTACHMENTS

Attachment A: Resolution No. 2020-006



Brian Poulsen
General Counsel



Jim Abercrombie
General Manager

**RESOLUTION OF THE BOARD OF DIRECTORS OF
EL DORADO IRRIGATION DISTRICT
DECLARING AN EMERGENCY**

1 WHEREAS, EL DORADO IRRIGATION DISTRICT (District) has encountered an emergency
2 with regard to the COVID-19 pandemic, which requires prompt action to prevent or mitigate
3 impairment to life, health, safety, property, and/or essential public services; and

4 WHEREAS, Government Code section 54956.5(a)(1) defines “emergency” as “a work
5 stoppage, crippling activity, or other activity that severely impairs public health, safety, or both, as
6 determined by a majority of the members of the legislative body;” and

7 WHEREAS, Government Code section 54956.5(a)(2) defines “dire emergency” as “a crippling
8 disaster, mass destruction, terrorist act, or threatened terrorist activity that poses peril so
9 immediate and significant that requiring a legislative body to provide one-hour notice before holding
10 an emergency meeting may endanger the public health, safety, or both, as determined by a majority
11 of the members of the legislative body;” and

12 WHEREAS, Public Contract Code section 1102 defines “emergency” as “a sudden, unexpected
13 occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate
14 the loss or impairment of life, health, property, or essential public services,” and

15 WHEREAS, California Environmental Quality Act (CEQA) Guidelines section 15359 defines
16 “emergency” as “a sudden, unexpected occurrence, involving a clear and imminent danger, demanding
17 immediate action to prevent or mitigate loss of, or damage to life, health, property, or essential public
18 services;” and

19 WHEREAS, Government Code section 54956.5(b)(1) and (2) authorize legislative bodies to
20 hold emergency meetings in the case of an emergency or dire emergency involving matters upon which
21 prompt action is necessary due to the disruption or threatened disruption of public facilities; and

22 WHEREAS, District Board Policy 2050 authorizes the District’s General Manager to act “in
23 emergency situations where no Board Policies or Administrative Regulations exist;” and

24 WHEREAS, Public Contract Code sections 22050(a)(1) and 20567 authorize irrigation districts
25 to let contracts without notice for bids in case of an emergency; and

26 WHEREAS, Public Contract Code section 22050(b)(1) authorizes the Board of Directors, by a
27 four-fifths (4/5ths) vote, to delegate to the General Manager the authority to order any action
pursuant to paragraph (1) of subdivision (a) of Public Contract Code section 22050; and

1 WHEREAS, District Board Policy 3060, delegates to the General Manager authority to approve
2 any and all contracts necessary to abate an emergency after first informing the President of the Board
3 of Directors and scheduling an emergency meeting of the Board of Directors at the earliest possible
4 opportunity; and

5 WHEREAS, Public Resources Code section 21080(b)(2) exempts from CEQA emergency
6 repairs to public service facilities necessary to maintain services; and

7 WHEREAS, Public Resources Code section 21080(b)(4) and CEQA Guidelines section 15269(c)
8 exempt from CEQA specific actions necessary to prevent or mitigate an emergency from CEQA;

9 NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED by the Board of Directors of
10 the El Dorado Irrigation District (Board) as follows:

- 11 1. The Board finds and declares that an emergency situation exists within the meaning of the
12 enactments marked below:

13 Public Contract Code section 1102;

14 CEQA Guidelines section 15359;

15 Public Contract Code section 20567;

16 District Board Policy 3060;

17 Public Contract Code section 22050(a)(1);

18 Public Resources Code section 21080(b)(2);

19 Public Resources Code section 21080(b)(4) and CEQA Guidelines section 15269(c);

- 20 2. The foregoing findings and declarations are based upon written, oral, and visual evidence,
21 including both facts and professional opinions, presented to the Board at the hearing of this
22 Resolution and upon the Minutes of the meeting at which this Resolution was adopted.
- 23 3. The Board hereby ratifies all actions taken by the District General Manager and his
24 designees, prior to the adoption of this Resolution, which the General Manager and his
25 designees reasonably deemed necessary to respond to the emergency declared herein.
- 26 4. The Board hereby delegates, authorizes, and directs the District General Manager and his
27 designees to take all further actions reasonably deemed necessary to respond to the
emergency declared herein. The General Manager or his designees shall report to and seek
ratification of the Board of Directors for each action taken in excess of their normal
authority, at the first regular Board of Directors meeting held after each such action.

1 5. This Resolution shall take effect immediately upon adoption. Subject to the ratification
2 required by Public Contract Code sections 22050(b)(3), (c)(1), and (c)(2), and by Board
3 Policy 3060, this Resolution shall remain in full force an effect until rescinded by a
4 subsequent Resolution of the Board of Directors.

5 The foregoing Resolution was introduced at a regular meeting of the Board of Directors of the
6 EL DORADO IRRIGATION DISTRICT, held on the 23rd day of March 2020, by Director Osborne
7 who moved its adoption. The motion was seconded by Director Raffety and a poll vote taken which
8 stood as follows:

9 AYES: Directors Osborne, Raffety, Dwyer, Anzini and Day

10 NOES:

11 ABSENT:

12 ABSTAIN:

13 The motion having a majority of votes "Aye", the resolution was declared to have been
14 adopted, and it was so ordered.

George Osborne, President
Board of Directors
EL DORADO IRRIGATION DISTRICT

16 ATTEST:

Jennifer Sullivan
Clerk to the Board
EL DORADO IRRIGATION DISTRICT

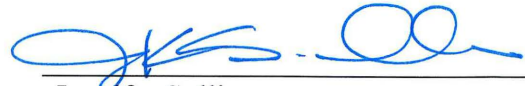
21 (SEAL)

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1 I, the undersigned, Clerk to the Board of the EL DORADO IRRIGATION DISTRICT
2 hereby certify that the foregoing resolution is a full, true and correct copy of a Resolution of the
3 Board of Directors of the EL DORADO IRRIGATION DISTRICT entered into and adopted at a
4 regular meeting of the Board of Directors held on the 23rd day of March 2020.



Jennifer Sullivan
Clerk to the Board
EL DORADO IRRIGATION DISTRICT

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EL DORADO IRRIGATION DISTRICT

SUBJECT: Consider awarding a contract to CDW-G in the not-to-exceed amount of \$143,053 to purchase Cisco network equipment support and operating software maintenance for a one-year term.

PREVIOUS BOARD ACTION

Since 2010, the Board has annually awarded contracts to purchase Cisco equipment support and software maintenance.

November 9, 2020 – Board adopted the 2021-2022 Operating Budget.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

BP 3060 Contracts and Procurement

AR 3061.05e Single Source Procurement

SUMMARY OF ISSUE

The District has a one-year contract with Cisco for system support and maintenance. The term for the existing contract will expire on March 28, 2021. District staff is seeking to purchase another one-year term of support and maintenance with the existing service provider.

BACKGROUND/DISCUSSION

Cisco network equipment is critical to District operations and used continuously to provide networking, security, communications (including the District's phone system), and other technology backbone services. Over many years, staff has deployed and integrated hundreds of Cisco devices across multiple product lines to meet District needs. Each device requires staff to develop and integrate complex software configurations that will provide effective and secure services across the District's expansive technology infrastructure. Staff routinely engage Cisco technical experts via the contract when planning required changes and certain maintenance activities. Staff also rely on the contract to guarantee timely equipment replacement when a covered device fails or malfunctions. The contracted support services under the proposed contract are essential to reliability and performance with relatively low maintenance costs.

Staff evaluates each piece of Cisco equipment and software the District owns to determine if it requires contracted support or not. Staff excludes many Cisco devices from the support contract because they do not serve a critical function or sufficient spare devices are on hand to address failures. Products determined by staff to require support services undergo further considerations, including resiliency, past performance, age, support cost, and more before staff select the optimal support option.

If the contract is not renewed, staff will lack timely access to technical support resources that help ensure the reliability, performance, and security of the equipment and software. The failure or misconfiguration of a critical piece of Cisco equipment can have immediate and profound effects on District operations, regulatory compliance, or worse. Forgoing maintenance also means Cisco software will not receive further enhancements and remains static. Purchasing enhanced versions generally costs more than continued maintenance, and may delay

implementation of required or beneficial functionality. In time, these issues directly affect the reliability and quality of the District's services, and greatly increase the risk of service interruptions and resulting damages.

District Administrative Regulation 3061.05e allows procurement of goods or services from a single source with good cause. Many technology vendors are the sole providers of the support for their products (e.g. software, hardware, and professional services), so maintenance ensues from the initial equipment or service purchase. Many of these sole source providers do not sell directly to customers; they have outsourced all sales functions to distributors. Thus, technology software, equipment, and maintenance services may appear to have multiple sources, but that is an artifact of the manufacturer having outsourced its sales functions. Information Technology Department staff negotiates the District's technology purchases and contracts to ensure the District is getting the appropriate and best levels of functionality and support for the dollars spent. CDW-G is the current contract holder and is a value-added partner that works closely with District staff to develop effective technology solutions.

FUNDING

Funding for the proposed contract is contained in the District's approved operating budget and allocated to the purpose of maintenance. The CDW-G quote reflects a 14% increase from the prior year for equipment upgrades required to meet operational needs of the District.

BOARD OPTIONS

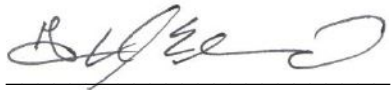
- Option 1:** Award a contract to CDW-G in the not-to-exceed amount of \$143,053 to purchase Cisco network equipment support and operating software maintenance for a one-year term.
- Option 2:** Take other action as directed by the Board.
- Option 3:** Take no action.

RECOMMENDATION

Option 1

ATTACHMENTS

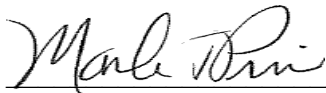
Attachment A: CDW-G quote



Glenn Eberhard
Information Technology Analyst



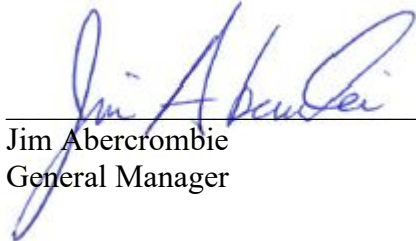
Tim Ranstrom
Information Technology Director



Mark Price
Finance Director



Brian Poulsen
General Counsel



Jim Abercrombie
General Manager



QUOTE CONFIRMATION

DEAR GLENN EBERHARD,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
LWST401	2/2/2021	CISCO SUPPORT RENEWAL	8608998	\$143,052.49

IMPORTANT - PLEASE READ

Special Instructions: TAX: MULTIPLE TAX JURISDICTIONS APPLY
TAX: CONTACT CDW FOR TAX DETAILS

QUOTE DETAILS

ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
Cisco SMARTnet extended service agreement Mfg. Part#: CON-SNT-1-500K UNSPSC: 81111812 Cisco smartet support renewal, SNT, 8x5xNext Business Day, 4409198, coverage 3/29/21 to 3/28/22 Electronic distribution - NO MEDIA TAX: PLACERVILLE, CA .0000% \$.00 Contract: Sourcewell 081419-CDW Tech Catalog (081419#CDW)	1	1526110	\$118,112.65	\$118,112.65
CISCO SMARTNET ESS SW SUPP UPGR Mfg. Part#: CON-ECMU-1-25K Cisco smartet software support renewal, ECMU, 94768007, coverage 3/29/21 to 3/28/22 Electronic distribution - NO MEDIA TAX: PLACERVILLE, CA .0000% \$.00 Contract: Sourcewell 081419-CDW Tech Catalog - Software (081419-CDW)	1	2576802	\$24,939.84	\$24,939.84

PURCHASER BILLING INFO	SUBTOTAL	\$143,052.49
Billing Address: INFORMATION TECHNOLOGY EL DORADO IRRIGATION DISTRICT 2890 MOSQUITO RD BLDG P-6 PLACERVILLE, CA 95667-4761 Phone: (530) 642-4075 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	SALES TAX	\$0.00
	GRAND TOTAL	\$143,052.49
	DELIVER TO Shipping Address: EL DORADO IRRIGATION DISTRICT INFORMATION TECHNOLOGY 2890 MOSQUITO RD BLDG P-6 PLACERVILLE, CA 95667-4761 Phone: (530) 642-4075 Shipping Method: ELECTRONIC DISTRIBUTION	
Please remit payments to: CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515		



Jon Cacioppo

(877) 603-6330

|

joncac@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdw.com/content/terms-conditions/product-sales.aspx>
For more information, contact a CDW account manager

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EL DORADO IRRIGATION DISTRICT

SUBJECT: Online Bill Pay Enhancements.

PREVIOUS BOARD ACTIONS

None

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

AR 9051 Billing

SUMMARY OF ISSUE

DataProse, the District's online bill pay vendor implemented improvements to their site to enhance customer experiences for both District customers as well as customer service staff. There will be no cost to the District for these improvements.

BACKGROUND/DISCUSSION

El Dorado Irrigation District maintains a robust online bill pay system. Sixty-three percent of EID customers use the service and this percentage grows annually. Having an easy-to-use online bill pay platform is key to successfully enhancing our customers' online billing experience.

With the new enhancements, existing customers will have their profile converted to the new DataProse site and will have access to all the same account information and history. Any links customers may have saved will be redirected to the new login. One minor change that may impact customers is the billing notification email address that includes information regarding their account such as bills, payments and reminders will come from a different email address than they are used to receiving.

Staff sent out an email notification to all online bill pay customers the end of the week of March 15 to notify customers of the improvements along with information about the new email address notification. Customer Service and Communications are continuing to work together to notify customers through the District's website and upcoming Waterfront newsletter.

Customer online bill pay improvements include:

- Quick Pay Option
 - Customers can quickly pay their bill without creating or logging into an online profile
- Language Preference Option
 - Customers can change settings to have their online profile appear in English or Spanish
- Linking Multiple Accounts
 - Once a customer creates an online profile, multiple accounts can be linked to one login to manage multiple accounts more efficiently
- My Wallet
 - Customers can save multiple credit/debit cards for easy access when paying their bills
- Email Preferences
 - Customers are now able to control email reminder notifications for payment receipts and upcoming due date reminders
- Payment Pop-Up
 - Upon login, customers will see a reminder alert when they have made a payment within the last 48 hours, to avoid duplicate payments

Staff enhancements:

- Single platform with one set of credentials
 - Replacing multiple login sites for different account functions
- Simplified overview of user profile
- Ability to "mimic" customer login
 - See what they see to assist customer in troubleshooting
- Customer enhancements should decrease customer need to contact staff for assistance

Notification to customers:

- Email to all current online bill pay customers
- Notification included
 - Reason for changes
 - Go-Live date and time
 - What the improvements and enhancements will be
 - Change to bill and payment email address
 - How to report an issue
- Post to EID Facebook site
- Future Waterfront newsletter

BOARD OPTIONS

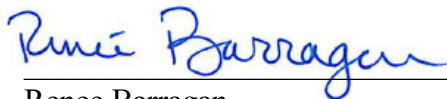
None – Information only.

RECOMMENDATION

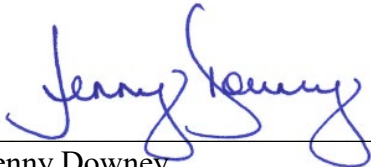
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ATTACHMENTS

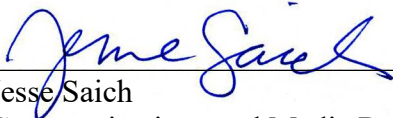
None



Renee Barragan
Utility Billing Supervisor



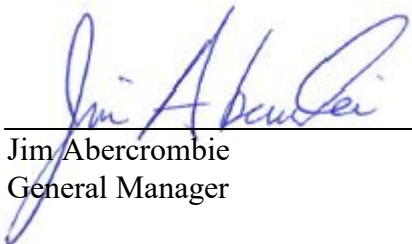
Jenny Downey
Customer Service Manager



Jesse Saich
Communications and Media Relations Manager



Mark Price
Finance Director



Jim Abercrombie
General Manager

ONLINE BILL PAY ENHANCEMENTS

March 22, 2021

SUMMARY OF ISSUE


- Online bill pay vendor DataProse is performing upgrades
- Upgrades will enhance customer experience and staff use
- No cost to the District
- Notification to customers of changes
- Future news item in Waterfront, District website, and social media


WHAT IS CHANGING?

- Quick Pay Option
- Language Preference Option
- Linking Multiple Accounts
- My Wallet
- Email Preferences
- Payment Pop-Up
- Backend User Ease of Use

QUICK PAY OPTION



English - United States 

 Welcome, Please Pay Now or Login

Pay Now As a Guest

Need to make a payment immediately without taking time to sign-up? Click the 'Pay Now' button below.

Pay Now

No need to register

Login

User Name *

Password *

LOGIN

Sign Up

Create an account

[Forgot User Name](#)

[Forgot Password](#)

LANGUAGE PREFERENCE OPTION



Spanish - Mexico



 Bienvenido, por favor pague ahora o inicie sesión

Pagar ahora como invitado

¿Necesita hacer un pago de inmediato sin tomarse el tiempo para iniciar sesión?
¡Solo elija la opción 'Pagar ahora' que se encuentra abajo!

Pagar ahora

Hacer un pago único

Iniciar sesión

Nombre de usuario *

Contraseña *

INICIAR SESIÓN


Registrarse

Crear una cuenta

[Olvidé mi nombre de usuario](#)

[Olvidé mi contraseña](#)

LINKING MULTIPLE ACCOUNTS



rbarragantest x Logout

- My Account
- My Wallet
- Payment History
- About Your Bill
- News
- Customer Support

Add Account Number

Account Number *

Billing Zip Code *


Account Number Nickname

CANCEL

ADD

MY WALLET

Add New Payment Method

Payment Method * 

Name on card *

Card Number *

Card Exp Date *

Security Code *

Billing Zip Code *

Wallet Item Nickname



CANCEL

CONTINUE

EMAIL PREFERENCES

Notifications

Click each button to set your personal preferences.

Mail Bill



Receipt



Email

Payment Reminder



youremail@email.com

PAYMENT POP-UP

Recent Payments

Payment Amount	Payment Date	Receipt Number	Status
\$178.07	03/17/2021 12:00	441702	FuturePayment
\$3.00	03/14/2021 01:25	A31A3ACE390E	Authorize
\$2.00	03/14/2021 01:17	A81A0E80EC7B	Authorize

\$178.07

CUSTOMER NOTIFICATION

- Email to all current online bill pay customers
- Notification included
 - Reason for changes
 - Go-Live date and time
 - What the improvements and enhancements will be
 - Change to bill and payment email address
 - How to report an issue
- Post to EID Facebook site
- Future Waterfront newsletter

STAFF ENHANCEMENTS

- Single platform with one set of credentials
 - Replacing multiple login sites
- Simplified overview of user profile
- Ability to “mimic” customer login
 - See what they see to assist in troubleshooting
- Customer enhancements should decrease customer contact

SUMMARY

- Upgrades will enhance customer experience
- Customers have expressed desire for improvements
- Opportunity for increased customer enrollment in the site
 - Current Enrollment is 63%
- No additional cost to the District
- Staff experience enhanced
- Staff efficiency enhanced

QUESTIONS?

EL DORADO IRRIGATION DISTRICT

SUBJECT: Key Performance Indicators and Goals report.

PREVIOUS BOARD ACTIONS

Since 2010, the General Manager has presented the Key Performance Indicators and Goals report annually. No presentation occurred in 2020.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

BP 12020 Duties and Powers

BP 0030 Accountability

SUMMARY OF ISSUE

The Key Performance Indicators and Goals report was initially developed in 2010 to track many strategic initiatives. It was subsequently expanded to include performance indicators that can be used to track improvement or benchmark with other similar utilities to measure the District's performance against industry standards.

BACKGROUND/DISCUSSION

In 2020, the District again achieved excellent financial performance, customer satisfaction ratings and made significant progress on its 2020-2025 goals. Warning signs have appeared in the trends and measurements of the District's performance in service reliability. One Board priority in 2020 was to replace aging assets in order to maintain utility infrastructure reliability, while balancing pay-as-you-go projects with debt issuance to fund needed capital replacement projects and maintain sound financial planning for long-term infrastructure reinvestment needs.

100% Safety

The District continues to maintain high standards of employee safety training, practices and performance. The incidence of worker injuries remained low in 2020. Two lost-time injuries (LT) and four injuries requiring medical attention (IRMAs) occurred in 2020, compared to eight in 2019. Statistics for 2020 exclude presumed COVID-19 cases. Avoidable vehicle accidents increased slightly from a total of eleven to fifteen in 2019 and 2020, respectively.

It is important to highlight the District's 2020 (July 2020 – July 2021) annual Workers' Compensation insurance premium hit a record low of \$238,042, down from \$1.9 million in 2003. The ongoing, year-over-year annual savings achieved by the District on insurance premiums is a direct result of working safely. The year 2020 marks the second year in a row the District has achieved a record low premium—no small accomplishment. Furthermore, the District again was awarded the "President's Special Recognition Award" from the Association of California Water Agencies/Joint Powers Insurance Agency (ACWA/JPIA) and is among the best rated agencies within ACWA/JPIA's pool of insured members.

COVID-19

The COVID-19 pandemic brought yet another set of challenges, requiring staff and business practices to rapidly adapt to office closures, alternative work schedules for critical operational functions, telework where feasible, social distancing, additional personal protective equipment (PPE), and other measures to safeguard staff and the public while continuing to provide excellent service. The District maintained the critical health and safety services it provides to the communities we serve without interruption.

The Key Performance Indicators for public safety are the number of regulatory violations in the water, wastewater and hydroelectric systems. In 2019, the District experienced one regulatory violation incident in Wastewater during treatment process adjustments to save energy associated with ultraviolet disinfection. In 2020, the District was able to limit its regulatory violations to two—one in Wastewater when a piece of aging infrastructure failed contributing to a pH level excursion and one in Hydro when Echo Creek fell below minimum flow levels during reservoir refill.

Respect for the Individual

The District prides itself on establishing and maintaining a positive and respectful work environment. Every few years, the District conducts an employee engagement survey which seeks to measure the work environment. Based upon the most recent survey, 99% of employees know the District's mission statement and four guiding principles, 88% agreed that they received the safety and skill training they need to be successful in their job, and 73% are satisfied or very satisfied to be working at the District. In addition, the District also conducts periodic surveys which gauge employee satisfaction with various internal functions/services such as those provided by the District's Information Technology (IT) and Human Resources (HR) departments. In 2019, 89% of employees responded that they were either satisfied or very satisfied with the overall services provided by HR, an increase in satisfaction levels from the previous survey in 2015.

Excellent Customer Service

The District regularly conducts customer satisfaction surveys every two years and the results continue to be positive. Overall in 2019, District customers perceive District service levels at 90% satisfied or very satisfied with the District's service. They rate phone service at 96% satisfied or very satisfied and field service at 96% satisfied or very satisfied. We continue to expand services on the District's website and have expanded email notification and online bill pay opportunities. Currently, 53% of customers are using the District's online bill payment feature, and as of December 31, 2020, 83% of customers either receive information from the District via email, or have expressly opted not to do so. We have used this email database to tell the District's story on project status, budgeting and even legislative activity affecting their services.

The next Customer Satisfaction Survey is scheduled for June/July 2021.

Excellent customer service also requires a robust and varied communications and public outreach component. In order to better serve our customers and community, the District endeavors to create trustworthy, transparent communications about the projects and services our customers depend upon. The District pursues this goal by utilizing a range of growing platforms and communications methodologies to inform, educate and serve District ratepayers. By tracking Key Performance Indicators associated with website usage and social media engagement and reach, the District can continuously tailor its messaging to increase its impact on our customers and community.

To quantify the reliability of the District's water and wastewater services, the District tracks the number, duration, and rate of water outages and line breaks, and the rate of sanitary sewer overflows (SSOs), and compares each to industry benchmarks. Using the most recent 2020 American Water Works Association (AWWA) benchmark, however, it is apparent that the District is performing well below industry medians (mostly in the bottom quartile nationally and even farther in the western region) in the number of short- and medium-duration outages, as well as the number of breaks per 100 miles of pipe. System losses also remain stubbornly high. Overall, water system reliability remains below industry standards and the sustained investment in the Capital Improvement Plan (CIP) will help the District begin to close the gap.

In the wastewater system, despite a similar aging wastewater conveyance systems, the rate of SSOs remains within industry standards thanks to extensive preventative maintenance on 700 miles of aging sewer lines through hydrocleaning, chemical root treatments and camera inspections to check for signs of pipeline failures.

It is important to note industry standards and regulatory standards are not necessarily synonymous. Industry standards are considered common in the industry, while regulatory standards are legal requirements that must be met to avoid civil or administrative liability. The District could face significant monetary penalties and costly required facility upgrades if it was unable to consistently meet regulatory standards even while meeting industry standards. Therefore, it remains staff's objective to prioritize aging infrastructure rehabilitations or replacements in advance of such situations that would result in unnecessary emergency expenditures by the District.

These results indicate that improvement is needed, particularly on the water side. To improve results, the District will have to invest significant capital funds into pipeline and asset replacements. The Board approved both the 2020 – 2025 CIP and the 2021 – 2025 CIP which includes a five-year total of \$18 million for water line replacements—enough to replace about 2 1/4 miles of pipeline annually. To put that figure in perspective, the District has nearly 1,300 miles of drinking water pipelines with an average service life of 80 years and many of those lines are over a half century old. Therefore, the desired rate of replacement would be about 16 miles each year—approximately 7 times the rate programmed into the current CIP. Another \$23.5 million included in the CIP is slated for ongoing water service line replacements.

Although recent efforts to replace sewer forcemain lines have improved the overall picture for the wastewater side of the business, similar levels of collection line replacement are needed in both gravity mains and forcemains to avoid increased SSOs and interruptions of wastewater service.

Fortunately, the District continues to make progress in carrying out our CIP. Over the past several years, the District has met the overall goal for CIP expenditures, averaging 75% of planned expenditures to ensure the District continues to reinvest in replacement of aging assets, maintain reliability and address regulatory mandates and safety. Recent achievements have been made on several large projects, including completion of the Forebay Dam remediation, replacement of Flume 44 and Flume 38-40 and rehabilitation of the Pacific Tunnel. Construction is ongoing for the Folsom Lake Intake and Main Ditch Piping Projects, and when complete will improve the reliability of the water conveyance associated with two of our three primary water supply sources. The Outingdale Water Intake Replacement currently under construction also improves reliability for one of the satellite water systems operated and maintained by the District. The District has also completed most all of the capital intensive requirements of our Federal Energy Regulatory Commission (FERC) license conditions with the recent completion of the Caples and Silver Lake campgrounds, Caples Spillway channel improvements and Pacific Crest Trail Bridge. Finally, and equally important to reliability, is the automation and replacement of various electronic infrastructure that control our water and wastewater treatment plants and sewer lift stations.

In addition to the ongoing need to replace aging infrastructure, staff responded to six planned Public Safety Power Shutdown (PSPS) events, five of which were ultimately executed by Pacific Gas and Electric (PG&E), in 2020. Staff also faced a new challenge with rolling blackouts in August and additional potential outages in early September, which were fortunately canceled at the last minute. Staff avoided any customer service disruptions throughout all of these events due to well-coordinated efforts to reconfigure the water and wastewater systems and deploy and maintain a fleet of up to 196 generators including 9 large portable and 79 stationary generators providing emergency power to critical District water, wastewater and hydro facilities. Additionally, the District deployed 110 small portable generators to power monitoring equipment during each PSPS event or other power outages such as rolling blackouts or winter storms.

Fiscal Responsibility—Operating and Personnel Expenses

In 2010, the District's total operating expenses, net of depreciation and Other Post-Employment Benefits (OPEB) non-cash accrual, were approximately \$38.6 million. Of that total, \$24.29 million (63%) were attributable to personnel expenses. The total operating expenses for 2020 are projected to be about \$54.46 million, an increase of 41.1% over that ten-year period, and the total personnel expenses are \$30.95 million, net of capitalized labor, a ten-year increase of 27.4% or 2.5% annually.

The compound average growth rate in operating expenses increased 3.5% during this period. The increase was related to the increased employer California Public Employees' Retirement System (CalPERS) costs required by the State to close the gap, over time, of the unfunded pension liability and increases in cost of materials as the economy has surged.

The compound average growth rate in personnel expenses increased 2.45% per year during this period and has been achieved in the face of sharp, ongoing increases in employee pension and medical insurance rates. The key factor in this remarkable performance has been the willingness of District employees to bear a greater share of the rising pension and insurance costs over the past nine years:

- Beginning in 2008 and continuing through 2020, the District has reduced and maintained staffing levels from 310 to 226.5. Annual salaries in 2008 and 2020 totaled \$21,772,200 and \$20,247,670, respectively.
- In 2010, District employees agreed to several cost containment measures, which included a significant reduction to the District's pension formula for new employees, fundamental and substantial changes to eligibility for employee retiree health benefits with the implementation of a "Vesting Schedule" which restricted eligibility and full vesting for new employees, and a major reduction to the Employer Paid Member Contribution (EPMC).
- In 2011, District employees agreed to non-paid furloughs for a limited time.
- In 2013, District employees agreed to additional cost containment measures, which included implementation of cost-sharing for medical premiums, another significant reduction to the District's pension formula for new employees, and the elimination of EPMC. The latter two concessions enabled the District to fully implement the 2013 Public Employees' Pension Reform Act (PEPRA) more than four years earlier than PEPRA required, saving District ratepayers an estimated \$712,000 annually.
- Between 2012 and 2018, District employees agreed to annual cost-of-living wage adjustments of 1%, 1%, 0.80%, 1.5%, 0.0%, 1%, and 1%.
- In 2019, the District and its two labor units reached agreement on successor labor contracts for the period covering 2019-2021. The respective agreements provided for wage increases of 5% in 2019 and 2% in 2020 and 2021.

The controlled growth of the District’s operating expenses and personnel expenses demonstrate its ongoing success in meeting the guiding principle of fiscal responsibility. The District completed a Cost of Services Study and conducted the Prop. 218 process for 2020 – 2025 rates. The total customer protest was less than 2%. This rate of protest is a testament to the significant public outreach and public meetings outlining the needs for the rate increases. The forecast will also add modest staff increases in water construction and meter services due to growth and workload.

Fiscal Responsibility—Indebtedness

The face value of the District’s debt peaked at \$392.2 million in 2009. That amount decreased every year through the end of 2019. The face value of debt on December 31, 2019 was \$280 million—a reduction of \$112.2 million (21%) over the ten-year period. In 2020, the District refinanced much of its outstanding debt and issued new debt with a face value of \$61.1 million. Because of a bond premium of \$14.2 million, the net proceeds of the 2020 debt issuance were \$75.3 million. The new debt was issued to continue the District’s capital replacement program and fund large capital improvement projects such as the Folsom Lake intake, flume replacement and Main Ditch piping. The face value of outstanding debt on December 31, 2020 was \$361.19 million. The District’s refinanced debt in 2020 provided a net present value savings of \$16.9 million. The District’s Total Debt to Total Net Capital Assets is 51.4%, which Standard & Poor’s rates as “moderate” for US water and sewer utility enterprises.

Moody’s and Standard & Poor’s credit ratings of the District are AA- and Aa3 credit rating tier, respectively, and were reaffirmed as part of the major refinance transactions in 2020. The high credit ratings lowered the District’s true interest costs by increasing the premiums at which the bonds sold. This saved additional money by allowing the District to forego municipal bond insurance to enhance the bonds’ ratings and reduce the premiums.

The debt compared to net assets shows the District’s debt load is moderate and the credit rating upgrades confirm the District’s success in meeting the District’s guiding principle of fiscal responsibility.

Business Practices

Over the last several years, the District achieved two significant water supply accomplishments. First, the District executed a the long-term Warren Act Contract in 2016 to authorize the withdrawal of the District’s Permit 21112 water supplies provided by the operation of Project 184 downstream at Folsom Reservoir. Beginning in 2019, staff began working on a project to add multiple upstream points of diversion for this water right that will maximize the benefit of this water supply by allowing the District to use it throughout the entirety of the District’s service area.

Second, on January 11, 2021, the District Board of Directors adopted Resolution No.2021-004, authorizing the conversion of the District’s existing Long-Term Central Valley Project Water Service Contract, No. 14-06-200-1357A-LTR1-P, pursuant to the Water Infrastructure Improvements for the Nation Act. This contract will remain place for perpetuity, making permanent an important water supply for the District’s western service area.

The District continues to make steady progress toward another identified goal, transition and succession planning, however much work remains. The looming loss of experienced staff and institutional knowledge is a significant risk to District operations with 30 – 40% of the District’s current staff eligible to retire over the next five years. The risk is spread across all levels and departments of the organization. Departments are working collaboratively to develop and share promising talent, capture and preserve valuable institutional knowledge in systems and software

databases, enhance functional and best practices training, improve decision support data and resources, automate and optimize workflows when the opportunities arise and other steps while the District continues to accept retirements and fill vacancies.

Ongoing progress and improvements are being made in the District's IT investments. Significant upgrades to the Geographic Information System (GIS) now enable staff in the field to access and make redline updates to system maps and asset data on mobile devices without the need for wireless network access. Major upgrades are in progress to enhance the reliability, security, functionality, and performance of the SCADA environment controlling and monitoring water treatment and delivery processes. Efforts to upgrade the aging and mission-critical Hansen software application supporting customer service, utility billing, new development, permitting and asset management and maintenance functions are well underway. The integration efforts are scheduled to begin in 2021 and expected to further transform and optimize District operations in many ways, including significantly enhancing mobile capabilities for field staff, automating tasks, speeding service delivery, capturing institutional knowledge, plus improving asset, maintenance, and performance management programs and more. In order to ensure project success while also sustaining District operations, the District is assembling a core team of experienced system integrators and critical cross-functional staff whose primary focus will be on the project, and then temporarily backfilling portions of the core team members' duties with temporary job assignments and limited term employees.

2021 – 2025 Goals

The District will continue efforts to obtain additional drought-year supplies to improve our resiliency.

Staff will continue to pursue additional points of diversion for Permit 21112 water supplies to efficiently utilize existing water rights.

The District must be engaged in the new and upcoming conservation mandates, regulations and how the forced conservation will impact future rates. Additionally, staff will strive to reduce unaccounted for water losses to meet new water efficiency standards.

The District will continue to focus on increasing non-rate revenues in 2021, including surplus property sales and possible water transfers. Unfortunately, the predicted continued dry conditions and current reservoirs levels will likely preclude a transfer this year absent significant precipitation later in the spring.

The District faces some challenges in the next few years. With the expiration of our power purchase agreement with PG&E in 2021, the District is working to negotiate a new contract. However, the future revenue from power sales will be less than the previous 10 years due to price reductions in the energy market.

Replacing our aging Hansen database software will improve both efficiency and reliability.

The District will need to continue to optimize the capital replacement of the District's aging infrastructure and manage replacement funding through pay-as-you-go projects and long-term low-interest debt financing. In the next 5-10 years, there will be a continued need to finance additional major infrastructure projects. The 2021-2025 CIP includes infrastructure spending of \$224 million. This includes completion of the Folsom Lake Intake and Main Ditch Piping Projects currently under construction, continued flume replacement, waterline and sewer line replacement and other projects

to replace or upgrade storage tanks, pressure reducing stations and pump stations. Also, looming in the 10-year horizon is the replacement of Silver Lake dam to address dam safety mandates. These endeavors are key to the long-term reliability and rate stability for the District's customers.

Also, the District plans to update the new developer hookup fees (Facility Capacity Charges (FCCs)) in 2021-2022 following completion of an update to the District's water master plan that identifies future infrastructure needs to serve new connections.

Staff will begin the redistricting process once the 2020 U.S. Census data is received for adoption prior to the next election.

Staff will continue to negotiate a voluntary settlement to the State Water Resources Control Board (SWRCB) Phase 2 Water Quality Control Plan Update.

The negotiating team will work collaboratively with our labor partners to negotiate multi-year labor contracts for both labor units.

The Performance Indicators and Goals report advances the District's mission and values, as well as the General Manager's Guiding Principles. It is the foundation for high-priority, districtwide goals and performance assessment, and is used to assign departmental responsibilities and tasks to meet designated targets and timelines. A living, working document, it also forms the basis of performance evaluations for all District employees, including the General Manager and General Counsel. Accomplishing these goals will help ensure continued success for the District and its ratepayers.

BOARD OPTIONS

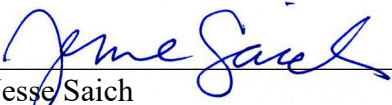
None – Information only.

RECOMMENDATION

None – Information only

ATTACHMENTS

Attachment A: Key Performance Indicators and Goals summary




Jesse Saich
Communications and Media Relations Manager



Brian Mueller
Engineering Director



Mark Price
Finance Director



Jose Perez
Human Resources Director



Tim Ranstrom
Information Technology Director



Dan Corcoran
Operations Director

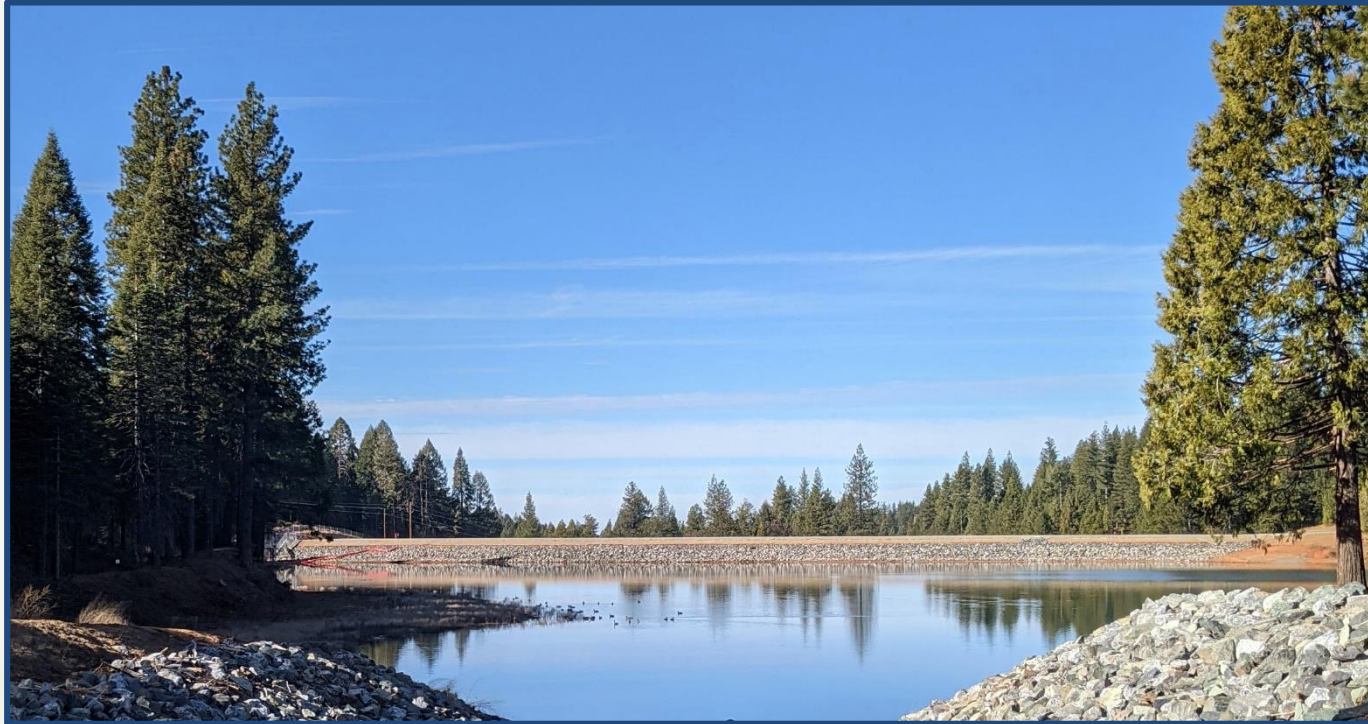


Brian Poulsen
General Counsel



Jim Abercrombie
General Manager

El Dorado Irrigation District



Key Performance Indicators and Goals

Mission Statement

We are a public agency dedicated to providing high quality water, wastewater treatment, recycled water, hydropower, and recreation services in an environmentally and fiscally responsible manner.

Guiding Principles

100% Safety

Respect for the Individual

Excellent Customer Service

Fiscal Responsibility

100% Safety

Employee

Key Performance Indicators	Target	Results 2017	Results 2018	Results 2019	Results 2020
Lost-time injuries	0	1	3	3	6 ¹
Injuries Requiring Medical Attention (IRMA) ²	0	7	3	8	4
Avoidable Accidents (AA)	0	19	14	11	15
Safety training	100%	99.9%	99.9%	99.5%	99.9%
Other required training	100%	100%	100%	99.9%	100%

¹Four out of nine recordable cases were COVID-19 related. Not including COVID-19 related cases, the District's incident rate would have been 2.4; 6% below the standard.

²Includes OSHA non-recordable incidences

100% Safety

Incidence Rate (Injuries Requiring Medical Attention)

Key Performance Indicators	Results 2017	Results 2018	Results 2019	Results 2020
District incidence rate	3.0	1.9	3.8	4.3 ¹
Percent above/below compared to standard	13%	-26%	46%	66%

¹Four out of nine recordable cases were COVID-19 related. Not including COVID-19 related cases, the District's incident rate would have been 2.4, 6% below the standard.

Formula: (number of injuries and illnesses X 200,000)/employee hours worked = incidence rate/100 employees
 District Incidence Rate is the rate of all OSHA recordable incidences and does not include first aid cases

Standard Incident Rate of 2.6 was fixed in 2016 based on lowest variable industry rate of 2015 - U.S. Bureau of Labor Statistics, Standard Industry Classification: 2213-Water, sewage, and other systems.

100% Safety

Lost Work Day Incidence Rate

Key Performance Indicators	Results 2017	Results 2018	Results 2019	Results 2020
District lost workday rate	0.5	1.4	1.4	2.8
Percent above/below compared to standard	-81%	-46%	-46%	8%

Formula: (number of injuries and illnesses X 200,000)/employee hours worked = incidence rate/100 employees
District Incidence Rate is the rate of all OSHA recordable incidences and does not include first aid cases

Standard Incident Rate of 2.6 was fixed in 2016 based on lowest variable industry rate of 2015 - U.S. Bureau of Labor Statistics, Standard Industry Classification: 2213-Water, sewage, and other systems.

100% Safety

Public - Meet all Health and Safety Standards

Regulatory Violations

Key Performance Indicators	Target	Results 2017	Results 2018	Results 2019	Results 2020
Water	0	0	0	0	0
Wastewater	0	7	1	7 ¹	1 ²
Hydro	0	1	0	0	1 ³

¹Biological regrowth in Deer Creek Wastewater Treatment Plant ultraviolet disinfection channel (all violations were associated with a single event)

²Pipeline leak resulted in chemical release increasing the pH

³Under release from Echo Lake

Respect for the Individual

Employee			
Key Performance Indicators	Target	Results 2017	Results 2020
District employee engagement survey	Bi-annual	Completed 2017; 73% very satisfied or satisfied; Next survey planned 1 st Qtr. 2020	Delayed due to COVID-19; Next survey planned for 3 rd Qtr. 2021
Labor Management Committee (LMC)	Monthly meetings; Evaluate effectiveness in employee survey	Completed 2017; 73% agree or strongly agree	Next survey planned for 3 rd Qtr. 2021

Excellent Customer Service

Customer Satisfaction Survey¹

Key Performance Indicators	Target	Results 2015	Results 2017	Results 2019
Overall	Greater than 90%	91%	89%	90%
Phone	Greater than 90%	93%	95%	96%
Field	Greater than 90%	95%	96%	96%
Reasonableness of water rates	Greater than 80%	65%	61%	61%
Reasonableness of wastewater rates	Greater than 60%	47%	45%	51%

¹Survey performed bi-annually - Next survey is scheduled to begin April 2021

Excellent Customer Service

Customer Engagement				
Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
Online bill pay customers	Trend	53%	59%	62%
Customers with email addresses	Trend	83%	87%	90%

Excellent Customer Service

Customer Engagement				
Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
District website visitors	Trend	367,775	373,449	520,966
District website eNews subscribers	Trend	1,172	1,392	2,504
District website email notifications	Trend	57,885	101,810	143,446
Facebook Post: Engagement ¹	>2%	---	---	---
Facebook: Reach ²	Trend	---	---	---
Facebook: Impressions ³	Trend	---	---	---
Nextdoor: Impressions ⁴	Trend	---	---	---

¹Percentage derived from the number of people a post reaches who then like, comment, share or click (engagement) on the post, divided by the total reach of the post

²Number of people who saw any content from a Facebook page or about the page

³Number of times any content from the page or about the page entered a person's screen

⁴Impressions includes number of residents who viewed a post, the number of opens of email notifications that are sent, and number of clicks on a post [Launching in 2021]

Excellent Customer Service

Service Reliability

Key Performance Indicators	Target ¹	Results 2018	Results 2019	Results 2020
Number of unplanned water outages per 1,000 accounts				
Less than 4 hours	0.32 top 0.85 median 2.02 bottom	5.33 outages (208 outages)	5.31 outages (207 outages)	4.05 outages (158 outages)
4 to 12 hours	0.10 top 0.41 median 0.86 bottom	0.49 outages (19 outages)	0.82 outages (32 outages)	0.82 outages (32 outages)
Greater than 12 hours	0.00 top 0.01 median 0.05 bottom	0.05 outages (2 outages)	0.03 outages (1 outages)	0.03 outages (1 outages)

¹American Water Works Association (AWWA) Benchmarking Performance Indicators for Water and Wastewater: 2020 Edition (nationwide statistics)

Excellent Customer Service

Service Reliability

Key Performance Indicators	Target ¹	Results 2018	Results 2019	Results 2020
Number of water system leaks/breaks per 100 miles	10.2 top 21.7 median 37.9 bottom	36.08 outages (505 leaks/breaks)	35.29 outages (494 leaks/breaks)	41.42 outages (580 leaks/breaks)
Sanitary Sewer Overflows (SSO) per 100 miles of pipe	0.50 top 1.60 median 3.70 bottom	2.31 (15 SSOs)	0.86 (6 SSOs)	1.87 ² (13 SSOs)

¹American Water Works Association (AWWA) Benchmarking Performance Indicators for Water and Wastewater: 2020 Edition (nationwide statistics)

²Increase attributed to toilet paper shortage during COVID-19 pandemic

Excellent Customer Service

Service Reliability		
Key Performance Indicators	Target	Results 2020
Number of Fire Hydrants serviced ¹	6,565	1,642
	100%	25%
Number of service lines replaced		
Unplanned (leaks/failures)	165	350
	33%	69%
Planned	335	155
	67%	31%

¹American Water Works Association (AWWA) annually; District target once every five years

Fiscal Responsibility

Budget Compliance

Key Performance Indicators	Target	Audited 2018	Audited 2019	Unaudited 2020
Operating expenses	Less than 100% at year-end	1 st Qtr. = 20.2%	1 st Qtr. = 20.2%	1 st Qtr. = 20.8%
		2 nd Qtr. = 46.7%	2 nd Qtr. = 46.7%	2 nd Qtr. = 45.1%
		3 rd Qtr. = 73.0%	3 rd Qtr. = 70.7%	3 rd Qtr. = 67.7%
		4 th Qtr. = 97.8%	4 th Qtr. = 99.9%	4 th Qtr. = 95.8%

Note: Each quarter is shown year-to-date

Fiscal Responsibility

Budget Compliance

Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
Capital expenses	Between 70-90% at year-end	1 st Qtr. = 7.5%	1 st Qtr. = 4.6%	1 st Qtr. = 7.8%
		2 nd Qtr. = 29.7%	2 nd Qtr. = 11.5%	2 nd Qtr. = 14.2%
		3 rd Qtr. = 43.3%	3 rd Qtr. = 26.6%	3 rd Qtr. = 28.2%
		4 th Qtr. = 88.0%	4 th Qtr. = 57.0%	4 th Qtr. = 80.0%

Note: Each quarter is shown year-to-date

Fiscal Responsibility

Debt Service Coverage

Key Performance Indicators	Target	Audited 2018	Audited 2019	Unaudited 2020
Annual Ratio without FCCs	1.00 minimum 1.25 goal	1.30	1.54	1.57
Annual Ratio with FCCs	1.25 minimum 1.70-2.00 goal	2.19	2.12	2.02

Facility Capacity Charge (FCC)

Debt outstanding—past and projected

December 31, 2010 \$387.9 million

December 31, 2017 \$323.8 million (after \$6 million prepayment)

December 31, 2018 \$310.0 million (after \$6 million prepayment)

December 31, 2019 \$280.0 million (after \$6 million prepayment)

December 31, 2020 \$355.2 million (after \$6 million prepayment and \$61.1 million new debt)

Business Practices

Trends Over Time

Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
Operating expenses per service	Trend	\$320.15	\$341.18	\$337.10
Services per employee	Trend	319	324	329
Overtime hours ¹	Trend	6.22%	6.79%	6.05%
Write off	Less than 1%	0.05%	0.06%	0.03%
Outside legal expenses - operating	Trend	\$138,494 ²	\$63,040	\$68,079
Outside legal expenses - capital	Trend	\$280,955	(\$542,920) ³	\$206,775

¹Based on non-exempt employees

²Approximately \$77,000 of this amount is attributable to defending the Prop. 218 lawsuit

³Includes \$285,235 distribution of funds related to the dissolution and winding up of the El Dorado Water and Power Authority agreement and \$384,000 settlement proceeds related to the Camp 2 Bridge litigation

Business Practices

Customer Services Per Employee¹

Agency	Service	Services	Employees	Services / Employee
Tuolumne Utilities District (TUD)	Water/Wastewater	26,135	79	331
El Dorado Irrigation District (EID)	Water/Wastewater Recycled	70,110	220	319
Calaveras County Water District	Water/Wastewater	17,928	65	276
San Juan Water District	Water	10,641	47	226
Amador Water Agency	Water	9,781	43	186
Placer County Water Agency (PCWA)	Water	41,037	224	183
Nevada Irrigation District (NID)	Water	27,577	206	134

¹As of March 2019

Updated 3/2019

Business Practices

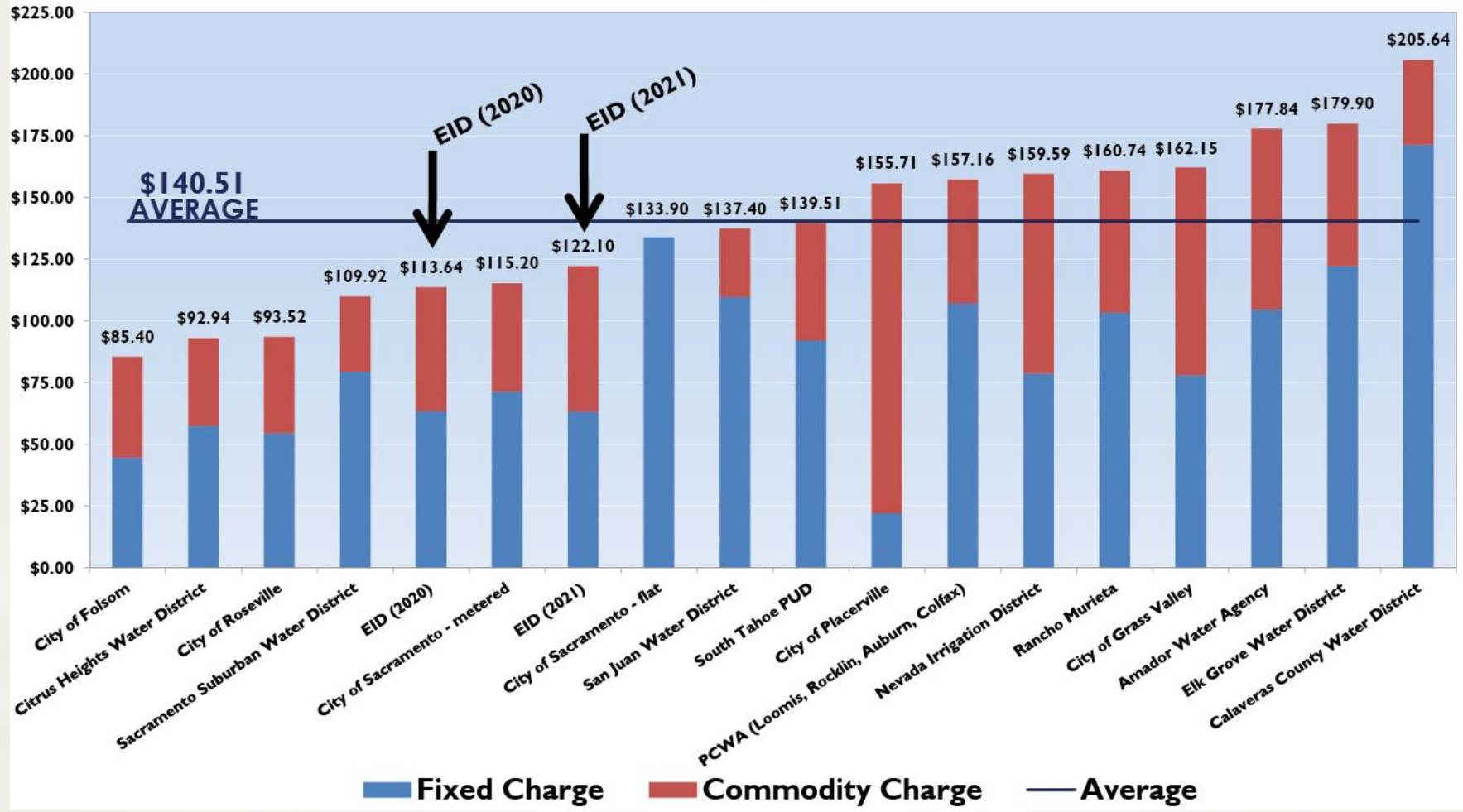
Trends Over Time

Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
Water rates (bi-monthly)	At or below median of similar agencies (\$140.51*)	\$107.11 ¹	\$110.34 ¹	\$113.65 ¹
Wastewater rates (bi-monthly)	At or below median of tertiary agencies (\$182.84*)	\$138.01 ²	\$140.77 ²	\$140.77 ²

*November 2020 other agency comparisons; ¹assuming 30 ccf water usage; ²assuming 16 ccf winter water usage Hundred Cubic Feet (ccf)

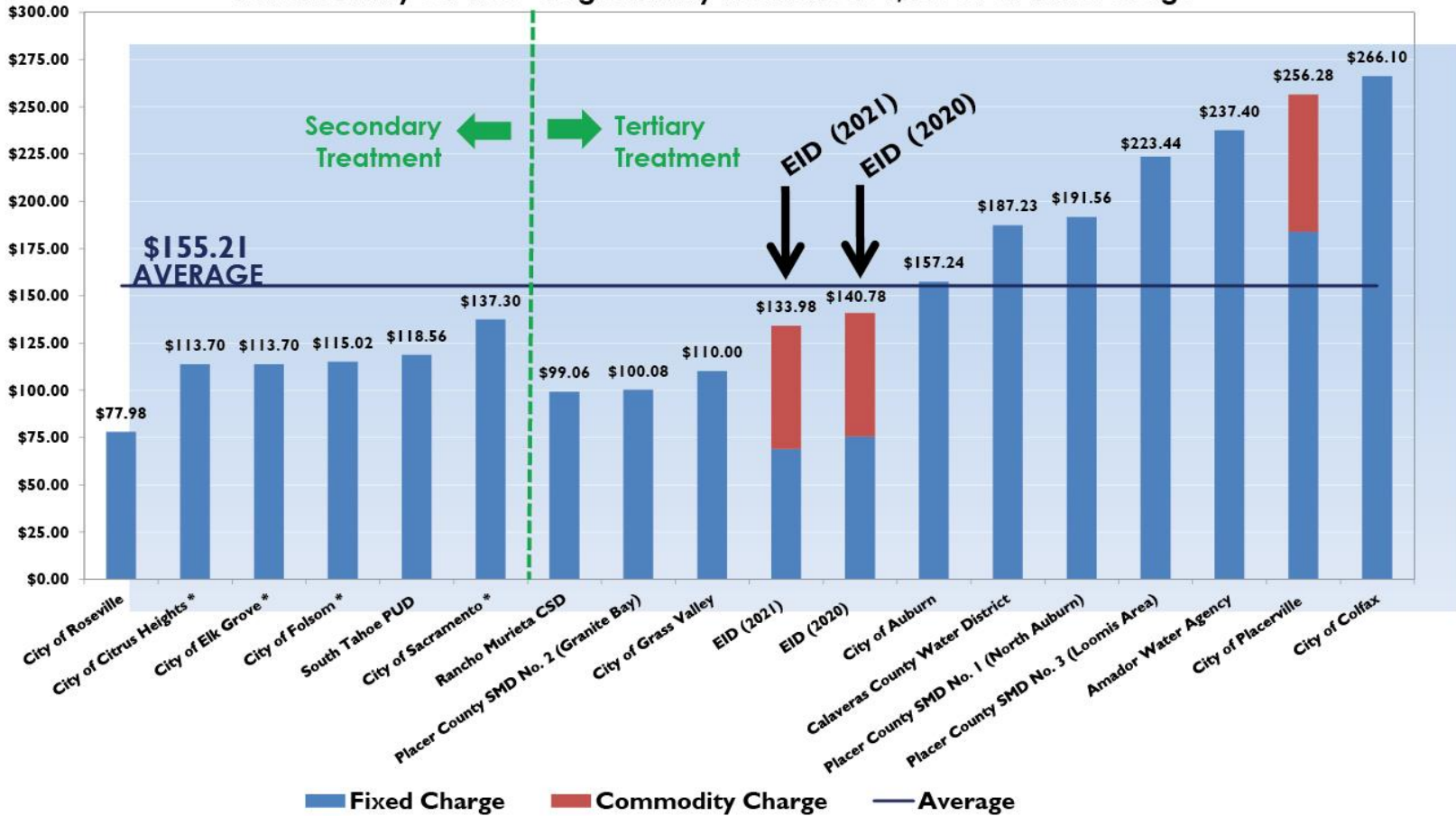
2020 Regional Water Bill Comparison

For Bimonthly Service - Single Family Residence: 3/4" Meter - 3,000 cf usage



2020 Regional Sewer Bill Comparison

For Bimonthly Service - Single Family Residence: 1,600 cf of winter usage



Business Practices

Key Water and Sewer Utility Credit Ratio Ranges

Key Performance Indicators	Target	Actual 2018	Actual 2019	Projected 2020
Total debt to total net capital assets ¹	40 - 60% Moderate ²	48.8%	43.4%	51.4%

¹Historical costs of depreciable assets is \$1.04 billion

²“Key Water And Sewer Utility Credit Ratio Ranges” *Standard & Poor’s Global Credit Portal RatingsDirect*[®], September 15, 2008, page 5

Business Practices

Water Use Efficiency Standards				
Key Performance Indicators	Target	Results 2018	Results 2019	Results 2020
Meet the Urban Water Conservation Target of 20% by 2020 (Baseline: 301 gpcd)	241 gpcd	226 gpcd	225 gpcd	236 gpcd
Track water loss from Annual Report ¹	13-14%	18.8%	18.4%	18.1%
New conservation requirements for Indoor use, Commercial and Industrial (C&I), Outdoor irrigation and Agriculture (Ag) conservation	Aggregate target to be determined pending regulations	Tracking regulations	Tracking regulations	Tracking regulations

¹Main Ditch Project will significantly reduce water losses; Pending new regulation on water loss
 Gallons Per Capita Per Day (gpcd)
 Comprehensive Annual Financial Report (Annual Report)

Summary of Goals

Summary

2021 - 2025 Goals		
Goal	Target	Results
Pursue drought year water supply (SMUD) transfer agreement	2021 - 2022	Pending negotiations with (EDWA)
Initiate process to add multiple points of diversion for Permit 21112 water	2021 - 2022	Completed project description in 2019; Hired EIR and modeling consultants in 2020; Conducting stakeholder outreach 2020 to current
Continue to explore opportunities to refinance or pay down debt to lower overall costs	Ongoing	In 2020, refinanced \$186.9 million in high interest debt; Provided a net present value savings of \$16.9 million
Reduce unaccounted for water loss by 20% by 2025	2025	Main Ditch Project will significantly reduce water losses

El Dorado Water Agency (EDWA)
Environmental Impact Report (EIR)

Summary

2021 - 2025 Goals		
Goal	Target	Results
Expand non-rate revenue through marketing water transfers	Annual	Completed 8,000 AF transfer in 2020; Annual evaluation
Evaluate hydro power sales contract	2018 - 2021	New contract scheduled May 2021
Continue with succession planning and transition	Annual	Annual evaluation
Replace Hansen 7	2019 - 2022	RFP conducted in 2020; Upgrade expected to begin in 2021
Revise EID division boundaries based upon 2020 U.S. Census data	2021 - 2022	Pending release of 2020 U.S. Census data

Acre Feet (AF)

Request for Proposal (RFP)

Summary

2021 - 2025 Goals		
Goal	Target	Results
Complete improvements of Forebay Dam, Folsom Lake Intake, Main Ditch, and Sly Park Intertie	Included in 2021-2025 CIP	Forebay Dam: 2017-2020; Completed Folsom Lake Intake: 2020-2021 Main Ditch piping: 2020-2022 Sly Park Intertie: 2024-2025
Complete Bass Lake relocation and transition	2018	Design nearing completion; Construction 2021-2022
Update COS study and implement findings	2020	Completed 2020
Update Master Plan, FCC study and implement findings	2021	Begin in 2021

Capital Improvement Plan (CIP)
 Conditional Use Permits (CUP)
 Cost of Services (COS)
 Facility Capacity Charge (FCC)

Summary

2021 - 2025 Goals

Goal	Target	Results
Reduce unfunded OPEB obligation by allocating non-rate revenue	Reduce UAL by 5% per year pending Board action	\$6 million prepayment into OPEB CERBT in 2012; Current value \$12.9 million
Develop and implement disposition strategy for surplus properties	2022	Completed phase 1 in 2018; Resuming phase 2 (Texas Hill) per Board direction
Successfully negotiate SWRCB Phase 2 Water Quality Control Plan Update Voluntary Settlement Agreement	---	In negotiations
Successfully negotiate multi-year MOUs for both labor units	4 th Qtr. 2021	

Other Post-Employment Benefits (OPEB)
 Unfunded Actuarial Liability (UAL)
 California Employers' Retiree Benefit Trust (CERBT)
 State Water Resources Control Board (SWRCB)
 Memorandum of Understanding (MOU)

EL DORADO IRRIGATION DISTRICT

SUBJECT: Consider ratifying EID General Warrant Registers for the periods ending March 2 and March 9, 2021, and Board and Employee Expense Reimbursements for these periods.

PREVIOUS BOARD ACTION

The Board ratifies the District’s General Warrant Registers at each regular meeting of the Board.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

Section 24600 of the Water Code provides that no claim is to be paid unless allowed by the Board.

SUMMARY OF ISSUE

District staff notifies the Board of proposed payments via email and requests ratification of the warrant registers at the subsequent regular meeting of the Board. Copies of the Warrant Registers are sent to the Board on the Friday preceding the Warrant Register’s date. If no comment or request to withhold payment is received from any Director prior to the following Tuesday morning, the warrants are mailed out and formal ratification of said warrants is agendaized on the next regular Board agenda.

BACKGROUND/DISCUSSION

Current Warrant Register Information

Warrants are prepared by Accounts Payable; reviewed and approved by the Finance Manager, the Director of Finance and the General Manager or their designee.

Register Date	Check Numbers	Amount
March 2, 2021	687530 – 687691	\$1,169,343.52
March 9, 2021	687692 – 687821	\$878,282.96

Current Board and Employee Expense Reimbursements

Board Expenses and Reimbursements have been reviewed and approved by the Finance Manager and General Manager prior to the warrants being released. These expenses and reimbursements are for activities performed in the interest of the District in accordance with Board Policy 12065 and Resolution No. 2007-059.

Additional information regarding Board and employee expense reimbursements is available for copying or public inspection at District headquarters in compliance with Government Code Section 53065.5.

BOARD OPTIONS

Option 1: Ratify the EID General Warrant Register as submitted to comply with Section 24600 of the Water Code of the State of California. Receive and file Board and Employee Expense Reimbursements.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

RECOMMENDATION

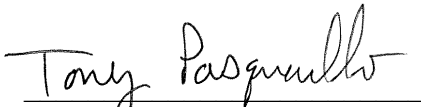
Option 1

ATTACHMENTS

Attachment A: Executive Summaries

Attachment B: Board Expense Reimbursements

Attachment C: Employee Expense Reimbursements totaling \$100 or more




Tony Pasquarello
Finance Manager



Mark Price
Finance Director



Jennifer Sullivan
Clerk to the Board



Jim Abercrombie
General Manager

Executive Summary for March 2, 2021 -- \$1,169,343.52:

This summary highlights significant disbursements made by major business activity:

Development Services (Fund 105)

- \$9,854—Sunset Taresso, LLC for a refund on a deposit payment

General District Operations (Fund 110)

- \$41,324—Aqua Metric Sales Company for warehouse inventory
- \$3,863—AT&T for network services
- \$5,096—Columbiasoft Corporation for Document Locator software license renewal
- \$9,061—Diesel Emissions Service for blowers and truck repair parts
- \$194,545—Doug Veerkamp General Engineering, Inc. for release of retention held on projects 06082H.01 FERC:C50.1 Silver Lake (\$113,131) and 15016.01 FERC:C50.2 Caples Lake Campground (\$81,414)
- \$35,701—Ferguson Enterprises, LLC for warehouse inventory
- \$15,990—Hunt & Sons, Inc. for card lock fuel, motor oil, and fuel deliveries at various locations
- \$4,347—Key2life Janitorial for February janitorial service
- \$3,074—Les Schwab Tire Centers of California, Inc. for tires
- \$4,818—Occupational Safety for respirator fit testing service
- \$14,886—Pace Supply Corporation for warehouse inventory
- \$9,500—Reeb Government Relations, LLC for March 2021 retainer
- \$3,074—Smith Development & Construction Company for a credit balance refund on customer account
- \$3,828—Syblon Reid for a credit balance refund on customer account

Engineering Operations (Fund 210)

- \$49,560—Procore Technologies, Inc. for annual construction management software

Water Operations (Fund 310)

- \$3,204—DXP Enterprises, Inc. for pump repair parts
- \$26,523—MCS Inspection for reservoir tank coating inspections
- \$39,813—Regional Water Authority for Water Efficiency Program dues

Wastewater Operations (Fund 410)

- \$4,549—CLS Labs for regulatory lab testing
- \$4,382—GES, LLC for drainage sheeting material
- \$5,935—Industrial Electrical Company for pump repairs
- \$8,427—Lhoist North America of Arizona, Inc. for quicklime at DCWWTP
- \$6,077—Polydyne for polymer at EDHWTP
- \$3,850—Solar Maid for bird netting
- \$3,216—Stratus Environmental, Inc. for CHWWTP groundwater monitoring

Recycled Water Operations (Fund 510)

- \$3,685—Univar Solutions USA, Inc. for sodium hydroxide at EDHWWTP

Hydroelectric Operations (Fund 610)

- \$8,707—Sell Lumber Corporation for pressure treated lumber

Recreation Operations (Fund 710) none to report

Capital Improvement Projects (Construction Funds 140, 340, 440, 540, 640 and 740)

- \$20,880—Black & Veatch Corporation for preparation and design services – Folsom Lake Intake Improvements (Project #15024.01)
- \$47,764—Carollo Engineers, Inc. for assessment services – Folsom Lake Intake Improvements (Project #15024.01)
- \$7,160—Gannett Fleming, Inc. for geotechnical investigations – FERC:C50.8 Pacific Crest (Project #06081H.01)
- \$6,196—Holt of California for excavator rental – El Dorado Main #2 Camino Heights Valve (Project #20047.01)
- \$3,254—Iconix Waterworks (US), Inc. for brass pipe fittings – El Dorado Main #2 Camino Heights Valve (Project #20047.01)
- \$420,813—Jack Doheny Company for a camera van – CCTV Camera Van (Project #20025.01)
- \$13,182—Luhdorff and Scalmanini Consulting Engineers, Inc. for engineering design services – Outingdale Water Intake Replacement (Project #16048.01)
- \$23,927— Pace Supply Corporation for flanges, bolts and couplings:
 - >Project #18052.01 – Powerhouse Penstock Valve (\$2,943)
 - >Project #20047.01 – El Dorado Main #2 Camino Heights Valve (\$20,984)
- \$10,750—Terraverde Energy, LLC for updated financial analysis – Solar Assessment and Design (Project #16030.01)

Executive Summary for March 9, 2021 -- \$878,282.96:

This summary highlights significant disbursements made by major business activity:

General District Operations (Fund 110)

- \$25,575—Ferguson Enterprises, LLC for warehouse inventory
- \$6,091—Hunt & Sons, Inc. for fuel deliveries at various locations
- \$5,507—J & C Automotive for transmission repair services

Engineering Operations (Fund 210) none to report

Water Operations (Fund 310)

- \$190,456—Advanced Industrial Services, Inc. for Reservoirs 2 and 2A recoating (\$200,480). Retention held \$10,024
- \$8,414—El Dorado County Transportation Department for encroachment application fees
- \$6,259—Industrial Water Solutions for pump rebuild kits
- \$85,796—State Water Resources Control Board for water system fees

Wastewater Operations (Fund 410)

- \$43,641—P&H Senesac, Inc. for dewater and disposal of biosolids at EDHWWTP
- \$3,974—Univar Solutions USA, Inc. for sodium hydroxide at DCWWTP

Recycled Water Operations (Fund 510) none to report

Hydroelectric Operations (Fund 610) none to report

Recreation Operations (Fund 710) none to report

Capital Improvement Projects (Construction Funds 140, 340, 440, 540, 640 and 740)

- \$4,740—Domenichelli and Associates, Inc. for engineering design services – Wastewater Collection System Pipeline (Project #17020.01)
- \$332,483—Doug Veerkamp General Engineering, Inc. for construction services (\$349,982) – El Dorado Lift Pipeline Replacement (Project #18027.01). Retention held \$17,499
- \$14,203—El Dorado County Transportation Department for encroachment application fees – Water Service Line Replacement (Project #19036.01)
- \$55,159—GEI Consultants, Inc. for engineering services – Pacific Tunnel Rehabilitation (Project #16044.01)
- \$3,335—ICM Group, Inc. for construction inspection services:
 - >Project #17033.01 – DCWWTP Process Control Design (\$1,885)
 - >Project #16030.01 – Solar Assessment and Design (\$1,450)
- \$4,950—Technical Systems, Inc. for hardware installation and configuration services – EDHWTP Automation Rehabilitation (Project #18065.01)
- \$6,290—Tesco Controls, Inc. for programming services – EDHWWTP Programmable Logic Controller Upgrade (Project #18035.02)
- \$7,758—Youngdahl Consulting Group, Inc. for on-call geotechnical services:
 - >Project #18027.01 – El Dorado Lift Pipeline Replacement (\$7,116)
 - >Project #16008.01 – South Pointe Lift Station Upgrade (\$642)

Board Expense Reimbursements
Warrant Registers dated 03/2/21 - 03/9/21

DESCRIPTION	Lori Anzini	Alan Day	Pat Dwyer	George Osborne	Michael Raffety	Total
Personal Vehicle Expense				\$28.56		\$28.56
Hotel						\$0.00
Meals or Incidentals Allowance						\$0.00
Airfare, Car Rental, Misc Travel						\$0.00
Fax, Cell or Internet Service						\$0.00
Meeting or Conference Registration						\$0.00
Meals with Others						\$0.00
Membership Fees/Dues						\$0.00
Office Supplies						\$0.00
Reimburse prepaid expenses						\$0.00
Miscellaneous Reimbursements						\$0.00
	\$0.00	\$0.00	\$0.00	\$28.56	\$0.00	\$28.56

EL DORADO IRRIGATION DISTRICT

SUBJECT: Consider approving recommendations of Reeb Government Relations, LLC, as the District's official positions on proposed state legislation.

PREVIOUS BOARD ACTION

Over the past seventeen years, the Board has taken positions on State legislation.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

BP 12020 Duties and Powers

SUMMARY OF ISSUE

In cooperation with District staff, state legislative advocate Bob Reeb of Reeb Government Relations, LLC has analyzed proposed state legislation, and presently recommends that the District take positions on 25 bills that could affect its interests.

BACKGROUND/DISCUSSION

This year is the first year of the latest two-year legislative cycle in Sacramento (2021-2022). As usual, thousands of bills have been introduced and legislative hearings are underway. Legislative advocate Bob Reeb of Reeb Government Relations, LLC, has presently identified 25 bills that warrant the District's participation or monitoring. Mr. Reeb has provided the attached report summarizing the bills and providing recommendations for District positions on these proposed legislative bills. Many of the bills identified in the report have reached a point where they are clearly adverse or (occasionally) favorable to the District's interests. On this legislation, Mr. Reeb recommends specific positions ranging on a spectrum from "oppose" to "support."

Other bills have the potential to affect District interests, depending on how the bills develop over the legislative session, and therefore warrant a "watch" position. Mr. Reeb will continue to monitor these bills for substantive amendments and recommend positions on these bills as it becomes necessary.

The bills Mr. Reeb has identified cover a wide range of subject matter, including, planned power outages, bond funding, wildfire prevention, local government meetings, water quality, urban water use objectives, and other relevant subjects.

A list of the bills, and the recommended District position for each, follows. A summary and analysis of each bill is available in Mr. Reeb's attached legislative report. Bills may be viewed by clicking on the live links in Mr. Reeb's report; hard copies are available upon request.

Mr. Reeb will participate in the Board meeting to review the bills and current events in the Capitol, and to answer any questions.

List of Legislative Bills and Recommended District Position

- **AB 345** (Quirk-Silva) Accessory dwelling units: separate conveyance – **Watch**
- **AB 377** (Rivas, Robert) Water quality: impaired waters – **Oppose**
- **AB 418** (Valladares) Emergency services: grant program – **Favor**
- **AB 472** (Cooley) Campsite reservations: securing an equitable process – **Favor**
- **AB 564** (Gonzalez, Lorena) Biodiversity Protection and Restoration Act – **Oppose**
- **AB 602** (Grayson) Development fees – **Watch**
- **AB 697** (Chau) Forest resources: national forest lands: Good Neighbor Authority Fund: ecological restoration and fire resiliency projects – **Favor/Amend**
- **AB 930** (Levine) Subsurface installations: attorney’s fees and costs – **Favor**
- **AB 1021** (Mayes) Irrigation districts: divisions – **Watch**
- **AB 1135** (Grayson) Accessory dwelling units – **Watch**
- **AB 1403** (Levine) Emergency services – **Favor**
- **AB 1434** (Friedman) Urban water use objectives: indoor residential water use – **Oppose**
- **AB 1442** (Ting) Accessory dwelling units – **Watch**
- **AB 1500** (Garcia, Eduardo) Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, and Workforce Development Bond Act of 2022 – **Support/Amend**
- **SB 45** (Portantino) Wildfire Prevention, Safe Drinking Water, Drought Preparation, and Flood Protection Bond Act of 2022 – **Support/Amend**
- **SB 52** (Dodd) State of emergency: local emergency: sudden and severe energy shortage: planned power outage – **Favor/Amend**
- **SB 222** (Dodd) Water Affordability Assistance Program – **Oppose Unless Amended**
- **SB 223** (Dodd) Discontinuation of residential water service – **Oppose**
- **SB 274** (Wieckowski) Local government meetings: agenda and documents – **Oppose**
- **SB 318** (Melendez) Land use: development fee or charge: audit: auditor standards – **Oppose**
- **SB 319** (Melendez) Land use: development fees: audit – **Watch**
- **SB 323** (Caballero) Local government: water or sewer service: legal actions – **Support**
- **SB 427** (Eggman) Water theft: enhanced penalties – **Support**
- **SB 506** (Jones) California Environmental Quality Act: Greenhouse Gas Reduction Fund monies: greenhouse gas emissions: vegetation management projects – **Watch**
- **SB 533** (Stern) Electrical corporations: wildfire mitigation plans: deenergization events: microgrids – **Favor**

BOARD OPTIONS

Option 1 Approve recommendations of Reeb Government Relations, LLC, as the District’s official positions on proposed state legislation.

Option 2: Take other action as directed by the Board.


Option 3: Take no action.

RECOMMENDATION

Option 1

ATTACHMENTS

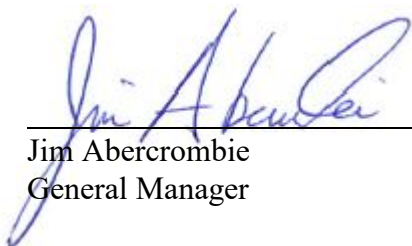
Attachment A: Memorandum and Legislative Report from Reeb Government Relations LLC
Regarding Legislative 2021-2022 Regular Session, dated March 10, 2021.



Elizabeth Leeper
Senior Deputy General Counsel



Brian Poulsen
General Counsel



Jim Abercrombie
General Manager

MEMORANDUM

March 10, 2021

TO: Elizabeth L. Leeper, Senior Deputy General Counsel
El Dorado Irrigation District

FROM: Bob Reeb and Raquel Ayala
Reeb Government Relations, LLC

SUBJECT: 2021-22 Regular Session, First Year Bill Packet

The deadline for the introduction of legislation this year fell on Friday, February 19 and the Senate and Assembly combined introduced 2,400 new bills. A total of 127 resolutions and constitutional amendments also were introduced.

Every bill, constitutional amendment and resolution introduced was reviewed first by title and code section; legislation outside of the areas of interest to the District were eliminated from further review. The remainder were read to obtain a better understanding as to whether the provisions would be of interest to the District. In the end, 25 bills were identified to be of interest to the District. As usual, the latter list includes a number of so-called "spot" bills, which merely express legislative intent to address some issue or another. Spot bills must be amended to address a substantive change to existing law or to introduce a potential new area of law if they are to be considered for enactment. The deadline for such action is March 10 this year. Only a handful of spot bills that may address a body of law of interest to the District; e.g., public contracts, are included in the legislative report with "Watch" positions recommended. Our firm will monitor these and other spot bills that are not included in the legislative report to ensure that subsequent amendments do not alter the legislation in a manner that either harms or benefits the District. Our firm will contact District staff if a spot bill triggers further review and request approval of a position.

We endeavor to focus our advocacy efforts on legislation that would most directly affect the District. Local agency state associations focus most of their work on legislation that affects all of their members or a broad section of them. We, along with other contract lobbying firms, assist the state associations in their advocacy efforts with the legislative delegations that represent our individual clients. Those advocates with the best relationship with a legislator often take the lead in scheduling meetings with legislators and their staff. Advocates with knowledge and experience with a particular subject matter will often join the meeting.

Thus far this year, our firm has been participating in ACWA working groups on COVID-19 response, water low-income rate assistance, and state general obligation

Memorandum
March 10, 2021
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bond proposals. These working groups have been meeting once or twice a week since late January.

The Legislature this year continued strict protocols for lobbyists and members of the public due to the COVID-19 pandemic. Offices in the State Capitol remain closed. Advocacy is conducted by telephone or video conference and e-mail. Advocates are allowed to attend legislative committee hearings in-person to present testimony on a limited basis. Telephone testimony is encouraged. Testimony is limited to two speakers in support of a bill and two speakers in opposition to a bill. Each speaker is limited to a two minute statement. All other persons wishing to testify are limited to stating their name, who they represent and whether they support or oppose the bill. Needless to say, the normal course of advocacy work in Sacramento has been turned on its head.

Earlier this year, Raquel and I have referred a handful of bills to you and District staff for review and we always appreciate the expertise and recommendations that are brought forward by District staff. Our firm will continue to participate in ACWA State Legislative Committee, Regional Water Authority, and WateReuse Association regulatory/legislative meetings and monitor and participate as appropriate in the work of the Public Works Coalition, which is hosted by California Special Districts Association. We also receive regulatory and legislative updates from California Municipal Utilities Association.

I look forward to meeting with the Board of Directors on March 22 to review and obtain positions on legislation included in the legislative report.

El Dorado Irrigation District 2021-22 Regular Session, First Year

AB 345 (**Quirk-Silva D**) **Accessory dwelling units: separate conveyance.**

Current Text: Introduced: 1/28/2021 [html](#) [pdf](#)

Introduced: 1/28/2021

Status: 2/12/2021- Referred to Coms. on H. & C.D. and L. GOV.

Is Urgency: N

Is Fiscal: Y

Location: 2/12/2021-A. H. & C.D.

Summary: The Planning and Zoning Law authorizes a local agency to provide, by ordinance, for the creation of accessory dwelling units in single-family and multifamily residential zones and requires a local agency that has not adopted an ordinance to ministerially approve an application for an accessory dwelling unit, and sets forth required ordinance standards, including that the ordinance prohibit the sale or conveyance of the accessory dwelling unit separately from the primary residence. Current law, notwithstanding the prohibition described above, authorizes a local agency to, by ordinance, allow an accessory dwelling unit to be sold or conveyed separately from the primary residence to a qualified buyer if certain conditions are met. This bill would require each local agency to, by ordinance, allow an accessory dwelling unit to be sold or conveyed separately from the primary residence to a qualified buyer if certain conditions are met. The bill would remove the requirements that the property be held pursuant to a recorded tenancy in common agreement and that the agreement allocate to each qualified buyer an undivided, unequal interest in the property. The bill would instead require the property be held pursuant to a recorded contract that includes specified provisions.

Laws: An act to amend Sections 65852.2 and 65852.26 of the Government Code, relating to land use.

Notes: This legislation is sponsored by Habitat for Humanity California, which sponsored AB 587 (Friedman) in 2019. That measure legalized the separate conveyance of ADUs, with local approval, under very limited circumstances, including a tenancy-in-common relationship between the homeowners.

This bill would require each local agency to, by ordinance, allow an accessory dwelling unit to be sold or conveyed separately from the primary residence to a qualified buyer if certain conditions are met. The bill would remove the requirements that the property be held pursuant to a recorded tenancy in common agreement and that the agreement allocate to each qualified buyer an undivided, unequal interest in the property. The bill would instead require the property be held pursuant to a recorded contract.

AB 345 expands upon existing law to allow the separate conveyance of ADUs by-right. The author believes the legislation will remove barriers to construction and expedite development timelines, getting families into stable homes faster. Further, this measure clarifies the existing tenancy in common contract requirements, thus providing certainty for qualifying nonprofits and potentially doubling the number of ownership opportunities for low and very low-income families. The bill authorizes accessory dwelling units to be sold or conveyed separately from the primary residence to a qualified buyer.

In general, prior legislation on the subject of removing barriers to the construction of accessory dwelling units the have not taken into account the impact the resulting increased demand for water and wastewater services will have on local agencies providing water and sewer services. For example, distribution systems and wastewater collection systems sized for the zoning density of the area to be served. Prior-enacted law requires a local agency to ministerially approve an application for a building permit within a residential or mixed-use zone to create one accessory dwelling unit and one junior accessory dwelling unit per lot with a proposed or existing single-family dwelling with certain limitations regarding size and setbacks. This legislation would provide that a local agency cannot impose an owner-occupant requirement on an accessory dwelling unit permitted between January 1, 2020, to January 1, 2025, during which time the local agency was prohibited from imposing an owner-occupant requirement. Importantly, this legislation preserves the provision under existing law that the accessory dwelling unit has a separate water, sewer, or electrical connection to that utility if requested by the utility providing service to the primary residence.

Current Position: Not Yet Considered

Recommended Position: Watch

AB 377 (**Rivas, Robert D**) **Water quality: impaired waters.**

Current Text: Amended: 3/8/2021 [html](#) [pdf](#)

Introduced: 2/1/2021

Last Amend: 3/8/2021

Status: 3/8/2021-From committee chair, with author's amendments: Amend, and re-refer to Com. on E.S. & T.M. Read second time and amended.

Is Urgency: N

Is Fiscal: Y

Location: 2/12/2021-A. E.S. & T.M.

Summary: Would require all California surface waters to be fishable, swimmable, and drinkable by January 1, 2050, as prescribed. The bill would prohibit the state board and regional boards from authorizing an NPDES discharge, or a waste discharge requirement or waiver of a waste discharge requirement for a discharge, to surface water that causes or contributes to an exceedance of an applicable water quality standard in receiving waters, or from authorizing a best management practice permit term to authorize a discharge to surface water that causes or contributes to an exceedance of an applicable water quality standard in receiving waters.

Laws: An act to add Article 3.5 (commencing with Section 13150) to Chapter 3 of Division 7 of the Water Code, relating to water quality.

Notes: This legislation would require all waters of the state to be fishable, swimmable, and drinkable by 2050. The legislation provides that a basin water quality control plan can only include a schedule for implementation of a water quality standard that is adopted after January 1, 2021, if certain conditions are met.

The District has four permitted wastewater collection systems: El Dorado Hills, Deer Creek, Camino Heights, and Gold Ridge Forest. The larger of the four are the El Dorado Hills Wastewater Treatment Plant with a capacity of 4 million gallons per day (mgd) that discharges treated wastewater to Carson Creek or recycled for beneficial use in the District's recycled water system; and Deer Creek Wastewater Treatment Plant with a capacity of 3.6 mgd. Treated effluent from the latter is recycled or discharged to Deer Creek. The District is required to discharge a minimum of 1.0 mgd to Deer Creek any time the treated effluent flow is 2.5 mgd or higher.

U.S. EPA regulations require state water quality standard submittals to include an antidegradation policy to protect beneficial uses and prevent further degradation of high quality waters (33 U.S.C. § 1313(d) (4)(B); 40 C.F.R. § 131.12). In general, the Federal Antidegradation Policy emphasizes the maintenance of existing ambient conditions. The Federal Antidegradation Policy considers lowering of water quality to be allowable in some cases, including those where the costs of control would cause widespread and substantial economic and social impacts." The State's Antidegradation Policy is embodied in SWRCB Resolution No. 68-16 (Statement of Policy with Respect to Maintaining High Quality Waters in California). In general, the policy emphasizes the protection of high quality waters, which include groundwater.

The District is subject to National Pollutant Discharge Elimination System permits, a salt and nutrient management, and stormwater pollution prevention plan requirements. Waste discharge requirements must implement any relevant water quality control plans that have been adopted by the State Water Resources Control Board or a regional board, and take into consideration the beneficial uses to be protected in receiving waters, the water quality objectives reasonably required for that purpose, other waste discharges, and the need to prevent nuisance. Water quality objectives in water quality control plans ensure the reasonable protection of beneficial uses and the prevention of nuisance. State law recognizes, however, that it may be possible for the quality of water to be changed to some degree without unreasonably affecting beneficial uses. Factors to be considered by a regional board in establishing water quality objectives include, but are not necessarily be limited to, all of the following: (1) Past, present, and probable future beneficial uses of water; (2) Environmental characteristics of the hydrographic unit under consideration, including the quality of water available thereto; (3) Water quality conditions that could reasonably be achieved through the coordinated control of all factors which affect water quality in the area' (4) Economic considerations; (5) The need for developing housing within the region; and (6) The need to develop and use recycled water.

This legislation, in proposing that all waters of the state be fishable, swimmable and drinkable by 2050, is contrary to federal and state law regarding the designation of water bodies for beneficial uses and would impose unreasonable requirements on dischargers like the District.

Current Position: Not Yet Considered

Recommended Position: Oppose

AB 418

(Valladares R) Emergency services: grant program.

Current Text: Introduced: 2/4/2021 [html](#) [pdf](#)

Introduced: 2/4/2021

Status: 2/12/2021-Referred to Coms. on E.M. and U. & E.

Is Urgency: N

Is Fiscal: Y

Location: 2/12/2021-A. EMERGENCY MANAGEMENT

Summary: Would establish the Community Power Resiliency Program (program), to be administered by the Office of Emergency Services, to support local governments in priority areas including schools, elections offices, food storage reserves, COVID-19 testing sites, and traffic signals and street lamps. The bill would authorize the office to allocate specified sums, pursuant to an appropriation by the Legislature, to local governments, special districts, and tribes for various purposes relating to power resiliency, and would require those entities applying for funding to either describe the portion of their emergency plan that includes power outages or provide an attestation that power outages will be included when the entity revises any portion of their emergency plan.

Laws: An act to add Article 16.7 (commencing with Section 8654.15) to Chapter 7 of Division 1 of Title 2 of the Government Code, relating to emergency services.

Notes: The California Emergency Services Act establishes the Office of Emergency Services (Cal OES) in the office of the Governor and provides that the office is responsible for the state's emergency and disaster response services for natural, technological, or manmade disasters and emergencies.

This bill would create the Community Power Resiliency Program (Program), administered by Cal OES, to support local government efforts to deploy energy resiliency projects to maintain energy services during deenergization events by electrical corporations or publicly owned electric utilities. This bill includes intent language for the legislature to enact future legislation to transfer \$100 million to Cal OES to support the Program. If \$100,000,000 is appropriated, the funds are to be distributed as follows:

- \$30,000,000 to counties;
- \$30,000,000 to cities;
- \$30,000,000 to special districts;
- \$7,000,000 to tribes; and,
- Three percent of the appropriation (\$3,000,000) is to be retained by Cal OES to administer the program.

In the event the Legislature appropriates \$50,000,000 to Cal OES to support the Program, the funds are to be distributed as follows:

- \$20,000,000 to counties;
- \$13,000,000 to cities;
- \$13,000,000 to special districts;
- \$2,500,000 to tribes; and,
- Three percent of the appropriation (\$1,500,000) is to be retained by Cal OES to administer the program.

The bill would require that special districts be allocated funds on a competitive basis. Special districts would be eligible to receive grants of up to \$300,000 if the special district has an identified critical facility or if it provides critical infrastructure, pursuant to the deenergization guidelines adopted by the California Public Utilities Commission. The bill would require all entities that apply for funding to have an emergency plan that does either of the following: (1) describes the portion of their emergency plan that includes power outages, whether resulting from power shutoff events or for any other reason, or (2) includes an attestation that the next time the emergency plan is revised, it will include power outages, whether resulting from power shut off events or for any other reason.

Current Position: Not Yet Considered

Recommended Position: Favor

AB 472

(Cooley D) Campsite reservations: securing an equitable process.

Current Text: Introduced: 2/8/2021 [html](#) [pdf](#)

Introduced: 2/8/2021

Status: 2/18/2021-Referred to Coms. on A.,E.,S.,T., & I.M. and P. & C.P.

Is Urgency: N

Is Fiscal: Y

Location: 2/18/2021-A. A.,E.,S.,T., & I.M.

Summary: Would make it unlawful for a person to intentionally use or sell software or services to circumvent a security control or measure that is used to ensure an equitable campsite reservationmaking process for visitors, as specified. The bill would define "campsite reservation" to mean a reservation for an outdoor recreation or camping venue, including a state or local park. The bill would define "visitor" to mean a person who makes a campsite reservation with the intent to visit the

outdoor recreation or camping venue for which the reservation is made. By expanding the scope of an existing crime, this bill would impose a state-mandated local program

Laws: An act to amend Section 22505.5 of the Business and Professions Code, relating to business.

Notes: El Dorado Irrigation District offers an online reservation system to book camping stays at Sly Park Recreation Area. This legislation would include District camping facilities as it would define "campsite reservation" to mean a reservation for an outdoor recreation or camping venue, including a local park. The legislation would define "visitor" to mean a person who makes a campsite reservation with the intent to visit the outdoor recreation or camping venue for which the reservation is made. District staff reports that the District has not experienced issues with someone trying to "game" the camping reservations system, but believes the intent of this legislation is well-placed in terms of preserving equitable opportunity for camping.

Current Position: Not Yet Considered

Recommended Position: Favor

[AB 564](#) (Gonzalez, Lorena D) Biodiversity Protection and Restoration Act.

Current Text: Introduced: 2/11/2021 [html](#) [pdf](#)

Introduced: 2/11/2021

Status: 2/18/2021- Referred to Coms. on A. & A.R. and W.,P., & W.

Is Urgency: N

Is Fiscal: Y

Location: 2/18/2021-A. A. & A.R.

Summary: Would establish the Biodiversity Protection and Restoration Act and would provide that it is the policy of the state that all state agencies, boards, and commissions shall utilize their authorities in furtherance of the biodiversity conservation purposes and goals of certain executive orders. The bill would require all state agencies, boards, and commissions to consider and prioritize the protection of biodiversity in carrying out their statutory mandates. The bill would require strategies related to the goal of the state to conserve at least 30% of California's land and coastal waters by 2030 to be made available to the public and provided to certain legislative committees by no later than June 30, 2022.

Laws: An act to add Chapter 14 (commencing with Section 2950) to Division 3 of Fish and Game Code, relating to biodiversity.

Notes: This legislation would establish two state policies: First, that all state agencies, boards, and commissions must utilize their authorities in furtherance of the biodiversity conservation purposes and goals of Executive Orders B-54-18 and N-82-20; and, all state agencies, boards, and commissions must consider and prioritize the protection of biodiversity in carrying out their statutory mandate. Second, that public agencies are prohibited from approving projects as proposed that are inconsistent with or would impair the successful implementation of strategies that will not be recommended to Governor Newsom until next year.

The legislation is premature at best. Like the Human Right to Water state policy, this legislation will influence every state action in the resources arena. The legislation is unclear in many aspects. For example, does the requirement to prioritize the protection of biodiversity become the top priority? Or one of many priorities? Local agencies are "public agencies." Project approvals by local agencies run the gamut from housing to transportation to water. The terms "inconsistent" and "impair" are not defined.

Current Position: Not Yet Considered

Recommended Position: Oppose

[AB 602](#) (Grayson D) Development fees.

Current Text: Introduced: 2/11/2021 [html](#) [pdf](#)

Introduced: 2/11/2021

Status: 2/12/2021-From printer. May be heard in committee March 14.

Is Urgency: N

Is Fiscal: N

Location: 2/11/2021-A. PRINT

Summary: The Mitigation Fee Act, among other things, prohibits a fee or exaction imposed as a condition of approval of a proposed development or development project from exceeding the estimated reasonable cost of providing the service or facility for which the fee or exaction is imposed. The act defines various terms for these purposes. This bill would make nonsubstantive changes to the definitions under the act.

Laws: An act to amend Section 66000 of the Government Code, relating to land use.

Notes: This legislation will require substantive amendments to be eligible for referral to an Assembly policy committee. The District should monitor the legislation given its subject matter--development fees. The author has demonstrated interest in placing limitations of mitigation fees, including capacity charges and connection fees imposed by public water systems. His stated concern is the impact of fees on housing affordability.

Current Position: Not Yet Considered

Recommended Position: Watch

AB 697

(Chau D) Forest resources: national forest lands: Good Neighbor Authority Fund: ecological restoration and fire resiliency projects.

Current Text: Introduced: 2/16/2021 [html](#) [pdf](#)

Introduced: 2/16/2021

Status: 2/25/2021-Referred to Com. on NAT. RES.

Is Urgency: N

Is Fiscal: Y

Location: 2/25/2021-A. NAT. RES.

Summary: Would reorganize the law relating to the State Treasury the Good Neighbor Authority Fund. The bill would require the Department of Forestry and Fire Protection, under an agreement between the state and the federal government, to establish a program for purposes of conducting ecological restoration and fire resiliency projects on national forest lands, with priority given to forest restoration and fuels reduction projects that are landscape scale, focused on ecological restoration and based on the best available science, emphasize the use of prescribed fire, and include community fire protection and protection of water infrastructure and other infrastructure as important goals, as provided.

Laws: An act to amend the heading of Chapter 6 (commencing with Section 4810) of Part 2.5 of Division 4 of, to amend Section 4810 of, and to add Sections 4811 and 4812 to, the Public Resources Code, relating to forestry.

Notes: Landscape-scale conservation initiatives are those efforts which are focused on large areas of recognized conservation value, sensitivity and/or threat and require a broad-based approach with specific, measurable conservation objectives. According to the National Oceanic Atmospheric Administration: "Many of the greatest threats to species and ecosystems, such as climate change and habitat fragmentation, occur on large scales. Recognizing that conservation and management actions also need to be on broad scales, federal agencies adopted the concept of landscape-scale conservation as a best practice."

While present-day discussions of landscape-scale initiatives may sometimes start with biodiversity concerns, they frequently go well beyond that focus. Nora Mitchell of the National Park Service Conservation Study Institute in Woodstock, Vermont said in 2003: "To protect remaining wild lands and sustain working landscapes, many conservation efforts today operate at the landscape scale. To be successful at this large scale, these efforts must integrate ecological, cultural and recreational values with economic and community development. As a result, the practice of landscape-scale conservation is complex and challenging... It requires working across political and ecosystem boundaries, adopts an interdisciplinary perspective, and involves the collaboration of many organizations."

The US Forest Service mission is to sustain the health, diversity, and productivity of the nation's forests and grasslands to meet the needs of present and future generations. Our mission extends to all of the nation's forests, both public and private. Tim Tidwell, Forest Service Chief, in a 2010 speech, said: "In addition to timber and fuelwood, forests provide dozens of other benefits. Think of wildlife and fish habitat; think of livestock forage; think of erosion, flood, and climate control; think of outdoor recreation and aesthetic beauty. One of the most important ecosystem services from forests is water. Forests deliver most of America's drinking water—53 percent of America's water supplies. Watershed health is key; watersheds capable of delivering plentiful supplies of pure, clean water can also deliver all the other benefits that people get from forests—wood, biodiversity, soil protection, carbon storage, outdoor recreation, and more...the critical issues are the same—forest health, invasive species, fire and fuels, water quantity and quality, and wildlife habitat connectivity. Such issues neither begin nor end at boundary lines."

This legislation would provide that, under an agreement between the state and the federal government, the Department of Forestry and Fire Protection to establish a program for purposes of conducting ecological restoration and fire resiliency projects on national forest lands, with priority given to forest restoration and fuels reduction projects that are landscape scale, are focused on

ecological restoration and are based on the best available science, emphasize the use of prescribed fire, and include community fire protection and protection of water infrastructure and other infrastructure as important goals. The legislation specifies that eligible activities under the program may include any of the following: (1) The development of federal National Environmental Policy Act documents, and documents prepared pursuant to the California Environmental Quality Act; (2) Other activities related to project planning, such as preparation of resource surveys, analyses, and reports; and (3) Implementation and maintenance of selected projects, including ecological thinning, prescribed fire, replanting, and related activities.

The department would be authorized to contract with Native American tribes, local governments, forest collaboratives, resource conservation districts, and qualified nongovernmental organizations to assist in planning, implementing, and maintaining landscape scale restoration projects on national forest lands.

The District works collaboratively with federal, state, and county agencies like the U.S. Forest Service - Eldorado National Forest, El Dorado County and Georgetown Divide Resource Conservation Districts, and CalFire. EID has the longest ongoing contract on record with CalFire.

A February 13, 2019 report by the Office of the Legislative Analyst titled "Improving California's Forest and Watershed Management" raised numerous questions and included a handful of recommendations, like one that recommended that the Natural Resources Agency should take the lead on forest and watershed management programs rather than the department. That recommendation is not reflected in this legislation. The damage to watersheds and water supply from recent severe wildfire events is well known. Damage to the quality of public water system supplies and water system infrastructure also has been documented. This legislation includes reference to protection of water infrastructure, yet the eligible activities under the proposed program focus more on ecological thinning and prescribed fire than on protection of water infrastructure. The District should seek an amendment that specifies a priority for projects that protect water quality, water supply and water infrastructure (like at risk District facilities): "Preference shall be given to projects that also protect communities and water quality, water supply and water conveyance infrastructure."

Current Position: Not Yet Considered

Recommended Position: Favor/Amend

AB 930

(Levine D) Subsurface installations: attorney's fees and costs.

Current Text: Introduced: 2/17/2021 [html](#) [pdf](#)

Introduced: 2/17/2021

Status: 2/25/2021- Referred to Com. on JUD.

Is Urgency: N

Is Fiscal: Y

Location: 2/25/2021-A. JUD.

Summary: Current law requires an excavator planning to conduct an excavation to delineate the area to be excavated before notifying the appropriate regional notification center of the planned excavation, as provided. Current law requires an operator, before the legal start date and time of the excavation, to locate and field mark, within the area delineated for excavation, its subsurface installations. Current law establishes a process for an excavator to request and obtain a continual excavation ticket for an area of continual excavation, as defined, that is valid for one year from the date of issuance and eligible for renewal. Current law requires this process to include onsite meetings to develop a mutually agreed-upon plan. Current law prescribes liability for failure to comply with these processes. This bill would require a court to award attorney's fees and costs, including expert witness fees, to a prevailing party in a civil action or arbitration for specified damages arising from the excavation and arising between an operator of a subsurface installation and an excavator.

Laws: An act to amend Section 4216.7 of the Government Code, relating to excavations.

Notes: Current law requires operators of a subsurface installation to become members of, participate in, and share in the costs of, a regional notification center. Current law requires an excavator planning to conduct an excavation to delineate the area to be excavated before notifying the appropriate regional notification center of the planned excavation. Current law requires an operator, before the legal start date and time of the excavation, to locate and field mark, within the area delineated for excavation, its subsurface installations. Existing law, commencing July 1, 2020, establishes a process for an excavator to request and obtain a continual excavation ticket for an area of continual excavation that is valid for one year from the date of issuance and eligible for renewal. Existing law requires this process to include onsite meetings to develop a mutually agreed-upon plan. Existing law prescribes liability for failure to comply with these processes.

This bill would require a court to award attorney's fees and costs, including expert witness fees, to a prevailing party in a civil action or arbitration arising from the excavation and resulting in property

damage necessitating repair or replacement of all or a portion of the subsurface installation. The bill would authorize a court or arbitrator to consider offers of settlement exchanged between the parties for purposes of determining an attorney's fees and costs, including expert witness fees, award.

This bill would allow the district to recover attorney's fees and costs when it prevails in a civil action or arbitration against an excavator for damages sustained from the excavator's failure to comply with the requirements listed above. This bill is a re-introduction of last year's AB 2334 by the same author, which was put aside to streamline the legislative calendar and direct attention to COVID-19 related bills.

Current Position: Not Yet Considered

Recommended Position: Favor

AB 1021 **(Mayer I) Irrigation districts: divisions.**

Current Text: Introduced: 2/18/2021 [html](#) [pdf](#)

Introduced: 2/18/2021

Status: 2/19/2021-From printer. May be heard in committee March 21.

Is Urgency: N

Is Fiscal: N

Location: 2/18/2021-A. PRINT

Summary: Current law, the Irrigation District Law, provides for the formation of irrigation districts with prescribed powers. The law authorizes an irrigation district to control, distribute, store, spread, sink, treat, purify, recapture, and salvage any water, as specified. Current law provides that each district shall contain 5 divisions unless otherwise specified. This bill would make a nonsubstantive change to the law providing for those 5 divisions.

Laws: An act to amend Section 21550 of the Water Code, relating to irrigation districts.

Notes: This legislation will require substantive amendments to be eligible for referral to an Assembly policy committee. The District should monitor the legislation given its subject matter--irrigation districts.

Current Position: Not Yet Considered

Recommended Position: Watch

AB 1135 **(Grayson D) Accessory dwelling units.**

Current Text: Introduced: 2/18/2021 [html](#) [pdf](#)

Introduced: 2/18/2021

Status: 2/19/2021-From printer. May be heard in committee March 21.

Is Urgency: N

Is Fiscal: N

Location: 2/18/2021-A. PRINT

Summary: Current law provides for the creation by local ordinance, or by ministerial approval if a local agency has not adopted an ordinance, of accessory dwelling units to allow single-family or multifamily dwelling residential use in accordance with specified standards and conditions. Current law, with certain exceptions, prohibits a local agency from using or imposing any additional standards, including, until January 1, 2025, owner-occupant requirements. This bill would make nonsubstantive changes to the latter provisions.

Laws: An act to amend Section 65852.2 of the Government Code, relating to land use.

Notes: This legislation will require substantive amendments to be eligible for referral to an Assembly policy committee. The District should monitor the legislation given its subject matter--accessory dwelling units.

Current Position: Not Yet Considered

Recommended Position: Watch

AB 1403 **(Levine D) Emergency services.**

Current Text: Introduced: 2/19/2021 [html](#) [pdf](#)

Introduced: 2/19/2021

Status: 2/22/2021-Read first time.

Is Urgency: Y

Is Fiscal: Y

Location: 2/19/2021-A. PRINT

Summary: The California Emergency Services Act, authorizes the Governor to proclaim a state of emergency, and local officials and local governments to proclaim a local emergency, when specified conditions of disaster or extreme peril to the safety of persons and property exist, and authorizes the Governor or the appropriate local government to exercise certain powers in response to that emergency. Existing law defines the terms "state of emergency" and "local emergency" to mean a duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by, among other things, fire, storm, or riot. This bill would additionally include a deenergization, defined as a planned public safety power shutoff, as specified, within those conditions constituting a state of emergency and a local emergency.

Laws: An act to amend Sections 8557 and 8558 of the Government Code, relating to emergency services, and declaring the urgency thereof, to take effect immediately.

Notes: Existing law authorizes the declaration of a state or local emergency due to the effects of a sudden and severe energy shortage that requires extraordinary measures. This legislation would add "deenergization" to existing law, which is defined to mean a planned public safety power shutoff.

This bill is a re-introduction of last year's AB 2178 by the same author, which was put aside to streamline the legislative calendar and direct attention to COVID-19 related bills.

Current Position: Not Yet Considered

Recommended Position: Favor

[AB 1434](#) (Friedman D) Urban water use objectives: indoor residential water use.

Current Text: Introduced: 2/19/2021 [html](#) [pdf](#)

Introduced: 2/19/2021

Status: 2/22/2021-Read first time.

Is Urgency: N

Is Fiscal: Y

Location: 2/19/2021-A. PRINT

Summary: Would establish, beginning January 1, 2023, until January 1, 2025, the standard for indoor residential water use as 48 gallons per capita daily. The bill would establish, beginning January 1, 2025, the standard as 44 gallons per capita daily and, beginning January 1, 2030, 40 gallons per capita daily. The bill would eliminate the requirement that the department, in coordination with the state board, conduct necessary studies and investigations and jointly recommend to the Legislature a standard for indoor residential water use.

Laws: An act to amend Section 10609.4 of the Water Code, relating to water.

Notes: This legislation undermines or eliminates two agreed upon provisions in AB 1668 by the same author (Chapter 15, Statutes of 2018). First, residential indoor water use standards were established in statute. Until January 1, 2025, the standard for indoor residential water use was set at 55 gallons per capita daily. Beginning January 1, 2025, and until January 1, 2030, the standard for indoor residential water use was set at the greater of 52.5 gallons per capita daily or a standard recommended by the Department of Water Resources, in coordination with the State Water Resources Control Board. The latter were required to conduct necessary studies and investigations and could jointly recommend to the Legislature a standard for indoor residential water use that more appropriately reflects best practices for indoor residential water use than the standards set forth under AB 1668. A report on the results of the studies and investigations was required be made to the chairpersons of the relevant policy committees of each house of the Legislature by January 1, 2021, and shall include information necessary to support the recommended standard, if there is one. The studies and investigations shall also include an analysis of the benefits and impacts of how the changing standard for indoor residential water use will impact water and wastewater management, including potable water usage, wastewater, recycling and reuse systems, infrastructure, operations, and supplies. Further, the studies, investigations, and report were to include collaboration with, and input from, a broad group of stakeholders, including, but not limited to, environmental groups, experts in indoor plumbing, and water, wastewater, and recycled water agencies.

Finally, beginning January 1, 2030, the standard for indoor residential water use shall be the greater of 50 gallons per capita daily or a standard recommended pursuant to the studies and investigations.

This legislation would take effect on January 1, 2022 if enacted into law--well ahead of the 2025 timeframe for making a change in the standard. Further, it would reduce the indoor water use standard significantly below any level set forth under AB 1668.

Urban water use objectives were mandated under a companion bill--SB 606, which requires each

urban retail water supplier to calculate its urban water use objective no later than November 1, 2023, and by November 1 every year thereafter. The residential indoor standard makes up one component of the urban water use objective. An urban retail water supplier must submit a report to DWR no later than November 1, 2023, and by November 1 every year thereafter. The report shall include all of the following: (1) The urban water use objective calculated pursuant to Section 10609.20 of the Water Code (SB 606) along with relevant supporting data; (2) The actual urban water use calculated pursuant to Section 10609.22 along with relevant supporting data; (3) Documentation of the implementation of the performance measures for CII water use; (4) A description of the progress made towards meeting the urban water use objective. The State Water Board may issue an information order or conservation order to, or impose civil liability on, an entity or individual for failure to submit a report.

The determination of residential indoor water use is based on aggregated data for each retail urban water supplier and is not a state mandated standard for individual households. Yet, the standard has significance as it is one of four factors for a supplier to determine its urban water use objective and related targets. The obvious question raised by this legislation is whether improvements to indoor water using appliances would enable a household to achieve the proposed standard, or whether individual households on the aggregate would be required to reduce indoor gallons per capita per day water use. And, the larger issue is to what purpose is the lower standard being proposed given the requirements specified under the Urban Water Management Planning Act and other laws regarding water supply availability across multiple water year types. While residential outdoor water use in the summer months likely is more significant, the lower standard threatens to strand supplier investments in infrastructure developed to ensure an adequate water supply as well as place significant upward pressure on water rates.

Current Position: Not Yet Considered

Recommended Position: Oppose

[AB 1442](#) (Ting D) Accessory dwelling units.

Current Text: Introduced: 2/19/2021 [html](#) [pdf](#)

Introduced: 2/19/2021

Status: 2/22/2021-Read first time.

Is Urgency: N

Is Fiscal: N

Location: 2/19/2021-A. PRINT

Summary: Current law provides for the creation by local ordinance, or by ministerial approval if a local agency has not adopted an ordinance, of accessory dwelling units to allow single-family or multifamily dwelling residential use in accordance with specified standards and conditions. Current law, with certain exceptions, prohibits a local agency from using or imposing any additional standards, including, until January 1, 2025, owner-occupant requirements. This bill would make nonsubstantive changes to the latter provisions.

Laws: An act to amend Section 65852.2 of the Government Code, relating to land use.

Notes: This legislation will require substantive amendments to be eligible for referral to an Assembly policy committee. The District should monitor the legislation given its subject matter--accessory dwelling units.

Current Position: Not Yet Considered

Recommended Position: Watch

[AB 1500](#) (Garcia, Eduardo D) Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, and Workforce Development Bond Act of 2022.

Current Text: Introduced: 2/19/2021 [html](#) [pdf](#)

Introduced: 2/19/2021

Status: 2/22/2021-Read first time.

Is Urgency: N

Is Fiscal: Y

Location: 2/19/2021-A. PRINT

Summary: Would enact the Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, and Workforce Development Bond Act of 2022, which, if approved by the voters, would authorize the issuance of bonds in the amount of \$6,700,000,000 pursuant to the State General Obligation Bond Law to finance projects for safe drinking water, wildfire prevention, drought preparation, flood protection, extreme heat mitigation, and workforce development programs.

Laws: An act to add Division 48 (commencing with Section 80500) to the Public Resources Code,

relating to safe drinking water, wildfire prevention, drought preparation, flood protection, extreme heat mitigation, and workforce development programs, by providing the funds necessary therefor through an election of the issuance and sale of bonds of the State of California and for the handling and disposition of those funds.

Notes: Proceeds of bonds issued and sold pursuant to this legislation would be allocated according to the following: (1) \$1.1 billion dollars for wildfire prevention and climate risk reduction; (2) \$1.2 billion for the protection of coastal lands, bays, and oceans from climate risks; (3) \$1.6 billion for the protection of California's water supplies from multiyear droughts, reducing flood risk from extreme events, and providing safe drinking water; (4) \$800 million for the protection of California's wildlife, biodiversity, and fisheries from climate risks; (5) \$300 million for protecting farms, ranches, and working lands from the impacts of climate change; (6) \$640 million for addressing extreme heat ; and (7) \$1.06 billion for regional climate resilience projects that address multiple risks.

In terms of potential benefit to the District, proceeds of bonds issued and sold would be made available for grants for (1) Structure hardening of critical community infrastructure, including drinking and waste water infrastructure; (2) Grants for zero-emission backup power, energy storage, and microgrids for critical community infrastructure to provide continuity of electrical service and safeguard communities from disruption due to public safety power shutoffs and wildfire; (3) Watershed improvements projects in forests and other habitats. Projects shall include the use of prescribed fire and improve water supply or water quality. Projects shall involve the restoration of natural ecosystem functions in high fire hazard areas and provide multiple benefits, including, but not be limited to, habitat protection, science-based fuel reduction, watershed protection, carbon sequestration, protection of older fire-resistant trees, and improved forest health. The legislation would a contribution of matching funds or in-kind work, as determined appropriate, from beneficiaries of the watershed; (4) Water recycling projects, including all of the following: (a) Treatment, storage, conveyance, and distribution facilities for potable and nonpotable recycling projects; (2) Dedicated distribution infrastructure to serve residential, commercial, agricultural, and industrial end-user retrofit projects to allow use of recycled water; and (c) Multibenefit recycled water projects that improve water quality. At least a 50% local cost share would be required for projects; and (5) on-farm water use efficiency with a focus on multiple benefit projects that improve groundwater management, resiliency to climate change, water quality, surface water use efficiency, drought and flood tolerance, or water supply and water quality conditions for fish and wildlife.

This legislation would fund a broad ranged of climate resilience projects, most of which would focus on forest health and ecosystem habitat acquisition and restoration for fish and wildlife. Another significant focus of the legislation is to fund projects that assist communities to better adapt and endure to climate change effects, like extreme heat. A significant amount of funding would be allocated for wildfire prevention projects and the hardening of critical community infrastructure, including water and wastewater facilities. A significant amount of funding among the various programs is targeted to economically disadvantaged and severely economically disadvantaged persons and communities.

This legislation would provide relatively fewer dollars for traditional water supply and water management projects as compared to past State General Obligation Bonds. The allocation for water recycling projects, for example, would not even be sufficient to address the backlog of projects on the current State Water Board project application list. This bond does not provide funds for dam safety or Forecast Informed Reservoir Operation improvements. While funding is included for residential weatherization projects, the legislation does not include funding for urban water conservation projects, despite pending local implementation of actions related to achieving the urban water use objective.

Current Position: Not Yet Considered

Recommended Position: Support/Amend

SB 45

(Portantino D) Wildfire Prevention, Safe Drinking Water, Drought Preparation, and Flood Protection Bond Act of 2022.

Current Text: Introduced: 12/7/2020 [html](#) [pdf](#)

Introduced: 12/7/2020

Status: 2/17/2021-Set for hearing March 16.

Is Urgency: N

Is Fiscal: Y

Location: 1/28/2021-S. N.R. & W.

Summary: Would enact the Wildfire Prevention, Safe Drinking Water, Drought Preparation, and Flood Protection Bond Act of 2022, which, if approved by the voters, would authorize the issuance of bonds in the amount of \$5,510,000,000 pursuant to the State General Obligation Bond Law to finance projects for a wildfire prevention, safe drinking water, drought preparation, and flood protection program.

Laws: An act to add Division 47 (commencing with Section 80200) to the Public Resources Code, relating to a wildfire prevention, safe drinking water, drought preparation, and flood protection program, by providing the funds necessary therefor through an election for the issuance and sale of bonds of the State of California and for the handling and disposition of those funds.

Notes: Proceeds of bonds issued and sold pursuant to this legislation would be allocated according to the following: (1) \$2.2 billion for wildfire prevention, drought, or other natural disaster prevention and community resilience from climate change impacts; (2) \$1.47 billion for providing safe drinking water and protecting water supply and water quality from climate risks (3) \$620 million for protecting fish and wildlife from climate risks; (4) \$190 million for protecting agricultural land from climate risks; (5) \$970 million for protecting coastal lands, oceans, bays, waters, natural resources, and wildlife from climate risks; and (6) \$60 million for climate resilience, workforce development, and education.

Proceeds of bonds issued and sold pursuant to this legislation would be available for grants for: (1) Installation of microgrids and distributed generation and storage systems powered by clean energy that provide continuity of electrical service in response to, or anticipation of, disruption due to public safety power shutoffs, wildfire, or other disaster; (2) Protection, restoration, and improvement of forests and other habitat types to ensure the long-term ecological health of these natural systems, to reduce risk of extreme wildfires, floods, and other climate impacts, and to improve water supply and water quality; (3) Multibenefit river projects that protect and restore riparian habitats, improve climate resilience, enhance natural drainages, protect and restore watersheds, improve water supply resilience, improve instream flow, or provide public access; (4) Recycled water projects; (5) Projects that include acquisition of water from willing sellers, acquisition of land that includes water rights or right to water, and other projects that provide water for fish and wildlife or improve aquatic or riparian habitat conditions; (6) Protection of California's fish and wildlife resources in response to changing climate conditions and the highly variable habitat needs of fish and wildlife, as well as for restoration and stewardship projects that restore or manage the land to improve its resilience to climate impacts and natural disasters; and (7) Multibenefit projects that improve groundwater management, water quality, surface water use efficiency, drought and flood tolerance, on-farm water use efficiency, or water supply and water quality conditions for fish and wildlife.

The Sierra Nevada Conservancy would receive an allocation of \$85 million for climate resilience, wildfire prevention, and natural resource protection.

This legislation would fund a broad ranged of climate resilience projects, most of which would focus on forest health and ecosystem habitat acquisition and restoration for fish and wildlife. Another significant focus of the legislation is to fund projects that assist communities to better adapt and endure to climate change effects, like extreme heat. A significant amount of funding would be allocated for wildfire prevention projects and the hardening of critical community infrastructure, including water and wastewater facilities. A significant amount of funding among the various programs is targeted to economically disadvantaged and severely economically disadvantaged persons and communities.

This legislation would provide relatively fewer dollars for traditional water supply and water management projects as compared to past State General Obligation Bonds. The allocation for water recycling projects, for example, would not even be sufficient to address the backlog of projects on the current State Water Board project application list. This bond does not provide funds for dam safety or Forecast Informed Reservoir Operation improvements. The legislation does not include funding for urban water conservation projects, despite pending local implementation of actions related to achieving the urban water use objective.

Current Position: Not Yet Considered

Recommended Position: Support/Amend

SB 52

(Dodd D) State of emergency: local emergency: sudden and severe energy shortage: planned power outage.

Current Text: Introduced: 12/7/2020 [html](#) [pdf](#)

Introduced: 12/7/2020

Status: 2/25/2021-Set for hearing March 9.

Is Urgency: N

Is Fiscal: Y

Location: 1/28/2021-S. G.O.

Summary: Current law defines the terms "state of emergency" and "local emergency" to mean a duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state or the territorial limits of a local government caused by, among other things, a sudden and severe energy shortage. Current law defines a "sudden and severe energy shortage" as a rapid, unforeseen shortage of energy, resulting from, but not limited to, events such as an embargo, sabotage, or natural disasters, and that has statewide, regional, or local impact. This bill would

expand the definition of "sudden and severe energy shortage" to include a "deenergization event," defined as a planned power outage, as specified, and would make a deenergization event one of those conditions constituting a state of emergency and a local emergency.

Laws: An act to amend Section 8557 of the Government Code, relating to emergency services.

Notes: This legislation would authorize a local agency to declare a local emergency due to a planned deenergization event; e.g., a public safety power shutoff by Pacific Gas & Electric Company. Such authority could be helpful for a local agency that needs to acquire portable generation or other assets in order to continue operating facilities and may be constrained by competitive bid award requirements. This legislation would amend the California Emergency Services Act (Section 8550 et seq. of the Government Code).

Section 8630 of the Government Code provides that a local emergency may be proclaimed only by the governing body of a city, county, or city and county, or by an official designated by ordinance adopted by that governing body. Whenever a local emergency is proclaimed by an official designated by ordinance, the local emergency shall not remain in effect for a period in excess of seven days unless it has been ratified by the governing body.

Section 350 of the California Water Code, requires the governing body of a distributor of a public water supply, whether publicly or privately owned and including a mutual water company, to declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection. Section 351 provides that, excepting in the event of a wildfire or a breakage or failure of a dam, pump, pipeline, or conduit causing an immediate emergency, the declaration shall be made only after a public hearing at which consumers of the water supply shall have an opportunity to be heard to protest against the declaration and to present their respective needs to said governing board. This section was amended last year to add the reference to "wildfire." Given the author's interest in adding a deenergization event to the type of local emergency that may be declared, it makes sense to add "deenergization event" to Section 351 so that a meeting of the governing body is not required in order for a local emergency declaration to take effect.

This bill is a re-introduction of last year's SB 862 by the same author. The bill passed the Senate with a unanimous vote. The bill died in the Assembly without a hearing.

Current Position: Not Yet Considered

Recommended Position: Favor/Amend

SB 222 **(Dodd D) Water Affordability Assistance Program.**

Current Text: Introduced: 1/14/2021 [html](#) [pdf](#)

Introduced: 1/14/2021

Status: 3/2/2021-Set for hearing March 15.

Is Urgency: N

Is Fiscal: Y

Location: 2/8/2021-S. E. U., & C.

Summary: Would establish the Water Affordability Assistance Fund in the State Treasury to help provide water affordability assistance, for both drinking water and wastewater services, to low-income ratepayers and ratepayers experiencing economic hardship in California. The bill would make moneys in the fund available upon appropriation by the Legislature to the state board to provide, as part of the Water Affordability Assistance Program established by the bill, direct water bill assistance, water bill credits, water crisis assistance, affordability assistance, and short-term assistance to public water systems to administer program components.

Laws: An act to add Chapter 6.5 (commencing with Section 116930) to Part 12 of Division 104 of the Health and Safety Code, relating to water.

Notes: Establishes the Water Affordability Assistance Fund in the State Treasury. The bill would make moneys in the fund available upon appropriation by the Legislature to the State Water Board to provide a Water Affordability Assistance Program that includes among other things, direct water bill assistance, water bill credits, water crisis assistance, affordability assistance, and short-term assistance to public water systems to administer program components.

This legislation would establish a Water Low-Income Rate Assistance Program (LIRA). The bill would allocate funding to the State Water Resources Control Board (State Water Board) for "direct water bill assistance." Although the bill's language is unclear, it appears that the intent is that public water

systems would distribute the benefit for customers who directly pay their water bill. The legislation does not specify a source of funding for the LIRA Program. The estimated annual cost for such a program developed by the State Water Board pursuant to its AB 401 report was about \$600 million.

According to the Association of California Water Agencies, consensus regarding the type of LIRA Program was not achieved through the AB 401 (Dodd, 2015) implementation stakeholder process at the State Water Board. ACWA argues that the Legislature needs to consider what will be the most efficient and lowest-cost distribution mechanism. Instead of having the State Water Board and 2,900 public water systems distribute the benefit, ACWA argues that the State should use an existing benefit distribution mechanism, such as CalFresh or the Franchise Tax Board. ACWA believes that the state implementing agency should be an agency that is already set up to distribute low-income assistance. The State Water Board does not provide such a program. ACWA also is concerned about the cost impacts to water agencies to operate a LIRA Program, including increased personnel and billing software costs.

ACWA notes that SB 222 would define "low-income" as "a household income, or a community annual median household income, that is equal to or no greater than 200 percent of the Federal Poverty Level" (FPL). In the development of the AB 401 report, there was discussion that the State should look at different eligibility levels. In the AB 401 report, which used the 2010-2014 American Community Survey data, 24 percent of California households were at or below 150 percent of the FPL, and 34 percent of the households were at or below 200 percent of the FPL. The selection of the threshold percentage is important because it is a major factor in which households receive assistance and the annual funding needed for the program.

The AB 401 report focuses on four types of assistance: (1) direct water bill credits; (2) renter's water bill credits; (3) water crisis assistance; and (4) short-term assistance to community water systems for administrative costs. In addition to these four types of assistance, SB 222 would include eligibility for "economic hardship" (an undefined term) in addition to low-income ratepayers, and affordability assistance to low-income households served by domestic wells. ACWA argues that SB 222 should be a ratepayer (Water-LIRA) assistance program for low-income households.

SB 222 proposes to limit the use of Fund dollars for "administrative" purposes to 5 percent of the annual deposits into the Fund. For a \$600 million annual fund, this would total \$30 million. The language used in SB 222 parallels language under SB 200—the Safe and Affordable Drinking Water Fund. SB 200 would appear to limit State Water Board administrative costs to \$6.5 million a year. For its SB 200 program, the State authorized 48 personnel years (PYs); some positions support administration and some support implementation. The SB 200 Fund Expenditure Plan for Fiscal Year 2020-21 included \$12.8 million for staff costs, which shows that a large portion of the State Water Board staff costs were for implementation since the administrative (5 percent) cap was \$6.5 million.

If the Water LIRA Program was implemented by each of the 2,900 public water systems in California, the system would be required to modify its billing system to deliver the monthly Wi-LIRA credit; train personnel about the LIRA program; modify marketing, education and outreach programs, and comply with applicable requirements for reimbursement with State funding. State Water Board staff, in the AB 401 report, estimated the funding need for short-term assistance to water systems at \$43 million or about \$14,827 per system. ACWA estimates that the cost to modify billing software for one agency can exceed \$100,000, which could be extrapolated to a statewide cost of over \$200 million. Further, ACWA believes there would be a need for the system to hire at least one new staff person to implement the program. Even if on average there was one person (a conservative estimate) hired with a \$75,000 salary plus benefits at \$25,000, that ongoing local administration staff cost times 2,900 systems would be close to \$300 million per year. SB 222 does not propose ongoing administration assistance for public water systems.

Our firm has been participating in an Association of California Water Agencies working group that is analyzing this legislation and SB 223. ACWA has identified key attributes of legislation to enact a reasonable, efficient and effective LIRA Program. These attributes include, but are not limited to: (1) Use of an existing benefit distribution system. There is no need to develop a costly new program when an existing program can be used to efficiently and effectively aid low-income households; (2) Specification of the funding source, which should be progressive. The funding source should not be a water tax, which is a regressive funding source; (3) A LIRA program that is formulaic, establishes eligibility criterion (e.g., at or below 150 percent or 200 percent of the Federal Poverty Level), and includes reasonable public process opportunities relative to the development of program documents; (4) No new mandates for public water system data collection regarding local rates/rate structures; and (5) Specifies cost limits on both State administration and State implementation.

Our firm presented a minority viewpoint to the direction ACWA seeks for the Water LIRA Program. The goal of such a program is to assist low-income households with payment of their monthly water bill; e.g., provide a monthly credit of \$10 for a \$40 monthly bill. A secondary, but often unstated goal, would be to reduce the incidence of delinquency and, in turn, the reduction in annual revenues to the public water system (and the increased costs to pursue payment). A third goal should be to maintain—

even strengthen—the relationship between the customer and the public water system. The direction ACWA is recommending fails on all accounts. Adding funds to the CalFresh EBT card completely obfuscates the nexus to payment of a water service bill. In fact, there is no guarantee that the funds will be utilized for payment of a water bill. To use the above example, the increase to the CalFresh EBT card would need to be transferred to another portion of the household budget for payment of the water service bill, which is unlikely to occur. The water system-client relationship also would not be strengthened. For example, a requirement for a customer to request the Water-LIRA benefit either in person or on-line would provide an opportunity to explore water use efficiency assistance or conducting a water audit for leaks and other water-saving opportunities. A Water LIRA Program also should be tied to the amount of water that is adequate for human consumption, cooking, and sanitary purposes (or about 8 CCF per month).

As ACWA appropriately explains, if SB 222 requires a Water-LIRA Program that is implemented by each public water system, the cost to implement the program annually likely increases from about \$600 million to nearly \$1 billion per year. If the State Legislature supports creation of the program, then the total cost to implement and administer must be paid for by the State General Fund. That said, the Legislature and Governor Newsom (and former Governor Brown), in recognizing the high cost of living in California, has tripled the amount of financial assistance to local income households through the Earned Income Tax Credit.

One final observation, the creation of a Water-LIRA Program is emblematic of the approach taken by the California Legislature over the past 20 years to address the high cost of living in the state. The focus is rarely, if ever, on actions to reduce, either directly or indirectly, the factors that fuel the high cost of living. The same is true for the cost of providing water service in relation to the affordability of water service.

Current Position: Not Yet Considered

Recommended Position: Oppose Unless Amended

SB 223

(Dodd D) Discontinuation of residential water service.

Current Text: Introduced: 1/14/2021 [html](#) [pdf](#)

Introduced: 1/14/2021

Status: 3/2/2021-Set for hearing March 15.

Is Urgency: N

Is Fiscal: Y

Location: 1/28/2021-S. E. U., & C.

Summary: Current law prohibits an urban and community water system, defined as a public water system that supplies water to more than 200 service connections, from discontinuing residential water service for nonpayment until a payment by a customer has been delinquent for at least 60 days. Current law requires an urban and community water system to have a written policy on discontinuation of residential service for nonpayment, including, among other things, specified options for addressing the nonpayment. Current law requires an urban and community water system to provide notice of that policy to customers, as provided. This bill would apply those provisions, on and after July 1, 2022, to a very small community water system, defined as a public water system that supplies water to 200 or fewer service connections used by year-long residents.

Laws: An act to amend Sections 116902, 116904, 116906, 116908, 116910, 116912, 116914, 116916, 116918, 116920, 116922, and 116926 of the Health and Safety Code, relating to water.

Notes: This legislation would expand upon existing water shutoff prohibitions and would add a requirement for water agencies to have an arrearage management plan. The arrearage management plan would be required to extend for a maximum of 12 months and would be required to include forgiveness of at least one-twelfth of the delinquent balance with each consecutive on-time payment of the monthly charge for water service only. Forgiveness of the full delinquent balance under the arrearage management plan would take place at the final consecutive on-time payment under the plan. The legislation would authorize a water provider to remove a customer who misses two consecutive payments from the arrearage management plan. If a customer is removed from the arrearage management plan before making 12 on-time payments, any debt that has already been forgiven would remain forgiven and the urban and community water system or very small community water system would then offer enrollment into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment.

The requirement for a local agency public water system to forgive delinquent payments could place the system in jeopardy of violating the provisions of Proposition 218, particularly if the rates imposed on all customers include in the cost of service recovery of revenue from forgiven water bills. This legislation would include in the written policy for discontinuation of service a requirement, for systems that provide water audits or have the capacity to do so, to offer a free water audit to low-income residential customers households with water usage that is above the annual average volume usage

of their customer class. This requirement does not belong in the discontinuation of service policy, but could be placed into the provisions of existing law when a customer requests a repayment plan.

This legislation also would provide that a residential water customer who pays a water bill that is combined with billing for other services, including, but not limited to, sewer service or electricity service, is not delinquent and shall not have their water service discontinued for nonpayment if the customer has paid an amount equal to or greater than the monthly charge for water service, excluding taxes and fees. Also, notwithstanding any other law, the water system would be required to release all liens, and shall not obtain any new lien, for delinquent amounts owed for residential water service when the customer is enrolled in an amortization agreement, alternative payment schedule, or arrearage management plan, or a plan for deferred or reduced payment. This would require a system to release a lien prior to payment of the arrearage; and, one assumes, place a new lien on the property if the customer fails to fulfill a payment arrangement.

Finally, SB 223 would amend existing law, which provides for the imposition of reconnection fees at specified amounts, to require a water system to waive fees for disconnection and reconnection of service for low income households and to waive all late fees, interest charges, and penalties on delinquent bills once every 12 months.

The percentage of delinquencies experienced by water systems during the COVID-19 pandemic has increased significantly--in some cases, water systems have experienced a 10-fold increase. While it is likely that most of the delinquencies are legitimately linked to job loss or a reduction in hours across multiple business classes, water systems point to anecdotal evidence that many customers are not paying their water bills due to the moratorium imposed by Governor Newsom on discontinuation of water service. SB 223 could inadvertently lead to this experience with discontinuation of service requirements that, in essence, make a water system a lender of last resort.

Current Position: Not Yet Considered

Recommended Position: Oppose

SB 274 **(Wieckowski D) Local government meetings: agenda and documents.**

Current Text: Introduced: 1/29/2021 [html](#) [pdf](#)

Introduced: 1/29/2021

Status: 2/22/2021-Art. IV. Sec. 8(a) of the Constitution dispensed with. (Ayes 32. Noes 4.) Joint Rule 55 suspended. (Ayes 32. Noes 4.)

Is Urgency: N

Is Fiscal: Y

Location: 2/10/2021-S. GOV. & F.

Summary: The Ralph M. Brown Act, requires meetings of the legislative body of a local agency to be open and public and also requires regular and special meetings of the legislative body to be held within the boundaries of the territory over which the local agency exercises jurisdiction, with specified exceptions. Current law authorizes a person to request that a copy of an agenda, or a copy of all the documents constituting the agenda packet, of any meeting of a legislative body be mailed to that person. This bill would require a local agency with an internet website, or its designee, to email a copy of, or website link to, the agenda or a copy of all the documents constituting the agenda packet if the person requests that the items be delivered by email. If a local agency determines it to be technologically infeasible to send a copy of the documents or a link to a website that contains the documents by mail or by other electronic means, the bill would require the legislative body or its designee to send by mail a copy of the agenda or a website link to the agenda and to mail a copy of all other documents constituting the agenda packet, as specified.

Laws: An act to amend Section 54954.1 of the Government Code, relating to local government.

Notes: This legislation would require a local agency with an internet website, or its designee, to email a copy of, or link to, the agenda or a copy of all the documents constituting the agenda packet if so requested. If a local agency determines it to be technologically infeasible to send a copy of the documents or a link to a website that contains the documents by mail or by other electronic means, the bill would require the legislative body or its designee to send by mail a copy of the agenda or a website link to the agenda and to mail a copy of all other documents constituting the agenda packet.

By requiring local agencies to comply with these provisions, this bill would impose a state-mandated local program. However, the California Constitution requires local agencies, for the purpose of ensuring public access to the meetings of public bodies and the writings of public officials and agencies, to comply with a statutory enactment that amends or enacts laws relating to public records or open meetings and contains findings demonstrating that the enactment furthers the constitutional requirements relating to this purpose. This legislation would provide that no reimbursement is required.

While existing law does require an agency to mail a copy of the Board packet if requested, it seems like that existing requirement provides access to those individuals that may not have an electronic means to access agenda materials that are posted online. In contrast, the proposed new requirement under this legislation to email the Board packet or a link to the packet if requested does not seem to expand access, as those that have access to email also should have access to the agenda materials that are posted online. For example, EID posts the board packet/agenda materials online. Therefore, these materials are already available to the public online, and separately imposing a requirement to send the packet via email or a link to those packets posted in the District's internet website will only take resources away from other District business.

"Local agency" is defined to mean a county, city, city and county, town, school district, municipal corporation, district, political subdivision, or any board, commission or agency thereof, or other local public agency.

Current Position: Not Yet Considered

Recommended Position: Oppose

SB 318

(Melendez R) Land use: development fee or charge: audit: auditor standards.

Current Text: Introduced: 2/4/2021 [html](#) [pdf](#)

Introduced: 2/4/2021

Status: 2/22/2021-Art. IV. Sec. 8(a) of the Constitution dispensed with. (Ayes 32. Noes 4.) Joint Rule 55 suspended. (Ayes 32. Noes 4.)

Is Urgency: N

Is Fiscal: Y

Location: 2/17/2021-S. GOV. & F.

Summary: The Mitigation Fee Act authorizes a local agency to retain an independent auditor if requested to conduct an audit to determine whether a fee or charge is reasonable, provided, among other conditions, that the person who requests the audit deposits with the local agency the amount of the local agency's reasonable estimate of the cost of that audit, except as provided. This bill would require that the independent auditor be a certified public accountant, as defined, or a firm, as defined, of certified public accountants. The bill would prohibit the local agency from retaining an independent auditor that the local agency contracted with for any reason during the preceding 10 years, as provided. The bill would also prohibit an independent auditor that is retained by a local agency to conduct the audit from soliciting or accepting employment from the local agency for 5 years following the completion of the audit and all subsequent challenges related to the audit.

Laws: An act to amend Section 66023 of the Government Code, relating to local government.

Notes: The Desert Valley Builders Association is the sponsor of this legislation. The sponsor alleges that the City of Coachella failed to comply with the requirement under subdivision (b) of Section 66006 of the Government Code to, within 180 days after the last day of each fiscal year, make available to the public information regarding fees collected for the fiscal year. The latter section of law defines "fee" to mean any fee imposed to provide for an improvement to be constructed to serve a development project, or which is a fee for public improvements within the meaning of subdivision (b) of Section 66000, and that is imposed by the local agency as a condition of approving the development project. Similar reporting provisions apply to the District in regard to the imposition of capacity charges and connection fees [See Section 60013]. Any person may request an audit of any local agency fee or charge that is subject to Section 66023, including fees or charges of school districts, in accordance with that section.

This legislation would not resolve a failure to comply with the informational requirement set forth under Section 66006 or Section 66013. Instead, it would amend a section of law--Section 60623--that includes capacity charges and connection fees imposed by a local agency public water system or community wastewater system. The proposed prohibitions regarding the retention of an auditor or audit firm are problematic and the presumption that an independent firm may be prejudiced in the conduct of its professional duties given past or future work for the local agency is not based on industry-wide experience. Most local agencies retain an independent audit firm for three to five years to enable the firm to develop knowledge about the local agency and to follow up on prior audit findings and recommendations. This legislation would require a local agency to retain a different audit firm than one that is under contract for the sole purpose of conducting an audit to ensure that fees and charges do not exceed the amount reasonably necessary to cover the cost of any product or public facility.

Current Position: Not Yet Considered

Recommended Position: Oppose

[SB 319](#)

(Melendez R) Land use: development fees: audit.

Current Text: Introduced: 2/4/2021 [html](#) [pdf](#)

Introduced: 2/4/2021

Status: 2/22/2021-Art. IV. Sec. 8(a) of the Constitution dispensed with. (Ayes 32. Noes 4.) Joint Rule 55 suspended. (Ayes 32. Noes 4.)

Is Urgency: N

Is Fiscal: N

Location: 2/17/2021-S. GOV. & F.

Summary: Current law authorizes a person to request an audit to determine whether a fee or charge levied by a local agency exceeds the amount reasonably necessary to cover the cost of any product, public facility, or service provided by the local agency. If a local agency does not comply with the above-described disclosure requirement for 3 consecutive years, existing law prohibits the local agency from requiring that person to make a specified deposit and requires the local agency to pay the cost of the audit. This bill, additionally, would require that audit to include each consecutive year the local agency did not comply with the disclosure requirement. The bill would make clarifying changes to that provision.

Laws: An act to amend Section 66023 of the Government Code, relating to land use.

Notes: This legislation will require substantive amendments to be eligible for referral to an Assembly policy committee. The District should monitor the legislation given its subject matter--financial audits.

Current Position: Not Yet Considered

Recommended Position: Watch

[SB 323](#)

(Caballero D) Local government: water or sewer service: legal actions.

Current Text: Introduced: 2/5/2021 [html](#) [pdf](#)

Introduced: 2/5/2021

Status: 3/8/2021-March 11 hearing postponed by committee.

Is Urgency: N

Is Fiscal: N

Location: 2/17/2021-S. GOV. & F.

Summary: Current law prohibits a local agency from imposing fees for specified purposes, including fees for water or sewer connections, as defined, that exceed the estimated reasonable cost of providing the service for which the fee is charged, unless voter approval is obtained. Current law provides that a local agency levying a new a water or sewer connection fee or increasing a fee must do so by ordinance or resolution. Current law requires, for specified fees, including water or sewer connection fees, any judicial action or proceeding to attack, review, set aside, void, or annul an ordinance, resolution, or motion adopting a new fee or service charge or modifying an existing fee or service charge to be commenced within 120 days of the effective date of the ordinance, resolution, or motion according to specified procedures for validation proceedings. This bill would apply the same judicial action procedure and timelines, as stated above, to ordinances, resolutions, or motions adopting, modifying, or amending water or sewer service fees or charges, except as provided.

Laws: An act to add Article 4.7 (commencing with Section 53759) to Chapter 4 of Part 1 of Division 2 of Title 5 of the Government Code, relating to local government.

Notes: The Association of California Water Agencies (ACWA) is the sponsor of this legislation. The bill seeks to create a 120-day statute of limitations for legal challenges to water and sewer service rates. And, it would authorize a local agency to initiate a validation action to, in effect challenge its own rates and charges, pursuant to Chapter 9 (commencing with Section 860) of Title 10 of Part 2 of the Code of Civil Procedure.

Existing law requires any judicial action or proceeding to attack, review, set aside, void, or annul an ordinance, resolution, or motion adopting a new connection fee or capacity charge or modifying an existing fee or charge to be commenced within 120 days of the effective date of the ordinance, resolution, or motion according to specified procedures for validation proceedings. This legislation would apply the same proceedings and timelines to ordinances, resolutions, or motions adopting, modifying, or amending water or sewer rates, which are property-related fees and charges under the California Constitution. The bill exempts from this provision any fee or charge for water or sewer service for which another statute establishes a specific time and procedure for bringing a judicial action or proceeding to attack, review, set aside, void or annul a fee or charge of that type.

According to ACWA, existing law recognizes the need to minimize fiscal uncertainty for public agencies providing essential services by establishing a reasonable period of time beyond which agencies will not face exposure to lawsuits challenging the validity of various local taxes, assessments, fees, and

charges. However, existing law provides a piecemeal statutory landscape, where a statute of limitations is afforded to fees and charges that fund some essential government services but not others. By allowing customers to bring challenges within a reasonable — but limited — period of time, this proposal would balance the interests of ratepayers with those of public water and sewer agencies.

The legislation would authorize, but not require, a public water system to initiate a validation action to seek judicial approval of its rates. The significance of providing this option is that the water system can, in effect, take itself to court. Code of Civil Procedure sections 860 to 870 authorize a public agency or an interested private party to bring a “validation action” in superior court to determine the validity of certain public agency actions. The action is an in rem proceeding, so the judgment validating or invalidating the public agency’s actions is conclusive against all other persons and not just the litigants. Because the judgment will be binding against all other persons, the plaintiff in a validation action must draft a special summons that invites all unknown, interested defendants to come forward and file an answer in the case. Every government agency in the state that is empowered to impose parcel assessments and to issue bonds backed by assessments, has the ability to guarantee that repayment is provided by relying on the expedited and conclusive procedural rules set forth in Code of Civil Procedure §§ 860 et seq. (the “Validation Statutes”). Local agencies acknowledge that procedural rules under the Validation Statutes can and do operate to cut off untimely or improperly asserted claims, but that this does not mean that procedural rules contradict the substantive rights of the public (or customer) interest.

Current Position: Not Yet Considered

Recommended Position: Support

[SB 427](#) (Eggman D) Water theft: enhanced penalties.

Current Text: Introduced: 2/12/2021 [html](#) [pdf](#)

Introduced: 2/12/2021

Status: 2/25/2021- Referred to Coms. on GOV. & F. and PUB. S.

Is Urgency: N

Is Fiscal: N

Location: 2/25/2021-S. GOV. & F.

Summary: Would authorize the legislative body of a city or a county to make, by ordinance, any violation of an ordinance regarding water theft, as defined, subject to an administrative fine or penalty in excess of the limitations above, as specified.

Laws: An act to add Section 53069.45 to the Government Code, relating to local government.

Notes: Existing law, Government Code Sections 36900 and 25132, authorizes the legislative body of a city or a county, respectively, to make, by ordinance, any violation of an ordinance subject to an administrative fine or penalty and limits the maximum fine or penalty amounts for infractions, to \$100 for the first violation, \$200 for a 2nd violation of the same ordinance within one year of the first violation, and \$500 for each additional violation of the same ordinance within one year of the first violation.

This bill would authorize the legislative body of a “local agency” to make, by ordinance, any violation of an ordinance enacted by the local agency regarding water theft subject to an administrative fine or penalty. The bill limits the maximum fine or penalty amounts for infraction to \$1,000 for a first violation, \$2,000 for a second violation of the same ordinance within one year, and \$5,000 for each additional violation of the same ordinance within one year.

Government Code Section 54951 defines “local agency” to mean a county, city, whether general law or chartered, city and county, town, school district, municipal corporation, district, political subdivision, or any board, commission or agency thereof, or other local public agency.

“Water theft” is defined to mean an action to divert, tamper, or reconnect water utility services.

This bill is sponsored by Elk Grove Water District, and is similar to last year's AB 2095 (Cooper, as amended 02/20/2020).

Current Position: Not Yet Considered

Recommended Position: Support

[SB 506](#) (Jones R) California Environmental Quality Act: Greenhouse Gas Reduction Fund monies: greenhouse gas emissions: vegetation management projects.

Current Text: Introduced: 2/17/2021 [html](#) [pdf](#)

Introduced: 2/17/2021

Status: 3/1/2021-Set for hearing March 16.

Is Urgency: N

Is Fiscal: Y

Location: 2/25/2021-S. N.R. & W.

Summary: Would prohibit the Department of Forestry and Fire Protection from requiring applicants for a grant or other funds made available to the department from the Greenhouse Gas Reduction Fund to consider the greenhouse gas emissions impacts of vegetation management projects pursuant to the California Environmental Quality Act (CEQA) as a condition of applying for or receiving a grant or other funds from moneys made available to the department from the fund. The bill would define "vegetation management projects" as projects that improve forest health, reduce fuel loading, and reduce greenhouse gas emissions caused by uncontrolled wildfires that involve the thinning of overgrown brush and trees, as specified, by mechanical thinning, piling, pile burning, chipping, prescribed fire, cultural fire, or grazing.

Laws: An act to add Sections 4121 and 21083.06 to the Public Resources Code, relating to environmental quality.

Notes: The California Global Warming Solutions Act of 2006 (act) designates the State Air Resources Board as the state agency responsible for monitoring and regulating sources of emissions of greenhouse gases. The act authorizes the state board to include the use of market-based compliance mechanisms. Existing law requires all moneys, except for fines and penalties, collected by the state board from a market-based compliance mechanism to be deposited in the Greenhouse Gas Reduction Fund and to be available upon appropriation by the Legislature. Existing law states that a specified amount is to be annually appropriated, through the 2023-24 fiscal year, from the Greenhouse Gas Reduction Fund to the Department of Forestry and Fire Protection in the annual Budget Act for specified healthy forest and fire prevention programs and projects. Existing law authorizes the department to administer various programs, including grant programs, relating to forest health and wildfire protection.

This bill would prohibit the department from requiring applicants for a grant or other funds made available to the department from the Greenhouse Gas Reduction Fund to consider the greenhouse gas emissions impacts of vegetation management projects pursuant to the California Environmental Quality Act (CEQA) as a condition of applying for or receiving a grant or other funds from moneys made available to the department from the fund. The bill defines "vegetation management projects" as projects that improve forest health, reduce fuel loading, and reduce greenhouse gas emissions caused by uncontrolled wildfires that involve the thinning of overgrown brush and trees, as specified, by mechanical thinning, piling, pile burning, chipping, prescribed fire, cultural fire, or grazing. The bill acknowledges that a project to improve forest health inherently reduces the risk of a carbon emission intensive wildfire.

According to the author, SB 506 would streamline vegetation management projects for federal, state, and private entities by removing greenhouse gas emission considerations from consideration or analysis under the CEQA environmental review process. Unfortunately, while the legislation would prohibit the department from requiring the analysis as a condition precedent for applying for funds. CEQA applies to discretionary projects proposed to be carried out or approved by public agencies. For some types of impacts, mitigation is straightforward (for example, requiring replacement wetlands for wetlands that will be destroyed a the proposed project). For other types of impacts, such as climate change, the science is evolving and will continue to inform as to what mitigation is available, and what actions works best. Mitigation in regard to the release of greenhouse gases from a prescribed burn is difficult at best, even though everyone understands the greenhouse gases released due to a catastrophic wildfire.

According to the CEQA Guidelines, the determination of the significance of greenhouse gas emissions calls for a careful judgment by the lead agency. A lead agency must make a good-faith effort, based to the extent possible on scientific and factual data, to describe, calculate or estimate the amount of greenhouse gas emissions resulting from a project. A lead agency shall have discretion to determine, in the context of a particular project, whether to: (1) Use a model or methodology to quantify greenhouse gas emissions resulting from a project, and which model or methodology to use; and/or (2) Rely on a qualitative analysis or performance based standards. The Guidelines note: "In determining the significance of a project's greenhouse gas emissions, the lead agency should focus its analysis on the reasonably foreseeable incremental contribution of the project's emissions to the effects of climate change. A project's incremental contribution may be cumulatively considerable even if it appears relatively small compared to statewide, national or global emissions. The agency's analysis should consider a timeframe that is appropriate for the project. The agency's analysis also must reasonably reflect evolving scientific knowledge and state regulatory schemes. A lead agency should consider the following factors, among others, when assessing determining the significance of impacts from greenhouse gas emissions on the environment: (1) The extent to which the project may increase or reduce greenhouse gas emissions as compared to the existing environmental setting; (2) Whether

the project emissions exceed a threshold of significance that the lead agency determines applies to the project; and (3) The extent to which the project complies with regulations or requirements adopted to implement a statewide, regional, or local plan for the reduction or mitigation of greenhouse gas emissions.

This legislation may relieve an applicant from assessing the impact of a prescribed burn on the release of greenhouse gases, but the duty to assess the potential significant environmental effect under CEQA would remain even if this legislation became law. It is unclear, therefore, the legislation would offer significant benefit to the District.

Current Position: Not Yet Considered

Recommended Position: Watch

[SB 533](#) (Stern D) Electrical corporations: wildfire mitigation plans: deenergization events: microgrids.

Current Text: Amended: 3/5/2021 [html](#) [pdf](#)

Introduced: 2/17/2021

Last Amend: 3/5/2021

Status: 3/5/2021-From committee with author's amendments. Read second time and amended. Re-referred to Com. on E., U. & C.

Is Urgency: N

Is Fiscal: Y

Location: 2/25/2021-S. E. U., & C.

Summary: Would require an electrical corporation to ensure its electrical transmission and distribution system achieves the highest level of safety, reliability, and resiliency by modernizing, upgrading, including by installing one or more microgrids, replacing, hardening, or undergrounding, any portion of its transmission and distribution wires or poles that experiences a specified number of recurring deenergization events, as defined. The bill would require that these measures be completed within 12 months of reaching the specified number of recurring deenergization events. The bill would require that an electrical corporation's wildfire mitigation plan include a description of measures implemented pursuant to this requirement and the number of transmission and distribution wires and poles affected.

Laws: An act to amend Sections 8385, 8386, 8386.3, and 8370 of, and to add Section 8373 to, the Public Utilities Code, relating to electricity.

Notes: SB 533 would require the state's investor owned utilities (IOUs) to ensure its electrical transmission and distribution systems achieve the highest level of safety, reliability, and resiliency by modernizing, upgrading, including by installing one or more microgrids, replacing, hardening, or undergrounding any portion of its transmission and distribution wires or poles that experiences recurring deenergization events, within 12 months after reaching one of the following:

- (1) Five or more deenergization events occurring on or after January 1, 2019.
- (2) Four or more deenergization events occurring on or after January 1, 2021.
- (3) Three or more deenergization events occurring on or after January 1, 2022.
- (4) Two or more deenergization events occurring on or after January 1, 2023.

The bill would require electrical corporations to annually prepare and submit a wildfire mitigation plan to the Wildfire Safety Division for review and approval. In calendar year 2020, and thereafter, the plan shall cover at least a three-year period. The division shall establish a schedule for the submission of subsequent comprehensive wildfire mitigation plans, which may allow for the staggering of compliance periods for each electrical corporation.

The bill would also require the PUC, in consultation with the Office of Emergency Services, to create a database of critical facilities and critical infrastructure, and related critical circuits, located in a high fire-threat district served by an IOU, and identify with respect to each whether it serves low-income households or low-income communities to help prioritize locations for upgrades and microgrids.

The bill would also codify a PUC requirement for IOUs to collaborate with local governments or community choice aggregators (CCA) within its service area to identify critical circuits and microgrid projects. The bill would require IOUs to provide local governments, tribal governments, and community choice aggregators with electrical distribution equipment data, transmission and distribution circuit data, grid hardening plans, and other information requested to ensure that these entities are able to plan and develop microgrid projects collaboratively with the IOU.

Current Position: Not Yet Considered

Recommended Position: Favor

Total Measures: 25
Total Tracking Forms: 25



CONSIDER DISTRICT'S POSITIONS ON PROPOSED STATE LEGISLATION

MARCH 22, 2021

SUMMARY OF ISSUE

- In cooperation with District staff, state legislative advocate Bob Reeb of Reeb Government Relations, LLC has analyzed proposed state legislation, and presently recommends that the District take positions on 25 bills that could affect its interests

STAFF ANALYSIS / EVALUATION

Bills cover a wide range of subject matters:

- Planned power outages and energy shortages;
- Bond funding;
- Wildfire prevention and mitigation;
- Water quality;
- Local government meetings;
- Urban water use objectives;
- Emergency services;
- Water Affordability Assistance Program;
- California Environmental Quality Act;
- Campsite reservations; etc.

ACCESSORY DWELLING UNITS

- **AB 345** (Quirk-Silva) Accessory dwelling units: separate conveyance – **Watch**
- **AB 1135** (Grayson) Accessory dwelling units – **Watch**
- **AB 1442** (Ting) Accessory dwelling units – **Watch**

EMERGENCY SERVICES AND POWER RESILIENCY

- **AB 418** (Valladares) Emergency services: grant program – **Favor**
- **AB 1403** (Levine) Emergency services – **Favor**
- **SB 52** (Dodd) State of emergency: local emergency: sudden and severe energy shortage: planned power outage – **Favor/Amend**
- **SB 533** (Stern) Electrical corporations: wildfire mitigation plans: deenergization events: microgrids – **Favor**

MISCELLANEOUS

- **AB 377** (Rivas, Robert) Water quality: impaired waters – **Oppose**
- **AB 472** (Cooley) Campsite reservations: securing an equitable process – **Favor**
- **AB 564** (Gonzalez, Lorena) Biodiversity Protection and Restoration Act – **Oppose**
- **AB 697** (Chau) Forest resources: national forest lands: Good Neighbor Authority Fund: ecological restoration and fire resiliency projects – **Favor/Amend**
- **AB 930** (Levine) Subsurface installations: attorney's fees and costs – **Favor**
- **AB 1021** (Mayes) Irrigation districts: divisions – **Watch**

MISCELLANEOUS

- **SB 274** (Wieckowski) Local government meetings: agenda and documents – **Oppose**
- **SB 318** (Melendez) Land use: development fee or charge: audit: auditor standards – **Oppose**
- **SB 319** (Melendez) Land use: development fees: audit – **Watch**
- **SB 427** (Eggman) Water theft: enhanced penalties – **Support**
- **SB 506** (Jones) California Environmental Quality Act: Greenhouse Gas Reduction Fund monies: greenhouse gas emissions: vegetation management projects – **Watch**

BOND FUNDING

- **AB 1500** (Garcia, Eduardo) Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, and Workforce Development Bond Act of 2022 – **Support/Amend**
- **SB 45** (Portantino) Wildfire Prevention, Safe Drinking Water, Drought Preparation, and Flood Protection Bond Act of 2022
– **Support/Amend**

FEES AND SERVICES

- **AB 602** (Grayson) Development fees – **Watch**
- **SB 223** (Dodd) Discontinuation of residential water service
– **Oppose**
- **SB 323** (Caballero) Local government: water or sewer service: legal actions – **Support**

AB 1434 - URBAN WATER USE OBJECTIVES: INDOOR RESIDENTIAL WATER USE

- **AB 1434** (Friedman) Urban water use objectives: indoor residential water use – **Oppose**
- Establish the standard for indoor residential water use:
 - Beginning January 1, 2023: 48 gallons per capita daily
 - Beginning January 1, 2025: 44 gallons per capita daily
 - Beginning January 1, 2030: 40 gallons per capita daily
- Eliminates the requirement that the Department of Water Resources and the State Water Resources Control Board conduct studies to jointly recommend to the Legislature a standard for indoor residential water use
- The standard threatens to strand supplier investments in infrastructure developed to ensure an adequate water supply as well as place significant upward pressure on water rates

SB 222 - WATER AFFORDABILITY ASSISTANCE PROGRAM

- **SB 222 (Dodd) Water Affordability Assistance Program – Oppose Unless Amended**
- Establish the Water Affordability Assistance Fund in the State Treasury to provide water affordability assistance, for drinking water and wastewater services, to low-income ratepayers and ratepayers with “economic hardship”
 - Includes direct water bill assistance, water bill credits, water crisis assistance, affordability assistance, and short-term assistance to public water systems to administer program components
- The legislation does not specify a source of funding and the estimated cost is about \$600 million annually
- Potential cost impact to water agencies to operate a Low-Income Rate Assistance Program, including increased personnel and billing software costs

BOARD OPTIONS

- Option 1: Approve recommendations of Reeb Government Relations, LLC, as the District's official positions on proposed state legislation.
- Option 2: Take other action as directed by the Board.
- Option 3: Take no action.

STAFF RECOMMENDATION

- Option 1



QUESTIONS?

EL DORADO IRRIGATION DISTRICT

SUBJECT: Consider awarding contracts to Quantum Resolve in the fixed cost amount of \$6,044,550 for software integration and implementation and Infor Public Sector, Inc. in the not-to-exceed amount of \$343,007 for software licenses and support; approve a contract amendment to Westin Technology Solutions in the not-to-exceed amount of \$765,000 for consulting services; authorize additional funding of \$3,240,000 for capitalized labor and contingency for a total funding request of \$10,392,557 for the Hansen Core Software Upgrade, Project No.18055; and approve extension of Infor Public Sector, Inc. software maintenance agreement through September 30, 2026, in the not-to-exceed amount of \$745,000.

PREVIOUS BOARD ACTION

June 26, 2006 – Board authorized staff to negotiate implementation services and purchase Microsoft Dynamics software (Great Plains) and the Hansen Utility Billing Solution from the firm of Eskel Porter Consulting, Inc., using the State's California Municipal Award Schedule contract, and to allow project funding for temporary assistance while key personnel are dedicated to the software implementation. Total Funding authorized was \$1,300,000.

December 9, 2019 – Board awarded a contract to Westin Technology Solutions in the not-to-exceed amount of \$276,000 for utility business and technology consulting services and authorized additional funding of \$516,000 for the Hansen 7 Upgrade Project, Project No.18055.

October 20, 2020 – Board adopted the 2021-2025 Capital Improvement Plan (CIP), subject to available funding.

November 9, 2020 – Board adopted the 2021-2022 Operating Budget.

February 8, 2021 – Board received update regarding Hansen Core Software Upgrade, Project No. 18055.

BOARD POLICIES (BP), ADMINISTRATIVE REGULATIONS (AR) AND BOARD AUTHORITY

BP 5010 Water Supply Management
BP 6010 Wastewater System Management
BP 8010 Hydroelectric System Management
BP 9010 Customer Service

SUMMARY OF ISSUE

Core software critical to District operations has reached the end of its useful life and must be replaced. Integration and implementation of new core software is a complex project that will require extensive work by a specialized software integrator, support by consulting staff, and dedicated District staff resources while continuing to perform critical operations using the current core software. This multi-year project is crucial for continued District operations.

BACKGROUND/DISCUSSION

Core software overview

Core software is software that provides mission-critical capabilities to a business or organization. The current software application, Hansen 7, represents the fourth generation of core business

software the District has invested in and utilized since the early 1980's to improve the efficiency and effectiveness of its business operations. Each new generation of core software has introduced important new capabilities and benefits over the preceding generation as a result of multiple factors working together, including:

- Advances in software capabilities and programming methods
- Advances in underlying computing platforms and communications networks
- Advances in operational methods and best practices
- Staff innovation adapting and applying the advances to solve business needs

Hansen software overview

The District began using Hansen software in 1997 to manage asset maintenance activities. The District undertook a significant upgrade effort beginning in 2006 and spanning multiple years to implement the current Hansen 7 software applications. Hansen 7 is a suite of highly-integrated software products (modules) developed specifically to meet the needs of public agencies. In total, about 150 District employees regularly use the current Hansen 7 software suite and that number is expected to rise as asset management practices expand throughout the District and technology advances continue to expand the benefits of electronic records and a paperless society. The following Hansen software modules are currently utilized by employees in the performance of their daily duties:

- Customer Information System (CIS)
 - The CIS application supports the District's metering, utility billing, cashiering, and customer service functions for EID's water, sewer, and recycled water customers.
 - CIS helps the District manage over 70,000 water and wastewater connections and service billings and collection in excess of \$60 million annually.
- Computerized Maintenance Management System (CMMS)
 - The CMMS application supports the preventive maintenance and corrective work orders performed on over 250,000 District infrastructure assets across the Drinking Water, Wastewater/Recycled Water, Hydro/Watershed Management, and Fleet Divisions.
 - Effective maintenance management of the District's assets is crucial to ensure reliable and safe services for maintained assets totaling well over \$1 billion in current replacement value.
- Community Development and Regulation (CDR)
 - The CDR application supports the daily management of new connection requests and developer projects that add substantial amounts of infrastructure including additional pipes, valves, lift and pump stations, and other new assets into the District's service delivery systems.
 - During the period of 2015-2019, new connections managed with CDR accounted for over 4,600 equivalent dwelling units (EDUs) sold and \$73 million in Facility Capacity Charges.

Basis for Upgrade

The District has achieved appreciable value from its Hansen 7 technology investment. However, Hansen 7 software has reached the end of its useful life and must be replaced. Ongoing use poses several significant risks, which increase over time and can potentially disrupt cash flow, customer service, operational efficiency, and/or service reliability. These risks include:

- The Hansen 7 support base and technical expertise is steadily disappearing
 - Few firms and individuals experienced with the Hansen 7 upgrade remain, since most organizations have migrated to next-generation core software systems
 - Few developers remain who can fix defects in the program code, which when left unaddressed obviate the purposes of maintaining the records

- Institutional knowledge continues to shrink with few District staff remaining who know and understand the system configuration
- Hansen 7 is based on antiquated technology that is now quite outdated
 - Critical or essential functionality could break during routine maintenance
 - Lacks modern security features that make it more vulnerable
 - Lacks modern usability features that make it challenging to learn and navigate

Continued reliance on an antiquated core software system with limited internal and external resources for system maintenance and repair is akin to relying on outdated and worn treatment technology to properly treat water under continually evolving regulations – it simply is not sustainable.

The District’s ongoing use of Hansen 7 software also presents several additional challenges and risks that are less apparent yet still impactful. These include:

- Lack of key functional features now common to modern software
 - Mobile device support for field staff to work safer, smarter, and more efficiently
 - Workflow automation and rules to increase speed, consistency and security
 - Integrated user training to shorten learning curves and improve decision making
- Loss of productivity
 - The system lacks any structured training program for new users
 - The system lacks consistent or intuitive activity and asset codes
 - Functional limitations necessitate labor-intensive tasks and duplication of effort

Staff worked with consultants from Westin Technology Solutions to determine upgrading Hansen 7 to Infor Public Sector (or IPS) provided best value for meeting the District’s future vision. IPS is Infor’s successor product to Hansen 7 and retains many capabilities already proven effective and beneficial to District operations. Infor is a leading provider of enterprise software solutions and competes directly with other major companies like Oracle and SAP, and IPS modules stand up well to the products Infor’s competitors produce. The majority of Hansen 7 customers appear to have migrated to IPS, which, in addition to being an endorsement of IPS, ensures the tools and methods developed to support Hansen 7 data migration and conversion to IPS are proven across more situations and scenarios similar to those faced by the District. Proven tools and methods increase conversion accuracy while saving time and effort, which positively effects resources, cost, schedule, and risk.

Request for Proposals

Staff with assistance from the consulting firm Westin Technology Solutions developed a comprehensive Request for Proposals (RFP) seeking solution integrators qualified to upgrade Hansen 7 to IPS through a design and build project. The RFP required proposers to provide demonstrated successful IPS migration experience with all Hansen software modules used by the District. It also required the proposer to:

- Modernize the District’s business processes and systems
- Improve the customer’s experience
- Increase the District’s operating efficiency
- Automate business solutions
- Provide secure and timely access to standardized District data
- Accomplish transformation with minimal disruption, on time, and on budget

Additional requirements of the RFP included implementing mobile device access, numerous integrations to other District systems, migration and conversion of existing Hansen data, developing reports and dashboards, training of all IPS users and administrators, post go-live support, and more.

Due to the age of the Hansen 7 system and the specialized nature of integration from Hansen 7 to IPS, there are very few firms that have the experience and expertise necessary to perform this complex integration and implementation project. Infor was contacted and provided a list of known system integrators experienced with Hansen 7 upgrades in the United States. Each of the five known system integrators were provided the District’s RFP, and attended a mandatory pre-proposal conference call. Ultimately the District received two proposals; however, one of the proposals, submitted by Vision Integration Professionals (VIP) was received late and disqualified. In both proposals, multiple firms had teamed up in order to meet the District’s requirements and collectively all five system integrators participated. The proposal from Quantum Resolve was reviewed by the District’s selection team and determined to be responsive. District staff also performed a cursory review of the proposal from VIP, and concluded that even if VIP’s proposal had been timely filed, it lacked the robustness of the Quantum Resolve proposal.

The District’s selection team, with Westin’s assistance, conducted multiple reference checks with Quantum Resolve public sector clients for each proposed IPS module. Following favorable feedback from all references, further requirements to the proposed scope were negotiated to ensure each of the District’s business needs were met. Shortening the five-year implementation timeframe of the initial proposal was a significant requirement to reduce risk and realize IPS upgrade benefits sooner. Other negotiated requirements involved assigning work to the implementer that clients sometimes perform, as the District is already committing significant staff resources to this project and cannot take on more with its lean staffing model. Those requirements included expanding and accelerating mobile access, increased report development, expanded user training, and extended post go-live support. Collectively these business requirements increased the initial proposal cost by almost \$1.8 million while shortening the project duration by about two years. The scope of services is now ready for Board consideration.

Scope of Work

Quantum Resolve will conduct the migration services as specified in the scope of work using the District’s computer hardware and assist staff to configure multiple new IPS environments, including Development, Test, and Production, which will operate separately from the current Hansen 7 Production environment. The Quantum Resolve team will then proceed to configure and implement the IPS software application to District requirements, supply documentation and train staff to use and administer the software going forward. Quantum Resolve will perform the implementation through a combination of on-site and remote personnel.

Project Schedule and Cost – Software Integration and Implementation – Quantum Resolve

Quantum Resolve has agreed to perform the upgrade for a fixed cost of \$6,044,550 and estimated its implementation team will require over 22,500 hours of labor to complete the project. The project will encompass four phases and is expected to require nearly three years to implement. The project plan to upgrade Hansen 7 to IPS went through a rigorous forecast and analysis of process, risk, schedule, and resources to ensure it would be done in the most expedient manner possible while continuously operating existing mission-critical software to avoid adversely affecting ongoing District operations or services, while ensuring a reasonable level of effort, and therefore cost, are attributed to each task. The resulting plan with phasing assumptions follows:

Phase	Year 1				Year 2				Year 3			
Foundation	■	■	■	■								
Phase One: CMMS					■	■	■	■				
Phase Two: CIS									■	■	■	■
Phase Three: CDR									■	■	■	■

Phase	Short Description
Foundation Phase	Conduct key alignment activities across all phases to ensure guiding principles are established, common elements are confirmed so that each subsequent Phase can run relatively independently and in parallel
Phase One: CMMS	Implementation and migration of Work and Asset Management functionality. CMMS - Computerized Maintenance Management System
Phase Two: CIS	Implementation and migration of CIS Billing. CIS - Customer Information System
Phase Three: CDR	Implementation and migration of Development Services. CDR - Community Development and Regulation

Staff proposes a monthly payment plan to parallel the estimated project plan. A monthly payment plan allows both the District and Quantum Resolve to rely on a very specific budget and will alleviate any resource burdens caused by unforeseen delays over the length of the project.

Software Licenses and Support – Infor Public Sector Inc.

As part of the proposed engagement, staff negotiated with Infor to provide the software licenses necessary to support the project. The District’s existing Hansen 7 perpetual licenses will convert to comparable perpetual IPS product licenses at no charge per the terms of the current Infor software maintenance contract. However the project requires a number of additional modern Infor products (modules), which have no equivalent in the current Hansen software version. Additionally, some Hansen module licenses frequently experienced more user demand than the District’s purchased licenses can accommodate, precluding staff access and delaying work. Therefore, additional licenses are requested to support this existing and growing business need. As a result of those negotiations, Infor will provide all required IPS products in an Enterprise License Agreement (ELA) which includes integrated end-user training software and a maximum of 290 employees to access any of the District’s licensed Hansen or IPS products. Staff recommends the Board authorize the one-time purchase of Infor software licenses and first year of support in the amount of \$343,007.

Consulting Services – Westin Technology Solutions

As part of today’s action staff also proposes a contract amendment for Westin Technology Solutions to continue staff support through IPS transformation services to be provided by Quantum Resolve. Specifically under this project, the Westin team will provide expert advice and guidance to District staff through all aspects of IPS implementation and associated organizational transformation, including business process improvement, testing, training, organizational change, and post go-live. In addition, Westin will provide program management services to coordinate all District and Quantum Resolve scheduling and deliverables related to the project. In total these services provide over 3,000 hours of skilled consulting. The proposed contract amendment to Westin Technology Solutions for IPS transformation services is proposed in the not-to-exceed amount of \$765,000.

Capitalized Labor

To ensure successful completion, a core team of cross-functional District subject-matter experts from respective business units and technology domains must be dedicated to the project. These same subject-matter-experts (SME) are typically some of the most experienced employees supporting the day-to-day operations of the District, which is why they were chosen, yet they are critical to project success. To support operations while the SMEs prioritize their time to this project, the District will hire limited-term part or full-time staff to perform key operations duties. Staff estimates the project will require over 10,000 hours of core team support and requests the Board authorize funding in the amount of \$2,300,000 for capitalized labor.

FUNDING

Funding for each of the proposed actions listed in this agenda item are either identified in the District's current 2021-2025 CIP or the 2021 operating budget. For proposed capitalized expenditures the funding source is 60% water rates and 40% wastewater rates.

Proposed Capitalized Expenditures

Quantum Resolve	
- Foundation Phase \$342,041	
- CMMS Phase \$1,247,200	\$6,044,550
- CIS Phase \$3,333,809	
- CDR Phase \$1,121,500	
Infor Software Licenses	\$343,007
Westin Technology Solutions	\$765,000
Capitalized Labor	\$2,300,000
Contingency (10%)	\$940,000
Total Funding Request	\$10,392,557

The project funding request exceeds the current CIP project estimate by roughly \$3 million and one additional year. Staff developed the CIP estimate from Hansen 7 implementation costs and failed to properly account for the extra cost and effort to migrate about 14 years of subsequent data not in the prior project scope.

The project funding request does not include several effects the proposed project would have to the District's operating budget, as described below.

Operations Limited Term Hiring

Seven additional limited-term backfill positions to allow SMEs supporting the project to allocate sufficient time and priority to the effort were included in the District's adopted 2021 Operating Budget. Therefore, no further action is requested for that aspect of the project at this time.

Operations Software Maintenance and Support – Infor Public Sector Inc.

The support fee for the proposed additional software license purchase is additive to annual support fees for previously purchased Infor licenses coming due later in 2021. Software maintenance and support is an operating expense and therefore not included in the requested CIP project funding. However this proposed purchase, combined with Infor software support fees will exceed \$140,000 annually and therefore requires Board approval. As part of the proposed action, staff recommends approval of these items which will be paid from the annual operations budget.

Under the proposed contract, support fees for the additional Infor software will increase 2% for the first and second annual renewal, then 3% for the third and fourth annual renewal. Contract costs in the second through fifth year will be included in the respective annual operating budget. Meanwhile support fees for existing Infor software licenses being upgraded would continue under their current agreement and increase 2% for each annual renewal. Infor is the sole source for IPS software maintenance and support, and the contract ensures the District has access to future IPS software version releases and timely access to expert support at no additional cost. Staff recommends the Board authorize the annual purchase of IPS software maintenance and support for a term of five years through September 30, 2026, for a total not-to-exceed cost of \$745,000.

BOARD OPTIONS

Option 1: Award contracts to Quantum Resolve in the fixed cost amount of \$6,044,550 for software integration and implementation and Infor Public Sector, Inc. in the not-to-exceed amount of \$343,007 for software licenses and support; approve a contract amendment to Westin Technology Solutions in the not-to-exceed amount of \$765,000 for consulting services; authorize additional funding of \$3,240,000 for capitalized labor and contingency for a total funding request of \$10,392,557 for the Hansen Core Software Upgrade, Project No.18055; and approve extension of Infor Public Sector, Inc. software maintenance agreement through September 30, 2026, in the not-to-exceed amount of \$745,000.

Option 2: Take other action as directed by the Board.

Option 3: Take no action.

RECOMMENDATION

Option 1

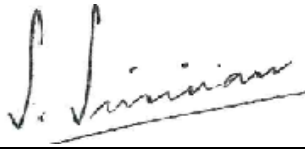
ATTACHMENTS

Attachment A: Quantum Resolve Scope of Work

Attachment B: Infor Order Form

Attachment C: Westin Technology Solutions Scope of Work

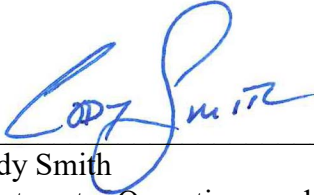
Attachment D: Infor Software Maintenance Estimate



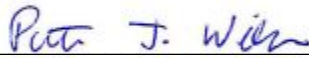
Srinivasan Sundaram
Senior Information Technology Analyst



Jennifer Downey
Customer Service Manager



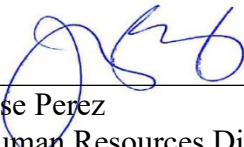
Cody Smith
Wastewater Operations and Maintenance Supervisor



Patrick Wilson
Senior Civil Engineer



Tim Ranstrom
Information Technology Director




Jose Perez
Human Resources Director



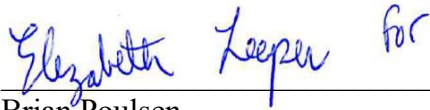
Brian Mueller
Engineering Director



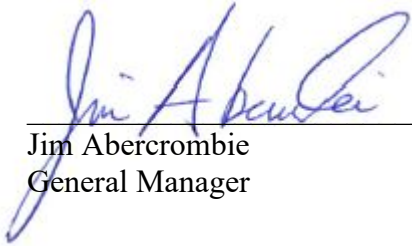
Dan Corcoran
Operations Director



Mark Price
Finance Director



Brian Poulsen
General Counsel



Jim Abercrombie
General Manager

SCOPE OF WORK

Revision 3.2

El Dorado Irrigation District
Request for Proposal 20-08

Project No. 18055.01 - Hansen Upgrade Project



El Dorado
EID Irrigation District
2890 Mosquito Road

QuantumResolve



Channel
Partner

March 5, 2021

Mr. Srinivasan Sundaram
RFP Coordinator
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1. PROJECT OVERVIEW

Quantum Resolve and Infor (“Vendor”) will provide implementation services to El Dorado Irrigation District (“Licensee”). The primary focus of the project is to migrate the Licensee’s current Hansen V7.x software to the latest Infor Public Sector (IPS) v11.2.

Licensee’s goals for the project are to further streamline its business processes, enable greater efficiencies in its work management processes and deliver exceptional levels of service to its customers by expanding self-service options, and providing a single portal interface that presents, manages, and processes billing for accounts. In doing so, the Licensee seeks to streamline and automate business processes to facilitate a more efficient operation, eliminate manual processes and duplication of effort. Specifically, the objectives of this project are:

- Modernize and transform the District’s business processes in alignment with best practices,
- Provide like functionality or better in the new solution,
- Significantly improve the District’s customer experience and self-service capabilities,
- Significantly increase the District’s operating efficiency through effective applications of mobile and data-driven results.
- Avoid recurring and redundant data management tasks in the new solution through effective workflow design and automation,
- Provide staff and contract workers with secure and timely role-based access to available information, standardized features and functionality,
- Provide comprehensive role-based online solution training and documentation in an open and maintainable format suitable for ongoing use over solution life,
- Provide strategies and solutions to identify and populate required and essential data into the new solution with high levels of efficiency and accuracy,
- Implement an open, robust, extendable, efficient and maintainable middleware integration platform,
- Deliver a production solution that leverages the available strengths and capabilities of the District’s current IT infrastructure and databases wherever feasible,
- Deliver a production solution that is highly robust, responsive, and reliable,
- Perform all work including solution development, testing and go-live cutover(s) with minimal business disruption, and
- Complete the entire project in scope, on time, and within budget.

The Vendor will deliver the project in parallel phases with an initial Foundation Phase to develop a common framework jointly with Licensee for:

- Project Strategy
- Project Scope
- Project Management
- Organization Change Management Jump Start
- Training Strategy
- Data Analysis and Strategy

The Vendor describes the Foundation Phase in Section 3 of this document.

Following this Foundation Phase, the project will be delivered in three phases with three go-live events. Below is a high-level depiction of the phases. The detailed project schedule will be jointly confirmed during the Foundation Phase.

2. PROJECT LICENSE SCOPE

The scope of this engagement is based on information given to the Vendor by Licensee and the key assumptions detailed in this Scope of Work.

The Vendor will migrate the current production Hansen 7 implementation to Infor Public Sector Suite version 11.2. The migration effort includes:

- Assessment of current implementation
- Conversion of all current production functions in Hansen 7 to IPS 11.2
- Conversion of current Hansen 7 production data to IPS 11.2
- Refactoring of reports currently in use by the Licensee to use the IPS database structure
- Refactoring of integrations to use IPS Service Profiles or built-in transfer capabilities

2.1 Licensed Software Included in the Project Scope

For Licensee, the Vendor proposes to migrate the following on-premise Hansen software products to the latest versions of Infor Public Sector (IPS), also on-premise, but in a separate hardware environment:

Table 3: Licensed Software

Product Name	Description
H8CIS	Infor Public Sector Suite - CIS Billing
H8AP	Infor Public Sector Suite - Plant
H8AS	Infor Public Sector Suite - Sewer
H8AW	Infor Public Sector Suite - Water
H8WM	Infor Public Sector Suite - Work Management
HAN-H8GIS	Infor Public Sector Suite – GIS Data Integration
H8LC	Infor Public Sector Suite - Building Permit
H8CS	Infor Public Sector Suite - Customer Service
H8USE	Infor Public Sector Suite - Use Permits
H8LPL	Infor Public Sector Suite - Planning Permit
H8AIC	Infor Public Sector Suite - Inventory Control
H8LPR	Infor Public Sector Suite - Project Permit
H8PO	Infor Public Sector Suite - Purchasing (Requires Inventory Control)
H8AWMM	Infor Public Sector Suite - Water Meter Management
H8MD	Infor Public Sector Suite - Map Drawer
H8CM	Infor Public Sector Suite - Cashiering
H8AF	Infor Public Sector Suite - Fleet

In addition, the Vendor will implement the following new solutions:

Product Name	Description
H8CAS	Infor Public Sector Suite - Configured Assets
H8CWS	Infor Public Sector Suite - CDR Web Services
H8AWS	Infor Public Sector Suite - Asset Web Services
H8BWS	Infor Public Sector Suite - Billing Web Services
HAN-HDYP-CS-RESP	Dynamic Portal for Customer Service - Responsive Design
HAN-HDYP-UB-RD	Dynamic Portal for Util. Billing Responsive Design
HAN-MOBILE-CDR	Infor Field Inspector CDR
HAN-MOBILE-WM	Infor Field Inspector Work Management
HAN-H8RS	Infor Public Sector Suite - Rest Services
ANC-UAP	Infor User Adoption Platform

2.1.2 License Software Scope Assumptions

- Any software licenses required for this project will be purchased separately by the Licensee and are covered by a separate Software License Agreement. All Licensed Software is subject to the terms of the License Agreement and nothing herein shall serve to modify such terms or expand the scope of the license granted thereunder.
- The Vendor shall be responsible for the installation and management of the applications required to complete the deliverables in this agreement. The Vendor shall install the latest production release of the application and update as required during the project when necessary.
- Logging incidents with Infor Support, as well as the application of fixes or patches that are made available by Infor Support, are the responsibility of the Vendor and Licensee.
- For the applications installed on Licensee hardware, the Vendor will install the Licensed Software in a minimum of three (3) environments (DEV, TEST and PROD).

2.2 Technical Infrastructure Scope

Technical Infrastructure Scope refers to Project activities required to install the Licensed Software and establish an operational Infor system environment.

- Licensee will provide all required hardware and is responsible for ensuring that hardware procurement is completed consistent with the implementation schedule to prevent delays in the Project.
- Licensee is responsible for the selection, sizing, installation, design and testing and deployment of any procured hardware.
- Vendor will develop mobile configuration on Infor owned test devices. Vendor will provide guidance to Licensee on setup and installation of required applications on mobile devices remotely. Licensee will provide hardware and technical resource for the purposes of this configuration. Licensee will perform setup on subsequent devices as required.
- All operating system software must be installed and configured prior to any installation activities performed by the Infor database administrator.
- Licensee is responsible for the administration of the LAN and WAN.
- Licensee is responsible for all technical architecture, networks, and hardware.
- Licensee will be responsible for deploying any infrastructure for, and executing, any business continuity plans.
- Planning, design, installation or testing of disaster recovery environments are not included within the scope of this Work Order.

- Issues or problems related to third-party software / operating systems / database / network / hardware will be the responsibility of Licensee.

3. FOUNDATION PHASE SCOPE

To manage the breadth of software scope, the distinct stakeholder groups and the amount of work being done in parallel, the project will undertake a Foundation phase to align stakeholders on scope and approach; define strategies; establish tools, templates and methods that will be utilized for the entire project. The Foundation phase will consider the entire scope holistically, including interim states between phase go-lives. Early identification of dependencies between software modules and of resource constraints/conflicts, as well as mitigation planning around those dependencies and resource issues will drive efficiencies in later phases of the project. The Foundation Phase consists of five areas of focus:

- Project Scope
- Project Management
- Project Strategies
- Organizational Change and Training
- Data Analysis

3.1 Foundation Project Scope

- **Review and Confirm Client Expectations** – review the contract and SOW as a joint Licensee and Vendor team to confirm that all members have a common understanding about the contract and SOW
- **Review and Confirm Project Scope** – review the initial scope as a team to confirm a common understanding about what will be delivered
- **Review and Confirm Project Method and Approach with Client** – review as a team how the project will be approached, the methods and tools used to coordination, manage and deploy the project. Guidance is provided to the team on this method and discussed. Any issues and risks with the approach documented
- **Identify Project Sponsor and Stakeholders** – Identify and assess project stakeholders' needs and objectives in order to better manage their expectations and setup the project for success. Confirm the Client Project Sponsor, who is responsible for the organizational and financial support for the project.
- **Confirm Business and System Objectives** – The purpose of this task is to document well-defined, measurable, and prioritized business and system objectives. This is an important input to several other tasks and will be a reference point throughout the entire project. It will help in defining the right priorities, and to make decisions in line with the objectives
- **Confirm High-Level Requirements** – The purpose of this task is to provide a common and comprehensive picture of the project's scope of relevant business processes and is representative of why the system is being implemented. It documents the triggering events that drive the business areas that are to be automated and describes the future business process that the business executes in response to each of those events.
- **Business Process Analysis** - The Future State Business Process Analysis identifies the complete set of events to which the business function should respond in order to meet its objectives. It describes the future processes that the business should perform to respond to each of these events and identifies each of the activities executed in those processes.

Process modeling clarifies organizational work and how information is used across IPS modules and 3rd party systems. By linking business requirements to modeled processes, the quality of defined requirements is more meaningful than informal wish lists or non-integrated requirements listed by functional area.

Meetings and workshops are used to create the Future State Process Models holistically across CDR, CIS Billing and Asset Management. Workshops are conducted with key stakeholders so decisions and ownership can be obtained. The As-Is Process Model is initially created and from there, weaknesses and potential improvements are identified and plan to address in the project documented. Pre-defined

process models are also a good starting point for modeling and will be provided where available or appropriate.

- **Prioritize Requirements (MoSCoW)** – A clear, prioritized set of requirements helps the project team understand the most important requirements, in what order to construct them, and those that won't be delivered if there are resource constraints. Taking into consideration the contractual scope of the project, the MoSCoW technique is used to prioritize high-level requirements into four categories:
 - **Must Have:** Critical requirements that must be satisfied in the final solution for the solution to be considered a success. These requirements are the minimum usable subset and are within the scope of the contract.
 - **Should Have:** High-priority requirements that, if possible, should be included in the solution. These high priority requirements can be sacrificed if Must Haves or higher priority Should Haves take more effort than estimated. This is the lowest category level of in-scope requirements in most contracts.
 - **Could Have:** Requirements which are considered desirable but not necessary and will be included if time and resources permit. These are typically out-of-scope requirements.
 - **Won't Have:** Requirements that stakeholders agreed won't be implemented in a given increment but may be considered for the future. These requirements are out-of-scope.

The MoSCoW list is generated in this phase, initially based on the requirements contained in the RFP. The MoSCoW list will be refined as the project moves through the Foundation, Inception and Elaboration Phases. The final build version of the list is agreed with the joint project team and sponsors at the conclusion of the Elaboration phase.

3.2 Project Management

- **Develop Project Management Plan** – Defines basis and approach for the project, how the project will be executed, monitored, controlled and closed. Includes subsidiary plans such as communications, quality, risk and scope management.
- **Establish Risk, Issue, and Other Project Management Logs** – establishes any tools that are needed to support project management and fulfill the Project Management Plan.
- **Setup Tools for Time and Expense Tracking** – The purpose of this task is to setup time and expense tracking for the project, enabling the project to manage its cost and schedule.
- **Setup Tools for Document Management and Version Control** – The purpose of this task is to setup the tools that are needed to execute document management and version control for all work and deliverables during the project.

3.3 Project Strategies

- **Define Project Strategy** – Defines how we will approach the project as a whole, coordination with the different teams, focused on the implementation and the phases
- **Define Integration Strategy and Governance** – The purpose of this task is to establish an initial strategy and governance rules that will be used as the more detailed integration requirements are developed. The strategy will define the high-level view of the expected integration requirements and discuss/agree on the mechanism that will be used to interact with all of the participant systems. By establishing this strategy early, it acts as a framework within which the more detailed requirements can be described.
- **Develop Testing Strategy** – This task documents the project's overall strategy to testing, including identifying which testing tasks the project will perform and defining the high-level approach to completing the in-scope testing tasks across all of the phases of the project. The Test Strategy typically specifies some of the following content:

- Scope of what will be tested
- The project's testing requirements
- The testing tasks that will be performed on the project
- Progression and hand-offs between testing tasks
- Test environments that will be used
- The source for test data that will be used
- Problem tracking for identified defects
- Testing tools that will be used on the project
- Integration of any offshore development and testing
- Acceptance criteria
- Testing metrics that will be measured
- Approach to testing for each rollout wave on projects with distributed, phased rollouts
- **Define Data Conversion Strategy** – This task defines the strategy on how data will be extracted, loaded, transformed, and converted from all data sources into the new system based on the identified Data Conversion Requirements. It identifies the approach for data acquisition, conversion, and quality.
 - **Data Acquisition** describes the conversion and interface business requirements. It specifies the scope, objectives, critical success factors, and risks associated with the data extraction, transportation, transformation, and data loads to support the solution. It identifies the required automated and manual system.
 - **Data Conversion** provides a roadmap for performing the conversion of data from the legacy system(s) to the new system. It should be a streamlined, effective approach to convert the data needed to achieve business benefits in the initial production period. It should factor in such items as the quality of the legacy system data, the source data transformation rules, consistency between the legacy system data models and the new system data requirements, and potential reuse of data extraction programs and file formats.
 - **Data Quality** builds on the identified high-level requirements and defines the strategy for ensuring ongoing data integrity. It specifies the approach and ownership for the identification, escalation, and resolution of data quality issues. It includes a High-Level Data Quality Assessment that documents findings related to source data, its integrity, availability, ability to meet business requirements, and overall quality. It also defines error and exception handling criteria and any data cleansing requirements.
- **Define Cutover Strategy** – The Cutover Strategy identifies how the new system will be placed into production. It addresses data input and data conversions processes, as well as how the new system will be introduced to end-users. The strategy encompasses considerations such as the following:
 - Whether parallel processing will be performed
 - How the legacy systems will be switched over to the new system
 - How the interfaces between the new and existing systems be run initially
 - Roles and responsibilities for the development, test and maintenance of the bridge interfaces and any manual processes if applicable
 - How the data conversion into the production system will be performed
 - How training will be performed for the cutover
 - How many cutover readiness reviews will be conducted
 - What are the Go-No-Go Cutover decision points
- **Create baseline project schedule** – The purpose of this task is to create a robust, fully developed task-based Project Schedule that can be used across the project to communicate, track, and manage project work.

3.4 Organizational Change Management and Training

3.4.1 Organizational Change Management Scope

“Organizational Change Management (OCM)” means the efforts related to managing the organizational and people aspects from changes in organizational structures, processes, systems, culture; or changes from an existing state to a future state.

The Vendor shall staff an OCM Consultant for approximately 8-10 weeks commencing during the Foundation Phase with responsibility for key strategy/approach work products and activities. This effort will establish a foundation for success for the Licensee’s change initiatives and will provide an assessment of key organizational risks, challenges and cultural barriers to integrate into an OCM Strategy, Approach and Plan. The scope of the OCM Foundation work will include all phases and Infor products being implemented. The following table describes activities and deliverables in scope for this project.

Table 4: OCM Activities and Deliverables

Activity/Deliverable	Description
Stakeholder Analysis	This work product outlines the overall Stakeholder Engagement approach, anchored in insights gathered through analysis, and details the activities and tasks necessary to optimize the adoption and minimize risks for each stakeholder group, as well as assign stakeholder activities to project resources. The Vendor will lead this effort with contribution from Licensee.
Role / Persona Impact Profiles	Documents how impacts at the Role and / or Persona level will be encountered by end-user groups, including gains and pains, knowledge and responsibility gaps and other key callouts. Impacts can be related to technology, process, job role, organization, or other areas. Includes work product Role / Persona Impact Assessment. Vendor will lead effort with contribution from Licensee. At end of Foundation, Licensee will have first draft of Profile and Licensee will validate and refine on an on-going basis throughout the rest of the project.
Change Readiness and Risk Assessment	This work product identifies key organizational risks and challenges associated with the project. The assessment also provides mitigation plans. The Vendor will lead this effort with contribution from Licensee.
Change Management Strategy and Approach	This work product documents the change management strategy (planning, engagement, communication, and training) and the corresponding program and roadmap for the project. It integrates the findings from the Change Readiness Risk Assessment into an overall change management program and roadmap. The Change Strategy will also outline risk mitigations for organizational issues and provide a recommended change management program. The Vendor will lead this effort with contribution from Licensee.
Change Management Level of Effort Estimate	This work product outlines the Change Management Program work plan, to include Phase, Stages, and tasks mapped to responsible resources with effort. The Vendor will lead this effort with contribution from Licensee.

OCM Assumptions

- Licensee will provide at least one Change Management Lead to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Licensee change management and training responsibilities. Licensee’s OCM/Training Lead should plan on up to 32 hours/week for Foundation OCM activities
- The EID PM should plan on contributing about 5 hours/week for 8 weeks to support OCM program activities during Foundation.

- Licensee will provide sponsors and business area representatives to participate in leading change management activities for their respective areas, and to serve as a liaison and information provider to the change management program.
- The Vendor will be responsible for the delivery of a stakeholder management and communication approach and plans. Licensee will be responsible for execution of those plans.
- Licensee will be responsible for all costs associated with the execution and distribution of communications such as Project website, printing, shipping and multi-media components of communications.
- Licensee will be responsible for any organizational design and job design efforts required, if any. Licensee will document the impact on end-user groups in the Role/Persona Impact Profiles document created during Foundation..

3.4.2 Define End User Training Strategy

The End User Training Strategy refers to the efforts related to designing, developing and delivering training to end-users or those impacted by changes from the Project. The End User Adoption and Training tasks, work products and events identified below are within the Project scope for the Foundation Phase.

The End User Training tasks, work products and events identified below are within the Project scope.

Table 5: Training Deliverables

Activity or Work Product	Description
Learning Needs Assessment, Training Strategy and Plan	This work product provides an assessment of the targeted users, learning culture, existing learning practices, learning infrastructure, and impacted business processes and systems to formulate an overall Training Strategy. This work product includes the Training Program's overall approach, assessment/evaluation approach, team organization, timelines, goals/objectives, critical success factors and a detailed work plan. The Vendor will lead this effort with contribution from Licensee.
High-level Curriculum (End User Course Catalog)	This work product provides the End-user Training Curriculum detailing the courses, high level course topics and objectives, participant groups, course length and delivery format for each end user course and learning event. Additionally, a User Procedure Inventory Matrix will be developed identifying user procedures and simulations in-scope for development, prioritized and mapped to key user roles. The Vendor will lead this effort with contribution from Licensee. Licensee will provide validated Role / Persona Impact Profiles document for use in the Learning Need Assessment and completion of the End User Course Catalog resulting in the Role-Based / Persona Learning Profiles document.
Training Material Standards, Prototypes, and Templates	These work products detail the overall courseware standards for the training effort and includes details on the development process, e.g. storage, file naming, development process and sign-off, etc. The Prototypes and templates represent the tools and look and feel for which the courseware will be developed. There is one prototype template build for each training material type. The Vendor will lead this effort with contribution from Licensee.
Training Environment Approach and Plan	This work product provides the approach and plan for the establishment and sustainability of the Training Environment. It outlines the overall approach, timelines, roles/responsibilities, and covers critical topics such as user administration and security, data conversions, refresh schedules, freeze points, and back-ups. The Vendor and Licensee will jointly lead these efforts.

EUT Assumptions

- Licensee will provide a Training Lead to work in partnership with Infor's EUT Lead for the duration of the Foundation Phase to serve in an advisory role, engage business participation, lead review/sign-off of deliverables, and lead Licensee End User Training responsibilities and decisions.
- The Vendor will lead Licensee through the EUT activities, work products and deliverables. The work associated with defined work products and related activities will start during the Foundation Phase of the project and may extend into Inception and Elaboration.
- End user training activities related to the detail design, development, and delivery are defined in subsequent Phases.

3.4.3 Infor User Adoption Platform (UAP) Jump Start Scope

“Infor User Adoption Platform (UAP) Jump Start Scope” means the efforts related to preparing Licensee to install, plan, and set standards that enhance the quality of UAP recordings that will be used to produce the future state test-cases and recordings for the project which will feed end user training and documentation efforts.

The in-scope UAP tasks, work products, and events identified in the table below will advise, train, help the Licensee core and IT teams optimize their use of UAP.

Table 6: UAP Jump Start

Activity or Work Product	Description
UAP Approach for Training Development, Delivery and	The Vendor UAP consultant will direct the Licensee UAP team to: <ul style="list-style-type: none"> • Identify the required UAP documentation and training outputs

Activity or Work Product	Description
End User Support	<ul style="list-style-type: none"> Identify the UAP deployment method(s) Define developer and administrator model Identify the development/ approval process Identify the content (modules) to be developed Identify UAP user support model
UAP Document Standards and Development Process	<p>The Vendor UAP consultant will guide the Licensee UAP team to develop:</p> <ul style="list-style-type: none"> Define Document Standards and Development Process Identify the training development standards and style guide Identify the template requirements and styles
UAP Templates	<p>The Vendor UAP consultant will direct the Licensee UAP team to create:</p> <ul style="list-style-type: none"> Licensee-specific templates for outputs identified in requirements gathering phase Player template with appropriate logos colors and settings Custom template text template as require Custom print templates as required
UAP Administration and Training Manager Training	<p>The Vendor UAP consultant will deliver a 2-day UAP Administration and Training Manager Training for up to 12 participants of the Licensee UAP team.</p> <ul style="list-style-type: none"> This training is geared primarily to Licensee's IT and Learning Administrators.
UAP Developer Training	<ul style="list-style-type: none"> The Vendor UAP consultant will deliver a 3-day UAP Developer Training for up to 12 participants of the Licensee UAP team.

UAP Jump Start Assumptions

- UAP Jump Start will include members from both the Licensee and Vendor team.
- The Vendor UAP Training Lead will conduct the UAP Jump Start
- Licensee will provide a UAP Lead:
 - Works with Vendor training lead to ensure they complete project tasks
 - Coordinates appropriate resources to be included in the Jump Start activities
 - Assumes responsibility of UAP administration
- Licensee will make available to Vendor access to all relevant, applicable Infor internal systems (as they become identified as necessary through the process where applicable).
- Licensee will ensure work effort is allocated and enough time is dedicated to collaborative sessions, input, research, and response by key corporate and operational Leadership, Subject Matter Experts, and other key stakeholders as required for critical path UAP Jump Start items.
- Licensee will be responsible for all printing expenses, if applicable.
- Licensee will provide The Vendor resources appropriate workspace, if applicable.

3.5 Data Analysis

- Data model analysis – Review the current data setup in Hansen 7, any agency specific changes and high-level mapping to IPS
- Data process review – Align data requirements to the high-level business processes where applicable
- Data Quality review – Review data constraints in Hansen 7, identify common elements across tables and modules, identify data requiring normalization, standardization or other transformations

- Data Standards (case, formats for codes, etc.) – Define standards for the formatting of data in IPS and any required transformations from Hansen 7. This could include the use of capitalizations in codes, code definition structures and input masks
- Core Data Review (address, parcels, employees, contacts, assets) – review of current core data in Hansen 7 and strategy for use in IPS including source of information such as GIS
- Bridge interfaces and GIS sync – With data analysis, integrations strategy and phasing as inputs, define any required bridge interfaces for the project or alternative strategies including manual processes or GIS

3.6 Foundation Phase Deliverables

The Vendor will implement the Project’s Phases following the five stages: Inception, Elaboration, Construction, Transition and Optimize. The project management discipline spans all five stages. The Vendor will execute consistent activities/deliverables in each project stage and in the project management discipline. The table below outlines these standard activities/deliverables.

Table 7: Project Deliverables

Phase	Deliverable	Description
Foundation	Stakeholder Register	Stakeholder matrix and stakeholder management plan
Foundation	Business and System Objectives	Documents the discussed project objectives that will be measured throughout the project. Identify key success measures and data points, baseline current performance with project team and project sponsors. Identify opportunities for new performance measures where data is not currently available. Objectives and measures will be used throughout the project to prioritize approach and decisions. Post go-live, they will be used to evaluate success of the project.
Foundation	High-level Requirements	Outcome from review of high-level requirement review, documents the key business processes
Foundation	Change Management Strategy and Approach Role / Persona Impact Profiles document	Through interviews and discussions, the Vendor documents the change management strategy (planning, engagement, communication, and training) and the corresponding program and roadmap for the project. The Change Strategy will also outline risk mitigations and plan including assignments to stakeholder resources and plans for effective communications.
Foundation	Foundation Phase Agenda and Scheduling	This schedule includes the specific sessions that will occur, and the Licensee will align resources against the proposed agenda
Foundation	Develop and Baseline Project Schedule	Developed detailed task-based Project Schedule in Microsoft Project Gantt chart format that can be used across the project to communicate, track, and manage project work.
Foundation	Prepare the Training Plan	Comprehensive training plan which illustrates how training of the new system/functionality will be performed for each functional business group in the organization.
Foundation	UAP	UAP install; Plan for file structure of UAP outputs; UAP output Templates & Standards document; Development Process Document

Foundation	Interface Plan Strategy Document	Documentation detailing in scope interfaces, any temporary interfaces needed during any roll-outs and associated implementation and testing plans for delivery
Foundation	Data Conversion Strategy Document	Data conversion plan which details all in scope data conversions from legacy systems.
Foundation	Prepare the Testing Strategy Document	Comprehensive test strategy document whereby testing processes are defined addresses in accordance with Customer Deployment Certification Policy
Foundation	Configuration Change/ Instance Management Plan	Defines the environments to be used for the project, their roles and the process of transitioning from one to another. This may vary by the module being implemented and stage of the project.
Phase	Deliverable	Description
Foundation	Develop the Project Management Plan	This plan includes project scope, project approach, project methodology, scope management plan, change control process, cost management plan, issue management plan, risk management plan, procurement management, staffing plan, communication plan and quality management plan.

4. PHASE ONE: CMMS SCOPE

4.1 Functional Requirements

The Vendor will migrate the current production Hansen 7 CMMS (Asset Management & Work Management) implementation to Infor Public Sector Suite version 11.2. The final version/patch release to be installed will be determined mutually by all parties once the project begins. The migration effort includes:

- Assessment of current implementation
- Conversion of all current production functions for CMMS in Hansen 7 to IPS 11.2
- Conversion of current Hansen 7 production data to IPS 11.2
- Configuring New Asset Types with IPS Asset Configurator
- Redevelopment of current interfaces using REST Services where possible
- Installation and Setup of IPS Batch Manager
- Refactoring of reports currently in use by the Licensee to use the IPS database structure (number of reports estimated at 10)
- Refactoring and creating integrations to use IPS Service Profiles or built-in transfer capabilities
- Upgrade the Hansen 7 GIS tools to IPS 11.2 GIS tools
- Implement the IPS Field Inspector for Work Management

The Vendor will replace any existing business processes within Hansen 7 or embedded within the SQL Server database with IPS configurations and formulas to alter IPS core functionality.

Product extensions are not included in scope. Product extensions include, but not limited to:

- External code assemblies that require compilation outside the product-based tools
- Presentation Layer Personalization using code that overwrites the base product capabilities
- Changes to the database outside of the product-based schema manager
- Direct database access for integrations
- Database triggers or procedures

In general, configurations allowed through the IPS application itself and the included tools (Schema Manager, Content Manager, Configuration Manager, Application Workflows, Workflow Formulas) are not considered product extensions.

The following table outlines the processes and associated responsibilities of the Vendor and Licensee and activity requisites for the elaboration of requirements for and the configuration of the applications in scope.

Table 8: Process and Associated Responsibilities

Activity	Role	Description	Activity Requisites
Installation of the IPS Suite	Vendor Responsible	The Vendor will coordinate with Licensee to install the IPS suite in multiple environments.	Licensee will have all hardware and prerequisite software ready for installation
Plan and schedule sessions to review Hansen 7 configuration and processes	Vendor Responsible	The Vendor coordinates planning and scheduling of sessions to review with each department.	Licensee SME resources available for review sessions.
Hold sessions to	Vendor and EID	Conduct review of Hansen 7	Review session planned

Activity	Role	Description	Activity Requisites
review Hansen 7 configuration and processes	Responsible	configuration and processes for IPS configuration.	and scheduled with agenda of requirements to be discussed.
Develop functional design specification	Vendor Responsible	Definition and documentation of the configuration for new system.	Licensee qualified personnel to provide requirements definition
Approve specification	Vendor Assists	The Licensee will review the functional design specification with the Vendor and agrees that the functional design will correctly deliver the specified functionality. All configuration assumptions will be discussed and agreed upon. The Licensee approves by signing the functional design specification document.	The Licensee has understood and signed off on the functional design specification.
Develop	Vendor Responsible	The Vendor configures per the functional design document.	Licensee contributes input Functional design document has been approved by Licensee
Perform unit test	Vendor Responsible	The Vendor executes unit test to confirm that the functionality complies with the specifications. Issues are corrected by the Vendor.	Licensee qualified personnel available for questions or input as needed.

4.2 Software Installation Scope

“Software Installation” means the effort associated with the installation of the IPS software suite. Any prerequisite software such as the operating system, IIS, .NET, database instances, and related software linkages are the responsibility of the licensee.

The Vendor will install three instances of the IPS suite on either separate servers or separate instances on a common server. The naming of the instances will be coordinated with the licensee. The IPS suite consists of the back office product (IPS) and all necessary IPS external products such as REST Services, Web Services, and IPS Batch Manager.

The Vendor will demonstrate to the licensee the IPS installation and give all documentation associated with the installation to the licensee.

The IPS version to be installed will be discussed during the Foundation Phase along with any patches that are to be used during the migration project. Currently Infor Public Sector is on version 11.2 and there are no current plans to release any major versions such as 11.3 in the near future. Any patch releases to the 11.2 version will be evaluated for necessity and risk management and if all parties agree updating the installed release will be executed.

4.3 Business Review Scope

The “Business Review Scope” refers to the discovery of the current use of Hansen within the CMMS environment. Items discovered in interviews with the Licensee will be added to the “As-Is” portion of the Business Process Review Document (“BPR”).

Included in this effort will be interviews with each functional department allowing Licensee to describe areas of the business and/or software lacking to efficiently complete their job tasks. Each of these sessions could take multiple days to examine the functional department requirements. These items will be added to the BPR in the “To-Be” portion of the document. High Level items included in the BPR will be itemized in the deliverable section of this phase.

The Vendor will attempt to mock up some solutions for the To-Be processes where possible along with showing Best Practices in IPS and get approval to proceed with these enhancements.

The BPR document once completed and approved by both the Vendor and Licensee will be the Vendor’s roadmap in the creation of the configurations within IPS and act as the requirements in the Test Plan to be used during all Unit, System, and User Acceptance Testing.

4.3.1 Business Review Assumptions

- Licensee will need to have all CMMS departments readily available for interviews and discuss current business flows.
- Licensee will need to decide if they want uniformity within the departments that utilize the Infor product or left with the current functionality which is very different between them. The Vendor recommends that all departments work in the same fashion so the Vendor would want to take each of the different methods that they use and work with the Licensee to create a single best practice methodology.

4.4 Configuration Scope

The “Configuration Scope” refers the creation of the business requirements and flows with IPS to mimic the Licensee’s requirements within the IPS system. Configurations are made via the IPS Suite Tools such as the Content Manager, Schema Manager, and Workflow Manager.

With the approval of the BPR mentioned in section 4.3, this will serve as the roadmap for the Vendor to create these configurations. Configurations can be but not limited to screen/form changes, schema modifications adding new table/columns, workflow and formula scripts to create business rules and processes.

Along with global type of configurations, every user has the ability to make modifications to the look and feel of the IPS system. Once the Licensee has been taught how these configurations work during the project team training, it will be up to the Licensee to decide how much of this will be taught to the end users and how much this should be restricted via access control.

4.4.1 Configuration Assumptions

- The number of changes any agency might have can be endless and the Vendor has scoped what is appropriate for a client of this size and specifics of the RFP. The Vendor will log any ideas/wish list/needs the licensee presents. If for any reason the number of request surpasses the allocated time frame, the Licensee will have to prioritize which configurations will be done by the Vendor and which will be handled by the Licensee at a future date or if both parties agree, a change request can be created to handle the overload of requests.

4.5 Data Migration and Conversion Scope

“Data Migration and Conversion” means the efforts associated with the analysis, transformation/mapping, loading and reconciling of current or historical data from Licensee’s legacy system to the new target system, whether by manual or programmatic methods. The Data Migration and Conversion tasks identified below are within the Vendor’s project scope.

Included in this effort will be the development of a data migration strategy which differs from the data migration strategy done during the Foundation Phase. In this strategy the vendor will discuss with the licensee specific needs of the phase such as date range of historical data if not all data is wanted in the migration or if particular assets do not need to be carried over. In collaboration with Licensee the Vendor will provide recommendation on data to be migrated to new database, and data to be archived in a separate

repository for future use. The Vendor will conduct a data migration workshop which validates conversion scope and introduces Licensee to the standard approaches used to convert data into an Infor database.

- The Vendor is responsible for migration of all legacy data from Hansen 7 CMMS and configuration parameters, where applicable, and agreed upon in the Data Migration Strategy.
- Licensee is responsible for the following:
 - Providing personnel that have experience and knowledge of existing source system
 - If and where the conversion method is manual, Licensee is responsible for performing the data preparation and data entry, with guidance and support from the Vendor.

4.5.1 Data Migration / Conversion Roles and Responsibilities

The following table outlines the processes and associated responsibilities of the Vendor and Licensee and activity requisites for all Data Conversions (specific deliverables and completion criteria are listed in Section 3.3):

Table 9: Data Migration / Conversion Scope

Activity	Role	Description	Activity Requisites
Develop Migration Strategy and Conversion Plan	Vendor Responsible	Define strategy for migration of data from legacy source system (Hansen v 7) to target source system database. Define what data will be migrated and the strategy for storing/archiving data that will not be migrated. Develop data conversion project plan containing tasks, duration, resources required, and schedule.	Licensee qualified personnel to contribute input to and approve the data migration strategy and plan.
Data Mapping	Vendor Responsible	Provide template and specifications for field mapping and translation from the legacy system (or staging) tables to target source tables.	Licensee's qualified personnel with knowledge of Hansen schema.
Extract data from legacy applications	Vendor Responsible	All activities involved in extracting data from current data source as required by Data Mapping Requirements	Data mapping requirements complete
Design Migration / Conversion Routines	Vendor Responsible	Technical design documents for the conversion routines are created based on the data mapping requirements and migration strategy.	Licensee qualified personnel to support.
Develop Data Migration / Conversion Routines	Vendor Responsible	Programming and unit testing of the migration / conversion routines.	Licensee qualified personnel to support.

Activity	Role	Description	Activity Requisites
Determine data that will need to be manually loaded.	Vendor Assists	Where the conversion method is manual, the Licensee is responsible for performing the data preparation and data entry. The Vendor will provide templates and guidance.	Licensee qualified personnel to support. The Vendor provides advice and guidance
Transform Data	Vendor Responsible	The legacy data is transformed into the new data base structure. New fields are created and populated. The Vendor performs a data conversion for testing, and a rehearsal conversion prior to final data conversion.	Licensee qualified personnel to support.
Test Data within critical business processes	Vendor Assist	Process Owners will test the critical business processes using sample data during the Acceptance Test. The Vendor will provide sample test scenarios that will be tailored by the Licensee and used for all testing The Vendor provides advice and guidance	Environment available for testing and Licensee qualified personnel
Data Cleansing and Rationalization	Vendor Assist	All data fields will be reviewed by the appropriate qualified business owner to ensure that data is accurate and meets the business requirements. The Vendor provides advice and guidance	The Vendor will provide exception reports to support Licensee review. Data fields will be reviewed by the appropriate Licensee business owner to ensure that the data is accurate and meets the business requirements.
Perform Live Migration	Vendor Responsible	Live data migration	Conversion testing completed

4.5.2 Data Migration and Conversion Assumptions

- The Vendor will convert all necessary data pertaining to the CMMS project including: asset data, asset inspections, work orders (current and historical), inventory control, and relational data between any of the before mentioned items.
- The Vendor has scoped a baseline sample, full test, second revised test, and go-live data conversion in this phase.
- The Vendor does not convert any access control and/or privileges between systems. This will be a manual operation undertaken by licensee with the support of the Vendor. The Licensee would like to mimic the access control of Union Sanitary District so this model will be used as a roadmap.
- The Vendor will support the Licensee in access privileges for various roles in the system such as licenses, user permissions, and data integrity.
- Where the conversion method is manual, Licensee is responsible for performing the data preparation and data entry.

4.6 Interface/Integration Scope

“Interface/Integration” means those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Interfaces are defined by the business processes they facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged.

Table 10: In-Scope Interfaces

Interface Name	Type	System Vendor	Functional Description	Notes
GIS Layers	REST Service	ESRI / SDE database	IPS GIS Sync, integrated with the IPS software, will be configured for assets, Parcels and addresses including any geographic data associated that is required. Map Drawer will be configured for use in IPS, mobile and Dynamic Portal	
WACHS Interface	REST Service	WACHS	The interface is to sync valve information from the WACHS system and incorporate that into the IPS system.	Analysis of what and when these hours are to be sync'd is still to be determined.
PipeLogix Interface	REST Service	PipeLogix	The original use of the Nezteck interface will be replaced with the IPS Inspection Data Exchange.	No custom interface required as IPS tools will be utilized.
Kronos Interface	REST Service	Kronos	Timekeeping interface between Kronos and IPS. The interface is to sync the hours spent on projects and work orders in IPS and transfer those hours to Kronos.	Analysis of what and when these hours are to be sync'd is still to be determined.
Custom Code Replacement: Hansen-GP Financials	REST Service	Great Plains	Update cost of inventory items (COSTPART) in Hansen from Great Plains based on Work order information. The District plans to use IPS inventory and Procurement functionality, which may result in this code being replaced or modified.	Analysis of what and when these items are to be sync'd is still to be determined.
Custom Code Replacement: Update Project Name from GIS	REST Service	GIS	SQL code pulls the data from GIS database using DB link and uploads it into Hansen.	Analysis of what and when these project names are to be sync'd is still to be determined.
Document Locator (EDMS)	API		Storage of files accessible through IPS	Analysis of what and when these documents are to be sync'd is still to be determined.
Custom SQL Program Penalty Creation				The code will no longer be necessary with IPS.
Bridge Interface	REST Service and	Hansen V7 and IPS	The interface is to sync required data between the original	Analysis of what and when these items are

Interface Name	Type	System Vendor	Functional Description	Notes
	GIS Sync Tools		Hansen V7 and IPS while in the transition phase.	to be sync'd is still to be determined.

For each interface, the Vendor will first develop the functional design specifications, which includes definition and documentation of the business processes and corresponding inputs and outputs related to the interface.

The Vendor will create technical design specifications that outline the interface approach, test plan, any specific application setup required, and any anticipated impact on the system to which IPS will be interfaced.

For each interface, functional and technical design will include mechanisms for auditing (Error, Warning), reconciliation process, notifications, scheduled and manual runs as applicable.

Once Licensee has reviewed the technical design specification with the Vendor and agrees that the technical design will correctly deliver the specified functionality, agrees on the interface assumptions and approves the specifications, the Vendor will then develop the interfaces per the technical design specification document.

The Vendor will execute unit test to confirm that the functionality complies with the interface specifications and corrects any identified issues.

4.6.1 Interface Assumptions

- The Vendor will use REST services calls as the basis for integration where possible.
- Licensee will provide access to any environment, data, and systems to test interfaces for all Licensee and third-party systems to which the Infor applications will be interfaced with.
- Licensee will be responsible for building the source system side of the interface, as required.
- Licensee is responsible for data validation efforts associated with interface testing, ensuring interfaced data, including any transformation, mapping or aggregating logic, is performing correctly.
- *IPS Data Exchange Utility is in limited release at the time of the SOW execution. When it is Generally Available, Licensee may request an even exchange (\$0) for its valid Neztex license.
 - Vendor assumes this will be implemented one time, once the IPS Data Exchange Utility is Generally Available

4.7 GIS Scope

Infor Public Sector Software is highly integrated with GIS. Hansen software features full integration to standard ESRI MapServices. These maps are interactive from both the web application and from the Mobile application.

From Mobile:

- Create Work Orders, Submit Service Requests, Create Asset Inspections, Create Incidents, View an Asset
- Leverage ESRI Routing Service to optimize worker/ inspector routes
- Show Nearby work
- Review GIS Attributes in the Field from the Map.
- Get Directions to the next work location.

From the Web Application:

- Create Work Orders, Submit Service Requests, Create Asset Inspections, Create Incidents, View an Asset
- Create an Asset Group

- Create a Group Project or Group Inspection

IPS leverages ESRI routing capabilities to optimize daily work schedules. For clients that use the Field Inspector mobile application there is offline mapping capability that allows users to continue full use of the application including map without a data connection.

In addition to the GIS integration described in table 10 above, the Vendor will configure IPS such that the GIS system can be used as the source of reference for:

- Property
- Parcels
- Other geographic information (wards, districts, inspection areas, etc.)
- Assets

Synchronization is based on mappings created in the Create GIS Mapping form with this IPS version. Each mapping specifies an IPS component and the corresponding GIS layer, and indicates how specific fields in each dataset are mapped to each other.

Updates to the location information will be pushed to IPS through the IPS GIS Synchronization Tool. This enables import of location-based records such as addresses and parcels and comparisons between IPS and GIS database.

Setup of the synchronization tool will be completed in this phase (CMMS) with the GIS layers required to support the configuration of asset and work management

The Vendor will configure MapDrawer for use by the IPS application and Mobile in this phase

4.8 Infor Field Inspector (Mobile) Scope

The Infor Field Inspector mobile app is designed for field inspectors who work with the Infor Public Sector Work Management and Asset Management modules. It provides access to the database from iOS devices, so you can download inspections, service requests, and work orders to the mobile device and complete them in the field.

The app also includes a GIS viewer that integrates with the GPS on your mobile device. You can view and route your work assignments on the map, and you can get directions from your current location.

The Vendor will conduct requirements gathering sessions with subject matter experts, including field personnel, to capture requirements and to review the delivered user interface. Delivered searches will be reviewed and field personnel will provide input into additional Licensee-specific searches required to enable future state processes.

The configuration for Phase One will include configuration associated with Work Management, as well as the initial setup that will be leveraged in the rest of the project.

The Vendor will configure the base application and:

- Up to three Licensee-specific searches specific to Work Management
 - Included product searches are My Assigned Work Orders, Nearby Department Work Orders, Nearby Open Work Orders, Nearby Closed Work Orders, Unassigned Work Orders, Supervisor's Work Orders, Open WorkOrders, Today's Work. For Asset Inspections, My Asset Inspections, Nearby Closed Asset Inspections, Nearby Department Asset Inspections, Nearby Open Asset Inspections, Supervisor's Asset Inspections, Open Asset Inspections, Today's Asset Inspections
- Information configured on detail pages required for IPS users to appear on the devices
- Fields on cards and Viewers are limited to those in the core product
- Offline mode will be configured for each module use case. The store and forward capability is available for service requests and work orders. The inspector can sync when they have a

connection and then operate offline, finding the work/inspection, adding details, photos, results, resource usage, etc. and it stores locally, on the device, until the connection is available(of the user can decide to operate in this mode by default)

- All asset and inspection types configured in IPS will be available on the mobile devices as required

The Field Inspector mobile application also includes a GIS viewer that integrates with the GPS on the mobile device. Functionality to view and route work assignments on the map will be enabled.

4.8.1 Field Inspector (Mobile) Assumptions

- Changes to the mobile cards, lists and forms are allowed using core IPS fields. Further customizations, such as use of agency fields or formula-based fields are not included in scope
- The Vendor will recommend the firewall configuration required for Field Inspector to operate. The Licensee will be responsible for configuration of the infrastructure required for Field Inspector.
- The Field Inspector Application will be installed on certified devices by the Licensee. The Field Inspector Application is accessible on Android, iOS, and Windows devices.

4.9 Testing Scope

“Testing” is the verification that a newly created item in the project matches with the specifications outlined in the scope documentation. This is an integral part of almost every step of the project plan. Various types of testing are taken place during specific stages of the project. Stages in which testing will take place are but not limited to:

- Configuration
- Data Conversion
- Interface Development
- Field Inspector
- Report Development
- Go-Live

Within each of these different stages, a subset of the following types of testing will take place:

- Unit Testing
- Integration Testing
- System Testing
- System Integration Testing
- Performance Testing
- User (or System) Acceptance

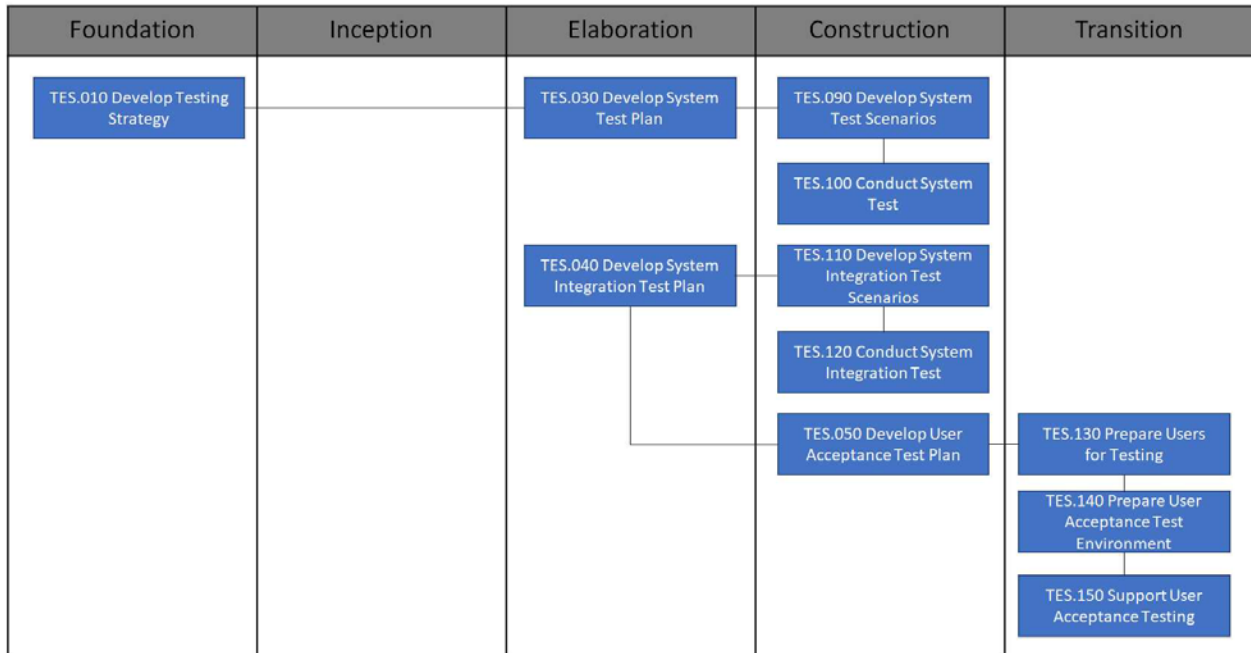
In addition to over-arching test planning, test-related activities for each test cycle includes the following:

- Test Planning
- Development of Test Scenarios
- Execution of Test Scenarios
- Documentation of Test Results
- Test Issue Resolution
- Test Phase Sign-off

Acceptance testing criteria will be jointly agreed by Vendor and Licensee.

The following diagram summarizes the testing activities proposed and their respective phase of the project.

Figure 1-1. Testing Activities by Phase



The following outlines how testing will be approached for this Project, test-related roles and responsibilities and typical areas in which this type of testing can usually be found:

Unit Testing:

Description/Purpose: Unit testing validates individual units or components of custom code. Regardless of the system, units are generally considered to be the smallest parts of an application that can be tested for their functionality. Unit testing validates that the individual custom components are fit-for-use and function correctly to meet the relevant technical specifications.

For the purpose of Project roles and responsibilities, Unit Testing is assumed to be performed by the same individuals responsible for development, unless stated otherwise.

Typically this type of testing can be found in: Configurations (setup, content manager, schema manager, work flow); Data Conversion; Field Inspector; and Report Development.

Integration Testing:

Description/Purpose: Integration Testing validates the integration of multiple units of custom code or components. Integration testing validates that when the individual custom components are combined, the interfaces between the individual units or components function correctly per the technical specifications.

For the purpose of Project roles and responsibilities, Integration Testing is assumed to be performed by the same individuals responsible for development, unless otherwise stated.

Typically this type of testing can be found in: Interface Development; and Field Inspector

System Testing:

Description/Purpose: System testing means testing the components of standard and developed code for an individual business process, tested in an isolated manner.

For the purpose of Project roles and responsibilities, System Testing is assumed to be performed by the Vendor and Licensee teams under guidance from Vendor. The Vendor shall define the scope of the tests in conjunction with the Licensee

Typically this type of testing can be found in: Configurations; Data Conversion; Interface Development; Field Inspector; and Go-Live.

System Integration Testing:

Description/Purpose: System Integration Testing includes testing the business processes tested during System Testing but tested in a complete end-to-end manner.

For the purpose of Project roles and responsibilities, System Integration Testing is assumed to be performed by the Vendor and Licensee teams under guidance from Vendor. The Vendor shall define the scope of the tests in conjunction with the Licensee

Typically this type of testing can be found in: Interface Development; Field Inspector; and Go-Live.

User (or System) Acceptance Testing:

Description/Purpose: User Acceptance Testing is the final phase of functional testing, validating the business process to be used post go-live.

For the purpose of Project roles and responsibilities, User Acceptance Testing is assumed to be performed by the Licensee teams under guidance from the Vendor. Licensee shall define the scope of the tests in conjunction with the Vendor. User Acceptance Test cases should be based on the Licensee business processes and developed by the Licensee

Typically this type of testing can be found in: All stages.

4.10 Extensions and Modifications Scope

“Extensions and Modifications” refer to the modification of delivered Infor objects, or the creation of new objects to extend functionality.

This Project is based on the implementation of commercial off the shelf software (COTS). Unless otherwise identified in this section, the scope of the Project will only implement standard, unmodified, functionality.

The vendor is not allowed to modify the product source code, so that is not a possibility for any customer. Tools that are available and included in the scope are not considered extension. The included Infor tools cover the majority of implementations and use cases.

4.11 Reports Scope

This section covers Reports development related to the implementation of CMMS. This development will include the following:

- The Vendor will assess current reporting and provide recommendations for improving current state. Such review may include determining whether reports are still required.
- Report development scope and deliverables will be mutually agreed upon, and the Vendor has included up to 10 reports. Includes review of current reports, as well as showing Licensee what reports will be available from the new version. This pool of reports may also be used to develop new reports at the direction of the Licensee.

The Vendor will plan and schedule sessions to review reporting requirements with applicable department(s) personnel. In these meetings, The Vendor will lead Licensee in conducting review of current reporting and provide strategic guidance in evaluating and prioritizing reporting requirements.

The Vendor will document recommendations for improving upon current reporting and the plan for implementing reports in the new system. Then the Vendor will document functional design specifications which define new reporting requirements in detail. All configuration assumptions will be discussed and agreed upon.

Upon signoff of functional specifications, the Vendor will configure reporting per the functional design specification document and will execute unit testing to confirm that the reports are working as expected using sample data. After resolving any issues that may be identified during unit testing, The Vendor will deliver the report to the test environment for integration testing. The Vendor will perform integration testing to validate that the reports perform in an integrated environment to support the future state business processes. After validation during integration testing, the reports are turned over to Licensee to perform acceptance testing.

4.11.1 Report Assumptions

- Licensee SME resources available for review sessions.
- Licensee qualified personnel to provide requirements definition
- The Licensee is responsible for understanding and signing off on the functional design specification before report development will begin.
- Acceptance testing on reports will be performed by Licensee personnel in an environment that is representative of production.

4.12 Project Team Readiness and Training Scope

“Project Team Readiness and Training Scope” means the efforts related to preparing Project team members, or Core Team, with the skills and competencies required for their roles on the Project and to sustain the solution/system post go-live. The following table lists formal in scope Education events.

Table 11: Education Events

Course Title	Duration (Days)	Proposed Delivery Mode	Number Attendees
Infor Public Sector: Asset Overview	3	Private Training Workshop	10
Infor Public Sector: Administrative and Configuration	3	Private Training Workshop	10
Infor Public Sector: Configuring GIS	1	Private Training Workshop	10
Infor Public Sector: Field Service (Mobile)	1	Private Training Workshop	10

4.12.1 Project Team Training Assumptions

- For Licensee on-site training, Licensee will provide training accommodations and facilities including a computer work station for every attendee, a computer workstation for the instructor, access on all workstations to Licensee environment (as applicable), printer access from each workstation, white board and flip-chart with markers, and a computer projector.
- If in-person instruction is restricted, the Vendor will deliver workshops virtually. Licensee will provide attendees with computer workstations with access to Licensee environment (as applicable) and either headsets or a private room during class time.
- Private Training Workshops are not formal training and may not include materials or training environment.

4.13 End User Training and Documentation

The End User Training Strategy defined in the Foundation Phase defines the scope for the design, development and delivery of training to end-users. The End User Adoption and Training tasks, work products and events identified below are within the Project scope for Phase 1.

Table 12: End User Training Deliverables

Activity or Work Product	Description
Training Content and User Procedure Development	<p>For each course identified in the High-Level curriculum, a Detailed Course Design work product will be developed that provides performance objectives, course module level objectives and activity outlines, planned demonstrations/exercise, durations, and assessment /evaluation approaches. Based on signed-off Detailed Course Design work products, training course material work products will be developed.</p> <p>Estimated training components for Phase One are:</p> <ul style="list-style-type: none"> • Instructor-led Training/Virtual ILT Course Materials: up to 6 delivery hours of content; some content developed in Phase Two applies to Phase One • Knowledge Transfer Workshop Agendas: Agendas developed in Phase Two includes 32 hours of content for the IT Team used in Phase One and Three <p>The Vendor and Licensee will jointly lead these efforts. Licensee will provide a resource to assist in the development of the above-mentioned training content.</p>
Training Deployment (Roll-out) Plan	<p>This work product provides a plan to address the activities and preparations that must occur for a successful training delivery. Topics in the deliverable include trainer preparation and communications, printing and distribution, training room preparations, course enrollment and scheduling, and training communications and support. Licensee will lead this effort with contribution from the Vendor.</p>
Training Deployment / Delivery Logistics	<p>These activities include executing the training deployment plan to include training room preparation, user enrollment and scheduling, printing/shipping of course materials, trainer management, training program communications, and troubleshooting during training delivery. Licensee will lead this effort.</p>
Training Delivery	<p>These activities entail the preparation for, and delivery of the Project developed courses to end-users in a classroom or virtual setting. The Vendor will lead this effort. The Vendor strongly encourages Licensee SMEs to participate as part of planning for a Sustainable Learning Program.</p>

EUT Assumptions

- Scope for end user training and documentation deliverables is validated during the Foundation Phase.
- Licensee will provide a Training Lead to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Licensee training responsibilities. Licensee should assume .75 – 1.0 FTE during the months in which training development is in progress through the conclusion of all end-user training sessions.
- Training deliverables will be prepared and delivered in American English only. The Vendor has the capability for language translation but it is not included in the price. The Vendor can scope and provide pricing upon request.
- The Vendor developed instructor-led course material will consist of Instructor Guides with Demonstration Packets, Instructor Facilitation Slides/Concept Slides, Participant Guides with Exercise Packets, and Quick Reference Guides.
- The Vendor developed course materials will be developed using Microsoft Word, PowerPoint, Excel, and Infor UAP, User Procedures and Simulations will be developed using Infor UAP, or another agreed upon tool.
- If UAP is not purchased from Infor, Licensee is responsible for obtaining agreed upon tool(s) to be used in the development of training material and organizing training from the Vendor on the tool for Licensee resources.

- Licensee is responsible for providing Business Area Subject Matter Experts to provide guidance/knowledge for the development of course material, and to participate in course material review cycles.
- Licensee will provide project related materials to assist with training development which includes test cases with data and if possible, perform an initial UAP recording while completing transactions during Conference Room Pilot which will be leveraged for content creation.
- Licensee is responsible for providing and maintaining a webserver or LMS to host training materials and simulations, if desired. Licensee is responsible for the loading and testing of the eLearning courses and other training content it decides to add to their LMS.
- Licensee will be responsible for providing and supporting a training environment to be used in the development of training materials and to deliver end-user training. During training delivery this environment will be used to support demonstrations and exercises. Licensee will be responsible for providing an environment that contains base data to support demonstrations and exercises. Security and administration of user IDs will be a Licensee responsibility for all relevant users (e.g., students, trainers, content publishers, systems administrators, etc.).
- Licensee is responsible for all Training Delivery logistics. This is to include, but not limited to, enrolling and scheduling of trainees and trainers, printing and shipping of course materials, and obtainment and preparation of training facilities.

4.14 Go-Live Scope

Go-Live support is the work required to complete the cutover, Go-Live and post Go-Live tasks for the period of time described below. “Go-Live” is defined as the first time Licensee uses the Licensed Software to process data in Licensee’s live production environment.

- Specific deliverables and completion criteria as listed in Section 4.16.
- The Vendor will develop a cutover plan in collaboration with Licensee.
- The Vendor will deploy the Bridge Interface or manual SOPs scoped during the Foundation Phase to keep CMMS, CIS, and CDR in sync with each other until all modules are within the same release of the software.
- The Vendor will provide 160 hours of post go-live support at the direction of the Licensee, Post go-live support to be provided in a blended onsite and remote model. Currently the vendor is projecting 2 vendor resources committed full time for two weeks starting at the Go-Live. Any major defects would be found in this allotted time and if the need for more time is required after this, a change request can be added.

4.14.1 Go-Live Support Assumptions

- If Licensee is not ready to Go-Live upon completion of the Services described in this SOW, additional Services and training may be required, which would be subject to a mutually agreed upon and executed Change Order.
- The Vendor Project Manager will work together with the Licensee Project Manager to develop a joint post Go-Live support resource plan.
- Licensee process owners and key users will provide first line support to Licensee end users.
- The Vendor consultants will support the Licensee Core Team with resolution of process questions and provide the Vendor application assistance where required subject to the Go-Live consulting hours above.

4.15 Security Scope

Security Scope is the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

- Infor provides recommendations in the reference guide for general system configuration, but the vendor cannot provide security guidance as that is under the control of the EID security and infrastructure teams.

4.15.1 Security Assumptions

- Licensee is responsible for ensuring that all security designs and implementation meet or exceed their security, regulatory and audit requirements.
- Security requirements included in scope are limited to the standard capabilities of Infor Security.
- The Vendor will assist the Licensee in Infor’s recommendations of security.

4.16 Project Deliverables and Activities Required for Acceptance

The Vendor will implement the Project's Phase One following the Vendor's Deployment Methodology. Phase One will follow the five stages: Inception, Elaboration, Construction, Transition and Optimize. The project management discipline spans all five stages. The Vendor will execute consistent activities/deliverables in each project stage and in the project management discipline. The table below outlines these standard activities/deliverables.

Table 13: Project Deliverables and Activities

Stage	Activity / Deliverable	Description
Inception	Project Kick Off Meeting	Introduce the project participants and align them with the project.
Inception	Conduct Initiation Meetings	The Vendor will lead the alignment session with the Licensee that align the overall program with the Vendor recommended best practices, data management and organizational elements in line with the schedule outlined above.
inception	Application Installation	The Vendor will install the IPS Suite within the Licensee’s environment.
Inception	Database installation	The Vendor will install a sample core database of the Licensee’s data to give a baseline for configuration sessions and project team training.
Inception	Conduct Project Team Training	Deliver Project Team Training to core project team members.
Inception	Prepare Data Mapping of CMMS data	Document the Legacy data to IPS to provide a mapping structure.
Elaboration	Define Gap Resolutions	Review alternative solutions to resolve gaps and define resolution.
Construction	Prepare the Configuration Documentation	Documentation for system configuration and defines which business process requirements are met by the configuration. The BPR will include items such as: <ul style="list-style-type: none"> • Current Business Flow and Requirements in relation to Assets, Inspections and Work Orders. • Current data elements used both standard and customized. • Current database triggers and stored procedures dealing with the

Stage	Activity / Deliverable	Description
		<p>CMMS modules.</p> <ul style="list-style-type: none"> • New Business Flows, IPS Workflows, and Requirements that the Licensee wishes to use going forward. • New Screen Layouts and data elements to be used going forward.
Construction	Configure CMMS Business Requirements and Flows	Configure the system as described in the BPR.
Construction	Test Data Loads	Two full test data conversions will be processed to allow for accuracy and use during configuration testing and training.
Construction	System Test Plan	System Testing focuses on the standalone integrated system, and it validates the functionality of the system against the specified requirements. It tests the integrated components system.
Construction	End User Training Plan and Design	Following Training Needs Analysis, The Vendor documents end user training and documentation needed for end user rollout.
Construction	End User Training Content and Procedures	The Vendor and Licensee collaborate to create end user training and documentation per agreed upon design.
Construction	Develop System Integration Test cases	The Vendor will provide baseline testing cases where available. System Integration Test Cases specify the instructions to validate the interactions and interfaces between the implemented system and other systems in the Licensee's environment
Construction	Conduct System Integration Test	System Integration Test is performed per the System Integration Test Plan and using the System Integration Test Cases. Defects are logged and addressed.
Transition	Support User Acceptance Test	User Acceptance Test is performed by Licensee users. System Test and System Integration Test cases are used as foundation and may be enhanced by users. Defects are logged and addressed.
Transition	Deliver End User Training	The Vendor delivers end user training per Training Plan.
Transition	Prepare Production Environment	Prepare the physical platform and network configuration to support the final platform and network architecture
Transition	Production Data Conversion Run	The Vendor will convert data to Production as part of cutover plan execution
Transition	Conduct Go-Live Readiness Review	Conduct a formal, and systematic review of the system in terms of assessing Go-Live readiness

Stage	Activity / Deliverable	Description
Optimize	Post Production support	Provide support to initial production operation
Optimize	Final Project Closure	Final transition to Infor Support and completion of the Vendor services

5. PHASE TWO: CIS SCOPE

Vendor will migrate the current production Hansen 7 CIS Billing implementation to Infor Public Sector Suite version 11.2. The migration effort includes:

- Assessment of current implementation
- Conversion of all current production functions for CIS Billing in Hansen 7 to IPS 11.2
- Conversion of current Hansen 7 production data to IPS 11.2
- Refactoring of reports currently in use by the Licensee to use the IPS database structure
- Refactoring of integrations to use IPS Service Profiles or built-in transfer capabilities

Vendor will leverage the product capabilities of IPS 11.2 CIS Billing to replicate the business functionality of the current Hansen 7 production system. Advanced configurations and formulas will be used where necessary to meet the requirements.

Additional capabilities and process changes shall be limited to those available in the core IPS CIS Billing product. Formulas will not be implemented that alter the core functionality of the IPS application. Product extensions are not included in scope.

The Vendor Deployment Method will be used as the overall governing methodology for all project related work for the project activities associated with implementing the scope described herein. The Vendor Deployment Method has five stages: (1) Inception, (2) Elaboration, (3) Construction, (4) Transition and (5) Optimize. For this project, these stages will consist of:

1. Inception Stage

The specific activities that are part of the Inception stage are:

- Phase kick off
- Core project team training
- Review outcomes from Foundation
- Plan and schedule sessions to review Hansen 7 configuration and processes
- Hold sessions to review Hansen 7 configuration and BPR sessions to review processes

2. Elaboration Stage

The specific activities that are part of the Elaboration stage for this project are:

- Prepare and present business requirements documentation addressing interfaces, reporting, and application configuration in scope, and obtain sign off
- Perform Detailed Process Design (BPR). Itemized list of high level task can be found in the deliverable section of this phase.
- Prepare and present data migration strategy recommendation and plan, and obtain sign off
- Build Prototypes for new configuration and present in Conference Room Pilot
- Develop functional design specification
- Prototype, Sprints, and Conference Room Pilot

During the Elaboration Stage of Phase Two, Vendor will build a prototype based on the common account types used as identified with Licensee. The prototype will be presented in a conference room pilot format and may be repeated until requirements are iterated and finalized in the Must have, Should have, Could have, Won't have (MoSCoW) list. The Vendor will determine the scope and iterations needed to establish the level of understanding needed. Prototype will evolve through the configuration sprints to capture the requirements and perform functional review by the Licensee.

Sprints are a grouping of configuration task so that smaller units of configuration can be reviewed and accepted earlier in the process. The configuration sprints currently planned for Phase Two are:

- Address and Parcel

- Accounts and Contacts
- Meters and Assets (including exchanges and reading review)
- Move In / Account Setup
- Calculate Water Charges
- Calculate Sewer Charges
- Calculate other Service Charges (Backflow, Surcharges, IPP)
- Generate Billing Statement Output
- Take a Payment / Pay Cashier/ Payment file upload
- Collect Debt/Report Lien/ Foreclosure
- File Bankruptcy
- Send Service Request
- Send Correspondence (Payoff, Notices, etc.)
- Access Dynamic Portal / Acct Inquiry

The exact sprints may be subject to changes during the Foundation phase to best meet the project requirements. Activities in each sprint include:

- Review of the MoSCoW list requirements
- Define the data required for the configuration
- Discuss the configuration required to satisfy the requirements
- Review the business process needed to perform the functions
- Add the configuration to the prototype
- Review configuration with the team
- Document the configuration for that sprint

3. Construction Stage

The specific activities that are part of the Construction stage include:

- Configuration and unit testing (continuing in sprints)
- System integration testing for the application and integration to external systems
- Data migration rehearsals
- End User Training

4. Transition Stage

The specific activities that are part of the Transition stage for this project include:

- Convert & Verify Data
- Apply Manual Updates
- Prepare Users for Testing
- Prepare User Acceptance Test Environment
- Support User Acceptance Test
- Conduct End User Training
- Configure Production Environment
- Verify Production Readiness
- Go Production
- Go-Live support

5. Optimize Stage

The specific activities that are part of the Optimize phase for this project:

- Post-production support
- Project closure, lessons learned, and transition to Infor Support

5.1 Data Migration and Conversion Scope

“Data Migration and Conversion” means the efforts associated with the analysis, transformation/mapping, loading and reconciling of current or historical data from Licensee’s legacy system to the new target system, whether by manual or programmatic methods. The Data Migration and Conversion tasks identified below are within the Vendor’s project scope.

The Vendor will conduct a data migration workshop which validates conversion scope and will introduce Licensee to the standard approaches used to convert data into an Infor database. The Vendor will train the Licensee IT staff on the use of the Infor data migration tools.

The Vendor is responsible for extraction and migration of all legacy data from Hansen 7 CIS Billing and configuration parameters, where applicable, and agreed upon in the Data Migration Strategy. The Vendor will create technical design documents for the conversion routines based on the data mapping requirements and migration strategy. The legacy data is transformed into the new database structure and new fields are created and populated via the data migration/conversion routines. The Vendor will unit test the migration/conversion routines.

In three iterative data migration runs, sample tests will be done as early as possible to help ensure the end-to-end processes reliant on CIS Billing data are working correctly. The Vendor will provide exception reports to support Licensee review. Exception reports and data fields will be reviewed by the appropriate Licensee business owner to ensure that the data is accurate and meets the business requirements.

Two further conversions shall take place, one prior to the Parallel testing phase to ensure IPS matches the legacy system directly and then the final move to production.

Licensee Process Owners will test the critical business processes using sample data during the Acceptance Test cycles.

The Vendor performs a data conversion for testing and a rehearsal conversion prior to final data conversion. All data will be migrated to ensure performance is measured prior to go-live.

In the final go-live data conversion, the Vendor will convert operational data currently in the production Hansen 7 database. Last bill and transactions approach will be taken. Converted transactions will not be used to generate bills past the most recent at date of conversion. Copies of past bills will be available as attachments in IPS.

5.1.1 Data Migration and Conversion Assumptions

- Licensee personnel will attend data migration workshop and participate in data migration activities.
- Where the conversion method is manual, Licensee is responsible for performing the data preparation and data entry.
- Environment(s) for testing data migration and conversion will be available in accordance with the project schedule.

5.2 Interface/Integration Scope

“Interfaces” means those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Interfaces are defined by the business processes they facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged. The table below details interfaces included in the Vendor’s scope.

Table 14: In-Scope Interfaces

Interface Name	Type	System Vendor	Functional Description	Notes
Financials	Export		System must provide receivables, accruals, and payment transactions to general ledger. System must have capability to provide accounts payable transaction for refund requests to financial system. System must prepare and pass new receivables to the financial system. System must pass financial transactions for each payment processed to the financial system.	Just outbound. Infor sending information to General Ledger
Bank Deposits	Import	Bank of America	Bill pay through bank account /direct debit supported	
Screen POP	API		Phone system launches drillback to customer's account	
Sensus AutoRead / AutoView Meter Reading	Import/Export	Sensus	Export from IPS to send route and cycle information for meters. Import from reading file once completed.	
Bill Print and Pay	Export file/ linked data	DataProse	XML based output for print vendor, link from print vendor bill storage to IPS for viewing bill in IPS and by customers	
Collections	Export/ Import file	NRA Collection Agency	Export of accounts identified as collection accounts, import for recovered funds, bankruptcy	
Document Locator (EDMS)	API	Storage of files accessible through IPS	Analysis of what and when these documents are to be sync'd is still to be determined.	Integration is built in CMMS phase
IVR	Export for account data, REST interface for queries and account actions		System must integrate with Interactive Voice Response (IVR) system.	
Lockbox (CPI), Check Free and Remittance Data Processing	Export/ Import file		Update payment details across utility accounts based on payment information received from various 3 rd party Online Payment processing vendors – CheckFree, Metavante, DataProse and CPI	
Communication system (possibly)	API		Service outage and customer notifications by automated	The scope of this interface is not

Interface Name	Type	System Vendor	Functional Description	Notes
RAVE or its replacement)			advisory channels, including email, SMS, and robo-calling	defined at this time though effort has been included in the cost proposal

For each interface, The Vendor will first develop the functional design specifications, which includes definition and documentation of the business processes and corresponding inputs and outputs related to the interface.

The Vendor will create technical design specifications that outline the interface approach, test plan, any specific application setup required, and any anticipated impact on the system to which Infor will be interfaced.

For each interface, functional and technical design will include mechanisms for auditing (Error, Warning), reconciliation process, notifications, scheduled and manual runs as applicable.

Once Licensee has reviewed the technical design specification with the Vendor and agrees that the technical design will correctly deliver the specified functionality, agrees on the interface assumptions and approves the specifications, the Vendor will then develop the interfaces per the technical design specification document.

The Vendor will execute unit test to confirm that the functionality complies with the interface specifications and corrects any identified issues.

5.2.1 Interface Assumptions

- The Vendor will use REST services calls as the basis for integration where possible.
- Licensee will provide access to any environment, data, and systems to test interfaces for all Licensee and third-party systems to which the Infor applications will be interfaced with.
- Licensee will be responsible for building the source system side of the interface, as required.
- Licensee is responsible for data validation efforts associated with interface testing, ensuring interfaced data, including any transformation, mapping or aggregating logic, is performing correctly.

5.3 GIS Scope

Infor Public Sector Software is highly integrated with GIS. IPS features full integration to standard ESRI MapServices. These maps are interactive from both the web application and from the Mobile application.

From Mobile

- Submit Service Requests, Create Incidents, View an Asset, address service requests
- Show Nearby work
- Review GIS Attributes in the Field from the Map.
- Get Directions to the next work location.

From the Web Application

- Create Work Orders, Submit Service Requests, Create Incidents, View an Asset

IPS leverages ESRI routing capabilities to optimize daily work schedules. For clients that use the Field Inspector mobile application there is offline mapping capability that allows users to continue full use of the application including map without a data connection.

In addition to the GIS integration described the table above, the Vendor will configure IPS such that the GIS system can be used as the source of reference for:

- Property
- Parcels

- Surface (permeable areas)
- Other geographic information (wards, districts, inspection areas, pressure zones, etc.)
- Assets, primarily water meters but may also include fire hydrants, septic, wells and other fields required to establish water and or sewer service at a property

Synchronization is based on mappings created in the Create GIS Mapping form with this IPS version. Each mapping specifies an IPS component and the corresponding GIS layer, and indicates how specific fields in each dataset are mapped to each other.

Updates to the location information will be pushed to IPS through the IPS GIS Synchronization Tool. This enables import of location-based records such as addresses and parcels and comparisons between IPS and GIS database.

Setup of the synchronization tool will be completed in the CMMS phase with the GIS layers required to support the configuration of CIS Billing completed in phase 2

The Vendor will configure MapDrawer for use by the IPS application, Mobile and Dynamic Portal in this phase.

5.4 Infor Field Inspector (Mobile) Scope

The Infor Field Inspector mobile app is designed for field inspectors who work with the Infor Public Sector CRM and Asset Management modules. FOR CIS Billing, the primary use cases will be customer service actions, meter operations and priority actions such as turn-on/off or move-in. It provides access to the database from iOS devices, so you can download service requests, and work orders to the mobile device and complete them in the field.

The app also includes a GIS viewer that integrates with the GPS on your mobile device. You can view and route your work assignments on the map, and you can get directions from your current location.

The Vendor will conduct requirements gathering sessions with subject matter experts, including field personnel, to capture requirements and to review the delivered user interface. Delivered searches will be reviewed and field personnel will provide input into additional Licensee-specific searches required to enable future state processes.

The configuration for Phase Two will leverage configuration performed in the initial setup in Phase One.

The Vendor will configure the base mobile application, with supporting Rest Services and:

- Up to three Licensee-specific searches specific to CIS Billing
 - Included product searches are My Assigned Service Requests, Nearby Open Service Requests, Nearby Department Service Requests, Supervisor's Service Requests, Nearby Unassigned Service Requests, Nearby Closed Service Requests, Open Service Requests, Today's Work
- Information configured on detail pages required for IPS users to appear on the devices
- Offline mode will be configured for each module use case. The store and forward capability is available for service requests. The inspector can sync when they have a connection and then operate offline, finding the work/inspection, adding details, photos, results, resource usage, etc. and it stores locally, on the device, until the connection is available(of the user can decide to operate in this mode by default)
- Fields on cards and Viewers are limited to those in the core product
- All Service Request Inspection types configured in IPS will be available on the mobile devices as required

The Field Inspector mobile application also includes a GIS viewer that integrates with the GPS on the mobile device. Functionality to view and route work assignments on the map will be enabled.

5.4.1 Field Inspector (Mobile) Assumptions

- No customizations to the Field Inspector layouts are included in scope
- The Vendor will recommend the firewall configuration required for Field Inspector to operate. The Licensee will be responsible for configuration of the infrastructure required for Field Inspector.
- The Field Inspector Application will be installed on certified devices by the Licensee. The Field Inspector Application is accessible on Android, iOS, and Windows devices.

5.5 Dynamic Portal Scope

The IPS CIS Billing provides a complete set of tools for tracking services provided to customers, generating bills, receiving payments, and processing late payments and delinquencies. Customers can use Dynamic Portal Responsive to access their billing accounts through the Licensee's website. Dynamic Portal Responsive CIS Billing offers these features:

- Customer login accounts: Customers can create login accounts associated with one or more Infor Public Sector billing accounts. Dynamic Portal Responsive users can view an account summary, and a history of bills and payments.
- Modify contact information: Customers can change basic contact information for the account, such as the billing address and the customer's address.
- Pay bills: Customers can pay their bills by credit card or ECheck through the PayFlow Pro gateway. Other payment gateways can also be configured. Citizens can also pay bills anonymously, without a DP Responsive user account.
- Bill history: Customers can view pdfs of their current and past bills.
- Sign up for direct debit: Customers can enter their bank account information to set up bill payment by direct debit.
- Submit service requests: Customers can submit service requests, including requests to start or stop service, and view their service request history.

The scope of the Dynamic Portal development will include the following:

- One Dynamic Portal environment will be configured per IPS instance (three)
- Incorporate the theme of the Licensee's current website into Dynamic portal, including color schemes, site map, foot and headers and logos.
- Configuration to connect to IPS web services and configure portal security
- Configuration of email, attachments and logging functions as required
- Configuration of all required Service Request types for the public or registered users
- Integration of payment processing and cashiering for Echeck and credit card payments
- Setup of bill and consumption capabilities
- No other customizations are included in scope.

5.5.1 Dynamic Portal Assumptions

- Licensee shall be responsible for the infrastructure required to support the public facing portal, including any security requirements
- Licensee will provide the necessary theme information required for the portal configuration

- Licensee shall confirm design requirements and implementation through the Vendor built prototype, prior to the commencement of System Integration testing

5.6 Extensions and Modifications Scope

“Extensions and Modifications” refer to the modification of delivered Infor objects, or the creation of new objects to extend functionality.

This Project is based on the implementation of commercial off the shelf software (COTS). The scope of the Project will only implement standard, unmodified, functionality available through provided configuration capability as specified in the product reference guide. Modification to product source code, including the use of SQL and direct database modifications are not supported.

The vendor is not allowed to modify the product source code, so that is not a possibility for any customer. Tools that are available and included in the scope are not considered extension. The included Infor tools cover the majority of implementations and use cases.

5.7 Reports and Messaging Scope

This section covers Reports and Messaging development related to the implementation of CIS Billing. This development will include the following:

- The Vendor will assess current reporting and provide recommendations for improving current state. Such review may include determining whether reports are still required.
- Report development scope and deliverables will be mutually agreed upon, and the Vendor has included up to 200 hours of report development Services. Includes review of current reports, as well as showing Licensee what reports will be available from the new version.
- Vendor will provide training and guidance as needed within the scope of the hours defined above. This pool of hours may also be used to develop new reports at the direction of the Licensee.

Report effort ranges are estimated as follows:

Complexity Level	Estimated Hours of Effort
Simple Report	5
Medium Report	8
Complex Report	14
Very Complex	22

- The Vendor has included 235 hours for the configuration of Notifications and Correspondence (Messaging). Notifications provide a means to send customers email or text messages (with appropriate SFTP and SMS support, not included in this proposal). Correspondence generates SSRS reports based on system events that can be emailed to a customer or sent for mailing and attached to the customer's account. This includes all the letters and notifications to customers, their storage and management in the application.

The Vendor will plan and schedule sessions to review reporting and messaging requirements with applicable department(s) personnel. In these meetings, The Vendor will lead Licensee in conducting review of current reporting/messaging and provide strategic guidance in evaluating and prioritizing reporting/messaging requirements.

The Vendor will document recommendations for improving upon current reporting/messaging and the plan for implementing reports and messaging in the new system. Then the Vendor will document functional design specifications which define new reporting/messaging requirements in detail. All configuration assumptions will be discussed and agreed upon.

Upon signoff of functional specifications, The Vendor will configure reporting/messaging per the functional design specification document and will execute unit testing to confirm that the reports and messaging are working as expected using sample data. After resolving any issues that may be identified during unit testing, The Vendor will deliver the report to the test environment for integration testing. The Vendor will perform integration testing to validate that the reports perform in an integrated environment to support the future state business processes. After validation during integration testing, the reports and messaging are turned over to Licensee to perform acceptance testing.

5.7.1 Report Assumptions

- Licensee SME resources available for review sessions.
- Licensee qualified personnel to provide requirements definition
- The Licensee is responsible for understanding and signing off on the functional design specification before report development will begin.
- Acceptance testing on reports and messaging will be performed by Licensee personnel in an environment that is representative of production.

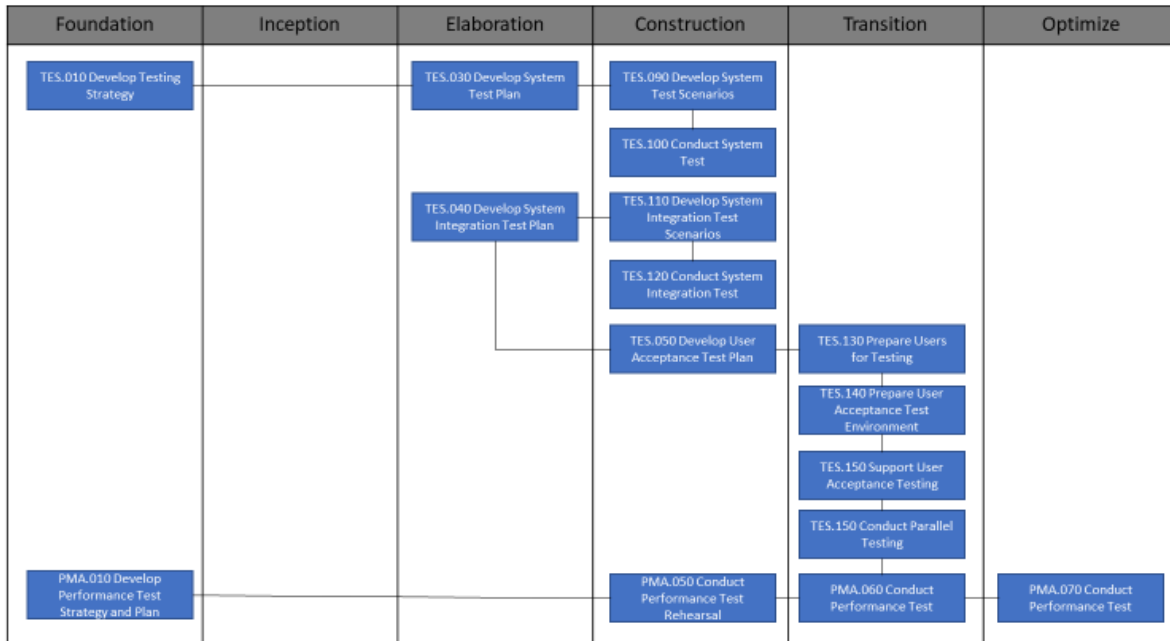
5.8 Testing Scope

The Vendor's CIS approach to the testing and validation of both the test cases and the reconciliation of those to the requirements, begin with the traceability matrix, the MoSCoW list. This document is the Must/ Should/ Could/ Won't Have matrix, prioritizing your requirements and aligning those to other projects deliverables, including testing. The MoSCoW Requirements Traceability Matrix is designed to ensure traceability from the requirements/ sub-requirements through to test cases and scenarios:

Figure 2-1. MoSCoW Requirements Traceability Matrix

The Vendor approaches testing in a progressive manner, with unit testing of delivered components first to user acceptance, parallel and performance toward the end of the project. The following diagram summarizes the testing activities proposed and their respective phase of the project.

Figure 2-2. Testing Activities by Phase



Key Testing Outcomes

Develop Testing Strategy

Testing Strategy determines the approach that the project will follow for testing. The strategy considers the characteristics of the system to be built, the project duration and budget, and defines the strategy to complete the testing scope and level of rigor for the effort. For this project, the testing strategy is defined in the Foundation Phase.

System and System Integration Testing

These activities are typically performed by the Vendor and ensure the developed configuration for Licensee meets the requirements outlined in the MoSCoW list, but with an emphasis on the technical versus business configuration. This is critical to ensure the application components and integrations are complete. The Vendor strongly encourages Licensee team to work with the Vendor in the development of these tests and test execution. This increases the quality of the application, identifies issues earlier and ensures a smoother acceptance testing process.

User Acceptance Testing – User Acceptance Testing is designed to allow the end users of the new system to test their daily business workflows and processes, rather than on conformance to technical requirements. User Acceptance Testing may leverage the cases that have been created within previous test cycles but should align more closely with the daily work activities of the end users. This would include your customer service, billing and meter teams, approvers, managers, team leads, field workers, etc. The Vendor will assist in all aspects of the User Acceptance Test Process, including guidance around test scenario development, however, these activities should be completed and owned by Licensee, it is your validation that the business requirements can be met with the configured system. Acceptance of the system configuration and setup is completed once all test cases are complete and test acceptance forms signed by all parties.

Parallel Testing – Completed after User acceptance testing (that validates the functional configuration of the system) Parallel testing validates the output of the system, typically the bills, against the legacy

application as a final verification prior to cutover. Meter readings and payments are typically sent to both systems during this time and some account actions such as adjustments are also completed in both systems to confirm the account balances match. It is expected that this final stage of testing also includes all previously tested integrations, a final data conversion and all reports required for go-live.

Test Scenarios versus Test Scripts

The Vendor recommends the use of test cases and scenarios rather than step by step test scripts.

- **A Test Scenario** is a collective set of test cases which helps the testing team to determine the positive and negative characteristics of the application. Typically test scenarios are defined as functional areas in the MoSCoW list, for example 'Account Adjustments'
 - **A Test Case** is a set of actions executed to verify a particular feature or functionality of the application. A Test Case can contain test description, test data, precondition, post condition developed for specific test scenario to verify any requirement.
 - **Test Scripts** are click-by-click instructions associated with a test case that defines one specific navigation path for test execution, as well as all data entry values.

The test case will describe in a sentence the test and then the expected outcome. We further identify if the test should be positive (the conditions of the test will meet the expected outcome) or negative (the test is designed to fail to test validations or security for example). The benefits to this approach are:

- More flexibility in the test development
- Users must learn the application, rather than just following what they are told
- Identifies situations not considered when the script was written, as testers have more leeway during the test
- The test scripts approach will be validated by the person writing the script, so repeating the same steps with a different tester should end with the same result, not adding value to the test process

Summary

The Vendor is with you to ensure your business needs are met, including validation of those during the testing phases. We will develop the strategy and plans with you and complete the technical testing from unit to Integration tests. We strongly encourage the project team to begin early with the development of user acceptance test scenarios, which can start by collecting cases from Licensee team doing their daily activities. If a scenario they feel needs to be tested in the new application, it will be added to the list of acceptance tests. The Vendor will make available a library of test scenarios for use. However, we recommend that the user acceptance tests be generated by Licensee's team based on its unique real-world operations.

5.9 Project Team Readiness and Training Scope

"Project Team Readiness and Training Scope" means the efforts related to preparing Project team members, or Core Team, with the skills and competencies required for their roles on the Project and to sustain the solution/system post go-live. The following table lists formal in scope Education events.

Table 15: Education Events

Course Title	Duration (Days)	Proposed Delivery Mode	Number Attendees
Infor Public Sector: CIS Billing Application Overview	5	Private Training Workshop	10
Infor Public Sector: Dynamic Portal Administrator	1	Private Training Workshop	4

5.9.1 Project Team Training Assumptions

- For Licensee on-site training, Licensee will provide training accommodations and facilities including a computer work station for every attendee, a computer workstation for the instructor, access on all

workstations to Licensee environment (as applicable), printer access from each workstation, white board and flip-chart with markers, and a computer projector.

- If in-person instruction is restricted, the Vendor will deliver workshops virtually. Licensee will provide attendees with computer workstations with access to Licensee environment (as applicable) and either headsets or a private room during class time.
- Private Training Workshops are not formal training and may not include materials or training environment.

5.10 End User Training and Documentation

The End User Training Strategy defined in the Foundation Phase defines the scope for the design, development and delivery of training to end-users. The End User Adoption and Training tasks, work products and events identified below are within the Project scope for Phase 2.

Table 16: End User Training Deliverables

Activity or Work Product	Description
Training Content and User Procedure Development	<p>For each course identified in the High-Level curriculum, a Detailed Course Design work product will be developed that provides performance objectives, course module level objectives and activity outlines, planned demonstrations/exercise, durations, and assessment /evaluation approaches. Based on signed-off Detailed Course Design work products, training course material work products will be developed.</p> <p>Estimated training components for Phase Two are:</p> <ul style="list-style-type: none"> • eLearning: up to 2 finished hours of content • MicroLearning Videos: up to 5, each three to five minutes in duration • Instructor-led Training/Virtual ILT Course Materials: up to 31 delivery hours of content • Knowledge Transfer Workshop Agendas: up to 5 (includes 32 hours of content for IT Team) • User Procedures/Simulations: up to 118 (includes 20 for IT team) <p>The Vendor and Licensee will jointly lead these efforts. Licensee will provide a resource to assist in the development of the above-mentioned training content.</p>
Training Deployment (Roll-out) Plan	<p>This work product provides a plan to address the activities and preparations that must occur for a successful training delivery. Topics in the deliverable include trainer preparation and communications, printing and distribution, training room preparations, course enrollment and scheduling, and training communications and support. Licensee will lead this effort with contribution from the Vendor.</p>
Training Deployment / Delivery Logistics	<p>These activities include executing the training deployment plan to include training room preparation, user enrollment and scheduling, printing/shipping of course materials, trainer management, training program communications, and troubleshooting during training delivery. Licensee will lead this effort.</p>
Training Delivery	<p>These activities entail the preparation for, and delivery of the Project developed courses to end-users in a classroom or virtual setting. The Vendor will lead this effort. The Vendor strongly encourages Licensee SMEs to participate as part of planning for a Sustainable Learning Program.</p>

EUT Assumptions

- Scope for end user training and documentation deliverables is reviewed during the Foundation Phase.
- Licensee will provide a Training Lead to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Licensee training responsibilities. Licensee

should assume .75 – 1.0 FTE during the months in which training development is in progress through the conclusion of all end-user training sessions.

- Training deliverables will be prepared and delivered in American English only. The Vendor has the capability for language translation but it is not included in the price. The Vendor can scope and provide pricing upon request.
- The Vendor developed instructor-led course material will consist of Instructor Guides with Demonstration Packets, Instructor Facilitation Slides/Concept Slides, Participant Guides with Exercise Packets, and Quick Reference Guides.
- The Vendor developed course materials will be developed using Microsoft Word, PowerPoint, Excel, and Infor UAP. Microlearning, eLearning, User Procedures and Simulations will be developed using Infor UAP, or another agreed upon tool.
- If UAP is not purchased from Infor, Licensee is responsible for obtaining agreed upon tool(s) to be used in the development of training material and organizing training from the Vendor on the tool for Licensee resources.
- Licensee is responsible for providing Business Area Subject Matter Experts to provide guidance/knowledge for the development of course material, and to participate in course material review cycles.
- Licensee will provide project related materials to assist with training development which includes test cases with data and if possible, perform an initial UAP recording while completing transactions during Conference Room Pilot which will be leveraged for content creation.
- Licensee is responsible for providing and maintaining a webserver or LMS to host training materials and simulations, if desired. Licensee is responsible for the loading and testing of the eLearning courses and other training content it decides to add to their LMS.
- Licensee will be responsible for providing and supporting a training environment to be used in the development of training materials and to deliver end-user training. During training delivery this environment will be used to support demonstrations and exercises. Licensee will be responsible for providing an environment that contains base data to support demonstrations and exercises. Security and administration of user IDs will be a Licensee responsibility for all relevant users (e.g., students, trainers, content publishers, systems administrators, etc.).
- Licensee is responsible for all Training Delivery logistics. This is to include, but not limited to, enrolling and scheduling of trainees and trainers, printing and shipping of course materials, and obtainment and preparation of training facilities.

5.11 Security Scope

Security Scope is the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

- No specific deliverables associated with this scope

5.11.1 Security Assumptions

- Licensee's Security Administrator will complete the Security Administration learning lab prior to the Security Accelerator design sessions.
- Licensee is responsible for ensuring that all security designs and implementation meet or exceed their security, regulatory and audit requirements.
- Security requirements included in scope are limited to the standard capabilities of Infor Security.

5.12 Go-Live Scope

Go-Live support is the work required to complete the cutover, Go-Live and post Go-Live tasks for the period of time described below. "Go-Live" is defined as the first time Licensee uses the Licensed Software to process data in Licensee's live production environment.

- Specific deliverables and completion criteria as listed in Section 5.13.
- The Vendor will develop a cutover plan in collaboration with Licensee.
- The Vendor will provide 944 hours of post go-live support at the direction of the Licensee, Post go-live support to be provided in a blended onsite and remote model. The post go-live support period is planned for 13 weeks in order to span sufficient billing cycles. Licensee will be supported by the Vendor Project Manager, Application Consultant, Technical Consultant and Solution Architect. During the first two weeks the Vendor estimates approximately 3 FTE's. Activities during this period include
 - Assess Production Performance
 - Conduct Optimization Review
 - Collect, Assess & Refine KPI Measurements
 - Prepare Post Go Live Training Recommendations
 - Resolve Production Problems
 - Monitor and Respond to System Problems
 - Define Support Transition Details
 - Update Internal Infor Systems
 - Participate in Support Handover Meeting
 - Deliver Lessons Learned Log
 - Monitor Change Management Activities - Optimize
 - Monitor Executive Sponsorship Program
 - Conduct Communication Campaign
 - Implement Job Transition Plan
 - Implement IT Transition Plan
 - Measure Organizational Change Effectiveness
 - Plan for Future
 - Determine Future Functional Enhancements
 - Plan Enhancements

5.12.1 Go-Live Support Assumptions

- If Licensee is not ready to Go-Live upon completion of the Services described in this SOW, additional Services and training may be required, which would be subject to a mutually agreed upon and executed Change Order.
- The Vendor Project Manager will work together with the Licensee Project Manager to develop a joint post Go-Live support resource plan.
- Licensee Core Team will provide first line support to Licensee end users.
- The Vendor consultants will support the Licensee Core Team with resolution of process questions and provide the vendor application assistance where required subject to the Go-Live consulting hours above.

5.13 Project Deliverables and Activities Required for Acceptance

The Vendor will implement the Project's Phase Two following the Vendor Deployment Methodology. Phase Two will follow the five stages: Inception, Elaboration, Construction, Transition and Optimize. The project management discipline spans all five stages. The Vendor will execute consistent activities/deliverables in each project stage and in the project management discipline. The table below outlines these standard activities/deliverables.

Table 17: Project Deliverables

Stage	Deliverable	Description
Inception	Project Kick Off Meeting	Introduce the project participants and align them with the project.
Inception	Conduct Initiation Meetings	The Vendor will lead the alignment session with the Licensee that align the overall program with The Vendor recommended best practices, data management and organizational elements in line with the schedule outlined above.
Inception	Conduct Project Team Training	Deliver Project Team Training to core project team members.
Inception	CIS Data Migration Workshop	The Vendor will conduct a data migration workshop which validates conversion scope and will introduce Licensee to the standard approaches used to convert data into an Infor database.
Elaboration	Configure Applications Prototype	Define the application setup parameters to support the in-scope business processes utilizing the information obtained during the Business Process Review and using The Vendor's Best Practice recommendations to create the "To-Be" processes.
Elaboration	Business Process Design	<p>During Elaboration, the to-be CIS business processes will be reviewed and documented with process maps and/or process narratives. The following list of processes is representative, but may be modified as needed during the project:</p> <ul style="list-style-type: none"> • Managing Addresses and Parcels • Managing Accounts and Contacts • Meters and Assets (including exchanges and reading review) • Move In / Account Setup • Calculate Water Charges • Calculate Sewer Charges • Calculate other Service Charges (Backflow, Surcharges, IPP) • Generate Billing Statement Output • Take a Payment / Pay Cashier/ Payment file upload • Collect Debt/Report Lien/ Foreclosure • File Bankruptcy • Send Service Request • Send Correspondence (Payoff, Notices, etc.) • Access Dynamic Portal / Acct Inquiry
Elaboration	Conduct Conference Room Pilot	Run through business process scenarios (test cases) and document results

Stage	Deliverable	Description
Elaboration	Define Gap Resolutions	Review alternative solutions to resolve gaps and define resolution.
Construction	Sample Data Load	In three iterative data migration runs, sample tests will be done as early as possible to help ensure the end-to-end processes reliant on CIS Billing data are working correctly. The Vendor will provide exception reports to support Licensee review Note: Third iteration happens during Transition Stage
Construction	End User Training Plan and Design	Following Training Needs Analysis, The Vendor documents end user training and documentation needed for end user rollout.
Construction	End User Training Content and Procedures	The Vendor and Licensee collaborate to create end user training and documentation per agreed upon design.
Construction	Prepare the Configuration Documentation	Documentation for system configuration and defines which business process requirements are met by the configuration
Construction	Develop System Integration Test Cases	The Vendor will provide baseline testing cases where available. System Integration Test cases specify the instructions to validate the interactions and interfaces between the implemented system and other systems in the Licensee's environment
Construction	Conduct System Integration Test	System Integration Test is performed per the System Integration Test Plan and using the System Integration Test cases. Defects are logged and addressed.
Transition	Support User Acceptance Test	User Acceptance Test is performed by Licensee users. System Test and System Integration Test cases are used as foundation and may be enhanced by users. Defects are logged and addressed.
Transition	Deliver End User Training	The Vendor delivers end user training per Training Plan.
Transition	Production Data Conversion Run	The Vendor will convert data to Production as part of cutover plan execution
Transition	Prepare the Implementation and Transition Plan Document	Go-Live and transition planning document outlining the technical Go-Live activities, end user communications and all other associated Go-Live procedural steps
Transition	Conduct Go-Live Readiness Review	Conduct a formal, and systematic review of the system in terms of assessing Go-Live readiness
Optimize	Post Production support	Provide support to initial production operation
Optimize	Final Project Closure	Final transition to Infor Support and completion of the Vendor services

6. PHASE THREE: CDR SCOPE

6.1 Functional Requirements

The Vendor will migrate the current production Hansen 7 CDR (Development Services) implementation to Infor Public Sector Suite version 11.2. The migration effort includes:

- Assessment of current implementation
- Creation of up to 9 application types either converted applications from production for CDR in Hansen 7 to IPS 11.2 or new application types developed during the business process review.
- One of the new application types will be to create the existing IPP Database (permit) functionality within the CDR modules and convert the existing data into IPS.
- Conversion of current Hansen 7 production data to IPS 11.2
- Refactoring of reports currently in use by the Licensee to use the IPS database structure (number of reports estimated at 10)
- Upgrade the Hansen 7 GIS tools to IPS 11.2 GIS tools
- Implement the IPS Field Inspector for Inspections

The Vendor will replace any existing business processes within Hansen 7 or embedded within the SQL Server database with IPS configurations and formulas to alter IPS core functionality.

Product extensions are not included in scope.

The following table outlines the processes and associated responsibilities of the Vendor and Licensee and activity requisites for the elaboration of requirements for and the configuration of the applications in scope.

Table 18: Process and Associated Responsibilities

Activity	Role	Description	Activity Requisites
Plan and schedule sessions to review Hansen 7 configuration and processes	Vendor Responsible	The Vendor coordinates planning and scheduling of sessions to review with each department.	Licensee SME resources available for review sessions.
Hold sessions to review Hansen 7 configuration and processes	Vendor Responsible	Conduct review of Hansen 7 configuration and processes for IPS configuration.	Review session planned and scheduled with agenda of requirements to be discussed.
Develop functional design specification	Vendor Responsible	Definition and documentation of the configuration for new system.	Licensee qualified personnel to provide requirements definition
Approve specification	Vendor Assists	The Licensee will review the functional design specification with the Vendor and agrees that the functional design will correctly deliver the specified functionality. All configuration assumptions will be discussed and agreed upon. The Licensee approves by signing the functional design specification document.	The Licensee has understood and signed off on the functional design specification.

Activity	Role	Description	Activity Requisites
Develop	Vendor Responsible	The Vendor configures per the functional design document.	Licensee contributes input Functional design document has been approved by Licensee
Perform unit test	Vendor Responsible	The Vendor executes unit test to confirm that the functionality complies with the specifications. Issues are corrected by the Vendor.	Licensee qualified personnel available for questions or input as needed.

6.2 Business Review Scope

The “Business Review Scope” refers to the discovery of the current use of Hansen within the CDR environment. Items discovered in interviews with the Licensee will be added to the “As-Is” portion of the Business Process Review Document (“BPR”).

Included in this effort will be interview sessions for each application type to go over the “As-Is” and “To-Be” processes with the client and then mockup and solution sessions will be held to demonstrate and/or review potential updated work flows. Each application type session will include: the configuration of the IPS system which includes IPS setup, forms, and work flow; reports related to the application type; integration points; and data conversion. Any changes that are deemed necessary will be added to the BPR during this review of the solution. Similar sessions will be held for any new application types deemed needed and be added to the BPR document. High Level items included in the BPR will be itemized in the deliverable section of this phase.

The Licensee has noted that some of the application types currently active in Hansen V7 are not used or used properly. The Vendor and Licensee may decide to create new application types instead of migrating the legacy application type. A one-to-one trade between a migrated application type and new application type will take place at no additional change request. If a new application type is created over an existing one, the legacy data will not be migrated to the new IPS system.

The Vendor will attempt to mock up some solutions for the To-Be processes where possible along with showing Best Practices in IPS and where possible get approval to proceed with these enhancements. This will not be a complete application type setup, but provide some key points where necessary.

The BPR document once completed and approved by both the Vendor and Licensee will be the Vendor’s roadmap in the creation of the configurations within IPS and act as the requirements in the Test Plan to be used during all Unit, System, and User Acceptance Testing.

6.2.1 Business Review Assumptions

- Licensee will need to have the Development Services department readily available for interviews and prepared with current business flows.

6.3 Configuration Scope

The “Configuration Scope” refers the creation of the business requirements and flows with IPS to mimic the Licensee’s requirements within the IPS system. Configurations are made via the IPS Suite Tools such as the CDR Application Type Setup, Content Manager, Schema Manager, and Workflow Manager.

With the approval of the BPR mentioned in section 6.2, this will serve as the roadmap for the Vendor to create these configurations. Configurations can be but not limited to application type setups, screen/form changes, schema modifications adding new table/columns, workflow and formula scripts to create business rules and processes.

Along with global type of configurations, every user has the ability to make modifications to the look and feel of the IPS system. Once the Licensee has been taught how these configurations work during the project team training, it will be up to the Licensee to decide how much of this will be taught to the end users and how much this should be restricted via access control.

6.3.1 Configuration Assumptions

- The number of changes any agency might have can be endless and the Vendor has scoped what is appropriate for a client of this size. If for any reason the number of requests surpasses the allocated time frame, the Licensee will have to prioritize which configurations will be done by the Vendor and which will be handled by the Licensee at a future date or if both parties decide best to create a change request to add the additional time.

6.4 Data Migration and Conversion Scope

“Data Migration and Conversion” means the efforts associated with the analysis, transformation/mapping, loading and reconciling of current or historical data from Licensee’s legacy system to the new target system, whether by manual or programmatic methods. The Data Migration and Conversion tasks identified below are within the Vendor’s project scope.

Included in this effort will be the development of a data migration strategy in collaboration with Licensee that will provide recommendation on data to be migrated to new database, and data to be archived in a separate repository for future use. The Vendor will conduct a data migration workshop which validates conversion scope and introduces Licensee to the standard approaches used to convert data into an Infor database.

- The Vendor is responsible for migration of all legacy data from Hansen 7 CDR and configuration parameters, where applicable, and agreed upon in the Data Migration Strategy.
- Licensee is responsible for the following:
 - Providing personnel that have experience and knowledge of existing source system
 - If and where the conversion method is manual, Licensee is responsible for performing the data preparation and data entry, with guidance and support from the Vendor.

6.4.1 Data Migration / Conversion Roles and Responsibilities

The following table outlines the processes and associated responsibilities of the Vendor and Licensee and activity requisites for all Data Conversions (specific deliverables and completion criteria are listed in Section 3.2):

Table 19: Data Migration / Conversion Scope

Activity	Role	Description	Activity Requisites
Develop Migration Strategy and Conversion Plan	Vendor Responsible	<p>Define strategy for migration of data from legacy source system (Hansen v 7) to target source system database.</p> <p>Define what data will be migrated and the strategy for storing/archiving data that will not be migrated.</p> <p>Develop data conversion project plan containing tasks, duration, resources required, and schedule.</p>	Licensee qualified personnel to contribute input to and approve the data migration strategy and plan.

Activity	Role	Description	Activity Requisites
Data Mapping	Vendor Responsible	Provide template and specifications for field mapping and translation from the legacy system (or staging) tables to target source tables.	Licensee's qualified personnel with knowledge of Hansen schema.
Extract data from legacy applications	Vendor Responsible	All activities involved in extracting data from current data source as required by Data Mapping Requirements	Data mapping requirements complete
Design Migration / Conversion Routines	Vendor Responsible	Technical design documents for the conversion routines are created based on the data mapping requirements and migration strategy.	Licensee qualified personnel to support.
Develop Data Migration / Conversion Routines	Vendor Responsible	Programming and unit testing of the migration / conversion routines.	Licensee qualified personnel to support.
Determine data that will need to be manually loaded.	Vendor Assists	Where the conversion method is manual, the Licensee is responsible for performing the data preparation and data entry. The Vendor will provide templates and guidance.	Licensee qualified personnel to support. The Vendor provides advice and guidance
Transform Data	Vendor Responsible	The legacy data is transformed into the new data base structure. New fields are created and populated. The Vendor performs a data conversion for testing, and a rehearsal conversion prior to final data conversion.	Licensee qualified personnel to support.
Test Data within critical business processes	Vendor Assist	Process Owners will test the critical business processes using sample data during the Acceptance Test. The Vendor will provide sample test scenarios that will be tailored by the Licensee and used for all testing The Vendor provides advice and guidance	Environment available for testing and Licensee qualified personnel
Data Cleansing and Rationalization	Vendor Assist	All data fields will be reviewed by the appropriate qualified business owner to ensure that data is accurate and meets the business requirements. The Vendor provides advice and guidance	The Vendor will provide exception reports to support Licensee review. Data fields will be reviewed by the appropriate Licensee business owner to ensure that the data is accurate and meets the business requirements.

Activity	Role	Description	Activity Requisites
Perform Live Migration	Vendor Responsible	Live data migration	Conversion testing completed

6.4.2 Data Migration and Conversion Assumptions

- The Vendor will convert all necessary data pertaining to the CDR project including: application type data, inspections, reviews, fees, conditions, and relational data between any of the before mentioned items.
- The Vendor has scoped a full test, second revised test, and go-live data conversion in this phase.
- The Vendor does not convert any access control and/or privileges between systems. This will be a manual operation undertaken by licensee with the support of the Vendor.
- Where the conversion method is manual, Licensee is responsible for performing the data preparation and data entry.

6.5 GIS Scope

Infor Public Sector Software is highly integrated with GIS. IPS features full integration to standard ESRI MapServices. These maps are interactive from both the web application and from the Mobile application.

From Mobile

- Submit Service Requests, Create cases, result CDR inspections
- Show Nearby work
- Review GIS Attributes in the Field from the Map.
- Get Directions to the next work location.

From the Web Application

- Create Applications, create and manage Service Requests

IPS leverages ESRI routing capabilities to optimize daily work schedules. For clients that use the Field Inspector mobile application there is offline mapping capability that allows users to continue full use of the application including map without a data connection.

In addition to the GIS integration described the table above, the Vendor will configure IPS such that the GIS system can be used as the source of reference for:

- Property
- Parcels
- Other geographic information (wards, districts, inspection areas, pressure zones, etc.)
- Assets for permitted work

Synchronization is based on mappings created in the Create GIS Mapping form with this IPS version. Each mapping specifies an IPS component and the corresponding GIS layer, and indicates how specific fields in each dataset are mapped to each other.

Updates to the location information will be pushed to IPS through the IPS GIS Synchronization Tool. This enables import of location-based records such as addresses and parcels and comparisons between IPS and GIS database.

Setup of the synchronization tool will be completed in the CMMS phase with the GIS layers required to support the configuration of CDR completed in phase 3

The Vendor will configure MapDrawer for use by the IPS application and Mobile in this phase.

6.6 Infor Field Inspector (Mobile) Scope

The Vendor will conduct requirements gathering sessions with subject matter experts, including field personnel, to capture requirements and to review the delivered user interface. Delivered searches will be reviewed and field personnel will provide input into additional Licensee-specific searches required to enable future state processes. The Vendor will configure the Infor Field Inspector (Mobile) application for:

- CDR – Inspections generated in IPS and assigned to permit and case inspectors

The configuration for Phase Three will leverage configuration performed in the initial setup in Phase One.

The Vendor will configure the base application and:

- Up to three Licensee-specific searches specific to CDR
 - Included product searches are My CDR Inspections (Changes by CDR module type), Nearby Department, Nearby Open, Nearby Closed, Unassigned, Supervisor's Building Inspections, Open CDR Inspections (Changes by CDR module type, Today's Work
- Information configured on detail pages required for IPS users to appear on the devices
- Fields on cards and Viewers are limited to those in the core product
- Offline mode will be configured for each module use case. The store and forward capability is available for CDR inspections and service requests. The inspector can sync when they have a connection and then operate offline, finding the work/inspection, adding details, photos, results, resource usage, etc and it stores locally, on the device, until the connection is available(of the user can decide to operate in this mode by default)
-
- All CDR Inspection types configured in IPS will be available on the mobile devices as required

The Field Inspector mobile application also includes a GIS viewer that integrates with the GPS on the mobile device. Functionality to view and route work assignments on the map will be enabled.

6.6.1 Field Inspector (Mobile) Assumptions

- No customizations to the Field Inspector layouts are included in scope
- The Vendor will recommend the firewall configuration required for Field Inspector to operate. The Licensee will be responsible for configuration of the infrastructure required for Field Inspector.
- The Field Inspector Application will be installed on certified devices by the Licensee. The Field Inspector Application is accessible on Android, iOS, and Windows devices.

6.7 Testing Scope

“Testing” is the verification that a newly created item in the project matches with the specifications outlined in the scope documentation. This is an integral part of almost every step of the project plan. Various types of testing are taken place during specific stages of the project. Stages in which testing will take place are but not limited to:

- Configuration
- Data Conversion (Note as the configurations are completed for migrated application types, the data conversion for that application type is also completed so much of the testing will be application type setup in conjunction with the data conversion to permit testing with actual data)
- Field Inspector
- Report Development
- Go-Live

Within each of these different stages, a subset of the following types of testing will take place:

- Unit Testing

- Integration Testing
- System Testing
- System Integration Testing
- User (or System) Acceptance

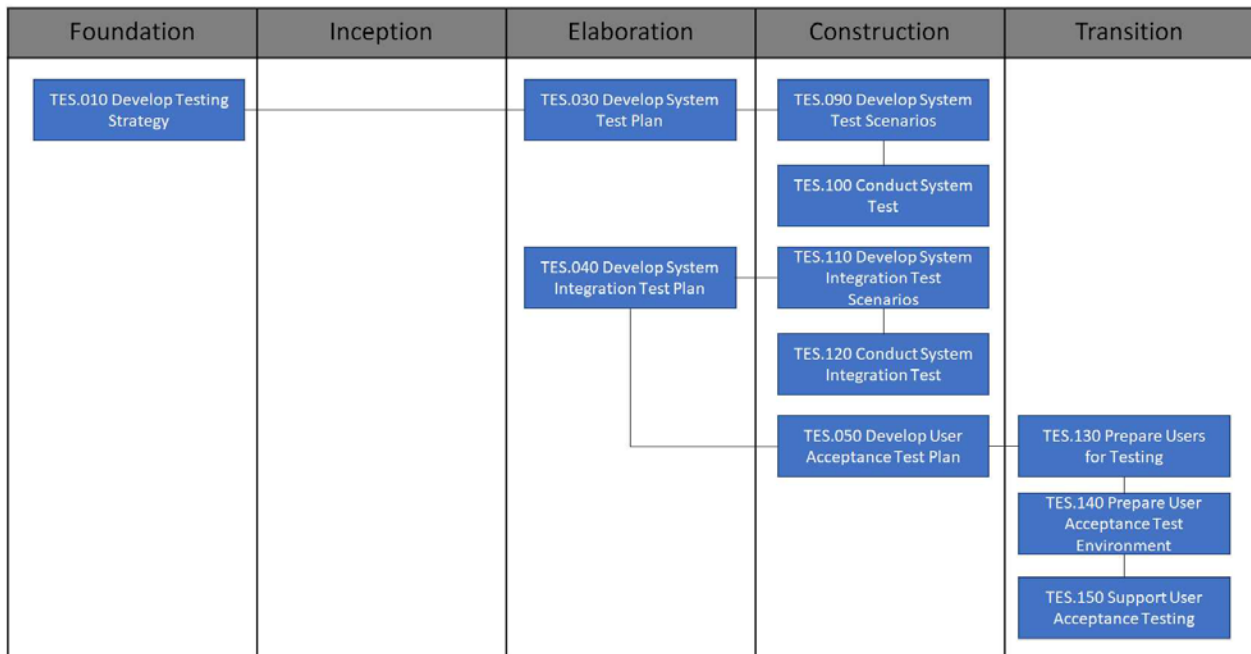
In addition to over-arching test planning, test-related activities for each test cycle includes the following:

- Test Planning
- Development of Test Scenarios
- Execution of Test Scenarios
- Documentation of Test Results
- Test Issue Resolution
- Test Phase Sign-off

Acceptance testing criteria will be jointly agreed by Vendor and Licensee.

The following diagram summarizes the testing activities proposed and their respective phase of the project.

Figure 3-1. Testing Activities by Phase



The following outlines how testing will be approached for this Project, test-related roles and responsibilities and typical areas in which this type of testing can usually be found:

Unit Testing:

Description/Purpose: Unit testing validates individual units or components of custom code. Regardless of the system, units are generally considered to be the smallest parts of an application that can be tested for their functionality. Unit testing validates that the individual custom components are fit-for-use and function correctly to meet the relevant technical specifications.

For the purpose of Project roles and responsibilities, Unit Testing is assumed to be performed by the same individuals responsible for development, unless stated otherwise.

Typically this type of testing can be found in: Configurations (application setup, content manager, schema manager, work flow); Data Conversion; Field Inspector; and Report Development.

Integration Testing:

Description/Purpose: Integration Testing validates the integration of multiple units of custom code or components. Integration testing validates that when the individual custom components are combined, the interfaces between the individual units or components function correctly per the technical specifications.

For the purpose of Project roles and responsibilities, Integration Testing is assumed to be performed by the same individuals responsible for development, unless otherwise stated.

Typically this type of testing can be found in: Field Inspector

System Testing:

Description/Purpose: System testing means testing the components of standard and developed code for an individual business process, tested in an isolated manner.

For the purpose of Project roles and responsibilities, System Testing is assumed to be performed by the Vendor and Licensee teams under guidance from Vendor. The Vendor shall define the scope of the tests in conjunction with the Licensee

Typically this type of testing can be found in: Configurations; Data Conversion; Field Inspector; and Go-Live.

System Integration Testing:

Description/Purpose: System Integration Testing includes testing the business processes tested during System Testing but tested in a complete end-to-end manner.

For the purpose of Project roles and responsibilities, System Integration Testing is assumed to be performed by the Vendor and Licensee teams under guidance from Vendor. The Vendor shall define the scope of the tests in conjunction with the Licensee

Typically this type of testing can be found in: Field Inspector; and Go-Live.

User (or System) Acceptance Testing:

Description/Purpose: User Acceptance Testing is the final phase of functional testing, validating the business process to be used post go-live.

For the purpose of Project roles and responsibilities, User Acceptance Testing is assumed to be performed by the Licensee teams under guidance from the Vendor. Licensee shall define the scope of the tests in conjunction with the Vendor. User Acceptance Test cases should be based on the Licensee business processes and developed by the Licensee

Typically this type of testing can be found in: All stages.

6.8 Extensions and Modifications Scope

“Extensions and Modifications” refer to the modification of delivered Infor objects, or the creation of new objects to extend functionality.

This Project is based on the implementation of commercial off the shelf software (COTS). Unless otherwise identified in this section, the scope of the Project will only implement standard, unmodified, functionality.

The vendor is not allowed to modify the product source code, so that is not a possibility for any customer. Tools that are available and included in the scope are not considered extension. The included Infor tools cover the majority of implementations and use cases.

6.9 Reports Scope

This section covers Reports development related to the implementation of CDR. This development will include the following:

- The Vendor will assess current reporting and provide recommendations for improving current state. Such review may include determining whether reports are still required.
- Report development scope and deliverables will be mutually agreed upon, and the Vendor has included up to 10 reports. Includes review of current reports, as well as showing Licensee what reports will be available from the new version. This pool of reports may also be used to develop new reports at the direction of the Licensee.

The Vendor will plan and schedule sessions to review reporting requirements with applicable department(s) personnel. In these meetings, The Vendor will lead Licensee in conducting review of current reporting and provide strategic guidance in evaluating and prioritizing reporting requirements.

The Vendor will document recommendations for improving upon current reporting and the plan for implementing reports in the new system. Then the Vendor will document functional design specifications which define new reporting requirements in detail. All configuration assumptions will be discussed and agreed upon.

Upon signoff of functional specifications, the Vendor will configure reporting per the functional design specification document and will execute unit testing to confirm that the reports are working as expected using sample data. After resolving any issues that may be identified during unit testing, The Vendor will deliver the report to the test environment for integration testing. The Vendor will perform integration testing to validate that the reports perform in an integrated environment to support the future state business processes. After validation during integration testing, the reports are turned over to Licensee to perform acceptance testing.

6.9.1 Report Assumptions

- Licensee SME resources available for review sessions.
- Licensee qualified personnel to provide requirements definition
- The Licensee is responsible for understanding and signing off on the functional design specification before report development will begin.
- Acceptance testing on reports will be performed by Licensee personnel in an environment that is representative of production.

6.10 Project Team Readiness and Training Scope

“Project Team Readiness and Training Scope” means the efforts related to preparing Project team members, or Core Team, with the skills and competencies required for their roles on the Project and to sustain the solution/system post go-live. The following table lists formal in scope Education events.

Table 20: Education Events

Course Title	Duration (Days)	Proposed Delivery Mode	Number Attendees
Infor Public Sector: CDR Overview	3	Private Training Workshop	10

6.10.1 Project Team Training Assumptions

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

- If in-person instruction is restricted, the Vendor will deliver workshops virtually. Licensee will provide attendees with computer workstations with access to Licensee environment (as applicable) and either headsets or a private room during class time.
- Private Training Workshops are not formal training and may not include materials or training environment.

6.11 End User Training and Documentation

The End User Training Strategy defined in the Foundation Phase defines the scope for the design, development and delivery of training to end-users. The End User Adoption and Training tasks, work products and events identified below are within the Project scope for Phase 3.

Table 21: End User Training Deliverables

Activity or Work Product	Description
Training Content and User Procedure Development	<p>For each course identified in the High-Level curriculum, a Detailed Course Design work product will be developed that provides performance objectives, course module level objectives and activity outlines, planned demonstrations/exercise, durations, and assessment /evaluation approaches. Based on signed-off Detailed Course Design work products, training course material work products will be developed.</p> <p>Estimated training components for Phase Three are:</p> <ul style="list-style-type: none"> • eLearning: up to .5 finished hours of content • MicroLearning Videos: Videos developed in Phase Two apply to Phase Three • Instructor-led Training/Virtual ILT Course Materials: up to 6 delivery hours of content; some content developed in Phase Two applies to Phase Three • Knowledge Transfer Workshop Agendas: Agendas developed in Phase Two includes 32 hours of content for the IT Team used in Phase Three • User Procedures/Simulations: up to 12 <p>The Vendor and Licensee will jointly lead these efforts. Licensee will provide a resource to assist in the development of the above-mentioned training content.</p>
Training Deployment (Roll-out) Plan	<p>This work product provides a plan to address the activities and preparations that must occur for a successful training delivery. Topics in the deliverable include trainer preparation and communications, printing and distribution, training room preparations, course enrollment and scheduling, and training communications and support. Licensee will lead this effort with contribution from the Vendor.</p>
Training Deployment / Delivery Logistics	<p>These activities include executing the training deployment plan to include training room preparation, user enrollment and scheduling, printing/shipping of course materials, trainer management, training program communications, and troubleshooting during training delivery. Licensee will lead this effort.</p>
Training Delivery	<p>These activities entail the preparation for, and delivery of the Project developed courses to end-users in a classroom or virtual setting. The Vendor will lead this effort. The Vendor strongly encourages Licensee SMEs to participate as part of planning for a Sustainable Learning Program.</p>

EUT Assumptions

- Scope for end user training and documentation deliverables is validated during the Foundation Phase.
- Licensee will provide a Training Lead to serve in an advisory role into the business, participate in and lead review/sign-off of deliverables, and lead Licensee training responsibilities. Licensee should assume .75 – 1.0 FTE during the months in which training development is in progress through the conclusion of all end-user training sessions.

- Training deliverables will be prepared and delivered in American English only. The Vendor has the capability for language translation but it is not included in the price. The Vendor can scope and provide pricing upon request.
- The Vendor developed instructor-led course material will consist of Instructor Guides with Demonstration Packets, Instructor Facilitation Slides/Concept Slides, Participant Guides with Exercise Packets, and Quick Reference Guides.
- The Vendor developed course materials will be developed using Microsoft Word, PowerPoint, Excel, and Infor UAP. Microlearning, eLearning, User Procedures and Simulations will be developed using Infor UAP, or another agreed upon tool.
- If UAP is not purchased from Infor, Licensee is responsible for obtaining agreed upon tool(s) to be used in the development of training material and organizing training from the Vendor on the tool for Licensee resources.
- Licensee is responsible for providing Business Area Subject Matter Experts to provide guidance/knowledge for the development of course material, and to participate in course material review cycles.
- Licensee will provide project related materials to assist with training development which includes test cases with data and if possible, perform an initial UAP recording while completing transactions during Conference Room Pilot which will be leveraged for content creation.
- Licensee is responsible for providing and maintaining a webserver or LMS to host training materials and simulations, if desired. Licensee is responsible for the loading and testing of the eLearning courses and other training content it decides to add to their LMS.
- Licensee will be responsible for providing and supporting a training environment to be used in the development of training materials and to deliver end-user training. During training delivery this environment will be used to support demonstrations and exercises. Licensee will be responsible for providing an environment that contains base data to support demonstrations and exercises. Security and administration of user IDs will be a Licensee responsibility for all relevant users (e.g., students, trainers, content publishers, systems administrators, etc.).
- Licensee is responsible for all Training Delivery logistics. This is to include, but not limited to, enrolling and scheduling of trainees and trainers, printing and shipping of course materials, and obtainment and preparation of training facilities.

6.12 Go-Live Scope

Go-Live support is the work required to complete the cutover, Go-Live and post Go-Live tasks for the period of time described below. "Go-Live" is defined as the first time Licensee uses the Licensed Software to process data in Licensee's live production environment.

- Specific deliverables and completion criteria as listed in Section 6.14
- The Vendor will develop a cutover plan in collaboration with Licensee.
- The Vendor will provide 160 hours of post go-live support at the direction of the Licensee, Post go-live support to be provided in a blended onsite and remote model. Currently the vendor is projecting 1 vendor resource committed full time for four weeks starting at the Go-Live. Any major defects would be found in this allotted time and if the need for more time is required after this, a change request can be added.

6.12.1 Go-Live Support Assumptions

- If Licensee is not ready to Go-Live upon completion of the Services described in this SOW, additional Services and training may be required, which would be subject to a mutually agreed upon and executed Change Order.
- The Vendor Project Manager will work together with the Licensee Project Manager to develop a joint post Go-Live support resource plan.
- Licensee process owners and key users will provide first line support to Licensee end users.

- The Vendor consultants will support the Licensee Core Team with resolution of process questions and provide Infor application assistance where required subject to the Go-Live consulting hours above.

6.13 Security Scope

Security Scope is the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

- No specific deliverables associated with this scope

6.13.1 Security Assumptions

- Licensee’s Security Administrator will complete the Security Administration learning lab prior to the Security Accelerator design sessions.
- Licensee is responsible for ensuring that all security designs and implementation meet or exceed their security, regulatory and audit requirements.
- Security requirements included in scope are limited to the standard capabilities of Infor Security.

6.14 Project Deliverables and Activities Required for Acceptance

The Vendor will implement the Project’s Phase One following the Vendor’s Deployment Methodology. Phase Three will follow the five stages: Inception, Elaboration, Construction, Transition and Optimize. The project management discipline spans all five stages. The Vendor will execute consistent activities/deliverables in each project stage and in the project management discipline. The table below outlines these standard activities/deliverables.

Table 22: Project Deliverables and Activities

Stage	Activity / Deliverable	Description
Inception	Project Kick Off Meeting	Introduce the project participants and align them with the project.
Inception	Conduct Initiation Meetings	The Vendor will lead the alignment session with the Licensee that align the overall program with the Vendor recommended best practices, data management and organizational elements in line with the schedule outlined above.
Inception	Conduct Project Team Training	Deliver Project Team Training to core project team members.
Elaboration	Conduct Business Review Sessions	Interview and document the As-Is and To-Be processes and create and approve the BPR.
Elaboration	Define Gap Resolutions	Review alternative solutions to resolve gaps and define resolution.
Construction	Prepare the Configuration Documentation	Documentation for system configuration and defines which business process requirements are met by the configuration. The BPR will include items such as: <ul style="list-style-type: none"> • Current Business Flow and Requirements for each existing application type to be migrated. • Current data elements used both standard and customized. • Current database triggers and stored procedures dealing with the

Stage	Activity / Deliverable	Description
		<p>CDR modules.</p> <ul style="list-style-type: none"> • New Business Flows, IPS Workflows, and Requirements that the Licensee wishes to use going forward relating to migrated application types. • New Requirements for new application types to be developed. • New Screen Layouts and data elements to be used going forward.
Construction	Prepare Data Mapping of CDR data	Document the Legacy data to IPS to provide a mapping structure.
Construction	Configure Application Types	Configure the application types as described in the BPR.
Construction	Test Data Loads	Two full test data conversions will be processed to allow for accuracy and use during configuration testing and training.
Construction	End User Training Plan and Design	Following Training Needs Analysis, The Vendor documents end user training and documentation needed for end user rollout.
Construction	End User Training Content and Procedures	The Vendor and Licensee collaborate to create end user training and documentation per agreed upon design.
Transition	Support User Acceptance Test	User Acceptance Test is performed by Licensee users. System Test and System Integration Test cases are used as foundation and may be enhanced by users. Defects are logged and addressed.
Transition	Deliver End User Training	The Vendor delivers end user training per Training Plan.
Transition	Production Data Conversion Run	The Vendor will convert data to Production as part of cutover plan execution
Transition	Prepare the Implementation and Transition Plan Document	Go-Live and transition planning document outlining the technical Go-Live activities, end user communications and all other associated Go-Live procedural steps
Transition	Conduct Go-Live Readiness Review	Conduct a formal, and systematic review of the system in terms of assessing Go-Live readiness
Optimize	Post Production support	Provide support to initial production operation
Optimize	Final Project Closure	Final transition to Infor Support and completion of the Vendor services

7. PROJECT APPROACH

7.1 Implementation Methodology

The Vendor will leverage the product capabilities of IPS 11.2 to replicate the business functionality of the current Hansen 7 production system. Advanced configurations and formulas will be used where necessary to meet the requirements.

Additional capabilities and process changes shall be limited to those available in the core IPS product. Formulas will not be implemented that alter the core functionality of the IPS application. Product extensions are not included in scope.

The Vendor Deployment Method will be used as the overall governing methodology for all project related work for the project activities associated with implementing the scope described herein. The Vendor Deployment Method has five stages: (1) Inception, (2) Elaboration, (3) Construction, (4) Transition and (5) Optimize. For this project, these stages will consist of:

1. Inception Stage

The specific activities that are part of the Inception stage are:

- Phase kick off
- Core project team training
- Review outcomes from Foundation
- Plan and schedule sessions to review Hansen 7 configuration and processes
- Hold sessions to review Hansen 7 configuration and BPR sessions to review processes

2. Elaboration Stage

The specific activities that are part of the Elaboration stage for this project are:

- Prepare and present business requirements documentation addressing interfaces, reporting, and application configuration in scope, and obtain sign off
- Perform Detailed Process Design (BPR)
- Prepare and present data migration strategy recommendation and plan, and obtain sign off
- Build Prototypes for new configuration and present in Conference Room Pilot
- Develop functional design specification
- *Phase Two Only:* Prototype, Sprints, and Conference Room Pilot

During the Elaboration Stage of Phase Two, the Vendor will build a prototype based on the common account types used as identified with Licensee. The prototype will be presented in a conference room pilot format and may be repeated until requirements are iterated and finalized in the Must have, Should have, Could have, Won't have (MoSCoW) list. The Vendor will determine the scope and iterations needed to establish the level of understanding needed. Prototype will evolve through the configuration sprints to capture the requirements and perform functional review by the Licensee.

3. Construction Stage

The specific activities that are part of the Construction stage include:

- Configuration and unit testing (continuing in sprints)
- System integration testing for the application and integration to external systems
- Data migration rehearsals
- End User Training

4. Transition Stage

The specific activities that are part of the Transition stage for this project include:

- User Acceptance Testing
- Final Data Conversion
- Go-Live support

5. Optimize Stage

The specific activities that are part of the Optimize phase for this project:

- Post-production support
- Project closure, lessons learned, and transition to Infor Support

7.2 Project Governance

Project governance is a key element of effective project management. The following governance processes and assumptions shall apply for this Project:

- **Project Management Plan:** A Project Management Plan (PMP) will be developed and maintained throughout the course of the Project, and will govern how the Project will be run in terms of Project and Project management controls and processes, including scope management, work management, risk, stakeholder management, issue and problem management, communication management, staff management, configuration management and quality management.
- **Project Sponsorship and Executive Involvement:** Licensee will assign a single Sponsor and will designate a Steering Committee. The role of the Executive Sponsor and Steering Committee will be to lead setting the goals and scope of the Project, and over-arching Project leadership and decision-making, including:
 - Assume ultimate responsibility for the Licensee Project team's success.
 - Communicate Project directives and objectives.
 - Provide timely and effective resolution to issues escalated by the Project team.
 - Designate and assure commitment of resources throughout the Project to ensure Project success.
 - Determine Project priorities and approve all changes to Project scope.
 - Provide final review and approval of Project deliverables and milestones.
 - Monitor Project quality and integrity with respect to business goals.
 - Provide positive leadership and ongoing support to all Project team members.
 - Identify and communicate any issues of concern throughout the course of the Project.
 - Participate in monthly Steering Committee meetings.
 - Be available to the Project to resolve issues that the Project management team cannot resolve in a timely manner.
- **Monthly Steering Committee Reports and Meetings:** Steering Committee meetings comprised of the Vendor and Licensee senior management will occur on a minimum monthly frequency and upon request by the Vendor within two (2) weeks of notice to review the status of the Project and provide escalation and decision-making as needed. A Steering Committee Status Report may outline high level Project progress, health, status, risks, issues, and decisions and barriers requiring the attention of the Steering Committee. This report is a collaboration of both the Vendor and Licensee Project Manager. The Vendor Project Manager will create the initial draft and the Licensee will review and add any additional information specifically dealing with the agency.
- **Weekly Status Reports and Meetings:** A weekly Project status report will be issued, and weekly status meetings will occur for at least one (1) hour every week. Additional meetings will occur as mutually agreed between the Vendor Project Manager, Licensee Project Manager and key Project participants. The status report and associated meeting will focus on overall Project status and deliverables, issues/at risk items, key decisions, Project plan review/updates, escalations, and overall Project status as compared to plan.

- **Project Issue Escalations:** From time-to-time, issues that are negatively impacting Project progress will arise that require urgent Licensee attention. The Vendor Project Manager will act as the point of escalation in these circumstances, and will expect the following turnaround times from Licensee's Project team:
 - Urgent questions/requests where Project progress is being negatively impacted but is not halted – 2 business days.
 - Critical questions/requests where Project progress is blocked – 1 business day.
- **Project Change Control Process (in Scope Management Plan):** Deviations that arise during the proposed Project will be managed using the Project Change Control Process outlined below.

Changes could include, but are not limited to, changes in costs, timing, scope, or deliverables. The Change Control Process will be invoked before any unplanned or out of scope work is executed or any work is completed outside Licensee's regular business hours. Any additional effort/costs as a result of such work would be subject to the following Change Control Process.

If either party believes that a change to this Scope of Work is necessary, such party shall issue to the other party a written change request ("Change Request"). The Change Request document will be created as a template during the Foundation Phase to be used in these situations and adjusted as needed. In the case of a Vendor/Licensee initiated Change Request, the Vendor will evaluate the feasibility of the Change Request as soon as practical following receipt and determine the impact to the Project cost and timelines. In instances where specialized resources are requested, but not contained, within the original Project scope, the quoted rate will be established at the Vendor's then current rate for such services. The Vendor shall provide Licensee a written statement (a "Change Response") describing in detail:

- Any additional Services to be performed as a result of the Change Request.
- The estimated cost associated with such additional Services.
- Any other information relating to the Change Request that may reasonably be requested by Licensee.

Licensee shall respond promptly to any Vendor-initiated Change Request. If Licensee approves a Vendor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order." Any duly executed Change Order shall be attached to this Work Order.

The Vendor Project Manager and the Licensee Project Manager shall be authorized to administer any Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Licensee rejects a Vendor-initiated Change Request, or any Change Response, The Vendor shall proceed to fulfill their obligations as originally agreed under this Scope of Work.

Project Governance Assumptions

- The Vendor will manage the Project, including work planning, activity and resource planning and budgetary control. All Project Management tasks will be delegated appropriately between the Vendor and Licensee Project Managers during planning.
- The Vendor will assign a full-time Project Manager. The Licensee Project Manager will be responsible for ensuring the performance of the Licensee Project team and for coordinating Project activities with the Vendor Project Manager.
- Licensee Project Manager will coordinate all communication with Licensee personnel and provide a central communication channel for the Project with the Vendor Project Manager.

7.3 Deliverable Acceptance Process

Upon completion of any deliverable set forth in this section, "Project Deliverables and Activities Required for Acceptance", the Vendor shall provide a copy of the deliverable to the Licensee. The Licensee has three (3) business days after the Vendor's submission of the deliverable or completion of the activity ("Acceptance Period") to give the Vendor written notice specifying any deficiencies of such deliverable or activity against

the description for such deliverable or activity specified in this Scope of Work in detail. Deficiencies must be substantive in nature relating to a significant potential business impact that could be caused by implementing the deliverable without a cure. Documentation related items such as: Font, style, spacing, headings, page numbers, and table of contents are not considered deficiencies.

If provided such notice, the Vendor shall use reasonable efforts to promptly cure any agreed deficiencies. After completing such cure, the Vendor shall resubmit the deliverable or perform the activity for Licensee review as set forth above (with a new 5-day Acceptance Period beginning). Licensee's acceptance shall be in writing; however, if Licensee fails to provide written notice of any deficiencies (or written acceptance) within an Acceptance Period, as provided above, such deliverable or activity shall be deemed conclusively accepted at the end of the Acceptance Period.

8. GENERAL PROJECT ASSUMPTIONS

- Any additional requirement(s) not specified in this Scope of Work or identified during the course of the Project will be addressed using the Project Change Control Process.
- For Services provided at Licensee location, Licensee will provide facilities for Vendor personnel. This includes, but not limited to, office space, desks, networked computers, secured filing cabinets if required, team meeting rooms, network printers, photocopiers, telephones, stationaries, whiteboards, internet and remote VPN connection.
- Licensee acknowledges that any delays or changes caused by Licensee, Licensee employees, equipment, contractors, or vendors may cause an increase in the fees required under this Scope of Work, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to the Vendor; (b) failure by Licensee to perform any of its responsibilities in a timely manner including the supply to the Vendor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Scope of Work a result of any of the foregoing events will be handled using the Project Change Control Process.
- Some tasks may be performed offsite by the Vendor and Licensee staff members. The Vendor and Licensee staff will have remote access to Licensee's network and systems as necessary to perform such Project activities.
- The Vendor will ensure Licensee coordinate facilities and availability of Licensee resources for all required testing of the Licensed Software prior to deployment.
- It is assumed that, at the time of the implementation, the Licensee will be active on Infor Xtreme Support with regards to the licenses being implemented.
- After the contract execution, Licensee and Vendor will meet and finalize activities required to accomplish the objectives of this Project, develop a Project plan, timeline, and milestones by both parties. It is possible that as the result of these meeting the proposed Project scope may change. This scope change may result in additional responsibilities for each party. In that case, this Scope of Work will be modified with a change order, independent of whether or not there will be any funding changes.
- In the case when one of the resources on the Project is no longer available with the company, the Vendor will make other resources available to the Project; however, they may be of a higher level and may require a change order reflecting the higher rate. Any personnel changes will be approved by the Licensee before proceeding.
- Organizational and Geographic Scope: As provided herein, the parties anticipate that Services will be performed for the following Licensee locations and/or business units ("Geographic Scope"). All Project activities will be conducted either remotely or at Licensee sites located within El Dorado Irrigation District.
- The Licensee will setup/configure/provide the required access privileges and means for Vendor to both work remotely and on-premise.
- The Vendor will support and maintain the Bridge Interface for the duration of the entire project until such interface can be removed from the Licensee environment.
- The Licensee will maintain the Legacy, Hansen v7, system for the duration of the entire project with support from the Vendor.

9. IMPLEMENTATION TIMELINE AND STRATEGY

The Vendor proposes an estimated Project schedule duration of approximately 143 weeks for all applications being implemented. This Scope of Work assumes a Project start date of April 1, 2021. Any delay of the start date will impact the availability of Project resources, the final production Go-Live date, and will necessitate further discussion to agree on Project schedule.

9.1 Projects Placed On Hold

As this is a Fixed Fee Scope of Work, any action taken by the Licensee that stops, halts, significantly redirects or places the project "On Hold" will trigger the following actions by the Vendor:

- Any Outstanding invoices will become due and payable immediately.
- All Work-In-Process against future milestones will be billable on a percentage of completion basis. The percentage of completion will be calculated based on the number of days since the start of the work against the milestone payment / the number of days in this Scope of Work for that Milestone Payment. Start dates for Milestones will be determined from the last approved project Plan. All Work-In-Process invoices will be due and payable within 30 days of the date on the invoice.
- Placing a project "On Hold" must be done in writing by the Licensee.
- If the Vendor puts a project "On Hold", future monthly milestone payments will be put on hold until such time the project restarts.

10. FEE RESPONSE

Licensee agrees to pay the Vendor a fixed fee of **\$6,044,550.00 (US Dollars)** for the Services described in this Scope of Work in accordance with the payment schedule listed in Attachment 2. The fixed fee includes travel expenses for approximately 40 onsite trips which typically cover arrivals from Monday mid-morning to Thursday afternoon. Travel and living expenses will be reasonable and customary and managed in accordance with the project budget. Payments on invoices are due in accordance with the Services Agreement. Each invoice is payable within thirty (30) days after receipt of invoice. In the event of early termination or pause to project activity longer than thirty (30) days, The Vendor may invoice Licensee for Services rendered which the Vendor has not otherwise been compensated. Fees do not include applicable taxes, which will be added to each invoice, unless the licensee is a tax-exempt organization.

*All amounts are in US Dollars, and exclusive of any applicable taxes, unless otherwise specified.

The fees specified in Attachment 2 are subject to increase if this Scope of Work is not executed by: March 31, 2021.

After mutual execution of the Scope of Work, it typically takes two (2) to four (4) weeks to schedule and mobilize applicable Vendor resources for the Project. Actual time for this effort varies depending on the number and type of consultants required, and scheduling and mobilization usually includes, but is not limited to, the following activities: (a) developing an estimated project schedule; (b) further defining and confirming resource loads; (c) reviewing proposed Project staffing and estimated hours with Licensee's Project Sponsor; and (d) confirming and scheduling Project kick-off.

The Vendor recommends this estimated timeline be taken into consideration when scheduling the start date of the Project.

If required and not otherwise specified, any testing or acceptance criteria will be jointly agreed by the Vendor and Licensee.

11. SIGNATURE

THE PARTIES have executed this Scope of Work through the signatures of their respective authorized representatives.

Quantum Resolve, Inc.

El Dorado Irrigation District

Signature: _____

Signature: _____

Printed Name:

Printed Name:

Title:

Title:

Address:

Address:

Address:

Address:

Signature Date: _____

Signature Date: _____

Invoices MUST be mailed to:

Delivery Address:

If different from above

Company Name*: _____

Company Name: _____

Contact Name: _____

Contact Name: _____

Address: _____

Address: _____

Address: _____

Address: _____

Phone: _____

Phone: _____

Email Address: _____

Email Address: _____

***If billing entity is different from "Customer", then, for the avoidance of doubt, Customer agrees that it remains responsible for the payment of all fees agreed in this Scope of Work in the case of nonpayment by billing entity.**

ATTACHMENT 1 – B.2 ROLES AND RESPONSIBILITIES

The attached Exhibit B.2 Roles and Responsibilities give an estimated account of hours per Vendor Role and Licensee Role by Phase and Task. These are only estimates and once the project begins and a formal project plan is created, more precise numbers will be allocated for these roles.

ROLES AND RESPONSIBILITIES

BIDDER: Quantum Resolve, Inc.

Implementation Phase: Foundation				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Foundation Project Scoping	Provide inputs Identify sponsors	Review and confirm expectations Review and confirm scope Review and confirm method Identify sponsors and stakeholders Confirm business and system objectives Confirm high-level requirements Prioritize requirements	Vendor Project Manager Vendor Solution Architect EID Core Team EID Sponsor(s) EID Project Manager	132 36 117 6 22
Foundation Project Management	Provide inputs and EID subject matter expertise Review documents	Develop project management plan document Establish risk, issue, decision log Setup admin tools Document management, version control, approval processes Create baseline project schedule	Vendor Project Manager EID Core Team EID Project Manager	36 1 22
Foundation Project Strategy	Provide inputs and EID subject matter expertise Review documents	Define project strategy Define integration strategy and governance Develop testing strategy Define data conversion strategy Define cutover strategy	Vendor Project Manager Vendor Solution Architect EID Core Team EID IT EID Project Manager	120 120 108 4 20
Foundation Data Analysis and Strategy	Provide inputs and EID subject matter expertise Plan data cleanup tasks Review documents	Data model analysis Data quality review Data standards (case, format for codes) Core data review (addresses, parcels, employees, contacts, assets) Bridge interfaces and GIS Sync	Vendor Project Manager Vendor Solution Architect EID Core Team EID IT EID Project Manager	42 212 182 182 20
Foundation UAP Project Team Training	Attend training sessions and planning meetings	Deliver training on using UAP to create and maintain system documentation and training Advise on best practice recommendations	Vendor Education Consultant Vendor Content Creators EID Training Lead EID Content Creators	80 30 80 30

Implementation Phase: Foundation				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Foundation Organizational Change Management	Provide organizational subject matter expertise Deliver communications to EID employees/users	Conduct OCM jumpstart (Foundation) <ul style="list-style-type: none"> • Perform Organizational Readiness and Risk Assessment • Executive Alignment interviews and analysis • Create Governance Structure and Plan • Create Change Management Strategy and Roadmap • Create Change Management Project Plan • Create Project Kick-off Communications Plan and establish cadence • Analysis of OCM Organizational Structure and Resource Requirements Document recommendations	Vendor OCM Consultant EID Project Manager EID OCM/Training Lead EID Stakeholders	320 40 256 EID Stakeholders: <ul style="list-style-type: none"> • Executives 1 per District up to 3 • Leadership 1 per Functional area such as Finance and IT up to 3 • Supervisors 1 or 2 per Functional area up to 3
Foundation Solution Architecture	Consult as needed	Provide Infor Solution Architecture guidance Provide technical delivery support to the project team including Infor best practices for IPS, Integrations, Data management and conversion, Reporting and extensions	Vendor Solution Architect	156

Implementation Phase: Phase 1 - Asset/Work Management (CMMS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Project Execution, Monitoring, and Control	Attend meetings, provide timely feedback, make necessary decisions, keep staff motivated, communicate to staff and management, and facilitate activities.	Implementation plan, track progress, report progress, report issues, report resolutions, document decisions, application change control, risk management Manage, Monitor, and Control Project Work Perform Integrated Change Control Manage, Monitor, and Control Scope Manage, Monitor, and Control Schedule Manage, Monitor, and Control Cost Manage, Monitor, and Control Quality Manage Project Team Manage, Monitor, and Control Communications Manage, Monitor, and Control Risks Manage, Monitor, and Control Issues Manage, Monitor, and Control Stakeholder Engagement	Vendor Project Manager EID Project Manager	1230 861
Internal Setup	Finalize Project Plan; Export V7 Build and database to give to vendor.	Finalize Project Plan; setup internal IPS environment to develop and convert data into; setup V7 source system for extracting data and configurations	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager	8 104 24 2
Project Kick-off	Core team to participate in project overviews; high level business review; participate in core training; and shadow installation of IPS	Outline and review project scope with team; install IPS application and auxiliary pieces; interview group about business practices at a high level; train core team on usages of IPS	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant Vendor GIS Consultant EID Project Manager EID Core Team EID IT EID GIS	15 35 87 32 15 92 44 24
Business Review	Core team to participate in detailed business reviews; supply any forms and documentation supporting the business practices; supply any wish lists and issues with current practices	Interview groups individually to collect business requirements, issues, and wish lists; document and start the BPR document that will live throughout the project life span	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant Vendor Solution Architect EID Project Manager EID Core Team	104 104 248 40 84 84

Implementation Phase: Phase 1 - Asset/Work Management (CMMS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Configuration of BPR	Consult as needed	Create the application setup requirements outlined in the BPR which include the permit, inspections, fees, reviews, and conditions	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager	40 208 320 80
Data Conversion (First Test)	Supply data elements to QR; Review data conversion documentation mapping; provide feedback of any issues with data conversion	Map data elements as they transfer from Hansen V7 to IPS; update mapping files to contain new mapping; run conversion; QA conversion; submit data conversion to EID	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT	34 208 44 10 2 8
Unit Testing	Core team to review and test all configurations, setups, and data conversions	Supply EID with initial test plan of what to test; move development environment to train for testing	Vendor Project Manager Vendor Technical Consultant Vendor Solution Architect EID Project Manager EID Core Team	100 80 80 76 144
Interface Development	Core team to participate in interview discussions on usage of interfaces; review documentation; and test final interfaces	Interface analysis; create interface scope documents; develop interfaces; test interfaces; put interfaces into production environment	Vendor Project Manager Vendor Technical Consultant Vendor Solution Architect Vendor Application Consultant EID Project Manager EID Core Team EID IT	36 1064 48 172 36 280 202
GIS	Provide environment for QR and Infor to implement the GIS Tools of IPS; learn how the GIS Tools interact with IPS Provide guidance on EID GIS configuration Setup GIS connections and layers to IPS Attend training on IPS GIS tools	Install and configure the GIS Tools of IPS; Train the use of Map Drawer Train the use of the new Geo Administrator Tool; Put in either DEV or TRN and also PROD environments. Develop requirement for GIS integration and map drawer Create SOP documentation Conduct training on IPS GIS tools Configure GIS Sync and Map Drawer Perform QA and Unit test	Vendor Project Manager Vendor GIS Consultant Vendor Solution Architect EID Project Manager EID Core Team EID GIS EID IT	16 272 1 16 16 252 220

Implementation Phase: Phase 1 - Asset/Work Management (CMMS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Mobile, Field Inspector	Inspection team provide insights to EID processes and field operation Core team provide context to overall project Attend training on Infor Field Inspector Review BPR Test configured mobile solution in representative environment	Setup mobile environment Document environment(s) Provide product subject matter expertise Evaluate mobile requirements across all applicable departments Identify use cases for inspectors Configure devices to test configuration to IPS Adjust mobile search setup to accommodate inspection requirements Configure mobile solutions for CDR, Work Management Perform QA and Unit test Support test cycles across all applicable departments Create SOP documentation	Vendor Application Consultant Vendor Project Manager Vendor Solution Architect EID Core Team EID GIS EID Inspectors EID IT EID Project Manager	358 48 1 118 2 152 9 2
Interface between CCTV	EID is to decide upon what CCTV software they will be utilizing and if PACP rules will be put into place; provide the environment to test the CCTV software with IPS	Install and setup the interface between the CCTV software and IPS; Train users on how to use the transfer software	Vendor Project Manager Vendor Technical Consultant EID Project Manager EID Core Team EID IT	16 56 176 176 216
Data Conversion (Second Test)	Core team to review and give any feedback to revised conversion	Update any DCDs as needed; run data conversion; put in training environment for testing and approval	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT	34 104 28 10 2 8
Report Development/Support	Core team to review and supply vendor with reports needed	Create reports based upon needs given by EID	Vendor Reporting Consultant EID Core Team EID IT	168 17 17
System Testing	Core team to review and test all configurations, setups, and data conversions	Supply EID with initial test plan of what to test; move development environment to train for testing	Vendor Project Manager EID Project Manager EID Core Team EID IT	64 64 68 20
SOP Documentation	Core team to evaluate current SOP documentation and create new ones based upon the workflows within IPS	Support EID in the creation of the new SOP documents by explaining old/new workflows and how they pertain to the current documents	Vendor Application Consultant EID Project Manager EID Core Team	24 54 54

Implementation Phase: Phase 1 - Asset/Work Management (CMMS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Training	Core team to participate in training of administrative functions; End Users to participate in IPS Usage	Create agenda for training sessions; train on administrative functions of IPS; train EID end users on usage of IPS with specifics of business flow added via the BPR	Vendor Application Consultant EID Project Manager EID OCM/Training Lead EID Core Team EID IT EID End Users (up to 60 EID users)	184 24 61 24 24 Up to 24/user
User Acceptance Testing	Core team to setup test plans to parallel test the legacy system with IPS and comparing results; any issues found should be logged and provided back to QR	QR will take any issue logs presented and evaluate. If an issue exists, supply an update to the data or configurations and put into the testing environment for retesting by EID.	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team	36 20 20 40 76
Go Live	Prepare user base for a cut over of the Hansen system; change security in v7 for read access only for modules porting over to IPS; update IPS with the latest set of roles and users	Update production environments to have the finalized builds; push all interfaces and third party integrations into production; run final data conversion; run through final testing of data	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT EID GIS	19 55 32 28 24 32 24
Post Support	Core team to monitor end-users and track all issues; support end-users as they begin using IPS; monitor all integrations for validity	Onsite or On call support to handle issues; remote support to handle issues and changes as they arise	Vendor Technical Consultant Vendor Application Consultant	80 80

Implementation Phase: Phase2 - Utility Billing and Customer Service (CIS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Initial Setup	Refine project schedule	Refine project schedule	Vendor Project Manager	48
	Take copy of PROD	Document environment(s)	Vendor Technical Consultant	24
		Copy PROD to DEV environment	Vendor Application Consultant	24
		Create standard data control documents	EID Project Manager	12
		Core project team training preparation	EID IT	24

Implementation Phase: Phase2 - Utility Billing and Customer Service (CIS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Project Execution, Monitoring, and Control	<ul style="list-style-type: none"> Along with Infor PM acts as a liaison between Steering Committee and project team Understand IT strategic vision and verify that project deliverables are aligned with the vision Primary 'go to' person to help resolve issues and overcome obstacles <ul style="list-style-type: none"> Understand the business objectives and aids in resolving problems, conflicts of interest, and making compromises Control of project process and adherence to the approved budget <ul style="list-style-type: none"> Works with Infor PM to develop Schedule and maintains Schedule Running Project Meetings (with agenda and meeting minutes) Daily management of project activities and deliverables including resource schedule / availability Monitors the project's performance against milestones and with regards to scope, cost, quality and schedule Obtains physical resources such as room reservations, office equipment, computer equipment, and materials Maintains the Issues/Action log Assists in obtaining user review and sign-off of work products, including intermediate and phase-end acceptance <p>Lead and inspire change through communication about why the change is needed, why it's needed now, and how it benefits the organization</p>	<ul style="list-style-type: none"> Works with EID PM to ensure completion of project tasks. <ul style="list-style-type: none"> Manage, Monitor, and Control Project Work Perform Integrated Change Control Manage, Monitor, and Control Scope Manage, Monitor, and Control Schedule Manage, Monitor, and Control Cost Manage, Monitor, and Control Quality Manage Project Team Manage, Monitor, and Control Communications Manage, Monitor, and Control Risks Manage, Monitor, and Control Issues Manage, Monitor, and Control Stakeholder Engagement Identifies, defines, monitors, maintains, tracks, and reports on project activities and budget. Acts as the Primary Point of Contact for Infor Consulting Services activities. Manages and coordinates resources from Infor Consulting Services. Escalates project issues. Establishes project processes and procedures with EID PM Works with EID PM to develop Schedule Provides status reports, project tracking, and budget reports Helps to identify and mitigate project risk Coordinates Infor staffing resources 	<p>Vendor Project Manager</p> <p>EID Project Manager</p>	<p>2336</p> <p>1869</p>

Implementation Phase: Phase2 - Utility Billing and Customer Service (CIS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Project Workstream Kickoff	Review and understand SOW	Lead SOW review discussion	Vendor Application Consultant	39
	Participate in planning meeting(s)	Lead planning meeting	Vendor Project Manager	39
	High level business review	Participate in high level business review	Vendor Technical Consultant	19
	Attend core project team training	Deliver core project team training	EID Core Team	39
			EID GIS	10
			EID IT	10
Business Review	Participate in requirements gathering interviews and showcase	Conduct requirements gathering interviews and showcase	Vendor Application Consultant	104
	Provide input and review business process requirements document	Create business process requirements document	Vendor Project Manager	104
	Review and signoff business process review documents		Vendor Technical Consultant	52
			EID Core Team	78
			EID GIS	5
			EID IT	5
Configuration of BPR	Review Configuration	Perform initial migration and analysis	Vendor Application Consultant	1071
		Configuration sprints	Vendor Technical Consultant	947
		Perform QA and unit test of configuration	EID Core Team	710
			EID GIS	59
			EID IT	59
Data Conversion (First test)	Extract data from non-Infor systems Cleanup data as required Approve data conversion	Data Mapping	Vendor Application Consultant	44
		Create Data Conversion Design	Vendor Technical Consultant	856
		Build Conversion Tables	EID Core Team	44
		Convert Data	EID IT	444
		Customize Data Control Document		
		Test Data Conversion		
		QA Data Conversion		
		Move Test Data to EID Dev Server		
Obtain Approval of Conversion from Client				
System Testing	Create Test Plan for Data and Configurations Testing of Data Conversion Testing of Configurations including Workflows Changes to Approved Configurations	Create Test Plan for Data and Configurations	Vendor Application Consultant	150
		Testing of Data Conversion	Vendor Technical Consultant	120
		Testing of Configurations including Workflows	EID Core Team	75
		Changes to Approved Configurations	EID GIS	5
			EID IT	5

Implementation Phase: Phase2 - Utility Billing and Customer Service (CIS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Interface Development	Participate in review and revisions of specifications Coordinate and execute data extraction from non-Infor systems Review and Signoff	Develop Analysis Specification	Vendor Application Consultant	128
		Create Design Specification	Vendor Technical Consultant	808
		Review and Signoff	EID Core Team	384
		Implement Configuration Extensions	EID IT	64
		Conduct Interface Unit Tests Migrate Interfaces to Dev and Prod Environments		
Report Development	Participate in review and revisions of specifications Review and Signoff	Provide application subject matter expertise to evaluate if some existing reports are displaced by new version UI	Vendor Reporting Consultant	167
		Development and support Conduct unit test	EID Core Team	100
Data Conversion (Second test)	Extract data from non-Infor systems Approve data conversion	Modifications to Data Control Document	Vendor Application Consultant	7
		Perform Conversion	Vendor Technical Consultant	140
		Test Data Conversion	EID Core Team	7
		QA Data Conversion	EID IT	70
System Integration Testing	Review and approve results	Define System Integration Test	Vendor Application Consultant	124
		Perform and Iterate Integration Tests	Vendor Technical Consultant	105
		Sign-Off System Integration Tests	EID Core Team	37
			EID GIS	3
			EID IT	3
User Acceptance Testing	Define User Acceptance Test Perform and Iterate User Acceptance Tests Sign-Off User Acceptance Tests	Provide system navigation support	Vendor Application Consultant	89
		Triage and resolve issues identified	Vendor Technical Consultant	59
			EID Core Team	237
			EID GIS	15
			EID IT	15
Parallel Testing	Data extraction for parallel analysis	Define Parallel Test	Vendor Application Consultant	77
		Perform and Iterate Parallel Tests	Vendor Technical Consultant	51
		Sign-Off Parallel Tests	EID Core Team	205
			EID GIS	13
			EID IT	13
SOP Documentation	Review and provide feedback	Create Quick Sheets	Vendor Application Consultant	120

Implementation Phase: Phase2 - Utility Billing and Customer Service (CIS)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
End User Training	Coordinate logistics of end user training Participate in UAP content development Attend end user training	Execute training blueprint (incl. analysis and design for Assets workstream) Create training content (web-based training, micro-learning videos, user procedures and simulations) Train-the-trainers Conduct End User Training	Vendor Training Consultant Vendor Media Specialist EID OCM/Training Lead EID Core Team EID End Users (up to 208 users from EID Table 2.2 – General Hansen User Types) EID IT Team (up to 28 users from EID Table 2.2 – General Hansen User Types)	2160 80 61 400 Up to 33/user Up to 35/user
Go-live	Sign off on cutover to PROD	Update IPS Environments Final Data Conversion QA Data Conversion Get Sign off of Migration Go Live Support	Vendor Application Consultant Vendor Technical Consultant EID Core Team EID GIS EID IT	25 16 65 4 4
Post Go-live Support	End user communications	Provide support Monitor and respond to system problems, define support transition details, run the support handover meeting and deliver lessons learned log	Vendor Application Consultant Vendor Technical Consultant	84 84

Implementation Phase: Phase3 - Community Development and Regulation (CDR – Development Services)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Project Management	Attend meetings, provide timely feedback, make necessary decisions, keep staff motivated, communicate to staff and management, and facilitate activities.	Implementation plan, track progress, report progress, report issues, report resolutions, document decisions, application change management control, risk management	Vendor Project Manager EID Project Manager	1264 885
Internal Setup	Finalize Project Plan; Export V7 Build and database to give to vendor.	Finalize Project Plan; setup internal IPS environment to develop and convert data into; setup V7 source system for extracting data and configurations	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager	8 8 24 8
Project Kick-off	Core team to participate in project overviews; high level business review; participate in core training; and shadow installation of IPS	Outline and review project scope with team; install IPS application and auxiliary pieces; interview group about business practices at a high level; train core team on usages of IPS	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT	11 19 35 11 32 8
Business Review	Core team to participate in detailed business reviews; supply any forms and documentation supporting the business practices; supply any wish lists and issues with current practices	Interview groups individually to collect business requirements, issues, and wish lists; document and start the BPR document that will live throughout the project life span	Vendor Project Manager Vendor Application Consultant Vendor Solution Architect EID Project Manager EID Core Team	120 120 120 120 120
Configuration and Data Conversion of BPR	Supply data elements to QR; Review data conversion documentation mapping; provide feedback of any issues with data conversion and application type setups	Create the application setup requirements outlined in the BPR which include the permit, inspections, fees, reviews, and conditions. Convert Data from legacy system pertaining to the created application type to IPS; Create data conversion mapping documentation	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant Vendor Solution Architect EID Project Manager EID Core Team EID IT	8 844 1161 80 32 352 64
Data Conversion (Second Test)	Core team to review and give any feedback to revised conversion	Update any DCDs as needed; run data conversion; put in training environment for testing and approval	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT	42 360 46 10 2 8

Implementation Phase: Phase3 - Community Development and Regulation (CDR – Development Services)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Report Development/ Support	Core team to review and supply vendor with reports needed	Create reports based upon needs given by EID	Vendor Reporting Consultant EID Core Team EID IT	168 17 17
Field Inspector	Core team and inspectors to review and learn the mobile system	Implement and deploy	Vendor Technical Consultant EID Inspectors	52 40
GIS	Learn how the GIS Tools interact with IPS Attend training on IPS GIS tools	Train the use of the new Geo Administrator Tool; Develop requirement for GIS integration and map drawer Create SOP documentation Conduct training on IPS GIS tools Perform QA and Unit test	Vendor Project Manager Vendor GIS Consultant EID Project Manager EID Core Team EID GIS EID IT	16 240 16 16 220 220
User Acceptance Testing	Core team to setup test plans to parallel test the legacy system with IPS and comparing results; any issues found should be logged and provided back to QR	QR will take any issue logs presented and evaluate. If an issue exists, supply an update to the data or configurations and put into the testing environment for retesting by EID.	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team	36 20 20 40 76
End User Training	End Users to participate in IPS Usage	Create agenda for training sessions Train on administrative functions of IPS Train EID end users on usage of IPS with specifics of business flow added via the BPR	Vendor Application Consultant EID Project Manager EID OCM/Training Lead EID Core Team EID IT EID End Users EID End Users (up to 142 users from EID Table 2.2 - General Hansen User Types) EID IT Team	112 24 61 24 24 Up to 16/user See Phase 2
Go Live	Prepare user base for a cut over of the Hansen system; change security in v7 for read access only for modules porting over to IPS; update IPS with the latest set of roles and users	Update production environments to have the finalized builds; push all interfaces and third party integrations into production; run final data conversion; run through final testing of data	Vendor Project Manager Vendor Technical Consultant Vendor Application Consultant EID Project Manager EID Core Team EID IT	19 55 32 28 24 32

Implementation Phase: Phase3 - Community Development and Regulation (CDR – Development Services)				
Task Title	EID's Role	Vendors Role	Staffing	Estimated Hours
Post Support	Core team to monitor end-users and track all issues; support end-users as they begin using IPS; monitor all integrations for validity	Onsite or On call support to handle issues; remote support to handle issues and changes as they arise	Vendor Technical Consultant Vendor Application Consultant	80 80

Licensee Resource Descriptions

Resource	Resource Description
EID Project Manager	<p>The EID Project Manager will work directly with the Vendor Project Manager to plan, execute, monitor the upgrade project and report back to Licensee Executive Management. The Project Manager will serve as the primary resource in relaying information to the Licensee staff and coordinating resources where needed.</p> <p>The Project Manager will:</p> <ul style="list-style-type: none"> • Be the primary point of contact for project related matters • Maintain the overall Licensee project relationship • Provide guidance to the Licensee Core Teams • Manage to Licensee’s resource satisfaction • Continually assess and recommend improvements to the procedures, activities, and policies that form the basis of the working relationship among the Vendor and Licensee team members • Review and augment Vendor status reports • Review the Vendor’s project schedule • Conduct weekly project status meetings with management team
EID Core Team	<p>A separate Core Team will be required for each of the different phases. The Core Team is usually made up of 3 to 6 people representing the different functional departments. The Licensee will want a good blend of members that can represent all functional groups, but too many can make each meeting too difficult to control. This team will be responsible for taking information back to the groups to get clarification and explain the steps that have been made. They will want to have regular meetings with the rest of the groups they are representing to keep everyone in the loop.</p>
EID GIS	<p>The Licensee Geographic Information System subject matter expert(s) will:</p> <ul style="list-style-type: none"> • Learn how to install and configure the GIS Tools of IPS; Learn the use of Map Drawer • Learn the use of the new Geo Administrator Tool • Help the Vendor develop requirements for GIS integration and map drawer • Review SOP documentation related to GIS • Perform QA and Unit test GIS functionality and troubleshoot/resolve issues • Perform new installations and/or configurations of the IPS GIS Tools for subsequent or paralleled systems. <p>Go-live support for any GIS issues that may arise</p>
EID IT (or IT Team)	<p>The Licensee Information Technology Team will be responsible for the setup of the network, servers, client stations, external hardware devices, other software packages linked to the Hansen/Infor Suite, and all other Licensee specific needs with relation to the Hansen Upgrade.</p> <ul style="list-style-type: none"> • Learn how to install and configure the IPS Suite including extended packages (i.e. Batch Manager, REST Services, Web Services) • Backup and Restore builds and databases as needed • Review technical documentation supplied by the Vendor as it relates to the setup and configuration of the IPS Hardware/Software • Create test environments of other software packages required in the development and testing of integrations • Support the Vendor in the installation of necessary software installs • Grant and maintain security necessary by the Vendor to access all necessary systems internally and externally

	<ul style="list-style-type: none"> • Support the Core Team in their needs to QA the IPS Suite • Be part of the review process when necessary to help the Vendor understand the relationships between systems in and outside of the Hansen/Infor system <p>Go-Live support for any technical issues as they arise</p>
EID End Users	<p>The Licensee End Users is the largest and most diverse group of the project. Their primary focus will be to learn the new system which includes any new business processes and requirements.</p> <ul style="list-style-type: none"> • Learn the IPS System • Report any functional errors that arise when using the system • Use the new IPS System and how the Core Team has designed it
EID Inspectors	<p>The Licensee Inspectors are those groups of staff in the CMMS and CDR phases that have specific functionality related to those modules.</p> <p>For CMMS: CCTV Inspectors</p> <ul style="list-style-type: none"> • Learn how the new CCTV software works with IPS and how IPS Inspections work • Learn how the sync'ing of data between the two systems is handled • Learn how the potentially new business process will handle the distribution of inspections to each resource <p>For CDR: Permit Inspectors</p> <ul style="list-style-type: none"> • Learn how the inspections are generated within the new IPS system and assigned to resources • Learn how to complete these inspections and get them uploaded into the IPS system • Learn the new IPS Suite for CDR
EID Content Creators	<p>The Licensee Training Content developer will be responsible for the creation of end user training materials (presentation content, labs, trainer delivery notes, job aids, simulations and other materials as determined by project scope) that enable Licensee end-users to effectively use the systems and related business processes.</p> <p>The Customer Training Content developer will:</p> <ul style="list-style-type: none"> • Work under the direction of the Training Lead and assigned SMEs to shape role-based training materials. • Given course objectives, use cases, test scripts and other source materials, create immersive, learner-centric courses that achieve stated objectives • Work independently and cross-functionally with SMEs to shape instructional content as assigned • Proactively attend training team and project team meetings as assigned • Support training program development and other duties as assigned
EID Sponsor(s)	<p>Project Sponsor will be the point of escalation for any issues that are believed to be unable to be resolved within the project team. Client Project Sponsor makes decisions needed on behalf of the project. The client project sponsor controls the budget and finances the project. This project role is usually a member of senior management. On large, cross-functional projects the project sponsor may be a board member. This role must have a clear understanding of the project objectives, particularly concerning delivery of the business benefits. The project sponsor empowers the project team to refine and prioritize requirements. The project sponsor is the ultimate arbiter on conflicting business requirements and scope changes. The project sponsor is accountable for delivering the project on time and within budget. The project sponsor is responsible for ensuring other members of the management share commitment to the project. This project role may provide the resources, particularly staff time, required to make the project a success.</p>
EID Stakeholders	<p>Every project has stakeholders who can impact the project in a positive or negative way. It is imperative that the project has a good understanding of key project stakeholders and how they may impact the project. Vendor will work with client to identify project stakeholders</p>

	<p>and assess their potential impacts. If the project loses the support of key stakeholders, the project can fail. On a continuous basis, stakeholder engagement and support should be monitored in order to inform decisions about project interactions with stakeholders. If stakeholders are resistant to the project or show signs of losing support for it, the project should adjust its stakeholder engagement strategy, approach, and communications.</p>
<p>EID Training Lead</p>	<p>The individual responsible for working with Vendor in the desired delivery of full end user training. This resource typically designs and develops instructional/eLearning materials and products for the use and support of the core client systems, and/or for the professional development of client internal employees. In the project the training lead will:</p> <ul style="list-style-type: none"> • Participate in the kickoff meetings and in subsequent interviews and workshops over the course of the Project • Participate in deliverable creation and Project presentations as needed • Review pertinent Project work products and deliverables related to training (training plan, curriculum, training materials /user guides, etc.) • Schedule facilities for end user training • Track training attendance and report on this weekly • Track training satisfaction in collaboration with Infor, in support of determining whether the learning objectives are being met • Provide training support in the development of the training strategy and materials and provide logistics support for the execution of training • Utilize effective needs analysis, project management, course development, and evaluation skills to produce curricula and associated training deliverables • Determine needs of the intended course audience and incorporate appropriate instructional strategies (e.g. simulations, scenarios, interactions, hands-on exercises, etc.) to effectively address those needs • Incorporate adult learning theories and instructional design methodologies (e.g. ADDIE, Bloom’s Taxonomy, etc.) into effective learning outcomes • Consult/work with training team members to develop materials that are effective and engaging • Support the development of training environments for assigned courses • Acquire subject matter expertise in assigned program and/or product • Ensure adherence to design standards, templates, processes, etc. recommended by Vendor • Manages UAP environment, supports content creators
<p>EID OCM/Training Lead</p>	<p>With respect to organizational change management, this individual will:</p> <ul style="list-style-type: none"> • Work with the Vendor Project Manager and the Vendor Organizational Change lead to provide the framework and strategy for rolling out the new processes and procedures throughout the Customer’s landscape • Utilize leading practices to drive the value that the Licensee is looking for in the new system and allows Licensee’s users to become acclimated to the new way of doing business while reducing anxiety over the magnitude of the change that will be occurring • Execute on the Organization Change plan and activities jointly created with the Vendor Change lead <p>Other Training Lead duties follow that of the EID Training Lead description.</p>

Vendor Resource Descriptions

Resource	Resource Description
Vendor Project Manager	<p>The Vendor Project Manager will work directly with the Licensee Project Manager to plan, execute, and monitor the upgrade project. The Project Manager has been involved with Infor implementation projects and brings a great amount of knowledge to the project team. The Project Manager will serve as the primary agent in helping the Licensee achieve its tactical goals including a successful implementation, a positive business relationship with Infor, and to become and remain a satisfied client of Infor products and services.</p> <p>The Project Manager will also be responsible for the leadership of a team of consultants as well as assisting in the coordination of the Licensee resources as they relate to project related tasks. The Project Manager will:</p> <ul style="list-style-type: none"> • Be the primary point of contact for project related matters • Maintain the overall Infor and Licensee project relationship • Provide guidance to the Licensee Project Management team • Manage to Licensee’s project satisfaction • Continually assess and recommend improvements to the procedures, activities, and policies that form the basis of the working relationship among the Licensee and Infor team members • Provide required status reports • Own and maintain the project schedule • Conduct weekly project status meetings with management team
Vendor Solution Architect	<p>The Vendor Solution Architects provide the foundation for the technical delivery of the project, defining standards and best practices that the whole team leverage throughout the project. Our team of Solution Architects provide guidance to all members of the joint project team. There is typically one Solution Architect which provides consistency throughout the pre to post-project activities. The Solution Architect acts as an advisor and escalation point for technical elements of the project.</p>
Vendor Education Consultant	<p>The Vendor Training Leads have extensive experience in the planning, strategy and execution of training Project(s) designed to address the needs of the various user communities who will access and use the Infor System. The Training Lead will:</p> <ul style="list-style-type: none"> • Conduct training needs analysis • Create high-level end user training design with scope, approach, responsibilities, and development plan • Coordinate development of training materials • Assist in the coordination of scheduling and conducting end-user training • Coordinate scheduling and conduct training of staff for train-the-trainer strategy
Vendor Content Creators	<p>These individuals will:</p> <ul style="list-style-type: none"> • Develop end-user training materials and documentation per the design • Create training content (web-based training, micro-learning videos, user procedures and simulations) • Advise on best practice recommendations for using UAP (if purchased) • Deliver training

Resource	Resource Description
Vendor OCM Consultant	<p>A Vendor Change Management Lead is an expert in preparing an organization for an ERP implementation. The Change Management lead will work with the Customer Change lead to (varies by level of services contracted):</p> <ul style="list-style-type: none"> • Assess organizational readiness for change • Develop organizational change management strategy • Identify organizational change management procedures • Plan and conduct organizational transition Project • Define and jointly implement organizational change management activities
Vendor Technical Consultant	<p>The Vendor Technical Consultants provide services that address many of the IT specific needs of Licensee. These services include data conversion planning and execution, interface/integration planning and development, workflow and customization design. They also provide consulting on report writing tools to address reporting and inquiry requirements. The Technical Consultants will:</p> <ul style="list-style-type: none"> • Assist Licensee to establish and maintain required technical architecture and environments for development and production activities • Control work schedule and task assignments for technical team, including interfaces, conversions, reports, etc. • Determine that technical timelines are met • Assist in preparing system test plans, technical readiness plans, and production schedule • Participate in the design, implementation, and testing of the applications • Report on technical matters to the Project Manager(s) • Implement project procedures, guidelines, and documentation standards and format content of deliverables in conjunction with Licensee project staff • Prepare project status reports for the Project Manager(s) • Provide project-related direction to all Licensee analysts, and other IT staff • Assess technical scope changes and impact on the overall project, and inform Project Manager(s) of those impacts • Review all technical deliverables
Vendor Application Consultant	<p>The Vendor Application Consultants are product specialists. These consultants have a concentrated knowledge base in proposed software applications and will provide expertise in the core competencies to assist the Licensee team during the project. These individuals are assigned to Licensee’s project based on specific industry and/or application knowledge and experience. The Vendor Application Consultants will:</p> <ul style="list-style-type: none"> • Control work schedule and task assignment for their specific product area • Determine whether functional timelines are met • Manage the functional design and implementation activities • Implement project procedures, guidelines, documentation standards and format content of deliverables in conjunction with the Licensee project staff • Prepare project status reports for the Project Manager(s) • Assess functional scope changes and impact on the overall project, and inform Project Manager(s) of those impacts • Review all functional deliverables

Resource	Resource Description
Vendor GIS Consultant	<p>This Geographic Information System subject matter expert will:</p> <ul style="list-style-type: none">• Install and configure the GIS Tools of IPS; Train the use of Map Drawer• Train the use of the new Geo Administrator Tool;• Develop requirement for GIS integration and map drawer• Create SOP documentation related to GIS• Conduct training on IPS GIS tools• Configure GIS Sync and Map Drawer• Perform QA and Unit test GIS functionality and troubleshoot/resolve issues• Go-live support for any GIS issues that may arise
Vendor Reporting Consultant	<p>This reporting and analytics subject matter expert will:</p> <ul style="list-style-type: none">• Provide application subject matter expertise to evaluate if some existing reports are displaced by new version UI• Report development and support• Provide guidance and mentoring to client resources responsible for reporting• Create reports based upon requirements• Conduct unit test and troubleshoot/resolve issues

Estimated Hours Summary by Phase/Role

Phase/Role	Estimated Hours
Phase: Foundation	
EID Content Creators	30
EID Core Team	407
EID IT	186
EID OCM/Training Lead	256
EID Project Manager	124
EID Sponsor(s)	6
EID Stakeholders	TBD
EID Training Lead	80
Vendor Content Creators	30
Vendor Education Consultant	80
Vendor OCM Consultant	320
Vendor Project Manager	330
Vendor Solution Architect	524
Phase 1 - CMMS	
EID Core Team	1177
EID End Users	up to 24/user
EID GIS	302
EID Inspectors	152
EID IT	800
EID OCM/Training Lead	61
EID Project Manager	1578
Vendor Application Consultant	1621
Vendor GIS Consultant	304
Vendor Project Manager	1800
Vendor Reporting Consultant	168
Vendor Solution Architect	170
Vendor Technical Consultant	2118

Phase/Role	Estimated Hours
Phase 2 - CIS	
EID Core Team	2381
EID GIS	114
EID IT	692
EID IT Team	up to 35/user
EID OCM/Training Lead	61
EID Project Manager	1869
Vendor Application Consultant	2062
Vendor Media Specialist	80
Vendor Project Manager	2479
Vendor Reporting Consultant	167
Vendor Technical Consultant	3257
Vendor Training Consultant	2160
Phase 3 - CDR	
EID Core Team	663
EID GIS	220
EID End Users	up to 16/user
EID Inspectors	40
EID IT	373
EID Project Manager	1174
Vendor Application Consultant	1630
Vendor Project Manager	1524
Vendor Reporting Consultant	168
Vendor Solution Architect	200
Vendor Technical Consultant	1438

ATTACHMENT 2 – FEE RESPONSE

The attached Fee Response utilizes the Licensee format and also includes a breakout by Phase. The Phase/Task breakouts are only estimated as this project is a fixed cost project and not time and material.

FEE RESPONSE

Revision 2

El Dorado Irrigation District
Request for Proposal 20-08

Project No. 18055.01 - Hansen Upgrade Project



El Dorado
EID Irrigation District
2890 Mosquito Road

QuantumResolve



Channel
Partner

February 18, 2021

Mr. Srinivasan Sundaram
RFP Coordinator
ssundaram@eid.org

SUMMARY PRICING FORM

BIDDER Quantum Resolve, Inc.

1. The following worksheets shall be used to categorize and record the costs associated with the Bidder's full solution.
2. Please note that the Summary Pricing Form is linked to the other detailed cost worksheets. No values should be directly added to this Summary Pricing Form. 3. The values on the subsequent detailed cost forms will automatically populate the Summary Pricing Form.
3. If additional rows are needed in the detailed costing worksheets, please insert more rows in that specific area.
4. The Bidder shall Include all anticipated costs that may be required to have successful implmentation with the understanding that the District may or may not include in the final contract

Core Upgrade

Item	Cost Category	Cost
1.00	Upgrade Services	\$ 6,044,550.00

Optional Services

Item	Cost Category	Cost	Annual Cost Yr 1	Annual Cost Yr 2	Annual Cost Yr 3	Annual Cost Yr 4	Annual Cost Yr 5	Subtotals
2.00	Optional Support		\$ 100,900.00	\$ 103,927.00	\$ 107,044.81	\$ 110,256.15	\$ 113,563.84	\$ 535,691.80
3.00	Optional Other Services	\$40,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 40,000.00
Subtotal Optional		\$40,000.00	\$100,900.00	\$103,927.00	\$107,044.81	\$110,256.15	\$113,563.84	\$575,691.80

The prices contained in this schedule (summary and detail) are valid for a period of 180 days from the due date of the RFP:

By: Tim Lee

Signed: 

Title: President

Date: February 18, 2021

UPGRADE SERVICES

1.00 Upgrade Services - Each Bidder shall provide their detailed costs for implementing all proposed software modules in their response. The completed form shall include a complete listing of all charges for the Bidder's proposed services with a detailed itemization of each task to be performed.

1.00	Upgrade Services	Cost Item Comments	Qty	Unit Cost	Subtotal Cost
1.01	Project Management		1	1,406,655	1,406,655
1.02	Application Installation		1	174,492	174,492
1.03	Application Configuration		1	1,050,336	1,050,336
1.04	To-Be Business Process		1	223,500	223,500
1.05	Forms/Screens Design		1	76,512	76,512
1.06	Custom Tabs replacement		1	12,000	12,000
1.07	Data Conversion		1	336,396	336,396
1.08	Great Plains Interface (CIS)	Financials	1	10,206	10,206
1.09	Sensus Interface	Meter in and out	1	19,894	19,894
1.10	DataProse interface	Electronic bill presentation	1	9,947	9,947
1.11	IVR interface	IVR & Screen POP	1	60,264	60,264
1.12	Issue Notification Interface	not applicable			-
1.13	Bank Of America interface	Payements & NSF (also includes ACH)	1	47,304	47,304
1.14	ACH interface				-
1.15	NRA Interface	Collections	1	10,206	10,206
1.16	Great Plains Interface (CMMS)		1	33,000	33,000
1.17	WACHS interface		1	36,000	36,000
1.18	PipeLogix interface				-
1.19	Kronos Interface		1	36,000	36,000
1.20	GIS Interface	Interface is part of GIS package: installation of Map Drawer, installation of New Geo Administrator, configuration and setup in DEV or TRN and PROD, and Training	1	119,200	119,200
1.21	Custom Code Replacement	Includes: Lockbox (CPI), Hansen-GP Financials, Penalty Creation, Update Proj Name, and Remove NULL rows, Document Locator (EDMS), Rave	1	94,960	94,960
1.22	Testing		1	193,500	193,500
1.23	Reports		1	144,679	144,679
1.24	Training	End User training	1	647,520	647,520
1.25	System Acceptance		1	232,848	232,848
1.26	Go Live	Includes Post Go Live Support (capped hours)	1	298,718	298,718
1.27	Other (Travel Expenses)	Approximately 40 onsite trips	1	105,000	105,000
1.28	Neztek Interface	Replace existng CCTV interface. Includes install, configuration, and training	1	24,000	24,000
1.29	Bridge Interface	As the implementation recommended is a phased implemenation, an interface must be created to sync the legacy system with the new IPS system until all modules have been migrated.	1	37,500	37,500
1.30	Project Team Training		1	14,112	14,112
1.31	Cashiering and CSR Config for UB		1	221,760	221,760
1.32	Field Inspector	Mobile for all modules (WM, SR, Insp)	1	149,000	149,000
1.33	Foundation		1	219,041	219,041
Total					\$ 6,044,550.00

OPTIONAL SUPPORT SERVICES

2.00 Optional Support Services (5 years)		Cost Item Comments	Annual Cost Yr 1	Annual Cost Yr 2	Annual Cost Yr 3	Annual Cost Yr 4	Annual Cost Yr 5	Total
2.01	Annual consulting support package	Package of 740 hours (annually) for ad-hoc needs	100,900.00	103,927.00	107,044.81	110,256.15	113,563.84	\$ 535,691.80
2.02								\$ -
2.03								\$ -
2.04								\$ -
2.05								\$ -
2.06								\$ -
2.07								\$ -
2.08								\$ -
2.09								\$ -
2.10								\$ -
2.11								\$ -
2.12								\$ -
2.13								\$ -
2.14								\$ -
2.15								\$ -
2.16								\$ -
2.17								\$ -
2.18								\$ -
2.19								\$ -
Total			\$ 100,900.00	\$ 103,927.00	\$ 107,044.81	\$ 110,256.15	\$ 113,563.84	\$ 535,691.80

Milestone Payment Schedule

Based upon the length of the project, Quantum Resolve and Infor feel placing a Milestone Payment Schedule may not be the best solution for all parties. Quantum Resolve is presenting this project as a monthly payment plan to parallel the estimated project plan. By having a schedule such as this allows both the vendor and client to rely on a very specific budget and will alleviate any resource burdens caused by unforeseen delays.

The following is a sample of a Payment Schedule based upon an April 1, 2021 project start and using the sample project plan as the durations. Upon final negotiations with EID, the true payment schedule will be calculated based upon resources and optional task that EID decides to have implemented.

If the project duration exceeds the estimated monthly schedule and no change orders were put in place, the project will continue to its conclusion with no further payments. If the project duration completes sooner than expected, the future monthly payments will continue until all scheduled payments have concluded.

Monthly Payment Schedule

Month/Year	Phase	Sub-Payment	Phase	Sub-Payment	Total Payment
May 2021	Foundation	85,510.25			85,510.25
June 2021	Foundation	85,510.25			85,510.25
July 2021	Foundation	85,510.25			85,510.25
August 2021	Foundation	85,510.25			85,510.25
September 2021	CMMS	83,146.67			83,146.67
October 2021	CMMS	83,146.67	CIS	185,211.62	268,358.29
November 2021	CMMS	83,146.67	CIS	185,211.62	268,358.29
December 2021	CMMS	83,146.67	CIS	185,211.62	268,358.29
January 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
February 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
March 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
April 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
May 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
June 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
July 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
August 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
September 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
October 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
November 2022	CMMS	83,146.67	CIS	185,211.62	268,358.29
December 2022	CDR	80,107.14	CIS	185,211.62	265,318.77
January 2023	CDR	80,107.14	CIS	185,211.62	265,318.77
February 2023	CDR	80,107.14	CIS	185,211.62	265,318.77
March 2023	CDR	80,107.14	CIS	185,211.62	265,318.77
April 2023	CDR	80,107.14			80,107.14
May 2023	CDR	80,107.14			80,107.14
June 2023	CDR	80,107.14			80,107.14

Month/Year	Phase	Sub-Payment	Phase	Sub-Payment	Total Payment
July 2023	CDR	80,107.14			80,107.14
August 2023	CDR	80,107.14			80,107.14
September 2023	CDR	80,107.14			80,107.14
October 2023	CDR	80,107.14			80,107.14
November 2023	CDR	80,107.14			80,107.14
December 2023	CDR	80,107.14			80,107.14
January 2024	CDR	80,107.14			80,107.14

Summary based on Phase

Phase	Fixed Cost
Foundation	\$342,041.00
CMMS	\$1,247,200.00
CIS	\$3,333,809.00
CDR	\$1,121,500.00
Total	\$6,044,550.00

This will be a fixed cost not-to-exceed implementation based upon the information collected and noted in this proposal. If some aspect of the upgrade was missed by EID and brought up to Quantum Resolve, Quantum Resolve will do its best to resolve the issue without having to make any changes to the scope of work. If the change is deemed a major request and cannot be absorbed within the project, a formal change request will be created outlining the task change and number of hours to complete and must be approved by both EID and QR to move forward on those changes.

Rate Sheet

Vendor/Role	Discounted Rate Year 1	Discounted Rate Year 2	Discounted Rate Year 3	Discounted Rate Year 4	Discounted Rate Year 5
Quantum Resolve					
Project Manager	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00
Application Consultant	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00
Technical Consultant	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00
Infor					
Project Manager	\$306.00	\$315.18	\$324.64	\$334.38	\$344.40
Project Director	\$330.00	\$339.90	\$350.10	\$360.60	\$371.41
Solution Architect, Senior	\$300.00	\$309.00	\$318.28	\$327.82	\$337.66
Solution Architect	\$288.00	\$296.64	\$305.54	\$314.70	\$324.14
Consultant, Principal	\$282.00	\$290.46	\$299.17	\$308.15	\$317.39
Consultant, Senior	\$258.00	\$265.74	\$273.71	\$281.93	\$290.38
Training Consultant, Principal	\$252.00	\$259.56	\$267.35	\$275.36	\$283.63
Training Consultant, Senior	\$240.00	\$247.20	\$254.62	\$262.26	\$270.12
OCM Consultant, Principal	\$282.00	\$290.46	\$299.17	\$308.15	\$317.39
Offshore Roles					
Project Manager - Offshore	\$96.00	\$98.88	\$101.84	\$104.90	\$108.05
Consultant Senior - Offshore	\$90.00	\$92.70	\$95.48	\$98.34	\$101.29
Training Consultant - Offshore	\$72.00	\$74.16	\$76.38	\$78.67	\$81.04

Notes:

- The Vendor will make the sole determination as to the allocation of hours amongst roles for any given request for additional services.
- The Vendor does not guarantee timing of availability of resources for ad-hoc services requests.
- Year 1 commences at contract execution. Each subsequent year begins on the anniversary of contract execution.
- Each request under this contract requires a duly executed change order or new services work order before work can commence.

DETAILED UPGRADE SERVICES PRICE SHEET BASED UPON PHASE

Phase 0: Foundation

Upgrade Services		Cost Item Comments	Qty	Unit Cost	Subtotal Cost
1.01	Project Management		82	1,500	123,000
1.02	Application Installation				-
1.03	Application Configuration				-
1.04	To-Be Business Process				-
1.05	Forms/Screens Design				-
1.06	Custom Tabs replacement				-
1.07	Data Conversion				-
1.08	Great Plains Interface (CIS)				-
1.09	Sensus Interface				-
1.10	DataProse interface				-
1.11	IVR interface				-
1.12	Issue Notification Interface				-
1.13	Bank Of America interface				-
1.14	ACH interface				-
1.15	NRA Interface				-
1.16	Great Plains Interface (CMMS)				-
1.17	WACHS interface				-
1.18	PipeLogix interface				-
1.19	Kronos Interface				-
1.20	GIS Interface				-
1.21	Custom Code Replacement				-
1.22	Testing				-
1.23	Reports				-
1.24	Training				-
1.25	System Acceptance				-
1.26	Go Live				-
1.27	Other (Specify)				-
1.28	Foundation				-
	Project Definition & Strategy		1	75,522	75,522
	Project Analysis & Strategy		1	56,252	56,252
	Organization Change Management (OCM)		1	69,814	69,814
	User Adoption Platform (UAP)		1	17,453	17,453
1.29					-
Total					\$ 342,041.00

Phase 1: Assets/Work Management (CMMS)

Upgrade Services		Cost Item Comments	Qty	Unit Cost	Subtotal Cost
1.01	Project Management		136	1,500	204,000
1.02	Application Installation		40	1,500	60,000
1.03	Application Configuration		69	1,500	103,500
1.04	To-Be Business Process		83	1,500	124,500
1.05	Forms/Screens Design		8	1,500	12,000
1.06	Custom Tabs replacement		8	1,500	12,000
1.07	Data Conversion		56	1,500	84,000
1.08	Great Plains Interface (CIS)				-
1.09	Sensus Interface				-
1.10	DataProse interface				-
1.11	IVR interface				-
1.12	Issue Notification Interface				-
1.13	Bank Of America interface				-
1.14	ACH interface				-
1.15	NRA Interface				-
1.16	Great Plains Interface (CMMS)		22	1,500	33,000
1.17	WACHS interface		24	1,500	36,000
1.18	PipeLogix interface	Will use IPS transfer tool instead of custom interface to communicate between PipeLogix and IPS.			-
1.19	Kronos Interface		24	1,500	36,000
1.20	GIS Interface	Interface is part of GIS package: installation of Map Drawer, installation of New Geo Administrator, configuration and setup in DEV or TRN and PROD, and Training. This includes the base implementation for all other phases (CIS & CDR)	33	2,400	79,200
1.21	Custom Code Replacement	Includes: Lockbox (CPI), Hansen-GP Financials, Update Proj Name, Document Locator (EDMS)	53	1,500	79,500
1.22	Testing		40	1,500	60,000
1.23	Reports		21	1,500	31,500
1.24	Training		26	1,500	39,000
1.25	System Acceptance		12	1,500	18,000
1.26	Go Live	Includes Post Go Live Support	33	1,500	49,500
1.27	Other (Specify)	Travel Expenses	1	15,000	15,000
1.28	Neztek Interface	Replace existing CCTV interface. Includes install,	10	2,400	24,000
1.29		configuration, and training			-
1.30	Bridge Interface	As the implementation recommended is a phased implementation, an interface must be created to sync the legacy system with the new IPS system until all modules have been migrated.	25	1,500	37,500
1.31	Field Inspector for WM	Infomobile for Work Management. This includes the base implementation for all other phases (CIS & CDR).	1	109,000	109,000
1.32					-
1.33					-
Total					\$ 1,247,200.00

Phase 2: Utility Billing and Customer Service (CIS)

Upgrade Services		Cost Item Comments	Qty	Unit Cost	Subtotal Cost
1.01	Project Management	Project director + PM oversight	1	844,156	844,156
1.02	Application Installation	Project initiation tasks	1	64,992	64,992
1.03	Application Configuration	Utility Billing	1	663,336	663,336
1.04	To-Be Business Process	Hours capped by contract, so billing will not be conditioned upon deliverables.	1		-
1.05	Forms/Screens Design	Web dev for customer portal	1	64,512	64,512
1.06	Custom Tabs replacement	NA			-
1.07	Data Conversion		1	106,896	106,896
1.08	Great Plains Interface (CIS)	Financials	1	10,206	10,206
1.09	Sensus Interface	Meter in and out	1	19,894	19,894
1.10	DataProse interface	Electronic bill presentation	1	9,947	9,947
1.11	IVR interface	IVR + Screen POP	1	60,264	60,264
1.12	Issue Notification Interface	not applicable			-
1.13	Bank Of America interface	Payments +NSF (also includes ACH)	1	47,304	47,304
1.14	ACH interface				-
1.15	NRA Interface	Collections	1	10,206	10,206
1.16	Great Plains Interface (CMMS)	not applicable			-
1.17	WACHS interface	not applicable			-
1.18	PipeLogix interface	not applicable			-
1.19	Kronos Interface	not applicable			-
1.20	GIS Interface	GIS support.	1	20,000	20,000
1.21	Custom Code Replacement				-
1.22	Testing				-
1.23	Reports		1	81,679	81,679
1.24	Training	End user training and adoption services. UAP services have been added to this phase, however, both CMMS and CDR phases are also included in this line item cost.	1	587,520	587,520
1.25	System Acceptance		1	199,848	199,848
1.26	Go Live	Post go-live support	1	199,718	199,718
1.27	Other (Specify)	Travel Expenses	1	72,000	72,000
1.28	Project Team Training		1	14,112	14,112
1.29	Cashiering and CSR Config for UB		1	221,760	221,760
1.30	Field Inspector	Infor Mobile for CIS (Service Request). Base Implementation cost have been added to the CMMS Phase.	1	20,000	20,000
1.31	Rave (or equivalent) Interface		1	15,460	15,460
1.32					-
1.33					-
Total					\$ 3,333,809.00

Phase 3: Community Development and Regulation (CDR)

Upgrade Services	Cost Item Comments	Qty	Unit Cost	Subtotal Cost
1.01	Project Management	157	1,500	235,500
1.02	Application Installation	33	1,500	49,500
1.03	Application Configuration	189	1,500	283,500
1.04	To-Be Business Process	66	1,500	99,000
1.05	Forms/Screens Design			-
1.06	Custom Tabs replacement			-
1.07	Data Conversion	97	1,500	145,500
1.08	Great Plains Interface (CIS)			-
1.09	Sensus Interface			-
1.10	DataProse interface			-
1.11	IVR interface			-
1.12	Issue Notification Interface			-
1.13	Bank Of America interface			-
1.14	ACH interface			-
1.15	NRA Interface			-
1.16	Great Plains Interface (CMMS)			-
1.17	WACHS interface			-
1.18	PipeLogix interface			-
1.19	Kronos Interface			-
1.20	GIS Interface	1	20,000	20,000
1.21	Custom Code Replacement			-
1.22	Testing	89	1,500	133,500
1.23	Reports	21	1,500	31,500
1.24	Training	14	1,500	21,000
1.25	System Acceptancce	10	1,500	15,000
1.26	Go Live	33	1,500	49,500
1.27	Other (Specify)	1	18,000	18,000
1.28	Field Inspecor for CDR	1	20,000	20,000
1.29				-
1.30				-
1.31				-
1.32				-
1.33				-
Total				\$ 1,121,500.00



Order Form

As it relates to the Component Systems specified herein, this Order Form is subject to the terms of the End User License Agreement between **Infor Public Sector, Inc.** ("Infor") and **El Dorado Irrigation District** ("Customer" or "Licensee") with an effective date of **September 28, 2006** (the "License Agreement") As it relates to Support for the Component Systems, this Order Form is subject to the applicable terms of the License Agreement (to the extent it concerns Support) or, if Support is the subject of a separate Support agreement related to the License Agreement, the terms of such Support Agreement (the "Support Agreement"). As it relates to the Subscription Software specified herein, this Order Form is subject to the terms and conditions of the Software as a Service Agreement between Infor and Customer with an Effective Date of _____ (the "SaaS Agreement") (the License Agreement, the Support Agreement, and the SaaS Agreement collectively referred to as the "Agreement"). All terms of the Agreement are incorporated herein by reference. In the event of a conflict, the terms of this Order Form control over the terms of the Agreement.

In the event the capitalized terms in this Order Form differ from the terminology used in the Agreement, references herein to: "Customer" and "Licensee" shall have the same meaning and may be used interchangeably; "Component Systems" means the software products that are being licensed (and may be referred to in the Agreement as Products, Software Products, Software, Programs or Licensed Programs); "Support" means Infor's current standard maintenance and support services (and may be referred to in the Agreement as Maintenance and Support, Annual Support, Support Services, On-Going Support or One Point Support); "Order Form" means a mutually agreed upon ordering document (and may be referred to in the Agreement as Schedule, Supplement or Supplemental Schedule); "User Restriction" means the license restriction applicable to the Component System in addition to any license restrictions in the Agreement; "Annual Escalation Percentage Cap" means the maximum percentage increase in the annual Support Fee on an annual basis. In addition, based on the applicable Agreement, listed Component Systems herein owned by a third party may also be referred to in the Agreement as "Additional Software" or "Third Party Software".

I. Component Systems – Exchange - PROD: Placerville

I(a) Component Systems – Exchange from:

	Part # (if applicable)	Component Systems	User Restriction*		Support Level**
			Quantity	Type	
1	H8GGS	Infor Public Sector Suite - GeoAdministrator	-1	NU	XT

The Component Systems in table I(a) are herein referred to as the "Current Component Systems".

I(b) Component Systems – Exchange to:

	Part # (if applicable)	Component Systems	User Restriction*		Support Level**
			Quantity	Type	
1	HAN-H8GIS	Infor Public Sector Suite - GIS Data Integration	250,000	POP	XT

The Component Systems in table I(b) are herein referred to as the "New Component Systems".

II. Component Systems - Subject to Enterprise License under Section VII herein ("Section II") – PROD: Placerville

	Part # (if applicable)	Component Systems	User Restriction*		Support Level**
			Quantity	Type	
1	H8LC	Infor Public Sector Suite - Building Permit	1	ET	XT
2	H8CAS	Infor Public Sector Suite - Configured Assets	1	ET	XT
3	H8CIS	Infor Public Sector Suite - CIS Billing	1	ET	XT
4	H8CS	Infor Public Sector Suite - Customer Service	1	ET	XT
5	H8AW	Infor Public Sector Suite - Water	1	ET	XT
6	H8AS	Infor Public Sector Suite - Sewer	1	ET	XT
7	H8AF	Infor Public Sector Suite - Fleet	1	ET	XT
8	H8AP	Infor Public Sector Suite - Plant	1	ET	XT

9	H8WM	Infor Public Sector Suite - Work Management	1	ET	XT
10	H8USE	Infor Public Sector Suite - Use Permits	1	ET	XT
11	HAN-H8GIS	Infor Public Sector Suite - GIS Data Integration	1	ET	XT
12	HAN-MOBILE-CDR	Infor Field Inspector CDR	1	ET	XT
13	HAN-MOBILE-WM	Infor Field Inspector Work Management	1	ET	XT
14	HAN-HDYP-UB-RD	Infor Public Sector Suite Dynamic Portal for Util. Billing Responsive Design	1	ET	XT
15	H8AWS	Infor Public Sector Suite - Asset Web Services	1	ET	XT
16	H8BWS	Infor Public Sector Suite - Billing Web Services	1	ET	XT
17	HAN-H8RS	Infor Public Sector Suite - Rest Services	1	ET	XT
18	H8CM	Infor Public Sector Suite - Cashiering	1	ET	XT
19	H8AWMM	Infor Public Sector Suite - Water Meter Management	1	ET	XT
			Total License Fee: \$236,260.00		

* If specified in the User/License Restriction field:

- **“ET” = Enterprise** - Allows unlimited use of the Component System by the Licensee or by Licensee and other permitted subsidiaries to the extent expressly authorized in the License Agreement and this Order Form. The Component Systems in Section I are further restricted to the terms set forth Section VI herein.
- **“POP” = Population** - Quantity represents the maximum number of persons who reside within the jurisdiction of Licensee and an increase in population which exceeds the Quantity specified will carry additional License and Support Fees.

III. Support Services

Support on the Current Component Systems set forth above is hereby transferred to the New Component Systems set forth above. Any prior support commitments for the Current Component Systems shall also transfer to the New Component Systems. Upon the expiration of such transferred commitments (the “Maintenance End Date”), Licensee’s Support for the Current Component Systems shall immediately terminate. If Licensee requires Support for the Current Component Systems past the Maintenance End Date, additional fees may apply.

Annual Support Fee*: \$47,252.00**

***The Additional Annual Support Fee specified above applies only to the Component Systems listed above and is in addition to any annual fees for Support that may be due and payable by Licensee or its affiliates under any other ordering form or agreement (a “Separate Order Form”). If, under a Separate Order Form, Licensee or its affiliates have previously or separately purchased a license to a Component System that is also listed in this Order Form (a “Separately Licensed Component System”), then Licensee or its affiliates shall continue to be obligated to purchase or renew and pay for annual Support for such Separately Licensed Component System under such Separate Order Form. The Support fees herein are additive to the Support fees under any Separate Order Form with respect to any Separately Licensed Component System, and for so long as Licensee renews annual Support for a Separately Licensed Component System under this Order Form, Licensee shall ensure that it or its affiliates purchase or renew and pay for annual Support for such Separately Licensed Component System under the Separate Order Form.

Annual Escalation Percentage Cap (effective after the Initial Term): 2% for the first and second annual renewal, 3% for the third and fourth annual renewal; thereafter, 6% or the then-current year-over-year increase in the Consumer Price Index (CPI-U), whichever is greater.

Initial Term of Support: Order Form Date through twelve (12) months from Order Form Date.

Committed Term of Support: Order Form Date through sixty (60) months from Order Form Date.

Fee for Initial Term of Support: \$47,252.00

IV. Subscription Software – Not Subject to Enterprise License under Section VIII herein (“Section IV”)

PROD: Placerville

	Part # (if applicable)	Subscription Software	License Restriction*		Support Level**
			Quantity	Type	
1	ANC-S-UAPBUN	Infor User Adoption Platform Bundle - SaaS	239	NU	CXT

V. Subscription Term and Subscription Fees

Annual Subscription Fee for Year 1 of Initial Subscription Term: \$19,440.00

Annual Subscription Fee for Year 2 of Initial Subscription Term: \$19,828.80

Annual Subscription Fee for Year 3 of Initial Subscription Term: \$20,225.37

Initial Subscription Term: Order Form Date through 3 years from Order Form Date.

Annual Escalation Percentage Cap for Renewal Terms: As applicable to year four (4) and year five (5) Renewal Term, the percentage increase in the Subscription Fees over the Annual Subscription Fee for the immediately preceding year shall not exceed 3% or the then-current year-over-year increase in the Consumer Price Index (CPI-U), whichever is greater.

Fee for Initial Subscription Term: \$59,494.17

For the purpose of the definitions below, Component System and Subscription Software may be used interchangeably.

* If specified in the User/License Restriction field:

- “NU” = **Named Users** - Allows access to the Component System up to the stated maximum number of individual named users, irrespective as to whether any such user is actively logged on to the Component Systems at a given point in time; The Licensee agrees to assign to each Named User a unique identification profile, it being agreed that to the extent Licensee uses generic user profiles as a means to access the Component System, each separate log-on accessing the Component System will be counted as a separate user.

**** Support Level:**

“XT” = Infor Essential (24X5); “XTP” = Infor Premium (24x7); “XTE” = Infor Customer Success Plus program Descriptions of the XT and XTP Support plans can be found at <http://www.infor.com/content/brochures/inforxtremesupportplanfeatures.pdf/>. A description of the XTE - Customer Success Plus program can be found at <https://www.infor.com/support/customer-success-plus/>

“CXT” = Infor Essential (24X5); "CXTP" = Infor Premium (24x7); "CXTE" = Infor Customer Success Plus program. Descriptions of these plans can be found at <http://www.infor.com/cloud/subscription/>

VI. Fees and Payments:

Total Amount Due (before applicable taxes): \$343,006.17

Currency: USD

Payment is due within 15 days from date of invoice.

The License Fee, Fee for Initial Term of Support and the first Annual Subscription Fee, plus applicable taxes, will be invoiced promptly upon the Order Form Date.

All other Annual Subscription Fees will be invoiced such that they are due prior to the commencement of the portion of the Subscription Term to which the Annual Subscription Fee applies.

Equipment (on which Component Systems will be installed):

Computer Platform:		Model:	
Operating System:		DBMS:	
Serial Number:			

Customer Account ID: 372232

Infor GL ID: US06A

Account Executive Name: Michele King

Delivery Address:	Invoice Address:
El Dorado Irrigation District 2890 Mosquito Road Placerville, CA 95667 USA	El Dorado Irrigation District 2890 Mosquito Rd. Placerville, CA 95667 USA
Contact Name: Srinivasan Sundaram	Contact Name: Tim Ranstrom
Contact Phone: 530-642-4052	Contact Phone: 530-642-4175
Contact email: ssundaram@eid.org	Contact email: Invoices@eid.org

VII. Enterprise License for the Component Systems in Section I

1. The initial base license fee (“Base Enterprise License Fee”) shall be \$236,260.00.
2. The parties agree that for purposes of this Order Form, Employees will be used as the enterprise license metric. Whereas Employee is defined as: The total number of individuals who are or have been employees of Licensee and its Affiliates (whether employed on a full-time, part-time, seasonal or other basis) or independent contractors of Licensee or its Affiliates (whether engaged directly or through a third party as contract workers, consultants, freelancers or other capacity). For licensing purposes, former employees and independent contractors of Licensee shall only count as Employees if their data is maintained or processed by the Component System for administrative, pension or payroll purposes. Within thirty days following each anniversary of the Order Form Date (each an “Anniversary”), Licensee will provide detail regarding the total number of Employees as of such Anniversary. If the actual number of Employees as of an Anniversary is in excess of the specified licensed quantity of Employees as of such Anniversary, Licensee will purchase additional licenses corresponding to such excess amount.
3. The parties agree that for the purposes of this Order Form, the “Max Employee Quantity” will be equal to 290 Employees.
4. The parties agree that Customer shall be required to pay Infor an additional non-refundable (a) license fee equal to ten percent (10%) of the Base Enterprise License Fee and (b) XT Support Fees equal to two percent (2%) of the Base Enterprise License Fee (collectively, the “Incremental Fees”) for each 10% incremental increase in the total number of Employees over the Max Employee Quantity. Each occurrence where Incremental Fees are due will establish a new Max Employee Quantity and Base Enterprise License Fee that are at least ten percent (10%) greater than the previous Max Employee Quantity and Base Enterprise License Fee. Customer shall report its then-current Employee quantity in writing no later than the end of each year; and shall pay Infor the Incremental Fees within fifteen (15) days from the date of invoice. Customer and Infor shall reflect this increase in a mutually-executed Order Form, which sets forth the increase in the Max Employee Quantity, increase in the Base Enterprise License Fee, as well as the applicable Incremental Fees. Infor reserves its right to audit Customer’s actual use or number of Employees per the terms of the Agreement.
5. “Affiliate” means any entity controlled by Licensee. For purposes of the preceding sentence, “control” means the direct or indirect ownership of more than 50% of the voting interests of an entity.

VIII. Additional Terms

Notwithstanding the Enterprise (ET) license metric herein, Licensee shall only be entitled to use the Component Systems licensed herein for Customer and majority-owned Affiliates, so long as they remain majority-owned Affiliates, provided, however that Customer is responsible to Infor for any breach by such Affiliate, as if Customer itself had committed the breach. For purposes of clarity, access rights to Component Systems and Support Services extend to such Customer majority-owned Affiliates, who shall be treated as “Customer” under this Order Form for such purposes; User Restrictions are cumulative. Infor’s provision of the Subscription Services to such Affiliate will not render any such Affiliate a third-party beneficiary. For greater certainty, the parties agree that only Customer will be entitled to enforce the rights under this Agreement, and that its Affiliates shall not be entitled to do so. Other than in the case of a breach by such Affiliate of Infor’s Intellectual Property Rights hereunder, Infor shall only be entitled to enforce the rights and remedies under this Agreement against Licensee in the event of a breach by its Affiliate.

Option to Acquire Additional Licenses. Provided that Customer is not in breach of the Agreement, including its obligations to pay all fees when due and payable, and provided that such Subscription Software is then-currently made generally available for licensing to all Infor customers, then during the Initial Subscription Term, Customer shall have the option (“Option”) of acquiring additional Subscription Software licenses for the Subscription Software specified in the Subscription Software Table below for an additional Subscription Fee in the amount specified. Customer may exercise its Option by entering into a mutually-executed Order Form, on or before the expiration of the Option, which sets forth the Subscription Software at issue. In the event such Subscription Software is owned by a third party, the parties agree that the Option set forth herein shall only be valid so long as Infor maintains its agreement with the third-party owner of such Subscription Software and such agreement allows for the discount set forth herein.

Part # (if applicable)	Subscription Software	License Restriction*		Additional Annual Price Per Quantity
		Quantity	Type	
ANC-S-UAPBUN	Infor User Adoption Platform Bundle - SaaS	10	NU	\$992.34

Please visit <https://www.infor.com/customer-center/MTcloud> for benefits related to the Infor Multi-tenant Cloud Customer Bill of Rights (only applicable to Subscription Software hosted in a multi-tenant environment).

Exhibit 1 – Service Level Description is attached to and made a part of this Order Form.

In consideration for the pricing and terms under this order form, Infor may make reference to Licensee as a customer in press releases and written and verbal communications. Licensee agrees to act as a reference for Infor, including participating in reference calls and other reference activities as may be reasonably requested by Infor.

If Licensee merges, acquires and/or consolidate with any other Infor customer, then (i) any Support fees previously paid by an existing Infor customer shall be non-refundable, and (ii) the go forward Support fees to Infor will be the sum total of the then current Support fees under this agreement, and the then current Support fees being paid by the merged entity under its Support Agreement (e.g. Support cannot be renewed under one agreement and cancelled under another).

Licensee’s purchase of the licenses specified herein is not contingent or dependent upon the provision of any consulting services Licensee may choose to purchase from Infor contemporaneously with this Order Form or in the future.

The Mobile Software Supplement is incorporated herein (the “Mobile Supplement”) and sets forth additional terms and conditions applicable to Licensee’s access to and use of the Mobile Software licensed herein. The terms of the Agreement are hereby amended by the Mobile Supplement as it relates to the Mobile Software. In the event of a conflict between the terms and conditions of the Agreement and the provisions of the Mobile Supplement, the provisions of the Mobile Supplement shall govern and control. The Mobile Supplement can be found at: <https://go.infor.com/mobile-application-supplement-on-prem/>.

Committed Support Terms:

i. The Support Fee and Annual Escalation Percentage Cap set forth above shall apply only to the Component Systems and number and types of users set forth above. If during the Initial Term of Support, or at any time during the remainder of the commitment period, Licensee licenses additional Component Systems and/or users, or reinstates Support for any previously licensed Component Systems and/or users, the Support Fee will increase according to Infor’s then-current applicable rates and policies.

ii. The parties agree the Support Fee and Annual Escalation Percentage Cap specified above is offered by Infor solely in reliance upon Licensee’s commitment to renew annual Support through the Committed Term of Support which will be invoiced in advance of each annual support renewal period. The support period specified herein is a binding term, and Support may not be canceled during this time. If Licensee fails to pay Infor any portion of the Support Fee when due for any reason whatsoever, then, in addition to other remedies Infor may exercise, Licensee shall be immediately invoiced for, and shall be obligated to pay to Infor the Support Fee for the entire commitment period, with Infor-standard annual increases applied, as liquidated damages and not as penalty, less any amounts previously paid by Licensee for the Support fees due hereunder. The parties agree this amount is a fair and reasonable estimation of Infor’s damages in the event Licensee breaches its obligation to maintain Support through the commitment period.

Licensee is hereby granted a limited, term license to use the New Component Systems, Current Component Systems, and the Component Systems listed Section II in more than one production environment and more than one nonproduction environment, subject to the terms herein and the Agreement, for the sole purpose of Licensee upgrading from Hansen Version 7 to Infor Public Sector Version 11 Component Systems listed in Section II (“Limited License”). This Limited License shall terminate on the earlier of: (a) the twenty-four month anniversary of the Order Form Date or (b) upon completion of the Infor Public Sector upgrade. Upon termination of the Limited License, Licensee shall cease all production and non-production use of the Current Component Systems and no longer be eligible to receive Support in connection therewith; Support for the New Component Systems will continue in accordance with and subject to the terms herein and the Agreement.

As of the Effective Date of this Order Form, the Support renewal of Licensee’s previously licensed Component System(s) is pending. Licensee hereby consents to the renewal of Support services for such Component System(s) and irrevocably agrees to pay the corresponding fees. Non-payment of these fees will entitle Infor to suspend Support for the Component System(s) licensed herein until such payment is received.

No changes or modifications of any kind to this Order Form shall be accepted after execution unless signed in writing by both parties

"Component System Exchange Right

For a period commencing on the Order Form Date set forth above and terminating one (1) year thereafter (the "Exchange Right Period"), and provided Licensee is not in breach of the Agreement (including without limitation, having made all payments due in a timely manner), Infor grants to Licensee the right to exchange sku NZTK-H8NDEU (Hansen 8 - Neztek Data Utility Exchange) Component System licenses, as previously licensed by Licensee, for any combination of the Component System licenses identified below based on the Relative Value of the Component System bundles or individual Component Systems, as applicable, as set forth below, subject to the Notes specified below and subject to Infor's policies and procedures regarding any Component System licenses that must be licensed in minimum quantities and/or that must be licensed together with other Component System licenses. For purposes of clarification, Component Systems of equal Relative Value may be exchanged, and a Component System of greater value may be exchanged for a Component System of lesser value. Any Component System licenses subject to an exchange, as provided hereunder, shall be governed by the terms and conditions of the Agreement, unless otherwise agreed by the parties in writing.

Any purchase order or similar document (other than a mutually executed and delivered Order Form) that may be issued by the undersigned Licensee in connection with this Order Form does not modify this Order Form or the Agreement to which it pertains. No such modification will be effective unless it is in writing, is signed by each party, and expressly provides that it amends this Order Form (or as applicable, the Agreement).

For U.S. Government entities, the following restricted rights clause applies: This Component System is a "commercial component," as this term is defined in 48 C.F.R. 2.101, consisting of "commercial computer software" and "computer software documentation," as such terms are defined in 48 C.F.R. 252.227-7014(a)(1) and 48 C.F.R. 252.227-7014(a)(5), respectively, and used in 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, as applicable, and all as amended from time to time. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.2702, and other relevant sections of the Code of Federal Regulations, as applicable, and all as amended from time to time, all U.S. Government entities acquire this Component System only with those rights set forth in the license agreement accompanying this Component System. Use, duplication, reproduction, or transfer of this commercial software and accompanying documentation is restricted in accordance with FAR 12.212 and DFARS 227.2702 and by a license agreement.

By signing this Order Form, Licensee represents and warrants that it has obtained all necessary authorizations and approvals including, but not limited to, appropriation of funds and budget approval.

The Component Systems shall be considered accepted upon the effective date.

Effective date of this Order Form: _____ (the "Order Form Date"), to be completed by Infor upon countersignature.

THE PARTIES have executed this Order Form through the signatures of their respective authorized representatives

for: **Infor Public Sector, Inc.**
(Infor)

for: **El Dorado Irrigation District**
(Customer or Licensee)

Signature

Signature

Typed or Printed Name

Typed or Printed Name

Job Title

Job Title

Date

Date

Exhibit 1 to SaaS Order Form

Service Level Description

Infrastructure - The services are supported by commercially reasonable redundant infrastructure including

- Power infrastructure that includes redundant sources (multiple power feeds, generators, battery backups), multiple power distribution systems, and redundant power supplies;
- Environmental controls that include highly available precision HVAC systems, humidity controls, and water detection systems;
- Network infrastructure that includes multiple Internet Service Providers, redundant edge routers, firewalls, and switches;
- Hardware and software redundancy in support of virtualized and physical servers; and
- Storage solutions that provide redundant back end data storage.

Infor maintains a disaster recovery site where Customer's data is replicated on a regular basis.

Technical Change Management – Infor maintains change management system to ensure review and controlled implementation of changes that Infor may make from time to time in the support of the services. Changes require both a risk analysis and a peer review before being implemented in Infor's infrastructure.

Security & Privacy – Infor takes great care to protect non-public information provided to us by our customers. Infor may have access to non-public information from multiple sources that include:

- Directly from use of one of Infor's hosted applications.
- Directly from a customer's designated service representative or indirectly via batch data transfers.
- In the course of transactional activities as information is updated or processed by an Infor hosted application, or through data maintenance activities.
- Other sources as defined by one of our solutions.

Infor has implemented a defense-in-depth strategy to protect non-public information. This strategy is based upon best-practices designed to comply with applicable laws and regulations and is based upon widely accepted industry standards. Our security management system is based on the following:

- **Security Policies:** We require that all employees be responsible for the security of non-public information and follow the practices defined within the Information Security Management System.
- **Information Security Organization:** Infor's management is committed to security and has established an organization responsible for the security of non-public information.
- **Asset Management:** All assets are strictly controlled and all information is classified in order to determine the appropriate controls required for access and handling.
- **Human Resources Security Practices:** In the US, Infor conducts a comprehensive background check and screening at the time each employee is hired and requires that employees maintain familiarity and compliance with security responsibilities. When employees leave Infor, a formal process is established to remove their physical and virtual access to the Infor infrastructure.
- **Physical and Environmental Security:** Infor places critical components in physically controlled spaces with best-practices in place to secure infrastructure. Physical and environmental security measures include card and/or biometric access controls, and limited access to secure locations based on job function.
- **Access Control:** All access to systems, networks, and applications is controlled down to the user and resource level with role-based privilege techniques. This access is reviewed on a periodic basis to ensure that a change of personnel or a change of role has not modified the access needs of the individual.
- **Communication and Operations Management:** Infor has implemented strong operational procedures to protect information. Our controls surrounding system planning, protection from malicious code, backup processes, network security, media handling and exchange of information are constantly being analyzed and monitored to insure they provide reasonable protection for your data. Third party service providers with access to confidential information are required to adhere to security and privacy requirements that are consistent with and at least as restrictive as Infor's own policies and procedures regarding the protection of confidential information.

- System Development: Security requirements of all applications that handle confidential information are defined early in the development stage. Appropriate data protection techniques are designed into the application while changes to developed software must go through a mature change management process.
- Incident Management: In the unlikely event of an actual or reasonably suspected security incident, our teams immediately begin work to identify the scope of impact, mitigate any exposure, determine the root cause of the incident and take appropriate corrective action.
- Compliance: We are constantly analyzing the requirements of legal, regulatory, and contractual obligations to ensure we are abiding by the requirements that apply to the handling of your data.

Scheduled Maintenance – The services shall be subject to a regularly scheduled weekly maintenance window. Infor makes commercially reasonable efforts to establish maintenance windows during times that minimize impact to Licensee’s users. While most of Infor’s maintenance can be completed during regularly scheduled maintenance windows, from time to time maintenance must be performed outside of the scheduled maintenance windows to maintain the integrity and security of the services. In such cases, Infor will provide Licensee’s primary point of contact as much advance notice of the planned maintenance as is technically feasible. The regularly scheduled weekly maintenance windows and any period of unavailability due to maintenance for which Licensee is given at least 24 hours advance notice is considered “Scheduled Maintenance”.

Availability – Infor’s goal is to provide access to the services at Infor’s Internet gateway(s) twenty-four hours per day, seven days a week, except during Scheduled Maintenance. Infor’s service level objective is 99.5% Availability measured on a monthly basis.

Availability for the Subscription Services is measured monthly as a percentage of Scheduled Available Minutes.

- "Scheduled Available Minutes" are the total minutes in a month less the number of Scheduled Maintenance minutes in the applicable month.
- "Available Minutes" is the number of Scheduled Available Minutes in a month less the aggregate number of minutes the Subscription Services were unavailable outside of Scheduled Maintenance.
- "Availability" is a percentage calculated as the Available Minutes in a month divided by the Scheduled Available Minutes in the month.

For example, in a 30-day month with 1 Scheduled Maintenance window of 4 hours, there are 42,960 Scheduled Available Minutes ((60 min. x 24 hrs. x 30 days)-(60 min. x 4 hrs. x 1 Scheduled Maintenance window) = 42,960). If the Subscription Services experienced an outage of 2 hours outside of Schedule Maintenance, there were 42,840 Available Minutes in the month (42,960 Scheduled Available Minutes – 120 minutes of unavailability). The resulting Availability percentage is 42,840 / 42,960 = 99.7%.

The following shall not be considered periods of unavailability for purposes of the Availability calculation:

- Outages due to factors outside of Infor’s reasonable control (for example, a network or device failure at Customer’s site or between Customer and Infor’s data centers);
- Delays in email or webmail transmission to or from the hosted application;
- Connectivity issues outside of Infor’s direct control (e.g. DNS issues);
- Force Majeure events;
- Outages attributable to the acts or omissions of Customer or Customer’s employees, agents, contractors, or vendors, or anyone gaining access to the services means of UserIDs or equipment controlled by Customer;
- Periods of Down Time at Customer’s request;
- Outages that result from Customer’s equipment, software, or other technology and/or third party equipment, software or other technology (other than those which are under Infor’s direct control); and
- Performance degradation due to Customer’s use of the services in excess of the scope of Customer’s license, usage restrictions, or product limitations outlined in the applicable Agreement.

Westin Technology Solutions, LLC

Proposed Scope of Work

IPS Transformation Services

I. Background

Westin Technology Solutions (“Westin”) is currently under contract with the El Dorado Irrigation District (“EID” or “District”) to help develop an RFP and select a Solution Implementor (“SI”) for the Hansen Upgrade Project to move the District from its legacy Infor Hansen solution to the newest version of Infor Public Sector (“IPS”). The District began using the Hansen software in the late 1990’s to manage EID’s asset maintenance activities. Beginning in 2006, the District upgraded to the Hansen 7 software suite that is still in use today. About 150 District employees regularly use this legacy Hansen version within the District’s Customer Service, Operations, Engineering and Environmental Services departments. However, the District’s existing version of Hansen 7 is now far outdated, no longer supported, lacks many modern software and mobile work management functionalities, and each District department deploys it independently. Over time, due to lack of system ownership and standards, many of the District’s core business processes and routine field inspection and maintenance work practices drifted away from best practices. This resulted in continued reliance on paper files, inefficient business processes, duplicate data entries, and manual system workarounds. Over the past 14 years, the District has received its maximum value from its Hansen v.7.7 solution. Now it is time to upgrade.

Moving to current version of IPS is by itself a relatively major project. This is due to the significant technology enhancements over the past decade, the breadth of District departments involved in this upgrade, the numerous business process changes expected, and the total number of District employees affected. For real success, this District effort needs to be far more than just a software upgrade. The substantial resource investment for this upgrade must also engender successful organizational transformation to the majority of EID’s core business processes (e.g., customer service, utility billing, maintenance management, work management, asset management, inventory, permitting, field inspections, workforce planning and scheduling, and performance reporting). The modern system functionality of the new IPS solution, its mobility advancements, enhanced system interfaces, and superior reporting capabilities can dramatically transform the District’s customer management, infrastructure management and community development programs.

Westin’s current contract assists EID through the SI award. This proposed scope of work would seamlessly continue Westin’s independent, professional consulting services through the new IPS solution Go-Live and Post-Live support phases. Westin proposes to work on behalf of the District as its program’s *Trusted Advisor* to continue to help guide and support EID’s Project Manager and Core Team during the IPS solution foundational planning, system configuration, organizational change management (“OCM”), solution testing, user training, Go-Live, and Post-Live phases. Westin’s program services will leverage and augment the District’s team knowledge and project resources. Westin will provide additional program management, project coordination, SI management, best practices alignment, and enriched benchmarking and performance reporting capabilities.

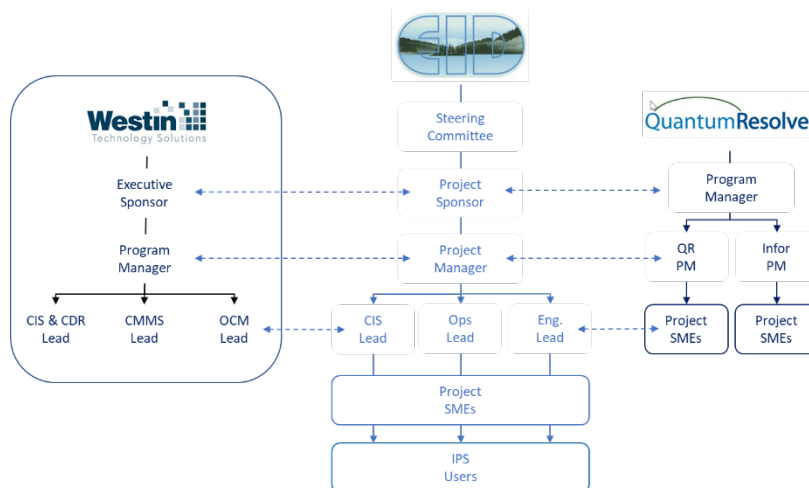
Westin will help guide EID’s business transformation through the successful optimization of IPS’ capabilities.

II. Westin’s Project Team

Westin’s proposed project team members remain consistent through this critical transformation phase. All proposed consultants are seasoned utility and /or information technology specialists each possessing over 20 years of similar experience. Our team has been working closely with the District over the past year and we understand the District’s current state; its vision of EID’s desired future state; and the SI’s proposed scope of services, strengths, skills, resources, and potential gaps. As such, Westin is in a unique position to seamlessly provide supplemental program management support and best industry practices to help guide the District’s transformation.

Westin’s Program Manager and Leads will coordinate project activities between the District’s Project Manager, District’s Core Team, the SI’s Project Manager, and their support team. Westin will work with EID and its SI in implementing best practices and business efficiency gains for all IPS users to fulfill the District’s transformation vision.

Westin’s deep expertise in the Infor solution, as well as our knowledge of customer management, maintenance and asset management, inventory, and permitting best practices will drive continued project success. This is what Westin does!



We understand the complexities in major upgrades and methods for achieving business transformation.

Mr. Doug Spiers, PE / Executive Sponsor / El Dorado Hills, CA: For over 25 years, Mr. Spiers has successfully managed numerous business process and technology improvements for many of the most forward-looking water and wastewater utilities in North America. Doug has previously assisted EID in the creation of its first Strategic Business Plan, key performance indicators (“KPIs”), IT Master Plan, and SCADA Master Plan. Mr. Spiers currently serves as AWWA’s Chair for its *Strategic Management Practices Committee* and is leading the update of AWWA’s M5 Manual of Practice on *Utility Management*. Doug will serve as Westin’s **Executive Sponsor**. His role is to ensure the project results in the desired transformational improvements. He will work closely with the District’s Project Sponsor and the SI’s Program Manager to help guide the utility transformation.

Mr. Albair Hanna, PE / QA Manager / Principal Consultant / Buena Park, CA: Mr. Albair Hanna has more than 30 years of experience in providing technology consulting and project management services for a wide range of utilities throughout the United States and Canada. He has extensive experience with asset and customer management software implementations, field service optimizations, mobile work management implementations, and effective system integrations. Albair will serve as Westin’s **Quality Assurance Manager**. His role is to ensure successful project delivery from a functional and technical perspective and provide industry insight and proven solutions as issues arise.

Ms. Stacey Aukamp / Program Manager / Principal Consultant / Charleston, SC: Ms. Stacey Aukamp possess more than 20 years of hands-on experience with complex technology upgrades and implementation projects. She has extensive knowledge and experience helping similar utilities implement industry best practices including self-service, AMI, mobile workforce management, interfaces, and process optimizations. Stacey will serve as Westin’s **Program Manager**. Her role is to assist the District’s Project Manager in the direction and coordination of the SI’s activities for the successful IPS transformation.

Ms. Rachael McKay / CIS and CDR Lead / Senior II Consultant / Bend, OR: Ms. Rachael McKay is a seasoned technology leader with proven success implementing and enhancing utility applications to reduce costs, enhance functionality and enrich system performance. Rachael is highly skilled at leading customer management teams and employing innovative changes that drive business success. Rachael will serve as Westin’s **CIS and CDR Lead** to help EID employ the best-fit customer management enhancements throughout the upgrade to streamline and optimize the District’s business practices. Rachael will also aid with the best practices user training which will result in higher user adoption, improved customer services, and significant District efficiency gains. Her skills and her deep customer management, call center, and permitting expertise will help the District realize its desired transformation.

Mr. Chris Sail / CMMS Lead / Sr. Consultant II / Folsom, CA: Mr. Chris Sail brings over 30 years of experience in providing enterprise asset management best practices and enabling technologies to public utilities. Chris lives nearby the District in Folsom, CA and worked at Infor Hansen from 2013 to 2017. While at Hansen, Chris led the Hansen upgrades and new implementations throughout the US and Canada. Chris will serve as Westin’s **CMMS Lead** through the implementation. His role is to assist in the configuration, testing, training, and roll-out of the new IPS maintenance, work, inventory, and asset management processes.

Mr. Chip Harris / OCM Lead / Senior II Consultant / Charlotte, NC: Mr. Chip Harris bring over 34 years in helping utilities optimize their business and technology performance. For 30 years, Chip worked at the City of Charlotte as their Business Services Manager. Chip will serve as Westin’s **OCM Lead**. In this capacity, he will help to continue changing the District’s behavior (e.g., both individual and collective activities) to take maximum advantage of the new solution’s functionality. Chip will assist the District with aligning its employees and workforce culture with the improvements resulting from software’s new interfaces and additional functionalities.

III. IPS Transformation Services

Task 100: Program Management Services

Westin’s Program Management services are designed to assist, advise, augment, and support the District’s Project Manager and Core Team through the successful Go-Live and Post-Live business transformation. The SI will provide the Hansen upgrade services to EID. Westin’s team will work collaboratively with the District to provide complementary program and SI management services on behalf of EID to help align, manage and integrate all project resources across the three project phases (CIS, CMMS and CDR). Our team’s skills and experience operating as our client’s *Owner’s Agent* has been demonstrated in many of the largest and most complex utilities in the country. Developing and reviewing the overall project schedule, specific schedules related to discovery, data conversion, interfaces, testing, and training are among the key support we provide.

A. Project Initiation & Planning Support: Proper project planning is crucial to the ultimate success of the District’s business transformation. The SI will undertake a Foundation phase to align stakeholders on the scope and approach; define strategies; and establish tools, templates and methods to be used. During the Foundation phase, the SI will conduct a series of planning and design workshops to develop the best approach for the upgrading all three systems. During these sessions, the SI will ask the District 100’s of questions as to its desired future vision and anticipated use of the new IPS solution that will form the SI’s design basis for the solution upgrade.

Westin’s project initiation & planning efforts are designed to support the District through the SI’s Foundation phase and discovery. During this period, Westin will continue to support the District’s Project Manager with initial project planning logistics, key decisions, and project communications with the District’s Steering Committee, Project Manager, Core Team members, and the SI’s Project Manager. Westin will actively participate in the SI’s workshops side-by-side with the District to continue to carefully define its future vision, To-Be core business processes, detailed

system interfaces, field mobility, historical data conversion, testing strategies, acceptance procedures, and cutover strategies. Westin will help to embed the District’s desired To-Be state in the SI’s planning processes and challenge any urge to design to the ‘status quo.’

During the Foundation phase, the SI will develop a Project Management Plan that defines the basis and approach for the upgrade, how the project will be executed, monitored, controlled, and closed. Westin will incorporate and expand on the SI’s Plan and Project Schedule into a *Consolidated Project Management Plan and Schedule*. The purpose of this expanded Plan is to document the entire project team’s understanding of the following crucial elements of this project from the multiple, different perspectives.

Project team organization	Resource availability
Project roles and responsibilities	Decision making
Project approach	Business needs
Project schedule	User constraints
Deliverables	Acceptance criteria
Project control	Scope and scope change procedures
Issue management	Risk management
Costs	Project assumptions

This expanded *Consolidated Project Management Plan* will help guide the District and the SI during the subsequent configuration of the upgraded system, as well as in the testing, training and cutover of the new solution. The Plan’s design will include a means for being updated as the project progresses.

Other tasks envisioned during the Foundation phase include:

- Assist the District in further defining the SI’s project’s scope, triggering events, and the core business processes identified for automation and transformation.
- Assist the District in the prioritization of the solution’s requirements in alignment with the SI’s contractual scope of the contract and project vision.
- Assist initiating sustainable Project Change Control Procedures and the development of a Change Order Form.
- Develop and receive District comments and consensus on the SI’s Project Communications Plan that defines the approach for both internal and external stakeholder communications.
- Assist the District in determining how the interfaces between the new and existing systems are to be designed, run and managed.
- Assist in the development of a Data Conversion Plan with the District and SI and include freezing the data conversion scripts before user acceptance test.
- Assist the District with establishing a consolidated Project Risk Log and Issue log across the three systems.
- Assist the District with establishing the SI’s cutover strategy and how the end users will be introduced to the new solution capabilities and effectively trained.

B. Program Management Support: Westin’s project management efforts include complementary support activities through the Foundation phase for 4 months and the twenty-four (24) months planned by the SI for the IPS configuration, testing, Go-Live and Post-Live support. The SI will share the responsibility for the system upgrade implementation activities with the District. Westin’s role will be to continue to guide and support the District’s staff, help manage critical tasks, and ensure a successful system upgrade with the desired business transformation.

Through this effort, Westin’s team will seamlessly continue to support the District as it’s *Owners Agent* to help guide, manage and support the project and SI’s activities to a successful on-time and on-budget project close. Westin’s services will help support the day-to-day project coordination and management across the three systems, as well as leading the transformation of the District’s customer service and enterprise asset management programs in alignment with best industry practices. After completion of the Foundation phase, Westin’s program management support activities are envisioned to include the following:

- Coordinate and support the EID’s management and tracking of the overall project scope, progress, and milestones against the Consolidated Project Management Plan.
- Assist with SI management and control, requests for information, and other project administration tasks.
- Facilitate / attend regular project status meetings with the entire project team.
- Continue to provide the District with suggested best practices to be implemented during the SI’s configuration of the IPS solution.
- Identify any out of scope tasks and initiate the appropriate change orders when needed.
- Help the District’s Project Manager coordinate tasks with other related 3rd party vendors.
- Update, track, and assist in driving the resolution of project risks and issues throughout the project.
- Assist the District in issue escalation and resolution when necessary with the SI’s management team.
- Review and provide feedback on all vendor deliverables throughout the project to ensure quality and accuracy.
- Ensure acceptance and formal sign-off from the District’s Project Manager on all SI project deliverables.
- Review vendor’s monthly report for project activities for the duration of the project.
- Produce *Monthly Status Reports* and communicate actual project progress to all key stakeholders.
- Facilitate / assist with *Quarterly Project Reviews* with the District’s Steering Committee.

C. Data Conversion Support: Westin will continue to assist the District in determining the right amount and types of data to convert as a part of the data conversion. There will need to be validation points from both the District’s data extract and from the SI once the data is loaded, to ensure that the data has come across cleanly and accurately. Westin will support both the District and SI to determine what data points need to be compared in order to confirm a successful conversion. Comparing the two sets of validation points will be an interactive process, with data cleansing on the part of the District and conversion scripting on the part of the SI to attain a clean conversion before going into final test phases.

D. Interface Support: This Hansen upgrade includes building new interfaces with other District and 3rd party systems. The SI’s contract will identify roles and responsibilities for implementing all system interfaces. EID will have prime responsibility for the third-party interface creation. Westin will work with the District’s staff to help manage and execute the integrations to the various third-party systems. Some interfaces, depending on the phased upgrade of the three system components, maybe more temporary in nature. Westin will actively participate in the SI Interfaces Design Workshops, review the SI’s interface design documents, and work collaboratively with the SI, District staff, and affected 3rd party vendors for a successful outcome. Westin will also assist the District with the identification of the required integration points, the data requirements, the frequency, and other important integration aspects to ensure the integrations are established, tested and ready for system Go-Live.

E. Testing Support: To have acceptance of the IPS solution, it will be important for EID to complete thorough testing of the new system configuration. It is expected that the District will create test scripts, perform testing activities, document and manage issues, and sign off on the final configuration. Westin will support EID throughout the testing process including test script development, test preparation, oversight of the tests, and assessment of test results.

Westin will assist in coordinating EID resources for the tests, review and assist with test plans, participate in the unit testing process, assist in managing issues, and provide feedback to the District on the results of the different test phases. Westin will support the District through unit testing, functional testing, system/integration testing and user acceptance testing. We will participate in the unit testing process itself and will provide feedback to the District on the results of the different test phases.

F. Training Support: Core Team training and effective end user training are very critical to the overall success of the project. Often, the requisite training sessions get delayed or accelerated resulting in lower user acceptance. Westin will work with the District and the SI to ensure that all users get the proper training before IPS Go Live. It is expected that the training will be provided by the SI for all Hansen users. Westin will work with the District to coordinate the training schedule, resources, and facilities to conduct the various SI training sessions. This will be a complex effort across multiple departments and several levels of end users. Westin will assist in creating and filling in a training matrix to organize and manage this effort. Westin will assist the District’s Project Manager in monitoring the progress of the training and design and instill appropriate corrective actions as necessary.

G. Go-Live Support: Westin will support the District and SI in evaluating the organizational readiness and provide Go-Live support services. Westin will actively participate in the SI’s organizational readiness assessment and review the completion of the elements within the Go-Live Plan. Westin will likely expand the SI’s readiness assessment to confirm that the District has an acceptable plan for the implementation, ongoing maintenance and sustainable operation of each of the CMMS, CIS and CDR applications, including:

- Support staffing plan;
- System maintenance and operational procedures;
- Disaster Recovery / Continuity of Operations Plan (DR/COOP);
- Change requests or modifications/enhancement requests;
- Preventive maintenance;
- Software licensing renewal;
- Hardware replacement; and
- End user refresher training.

Over the years, we have found that these items need to be defined and adequately documented and agreed-to prior to ‘flipping the switch.’ Westin will also support the District’s final production system testing, provide startup support for the “to be” business processes, and verify the conversion of the CMMS, CIS, and CDR live data.

H. Post-Live Support: Westin will continue to provide Post-Live consulting services to the District on an as-needed basis for up to three (3) months after Go-Live. Several common tasks that are typically in this phase include supplemental end user training, planning for future system interfaces, refinement of implemented business processes and workflows, tracking and resolution of system issues, and SI support coordination.

At the successful project conclusion, Westin will develop and review *Project Close-out Documentation* including a *Consolidated Final Report*, documentation of lessons learned, and signed agreements on all phases of the project.

Formal Project Acceptance Checklist to include acceptance by the Project Sponsor, final risks, issue logs, and lessons learned tests for each new solution.

Task 100 Deliverables:

- Consolidated Project Management Plan with Detailed Project Schedule
- Review and comment on the SI’s Project Communications Plan

- Review and comment on the Test Plan
- Provide project administrative documentation including minutes, decisions, issues, escalations, and District and SI signoffs
- Review and comment on the SI's business process review documentation
- Review and comment on the SI's interface design documents
- Consolidated Monthly Project Status Reports
- Review and comment on the SI's Project Change Control Procedures
- Review the SI's Training Plan and Training Schedule
- Provide guidance for test preparation
- Review and edit the Test Scripts and coordinate the testing effort
- Review and QA the test results
- Follow up on the resolution of project issues, within the District and with the SI
- Help the District's PM coordinate end user training
- Review and comment on the SI's Organizational Readiness Plan for the three (3) Go Lives (CMMS, CIS, and CDR)
- Review and comment and help coordinate the three (3) Cut-Over Plans
- Support the three (3) Go Lives
- Issues resolution and end user support for the Post Go Live support phase
- Project Close-out Documentation
- Consolidated Final Report

Task 200 – Organization Change Management (“OCM”) Program Support

The IPS upgrade will present the District with many challenges and significant opportunities for major advancements. A high level of end-user adoption is critical to achieving the project’s ultimate goal - business transformation. The SI proposes to staff an OCM Consultant for approximately 8 – 10 weeks during the Foundation Phase. During this initial project phase, the SI proposes to provide an assessment of key organizational risks, challenges and cultural barrier to integrate into an OCM Strategy, Approach and Plan. Specifically, the SI proposes to:

- Conduct a stakeholder analysis to detail the tasks necessary to optimize adoption and minimize risks for each stakeholder group;
- Conduct a change readiness and risk assessment to identify key organizational risks and project challenges and provide risk mitigation plans; and
- Develop a change management strategy and approach.

The SI’s proposed services cease at the start of the CMMS project. The SI’s proposal recommends that the District provide at least one OCM Lead to serve in an advisory role to lead the District’s OCM program and manage the requisite staff change. The SI estimates that between 0.75 to 1.0 FTEs are needed to be provided by the District throughout the full project timeline to successfully execute on the SI’s OCM plans and activities.

The District is quite lean on project resources. As such, Westin will continue to support the District in this important activity. We will help the District’s Project Manager, Core Team members, and District managers lead the change management activities for their respective areas during the solution configuration, testing, training and Go-Live. Westin will help manage and lead the District’s OCM effort and internal communications through project close out, and track and report on the results of the OCM initiative.

Mr. Chip Harris will lead Westin’s OCM services and build on the SI’s OCM Jump Start program to continue preparing District staff in adjusting to modifications in their job responsibilities and effective performance of the enhanced business processes using IPS’s enhanced capabilities. Effective OCM requires adequately preparing all affected District staff to successfully perform the new business processes with the transformation. This may include helping to modify their job responsibilities as needed and additional training on specific new business processes that are aligned with the solution’s enhanced capabilities. Westin’s OCM services will help EID staff to successfully accept, adopt, and embrace the new IPS solution with enhanced methods to better serve its customers. Our efforts will help to prepare the EID staff for the successful transformation to the new solution. Westin will provide monthly updates and revisions to the change management documents as needed and facilitate resolution of any identified change issues.

Task 200 Deliverables:

- Identification, management, and resolution of OCM risks
- Monthly OCM Status reports

Task 300 – EAM Program Support

As the Hansen upgrade project moves forward and the new business are being rolled-out, the utility staff will ask the questions, “Why are we tracking all of this asset data, crew time and costs? Isn’t this system upgrade supposed to make our jobs easier? What’s in this for me?” The District’s new EAM Program Framework will help to provide the answers.

Westin proposes to assist the District in its generation of an Enterprise Asset Management (“EAM”) Framework & Implementation Plan to continue to enhance the management, maintenance, analysis, and capture the total life

cycle costs of its existing and future infrastructure assets. Westin’s interactive approach utilizes a series of group webinars to efficiently delivery a high degree of knowledge transfer to the numerous District employees involved. The major deliverable from this effort is the development of a clear framework or “roadmap” that continues to leverage the District’s use and investments in its new IPS solution.

A. EAM Best Practice Workshops: Westin will continue its consulting services by evaluating the District’s EAM program against asset management best practices to industry standards, such as ISO 55,000. The outcome is a EAM Program Framework with prioritized recommendations that will serve as the future roadmap for the District’s related asset management projects over the next 3 to 5 years. It will serve as a practical tool to guide the District through the optimization of its EAM business processes and related future technology investments.

Westin will conduct a series of three group sessions with the District’s management, operations and engineering staff to discuss and establish the baseline state and future of its enterprise asset management program.

Workshop 1 – EAM Basics - Westin will facilitate an interactive Asset Management Best Practices Workshop with a broad cross-section of District staff. Westin will present asset management industry best practices in order to establish a common basis for understanding the terminology, history, types, conditions, challenges and expected asset management program outcomes to begin the development of team buy-in for future asset management workflows, best practices, and priorities. Topics will include Cradle-to-grave, establishing service levels, condition ranking, criticality ranking, deterioration, reliability centered maintenance, asset risk management, applicable performance measures. The workshop will be highly interactive to engage staff and cause them to share their knowledge, their business needs, as well as enhance their understanding of the criticality of asset management. The Asset Management Best Practices Workshop will be approximately 3 hours in duration.

Workshop 2 – R&R Planning – Westin will facilitate an interactive webinar with the appropriate Engineering representatives and other EID representatives to discuss the District capital planning procedures and practices. Topics will likely include tracking the total life cycle costs of individual assets, evaluating total asset replacement value, proven R&R prioritization methods, advanced capital planning and management tools, and applicable performance metrics.

Workshop 3 – Advanced EAM Methodologies and Solutions – Westin will facilitate an interactive webinar on advanced EAM additional technologies and condition-based monitoring, outage management, reliability centered maintenance, business intelligence, decision support tools and other related topics of interest.

B. EAM Program Framework & Implementation Plan: Based on the webinar discussions, Westin will be able to understand the District’s full EAM program maturity as compared to other similar agencies. Westin will then develop a specific EAM Program Framework & Implementation Plan to fulfill any identified gaps. Westin will incorporate any pertinent discussions from the webinars and any review comments into the Final EAM Program Framework & Implementation Plan. The EAM Framework & Implementation Plan will provide prioritized program goals, additional supporting technologies, anticipated schedule, and high-level resource and budget needs. These steps will provide a logical EAM program path for the District to follow for the next 3 to 5 years. The discussions and guidance documents will continue to urge and support the software upgrade and business transformation to incorporating consistent and sustainable asset management best practices across the enterprise.

Task 300 Deliverables:

- Draft EAM Program Framework & Implementation Plan
- Final EAM Program Framework & Implementation Plan

IV. Estimated Cost

The following table contains a summary of Westin’s proposed costs for the scope of work described above. This estimate is based on a lump sum basis with a not-to-exceed amount of **\$765,000** including all direct project costs.

Task	Hours	Labor	Travel	Total
Task 100 – Program Management Services	2800	\$651,000	\$39,000	\$690,000
Task 200 – OCM Program Support	200	\$45,000	\$5,000	\$50,000
Task 300 – EAM Program Support	90	\$24,750	\$250	\$25,000
Total	3,096	\$720,750	\$44,250	\$765,000

Assumptions:

- Westin will invoice the District with monthly milestone payments.
- The District will engage a full time Project Manager through Post Live.
- The SI’s Foundation phase is estimated to be 4 months and the upgrade is estimated to be twenty-four (24) months.
- Westin will provide an **average of one hundred (100) hours** per month for program management services from the Foundation phase through Post Live.
- District will assign a change management team to work with Westin’s OCM lead.
- Westin will provide 40 hours of OCM support during the Foundation phase, and split the remaining 160 hours over the 24 month duration though Post Live.
- Due to possible Covid restrictions, Westin presence either remote or on site will be agreed to by both the EID team and Westin within the estimated travel budget.



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3/09/2021

EL DORADO IRRIGATION DIST.
 2890 Mosquito Road
 Placerville, CA 95667
 USA
 Attn: Tim Ranstrom
 Acct# 1-372232

Maintenance & Support Renewal

Hello Tim,

The following is an estimate for Maintenance & Support for Infor software. Infor looks forward to continuing to provide you with product support in the future.

Hansen Support (Account # 1- 372232)

Support Coverage Dates	Amount Due	Due Date
10-1-2021/9-30-2022	94,791.88	8/30/2021
10-1-2022/9-30-2023	96,998.67	8/30/2022
10-1-2023/9-30-2024	99,268.25	8/30/2023
10-1-2024/9-30-2025	101,603.00	8/30/2024
10-1-2025/9-30-2026	104,005.41	8/30/2025

Benefits

- Ability to view and update your support incident history and status
- Product knowledge base
- Access to the latest product information about new releases
- Ability to download product upgrades and documentation
- Ability to submit feedback on Infor products and service

This estimate is based on software that is listed below for El Dorado Irrigation. If any additional licenses are purchased, these amounts will increase. Taxes may be applied to invoice if applicable. ***This is an estimate only and may be modified by Infor.***

This estimated pricing is subject to the Infor General Lifecycle Policy. As described therein, additional fees may apply if Mainstream Maintenance is no longer available for a Component System during the support term. The policy can be found at:

<https://www.infor.com/content/analyst/Infor-General-Lifecycle-Policy.pdf/>

We look forward to assisting your company and providing you with valuable software support. If you have any questions or concerns, please contact me at +1 470-481-5238 or shawwna.wagner@infor.com

Sincerely,

Infor
Shawwna Wagner
 Sr. Subscription Services Manager

Account #1- 372232

SKU	SKU Description	Qty	License
H8AS	Infor Public Sector Suite - Sewer	21	CU
H8AW	Infor Public Sector Suite - Water	29	CU
H8AWMM	Infor Public Sector Suite - Water Meter Management	1	ET
H8CIS	Infor Public Sector Suite - CIS Billing	50,000	ACCT
H8CM	Infor Public Sector Suite - Cashiering	5	CU
H8CS	Infor Public Sector Suite - Customer Service	23	CU
H8GGS	Infor Public Sector Suite - GeoAdministrator	1	NU
H8LC	Infor Public Sector Suite - Building Permit	7	CU
H8USE	Infor Public Sector Suite - Use Permits	18	CU
H8WM	Infor Public Sector Suite - Work Management	76	CU
NZTK-H8NDEU	Hansen 8 - Neztek Data Utility Exchange	2	CU
H8LPL	Infor Public Sector Suite - Planning Permit	7	CU
H8LPR	Infor Public Sector Suite - Project Permit	7	CU
H8MD	Infor Public Sector Suite - Map Drawer	254	CU
H8PO	Infor Public Sector Suite - Purchasing (Requires Inventory Control)	76	CU
H8AIC	Infor Public Sector Suite - Inventory Control	76	CU
H8AP	Infor Public Sector Suite - Plant	37	CU
H8AS	Infor Public Sector Suite - Sewer	10	CU
H8CS	Infor Public Sector Suite - Customer Service	10	CU
H8AF	Infor Public Sector Suite - Fleet	37	CU

Hansen Core Software Upgrade Project

Professional Services and Purchase Contracts

March 22, 2021



Previous Board Action

- **June 26, 2006 – Board authorized staff to negotiate implementation services and purchase Microsoft Dynamics software (Great Plains) and the Hansen Utility Billing Solution from the firm of Eskel Porter Consulting, Inc., using the State's California Municipal Award Schedule contract, and to allow project funding for temporary assistance while key personnel are dedicated to the software implementation. Total Funding authorized was \$1,300,000.**
- **December 9, 2019 – Board awarded a contract to Westin Technology Solutions in the not-to-exceed amount of \$276,000 for utility business and technology consulting services and authorized additional funding of \$516,000 for the Hansen 7 Upgrade Project, Project No.18055.**

Previous Board Action (Continued)

- **October 20, 2020 – Board adopted the 2021-2025 Capital Improvement Plan (CIP), subject to available funding.**
- **November 9, 2020 – Board adopted the 2021-2022 Operating Budget.**
- **February 8, 2021 – Board received update regarding Hansen Core Software Upgrade, Project No. 18055.**

Summary of Issue

- **End-of-life core software critical to District operations must be replaced**
- **Complex multi-year project to integrate and implement new core software**
- **Requires a specialized software integrator and dedicated District staff resources**
- **Critical operations must continue during the project**

Presentation Overview

- Core software background and issues
- Request for Proposals
- Project Schedule and cost
- Software licenses and support
- Consulting and capitalized labor
- Funding Request
- Effects on Operating Budget
- Board Options

Background/Discussion

- **Core Software provides mission-critical capabilities to a business or organization**
- **Integrated systems for business operations**
- **Offers unified reporting and management**
- **Improves efficiency and effectiveness**
- **Adaptable to meet evolving needs**
- **Utilized at the District since the early 1980's**

Hansen 7 Software Overview

- **Developed specifically for public agency use**
- **Integrated suite of software systems**
 - **Computerized Maintenance Management System (CMMS) since 1997, upgraded 2008**
 - **Customer Information System (CIS) since 2009**
 - **Community Development and Regulation (CDR) since 2012**
- **Used routinely by about 150 staff**
 - **Increasing uses for asset management**

Hansen Unified Management

Customer & Service Management

+

Work & Asset Management

Core Systems & Technologies



Core Systems & Technologies



Hansen Application Manages...

- **Over 70,000 water and wastewater service connections in CIS**
- **Over \$60 million annual billings and collection in CIS**
- **Over \$73 million in Facility Capacity Charges and 4,600 Equivalent Dwelling Units sold in CDR (2015-2019)**
- **Over 250,000 assets (over \$1 billion current replacement value) maintained in CMMS**

Basis for Upgrade

- Hansen 7 is several major versions behind current technology
- Support base steadily disappearing
- Loss of productivity
 - Lacks modern functional features
 - Lacks consistent and intuitive codes
 - Lacks structured training for new users
- Risks increasing over time
- Not sustainable

Infor Public Sector (IPS)

- **Best value to meet District vision**
- **Retains many capabilities proven beneficial to District operations**
 - IPS evolved from Hansen 7 in 2008
 - Most Hansen 7 customers chose IPS migration
- **Proven migration tools and methods**
 - Increase conversion accuracy
 - Save time and effort
 - Positive effects on cost, schedule, risk

Request for Proposals

- **Required successful IPS migration experience of all Hansen modules used by District**
- **Design / Build project approach**
 - **Modernize District workflows and systems**
 - **Improve customer's experience**
 - **Increase District's operating efficiency**
 - **Standardize and migrate existing data, and reports**
 - **Integrate existing and new systems**
 - **Address user adoption and succession concerns**
 - **Fixed cost**

Solution Integrators

- **Highly specialized expertise**
- **Five firms known in the United States**
 - All provided District's RFP
 - All attended mandatory pre-proposal conference
- **Two proposals received**
 - Multiple firms teamed up to meet requirements
 - All five firms participated in the proposals

Proposal Results

Integrator

Initial Estimate

Quantum Resolve

\$4,288,714

- Determined responsive by selection team
- Proposed several considerations to reduce cost

Visionary Integration Professionals Disqualified

- Proposal received late – given cursory review
- Lacked robustness of competing proposal

Additional Requirements

- **Shorten implementation to under three years**
- **Additional tasks the District could not take on with its lean staffing model**
 - Expanded and accelerated mobile access
 - Increased report development
 - Expanded user training
 - Extended post go-live support
- **Best and Final Quote: \$6,044,550**

Project Overview

Phase	Year 1	Year 2	Year 3
Foundation	[Gantt chart showing Foundation phase activity from Q1 to Q4 of Year 1]		
Phase One: CMMS	[Gantt chart showing Phase One activity from Q3 of Year 1 to Q4 of Year 2]		
Phase Two: CIS	[Gantt chart showing Phase Two activity from Q4 of Year 1 to Q3 of Year 2]		
Phase Three: CDR	[Gantt chart showing Phase Three activity from Q1 to Q4 of Year 3]		

Phase	Short Description
Foundation Phase	Conduct key alignment activities across all phases to ensure guiding principles are established, common elements are confirmed so that each subsequent Phase can run relatively independently and in parallel.
Phase One: CMMS	Implementation and migration of Work and Asset Management functionality.
Phase Two: CIS	Implementation and migration of Customer Service and Billing functionality.
Phase Three: CDR	Implementation and migration of Development Services and Regulation.

Software Licenses and Support

- Staff negotiated with Infor for software
- Existing Hansen 7 licenses convert to comparable IPS licenses at no charge
 - Project requires additional IPS modules with no Hansen 7 equivalent
- Enterprise License Agreement includes required software
 - Mobile access, integrated end-user training, more
 - Allows for rising use during project and beyond

Westin Technology Services

- Current Westin contract ends with RFP award
- Propose amending contract to extend consulting support through project duration for:
 - Project management of IPS implementation and associated organizational transformation
 - Advise process and program improvements
- Provides over 3,000 hours of service

Capitalized Labor

- **District core team dedicated to project**
 - Cross-functional subject-matter experts (SMEs)
 - Chosen for operational experience
 - Critical to project success
- **Staff and integrator estimate project requires over 10,000 hours of core team support**

Funding

Proposed Capitalized Expenditures

Quantum Resolve	
- Foundation Phase	\$342,041
- CMMS Phase	\$1,247,200
- CIS Phase	\$3,333,809
- CDR Phase	\$1,121,500
	\$6,044,550
Infor Public Sector, Inc.	\$343,007
Westin Technology Solutions	\$765,000
Capitalized Labor	\$2,300,000
Contingency (10%)	\$940,000
Total Funding Request	\$10,392,557

\$7.3M funding included in approved 2021-2025 CIP

Effects on Operating Budget

- **Limited-term hiring**
 - Operations backfill of SMEs dedicated to project
 - Included in adopted 2021 Operating Budget
- **Software maintenance and support**
 - Combined Infor software support fees will exceed \$140,000 annually and requires Board approval
 - Infor is the sole source of this service
 - Staff recommends the Board authorize a five-year support agreement through September 30, 2026
 - Total not-to-exceed \$745,000 includes inflationary increases of 2% years 2 and 3; 3% years 4 and 5
 - Support will be charged to Operating Budget

Board Options

- **Option 1:** Award contracts to Quantum Resolve in the fixed cost amount of \$6,044,550 for software integration and implementation and Infor Public Sector, Inc. in the not-to-exceed amount of \$343,007 for software licenses and support; approve a contract amendment to Westin Technology Solutions in the not-to-exceed amount of \$765,000 for consulting services; and authorize additional funding of \$3,240,000 for capitalized labor and contingency for a total funding request of \$10,392,557 for the Hansen Core Software Upgrade, Project No.18055; and approve extension of Infor Public Sector, Inc. software maintenance agreement through September 30, 2026, in the not-to-exceed amount of \$745,000.
- **Option 2:** Take other action as directed by the Board
- **Option 3:** Take no action

Recommendation

- **Option 1**

Questions?