

Statement of Work

1. Introduction

This document represents the Statement of Work (SOW) for performing enhancements to the Infor Public Sector (IPS-Hansen) system for the Santa Cruz County Planning Department. BakerCrew Consulting (BCC) will implement the enhancements as outlined in the SOW that were outlined in RFP 14P2-007. This version documents the changes to this SOW. The following is a summary of the changes:

- A. Task 1 – Credit Card Interface: moved 6.5 hours from Task 4 to Task 1 to cover the additional time needed for this task.
- B. Task 2 – Assessor Interface: moved 92.25 hours from Task 4 to Task 2 to cover the additional time needed for this task
- C. Task 3 – Online Permits: revised the scope of this task to develop a custom, online application that integrates with the Hansen back office instead of using Hansen’s Dynamic Portal product. To cover the additional costs of developing a customer solution, the following changes have been made to the cost for this task:
 - Moved 108.75 hours (\$ 14,137.50) from Task 4 - Planning Redesign - System Design & Configuration to Task 3 and added another 106.25 hours (\$ 13,812.50) to cover the additional hours estimated for this task due to the change in scope. With these changes, the hours for this task have been increased to 600.

The SOW includes the following elements, which are either included in the body of this document or as an Appendix:

- Scope Overview
- Implementation Services To Be Provided
- Assumptions
- Task Descriptions
- Proposed Project Schedule
- Costs
- Appendices:
 - Appendix A.1 - Decisions, Change Orders and Dispute Resolution

Appendix A.1 is incorporated into this Agreement by this reference.

The County’s responsibilities are also identified within each task. Deliverables are BCC’s responsibility, unless otherwise noted.

2. Scope Overview

The Planning and ISD Department tasks that make up the scope of this project are the following, listed in priority order:

A. Task # 1: Credit Cards

The County of Santa Cruz currently accepts credit cards for some over-the-counter permits and processes them off-line. We would like to be able to “swipe” them at our counter and allow use of them for all of our business. This will require the PSF to re-configure the County’s version of Infor 8.3 to accept credit and debit cards to pay for permits at point of sale (building permits, discretionary permits, etc.) and have the ability to track certain transaction information in Infor such as:

- Payee name

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- Transaction date
- Amount paid
- There shall not be any storage of credit card info

Once the credit card is swiped, all of the fields (bulleted list above) would be automatically filled in within the permit's application; unless the decision is made to not have the fields auto fill. The register receipt would indicate that payment had been made by credit card and follow industry practice of only displaying the credit card type and the last four (4) digits of the card number. The system will need to be set up to allow refunds for credit card payments and to reverse charges to credit cards. The County already uses Elavon as the credit card processor. Therefore the PSF will need to make sure that an interface is created between Infor and Elavon for these transactions.

B. Task # 2: Sync Up Assessor Records With Infor (Assessor Interface)

Currently there is no link in the County of Santa Cruz's version of Infor to the County Assessor's records and the information in Infor is out of date. The PSF shall create an interface so that Assessor's information is uploaded whenever the Assessor's information is updated or on a set schedule to be determined. Primary information to transfer over includes the following:

- Assessor's Parcel Number (APN)
- Site address
- Current Owner(s) name
- Owner(s) mailing address (where their tax bill goes)
- Parcel split, combine, retired information (showing parcel # change history)

Assessor's information is currently available a few ways:

- ISD has created a local intranet site that includes the information.
- The County Assessor's office uses Aumentum 9.2 by Thomson Reuters to track the information.

Only the information listed in the items in the 1st bulleted list above will be stored in Infor, all old stale data will need to be wiped clean.

C. Task # 3: Online Payments & Applications

Once the ability to "swipe" credit cards at point of sale, as well as the syncing of Assessor's records are done, the County of Santa Cruz would like the PSF to install, set up and configure a custom portal so the County of Santa Cruz will have the ability to issue online permits that are paid with credit or debit cards or by electronic transfer (echecks) and have the permits automatically tracked in Infor.

The types of online permits able to be either applied for online and / or issued online include, but are not limited to:

- Reroof
- Electrical
- Mechanical
- Plumbing
- Windows
- Sheetrock
- Siding
- Fireplaces
- Water heaters

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Some permits will have conditions that prevent an online permit issuance. These conditions will be identified and used as screening criteria as the application is processed which may allow submittal of an application online, but not issuance of the permit online. Examples of the screening criteria include location of the parcel in a flood zone or an existing code violation on the parcel. Additionally, these permits will need to be reconfigured in the Hansen back office workflow tool to automatically load the fees that are charged based on the permit's scope of work.

D. Task # 4: Change Milestone Workflows/Simplification

Many of the current permit processes in the County of Santa Cruz's version of Infor take way too many steps to complete. This includes intake, as well as tracking after permit approval. This task is for the PSF to simplify the steps in Infor. Examples of work to be identified during the term of the contract between the County and PSF under this task are discussed below.

Currently in the Planning module, there are 14 types of applications that are all set up to follow a different work / milestone flow with required conditions to be checked along the way. Ideally we would like to eliminate the conditions and have the ability to update the application / permit status from a single list.

New and more simplified processes need to be put in place for new applications that are created in the Planning module. Active applications that use our current work / milestone flow will remain with the older flows and therefore the data associated with those will not need to be converted to the new work / milestone flows. No work / milestone flows are required in the Building Module.

E. Task # 5: Training

The County of Santa Cruz would like to have training on how to set up or modify permit flows, set up on-line permit types, as well as training in the content manager. We also want to be trained in the work performed under this RFP so we can take over support and maintenance.

F. Task # 6: Restrictions on Reviews, Inspections and Holds

Currently the County of Santa Cruz routes permit applications to many different agencies / Departments (Building Plan Check, Environmental Planning, Zoning, Fire, DPW, Environmental Health, etc.). The County of Santa Cruz would like to restrict the ability to update reviews, inspections or holds to only those in a specific group. For instance, only users in the Building Plan Check group should be allowed to update application comments for Building Plan check. As it is currently anyone can update anyone's comments or clear anyone's inspections or holds.

G. Task # 7: Update Parcel Info Viewer Tabs

Under the Contact and Property Browser's Parcel Info Viewer, we would like to have all of the tabs (Information, Addresses, Contacts, Districts, Easements, Logs, etc.) indicate the number of items under each tab in parentheses in the tab itself.

3. Modules

The following Infor modules will be enhanced within the scope of this agreement:

- CDR - Planning
- CDR - Building

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- Cashiering
- Core
 - Resources
 - Contacts
 - Addresses
 - Parcels

4. Implementation Services to Be Provided

- Project Management
- Interface Development
 - Credit Card Interface
 - Assessor Interface
- Design and Configuration
 - Redesign Planning application types and work types
 - Redesign Building application types – fee configuration
- Training
 - Workflow Configuration Tools
 - Access Control
 - Tab Customizations

5. Assumptions

A. County Staffing Assumptions

- A. The Project Manager or Lead will be dedicated to the project on an as-needed basis.
- B. The County will supply a Core Team made up of subject matter experts from the business for each enhancement task that has requirements, design review and testing deliverables. The County will make each Core Team member available to provide business requirements, workflow configuration testing, interface and report testing and user acceptance testing.
- C. The County understands that to maintain the project schedule for each enhancement task they will provide the resources per the project schedule so that the project timelines are not impacted.
- D. A System/Network Administrator and Database Administrator will provide support to the Hansen project as needed.

B. BCC Staffing Assumptions

BCC will provide an implementation team to undertake the various tasks involved in each of the enhancement phases. This team will provide services onsite and remote as required for each task. The BCC project team will consist of the following:

- A. A BCC Project Manager will be dedicated to each enhancement phase as needed. The project manager will be responsible for the overall management of the project schedule, resources, deliverables, and budget. The BCC Project Manager reports directly to the County's Project Manager.
- B. BCC will provide Implementation Specialists, who will be dedicated to each enhancement phase according to the project schedule. They will have the requisite

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skills and experience necessary to successfully undertake the implementation task assigned for the Hansen system.

- C. BCC training and technical resources will be available to the project for the purposes of technical support during each enhancement's implementation where technical resources are needed per the project schedule.

C. Physical Location Assumptions:

- A. The County will provide an adequate workspace for each on-site BCC consultant, with access to the internet and network and close proximity to the County's Core Team.
- B. The County will provide a project room that can be reserved for each enhancement phase as needed. This arrangement will facilitate both planned meetings and spontaneous group discussions. This project room will contain whiteboards and have access to a projector.

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6. Task Descriptions

A. Task # 1: Credit Cards

Configure Cashiering to accept credit cards and integrate with Elavon to process credit card payments. Below is BakerCrew's approach and deliverables for this task:

Task:	1 - Credit Cards
Description/Objective:	<p>This phase involves configuring the Infor Cashiering module and developing an interface to support the current implementation of Infor. This task includes:</p> <ul style="list-style-type: none"> • Configure Cashiering to support credit card payments • Develop the Credit Card Payments Interface
Milestone:	<ul style="list-style-type: none"> • BCC will meet with the business and prepare configuration requirements to support credit card payments in Cashiering. • BCC will prepare and deliver an Interface Control Document for the Credit Card Payment Interface program. This document will include the requirements and program design. The program design will either use Infor's business objects or web services. • BCC will develop the interface programs to use Infor's business objects or web services.
Milestone Acceptance Criteria:	<ul style="list-style-type: none"> • Approval of configured Cashiering setup • Approval of Interface Control Documents. • Acceptance of tested interface programs
BCC Responsibility:	<ul style="list-style-type: none"> • Preparation of the Interface Control Document for the Credit Card Payment interface. • Support installation and configuration of the Card Reader hardware – Credit Care Interface • Develop and unit test programs for the Credit Card interface. • Provide instructions on how to move the interface into production
County Responsibility:	<ul style="list-style-type: none"> • Provide vendor/agency information and help coordinate meetings with the 3rd party vendor/agency (ie: payment vendor) during requirements, design and testing • Installation and configuration of the Card Reader hardware – Credit Card Interface • Test the interface • Acceptance of the program after testing • Migrate the interface into production after approval

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B. Task 2 - Sync Up Assessor's Records With Infor (Assesor Interface)

Create an interface so that Assessor's information is uploaded whenever the Assessor's information is updated or on a set schedule to be determined. Below is BakerCrew's approach and deliverables for this task:

Task:	2 - Assessor Interface
Description/Objective:	This phase involves developing an interface to support the current implementation of Infor. This task includes: <ul style="list-style-type: none"> Develop the Assessor Interface to keep the Infor property information in sync with the County's property data
Milestone:	<ul style="list-style-type: none"> BCC will prepare and deliver an Interface Control Document for the Assessor Interface program. This document will include the requirements and program design. The program design will either use Infor's business objects or web services. BCC will develop the interface programs to use Infor's business objects or web services.
Milestone Acceptance Criteria:	<ul style="list-style-type: none"> Approval of Interface Control Document Acceptance of tested interface program(s)
BCC Responsibility:	<ul style="list-style-type: none"> Preparation of the Interface Control Document for the Assessor interface. Develop and unit test programs for the Assessor interface. Provide instructions on how to move the interface into production
County Responsibility:	<ul style="list-style-type: none"> Provide vendor/agency information and help coordinate meetings with the 3rd party vendor/agency (ie: Assessor) during requirements, design and testing Test the interface Acceptance of the interface program after testing Migrate the interface into production after approval

C. Task 3 - Online Payments and Applications

County of Santa Cruz will have the ability to accept applications and issue online permits that are paid with credit or debit cards or by electronic transfer (echecks) and have the permits automatically tracked in Infor. The County will need to have a portal installed, set up and configured to allow the public (contractors, property owners, etc.) to apply for, pay for and obtain permits online. Below is BakerCrew's approach and deliverables for this task:

Task:	3 - Online Permitting - Implementation
Description/Objective:	BCC has done several portal implementations in Infor. We feel the best approach is to partner with the County's IT staff, reviewing the product, developing workflow and configuration requirements and

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Task:	3 - Online Permitting - Implementation
Description/Objective:	<p>payment integration interface requirements, supporting testing and migration to production.</p> <p>In this task, the Portal Design Document will be created and reviewed for custom requirements and design modifications configured in the core DP (CDR) product.</p> <p>The scope of the Portal online permitting implementation includes the following:</p> <ul style="list-style-type: none"> ○ Requirements/Design ○ Configuration <ul style="list-style-type: none"> ▪ auto loading of fees ▪ Modifications to back office workflows ○ Integration with the Payment Interface ○ Testing ○ Migration to production <p>BCC will lead the effort to implement the initial set of online permits and work with the County IT staff to implement the custom online Portal product. The hours estimated for this task will be used to manage and support this implementation.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> • Completed design document(s) for each workflow • Completed Hansen back office configuration changed, including auto loading of fees • Completed development of the custom web services that integrate the online site with the Hansen back office • Completed hands-on testing with the Core Team • Completed refinement of the configured workflows • Provide a migration plan for moving the online application workflows into production
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> • After an initial walkthrough of the custom online workflow process and Hansen back office integration, the Core Team will test each workflow and approve the configured system for adherence to the business requirements. • Approval of the redesigned, configured online system
BCC Responsibility:	<ul style="list-style-type: none"> • Preparation of requirements/ design document(s) • Configuration of the Hansen back office fee and workflow changes based on the requirements/design document. • Development of custom web services to integrate the online application with the Hansen back office • Demonstration of the online application to the Core Team • Manage Core Team testing sessions • Configuration modifications/changes based on the Core Team feedback during the testing sessions
County Responsibility:	<ul style="list-style-type: none"> • Core Team participation in requirements/design sessions. • Development of the online application based on the requirements/design documents. • Support testing of the online application

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Task:	3 - Online Permitting - Implementation
	<ul style="list-style-type: none"> • Development of or revisions to existing reports, • Approve online application • Manage migration of online application into production.

D. Task 4 - Change Milestone Work Flows / Simplification

Redesign 14 Planning workflows in the Infor software. Below is BakerCrew's approach and deliverables for this task:

Task:	4 - Planning Workflow Redesign - Analysis
Description/Objective:	<p>This phase involves the identification of each business requirement for each of the functional areas in the redesign of the Planning application and work types.</p> <p>The approach to be followed for each functional area will consist of a set of analysis sessions with key Planning users (Core Team). During these sessions the business requirements will be documented in the functional business requirements document(s). This process will include:</p> <ul style="list-style-type: none"> • On-site, sequential sessions with key Planning users (Subject Matter Experts (SME)) for each functional area within the scope; • Prepare business analysis document to capture all business requirements during the analysis sessions; • Identification of reporting needs; • Identification of all standard and custom code definitions.
Milestone/Deliverable:	<p>Business Analysis Documents will be prepared for each of the following functional areas, including the work types within each of the existing Planning application types.</p> <p>These documents will be used by the Core Team to test the configured workflows once they are designed and configured.</p>
Deliverable Acceptance Criteria:	<p>Completion of Business Requirements documents and final review meetings to review requirements and documented policy decisions with the County Project Manager and Core Team.</p>
BCC Responsibility:	<ul style="list-style-type: none"> • Conduct analysis and review sessions. • Preparation of Business Requirements documents. • Manage review sessions of the Business Requirements to produce final documents for approval by the County Project Manager and/or Core Team.
County Responsibility:	<ul style="list-style-type: none"> • Participation of Core Team in the requirements sessions. • Participation of Core Team in the review of the Business Requirements documents. • Acceptance and sign-off on Business Requirement documents.

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Task:	4 - Planning Redesign - Design & Configuration
Description/Objective:	<p>BCC will prepare the design documents for each application type to meet the business requirements. From the design documents, BCC will configure and test the Hansen system in the development environment, as well as define migration procedures to move the new workflows into production. The Core Team will review and test the configured workflows for adherence to the business requirements and usability.</p> <p>BCC will also demonstrate the redesigned workflows to the Core Team, showing how the requirements identified in the requirement documents have been incorporated within the system workflow and configuration setup.</p>
Milestone/Deliverable:	<ul style="list-style-type: none"> • Completed design document(s) for each workflow • Completed configuration for each workflow • Completed demonstration for each workflow • Completed hands-on testing with the Core Team • Completed refinement of the configured workflows • Provide a migration plan for moving the redesigned workflows into production
Deliverable Acceptance Criteria:	<ul style="list-style-type: none"> • After an initial walkthrough of the redesigned workflows by BCC, the Core Team will test each workflow and approve the configured system for adherence to the business requirements. • Approval of the redesigned, configured workflows
BCC Responsibility:	<ul style="list-style-type: none"> • Preparation of design document(s) that meet each business requirement • Configuration of the workflow(s) based on the design documents. • Demonstration of the configured workflows to the Core Team • Manage Core Team testing sessions • Configuration modifications/changes based on the Core Team feedback during the testing sessions
County Responsibility:	<ul style="list-style-type: none"> • Core Team participation in configuration setup. Designated County staff may configure one or more of the redesigned workflows using the design document prepared by BCC. • Participate in configured workflow demonstration(s). • Test/retest all redesign workflows and provide feedback • Approve configured workflows

E. Task 5 – Training

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Training on how to set up or modify permit flows, set up on-line permit types, as well as training in the content manager. Project turnover training for work performed under this RFP so the County can take over support and maintenance. Below is BakerCrew's approach and deliverables for this task:

Task:	5 - Training
Description/Objective:	<p>BCC will provide Hansen product training for the Planning and It staff as needed. This training will be specific to the workflow configuration tools and access control as outlined in this SOW.</p> <ul style="list-style-type: none"> ➤ Workflow Configuration Training ➤ Detail Page Configuration Training ➤ Content Manager Training ➤ Access Control Training ➤ Project Turnover Training <p>BCC will use existing product materials for training. No custom training manuals will be developed. The goal of this training is to help County staff become more familiar with the Infor tools for better support and enhance the existing and redesigned configuration.</p>
Milestone:	<ul style="list-style-type: none"> • Completed training sessions based on County specified topics and training time frames.
BCC Responsibility:	<ul style="list-style-type: none"> • Conduct on-site training sessions based on County specified topics.
County Responsibility:	<ul style="list-style-type: none"> • Provide training schedule and participants • Attend training sessions

F. Task 6 – Restrictions on Reviews, Inspections and Holds

Restrict the ability to update reviews, inspections or holds to only those in a specific group. For instance, only users in the Building Plan Check group should be allowed to update application comments for Building Plan check. Below is BakerCrew's approach and deliverables for this task:

This is an access control effort where access roles and permissions need to be created to restrict access to reviews, inspections and holds. Task 5 – Training has hours for this effort included. Goal will be to train the County IT staff of the methodology for setting up and configuring access roles and permissions so the County IT staff can implement these restrictions in production (See Task 5 – Training).

G. Task 7 - Update Parcel Info Viewer Tabs

Under the Contact and Property Browser's Parcel Info Viewer, have all of the tabs (Information, Addresses, Contacts, Districts, Easements, Logs, etc.) indicate the number of items under each tab in parentheses in the tab itself. Below is BakerCrew's approach and deliverables for this task:

This is a customization that could be affected with each upgrade. We would like to explore the possibilities, develop the solution and then work with the County IT staff to implement the solution. The hours estimated for this task are for this support.

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7. Costs and Payment Schedule

A. Costs

Hourly rates for staff performing the services and a not to exceed amount for each task 1 through 7 provided in the table below. The cost changes in this revision to the SOW are based on the following

1. **Task 1 - Credit Card Interface** – moved 6.5 hours (\$ 845.00) from **Task 4 - Planning Redesign - Analysis & Business Requirements** to Task 1 to cover the additional hours used for this task. Task 1 has been completed.
2. **Task 2 - Assessor Interface** – moved 92.25 hours (\$ 11,992.50) from **Task 4 - Planning Redesign - Analysis & Business Requirements** to Task 2 and added another 20 hours (\$ 2,600.00) to cover the additional hours used for this task and needed to complete this task.
3. **Task 3 – Online Permits – Install, Configure and Implement** – moved 108.75 hours (\$ 14,137.50) from **Task 4 - Planning Redesign - System Design & Configuration** to Task 3 and added another 106.25 hours (\$ 13,812.50) to cover the additional hours estimated for this task due to the change in scope.

The following costs are not-to-exceed costs for BakerCrew Consulting's professional services for the tasks detailed in this RFP. These professional fees are based on an estimated effort of 1,141.25 hours. Travel expenses are included as a separate line item to be used for onsite work as needed.

Tasks	Payment Amount		Hourly Rate	BCC On-site/ Remote	Pricing Notes
	Not-To Exceed Project Costs	Estimated Hours			
Task 0 - Project Management			\$ 130.00	Onsite and Remote - as needed	Includes hours for project planning, development of project plans (schedules), development of all status reports, status meetings, project oversight for all enhancement phases
Total Task	\$ 2,600.00	20.00			
Task 1 - Credit Card Interface					
Cashiering - hardware install/configuration support	\$ 1,040.00	8.00	\$ 130.00	Remote	
Requirements, Design and Program Development/Unit Testing	\$ 10,400.00	80.00	\$ 130.00	Remote	
Core Team Testing, Install/Execute Procedures	\$ 6,045.00	46.50	\$ 130.00	Onsite	
Total Task	\$ 17,485.00	134.50			
Task 2 - Assessor Interface					
Requirements, Design and Program Development/Unit Testing	\$ 22,392.50	172.25	\$ 130.00	Onsite Remote	Requirements - onsite, design and development - remote
Core Team Testing, Install/Execute Procedures	\$ 7,800.00	60.00	\$ 130.00	Onsite	
Total Task	\$ 30,192.50	232.25			
Task 3 – Online Permits – Configure and Implement					

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Tasks	Payment Amount		Hourly Rate	BCC On-site/ Remote	Pricing Notes
Implementation Support	\$ 78,000.00	600.00	\$ 130.00	Onsite Remote	
Total Task	\$ 78,000.00	600.00			
Task 4 - Planning Redesign - Analysis & Business Requirements					
Requirements - Planning Workflows, – Documentation and review sessions	\$ 2,762.50	21.25	\$ 130.00	Onsite	includes requirement sessions and documents
Total Task	\$ 2,762.50	21.25			
Task 4 - Planning Redesign - System Design & Configuration					
Planning Workflows – Design Document & Configuration	\$ 3,282.50	25.25	\$ 130.00	Remote	Includes configuration of each workflow and unit testing, initial workflow review
Planning Workflows - Manage Core Team Testing	\$ 7,540.00	58.00	\$ 130.00	Onsite	Includes managing onsite testing sessions, modifications to design and/or configuration and testing support for the Planning workflows
Total Task	\$ 10,822.50	83.25			
Task 5 - Training					
Training Sessions	\$ 5,200.00	40.00	\$ 130.00		Includes hours for Task 6 Workflow configuration tools, access control product and project turnover training as needed
Total Task	\$ 5,200.00	40.00			
Task 6 – Restrictions on Reviews, Inspections, Holds					
					Included in Task 5
Task 7 – Update Parcel Info Viewer Tabs					
	\$ 1,300.00	10.00	\$ 130.00		
Total Task	\$ 1,300.00	10.00			
Travel	\$ 5,000.00				Travel expense bucket available for onsite work
TOTALS	\$ 153,362.50	1,141.25			

B. Payment Schedule

All task costs will be invoiced as time and materials. BakerCrew Consulting, Inc. will submit monthly invoices based on the hours used for the previous month. The invoice will include a status report that indicates the work performed for each hour billed. BakerCrew will invoice in the format required by the County. Invoices are payable within 30 days of receipt.

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8. Agreement

This Statement of Work serves as a declaration of services to be performed by BakerCrew Consulting. The persons signing this Statement of Work agree to the project scope, deliverables and the project costs for these enhancements. This SOW is a revision (2.0) to the original SOW titled Planning & Information Services – Changes to Infor CDR Product – RFP 14P2-007.

This Statement of Work is subject to the terms, conditions, and limitations attached and are made an integral part of this Statement of Work. All services provided by BakerCrew Consulting in association with this Statement of Work shall be performed according to the guidelines set forth in this Statement of Work.

County of Santa Cruz:

BakerCrew Consulting:

By:

By:

Andrea Baker

(signatory name)

(signatory name)

Date:

Date:

2/13/18
