


**SCHEDULES FOR MASTER AGREEMENT FOR LICENSED
SOFTWARE, HARDWARE, AND SERVICES**

The attached Schedules numbered CA2014.002.04 are made and entered into pursuant to, and subject to the terms and conditions of, a certain Master Agreement for Licensed Software, Hardware, and Services No. CA2014.002 between Manatron and the undersigned Customer (the "Agreement").

By and Between	And
MANATRON, INC. 510 E. Milham Avenue Portage, Michigan 49002 ("Aumentum Technologies" or "Aumentum Tech")	MENDOCINO COUNTY, CALIFORNIA 841 Low Gap Road Ukiah, CA 95482 ("Customer")
Attention: Matthew Henry – Lead Contract Administrator Telephone No.: 866.471.2900 ext 77748 Fax No.: E-mail Address: Matthew.Henry@AumentumTech.com	Attention: Telephone No.: Fax No.: E-mail Address:

The parties have executed these Schedules as of the dates set forth below their respective signatures.

AUMENTUM TECHNOLOGIES

By: 
 (Signature)

Printed or Typed Name: Scot Crismon

Its: Executive Vice President
 (Title)

Date: 9/16/20

Witnessed: 
 (Signature)

By: Andrew Berg
 (Printed or Typed Name)

MENDOCINO COUNTY, CALIFORNIA

By: _____
 (Signature)

Its: _____
 (Title)

Date: _____

By: _____
 (Signature)

Its: _____
 (Title)

Date: _____

By: _____
 (Signature)

Its: _____
 (Title)

Date: _____

Witnessed: _____
 (Signature)

Date: _____

SIGNATURE PAGE

Date: August 24, 2020

PUBLIC ACCESS SCHEDULE FOR MENDOCINO COUNTY, CA

Schedule No. CA2014.002.04 to the Master Agreement for Licensed Software, Hardware, and Services. This Schedule is made and entered into pursuant to, and subject to the terms and conditions of, a certain Master Agreement for Licensed Software, Hardware, and Services No. CA2014.002 between Aumentum Technologies and the undersigned Customer (the "Agreement").

Manatron is willing to maintain an internet accessible public website that contains certain data that is properly formatted and submitted to it by Customer and other approved sources.

Public Access					
Item	One-Time Fees	Annual Hosting Fee	Annual Support	Annual Data Extract Support	Estimated Completion Date
Professional Services Set-Up, and Implementation:	\$ 75,000.00				
Public Access Cloud Hosting - Year #1	\$ 60,000.00				
Public Access Software Use License:					
Public Access Tax	\$ 47,600.00				
Public Access Valuation					TBD
Public Access Internet GIS					TBD
Public Access Cloud Hosting Annual Fee:		\$ 60,000.00			
Public Access Ongoing Fees:					
Public Access Tax		\$ 11,900.00	\$ 21,420.00	\$ 14,280.00	
Public Access Valuation					
Public Access Internet GIS					
Total One-Time Fees:					\$ 182,600.00
Total Annual Hosting/Support Fees:					\$ 107,600.00

Public Access is provided by Manatron and consists of the following:

Providing Internet-based software to access Customer's public data;
Populating the Public Access software with Customer data from the appropriate system on a regular basis;

Providing programs and equipment to allow updating the Internet site with Customer's data;
Providing a Hyper link to Customer's home page;
Multi-language support;
Customization of text labels, menus, and screen color (collectively referred to as the "site theme");
Ongoing development and enhancement of the Manatron Public Access applications;
Ensuring proper third-party product licensing;
Subscription services, credit card transactions, per-hit charges, escrow account, etc.
Ongoing support, i.e., software upgrades, "bug" fixes, and telephone and email support;
24/7/365 website monitoring.

Payment Terms: One-time Public Access fees will be invoiced as referenced in the SOW. Annual Hosting/Support Fees shall commence as referenced in the SOW and shall continue for an initial period of sixty (60) months. This Schedule shall renew automatically for additional terms of twelve (12) months unless either party provides the other written notice of termination ninety (90) days prior to the expiration date of the initial term or any subsequent twelve-month term. Annual Hosting/Support Fees are billed annually in advance and are subject to increases as defined in Section 8.2 of the Master Agreement.

Hardware: The Manatron-hosted solution is a high-availability offering which includes:

24/7/365 monitored infrastructure support (network/hardware/software);
Fully fault-tolerant power;
Redundant backbone connection;
Redundant servers;
Constant proactive security analysis;
Intrusion detection and auditing;
Response time and user up-time monitoring;
Database monitoring and maintenance;
User subscription database administration;
Automated back-ups.

In order to facilitate the live reach-in process, Aumentum's web services will need to be available to the Manatron web farm. This will enable the Public Access solution to pull up-to-date balance-due information for display on the web. During the implementation the Public Access team will communicate the network requirements.

Web Server Address: One Customer-determined domain name will be provided.

Frequency of Updates to Database: Customer shall make programmatic arrangements to provide Manatron with updated information for the Database on a daily basis or as agreed with Customer. In no case shall the updates occur more than once per day. Customer may submit a request to the Public Access Support Team to manually initiate a data import process.

Step	Task Description	Responsible	Note
1	Configure export settings within Aumentum	Aumentum Technologies (AT)	AT to provide training and documentation on configuration settings.
2	Automate the export	Client with assistance from AT	AT will provide documentation and assistance. Process consists of configuring a Windows Task Scheduler job where a batch file is used to call a VB script file to connect to SQL, create text files, zip, and then SFTP the files to Public Access.
3	Import data into the Public Access portal	AT	The import process will be configured to import the data automatically based on an agreed upon update schedule.

PUBLIC ACCESS SCHEDULE FOR MENDOCINO COUNTY, CA

Schedule No. CA2014.002.04 to the Master Agreement for Licensed Software, Hardware, and Services. This Schedule is made and entered into pursuant to, and subject to the terms and conditions of, a certain Master Agreement for Licensed Software, Hardware, and Services No. CA2014.002 between Aumentum Technologies and the undersigned Customer (the "Agreement").

Database Maintenance: Manatron agrees to establish and maintain the Database and to update information as it is properly formatted and submitted to Manatron by Customer or by other sources approved by Manatron. Manatron will follow standard procedures for computer management of the Database, including back-up measures, recovery procedures, file maintenance and expansion, change controls, problem resolution procedures, management and control of space use, performance reporting, and related security and administration. Manatron will provide load-balanced web servers and a database server for the duration of this Agreement.

Security: Manatron agrees to implement commercially reasonable measures to protect the security of the Database and to prohibit unauthorized access to the Database. Manatron, however, makes no warranty or guarantee that the Database will be free from security breaches, and Manatron expressly disclaims any liability for loss or damage caused by unauthorized access to the Database unless caused by the gross negligence or willful misconduct of Aumentum Technologies or its employees, contractors or agents

Limitation of Liability: With respect to Manatron's obligations regarding the Database, Manatron and Customer mutually acknowledge that data entry, communication, and storage are subject to a possibility of human and machine errors, omissions, delays, down time, and losses, including inadvertent loss of data or damage to media, which may give rise to loss or damage or which may prevent access to the Database. Neither party undertakes or accepts any liability whatsoever to the other for errors, omissions, delays, interruptions, or losses unless caused by the gross negligence or willful misconduct of its employees, contractors or agents.

Database Information: Customer is exclusively responsible for the content and accuracy of any data it submits to Manatron for inclusion in the Database. Manatron will include such information in the Database as it is properly submitted. Customer is responsible for its data and media while such data and media are in transit to or from Manatron. Manatron may refuse to accept, and may return to Customer, any data that, in Manatron's opinion, (a) does not comply with Manatron's applicable standards and procedures, or (b) are otherwise not in proper machine-readable form. Customer will be responsible for correcting rejected data and submitting the same for re-entry in the Database.

Title to Data: Customer shall retain ownership of the data (in raw form prior to any formatting by the Software) that is submitted to Manatron. Customer grants Manatron the right and license to include the data in the Database and agrees that Manatron shall be the sole and exclusive external owner of the Database as a compilation of data. Manatron shall have the right to license, sell, and create derivative works from all data included in the Database.

Customer Home Page/Subscriber Access: Users shall have access to the Database in accordance with terms and conditions set forth at the host site. Manatron provides a welcome page and all dynamic data access pages for access to the Public Access web data. At Customer's choice, the welcome page can be one of many linked pages, or it can be modified to act as the Customer home page.

Price: Customer agrees to pay Manatron the database hosting fees and other fees specified above. Manatron shall have the right to adjust any fees for database hosting services upon thirty (30) days' prior written notice to Customer provided, however, that Manatron shall not make more than one increase to the fees during any twelve-month period.

Project Manager: Neither Manatron nor Customer is required to provide a project manager for this endeavor unless Database Hosting is part of an integrated project.

Acceptance: Acceptance begins upon use by Customer for any purpose other than testing.

Use License: The Software is licensed on a Site basis for Database Hosting Services; Customer will have access to use the Database and web services only in connection with the operations thereof.

Date: August 24, 2020

SUMMARY SCHEDULE FOR MENDOCINO COUNTY, CA

Schedule No. CA2014.002.04 to the Master Agreement for Licensed Software, Hardware, and Services. This Schedule is made and entered into pursuant to, and subject to the terms and conditions of, a certain Master Agreement for Licensed Software, Hardware, and Services No. CA2014.002 between Aumentum Technologies and the undersigned Customer (the "Agreement").

ONE-TIME FEES	
Description	Price
Public Access Cloud Hosting - Year #1	\$ 60,000.00
Public Access One Time Fees	\$ 122,600.00
Total One-Time Fees:	\$ 182,600.00

Payment Terms for One-Time Fees: One-Time Use Fees and Professional Services Fees are due and payable after Aumentum Tech performs such services in accordance with Aumentum Tech's invoice(s) that shall be sent to the Customer. All invoices are due within 30 days of receipt.

Taxes: The fees set forth in this Agreement do not include any amounts for taxes. Unless Customer provides Manatron with proof of exemption therefrom, Customer shall pay all applicable taxes levied by any tax authority based upon this Agreement, the Software, Hardware, and/or any Professional Services performed by Aumentum Tech, excluding any taxes based upon Manatron's income. It shall be Customer's sole obligation to challenge the applicability of any tax. If Customer shall become subject to tax at any time following the execution of this Agreement, Manatron shall have the right to assess the tax liability applicable under this Agreement to Customer, and Customer agrees to pay Aumentum Tech for such tax liability within thirty (30) days of receiving written notice of such tax liability from Aumentum Tech.

ONGOING FEES	
Description	Annual Price
PUBLIC ACCESS MAINTENANCE AND SUPPORT - Year #1	\$ 47,600.00
PUBLIC ACCESS MAINTENANCE AND SUPPORT - Year #2	\$ 49,028.00
PUBLIC ACCESS MAINTENANCE AND SUPPORT - Year #3	\$ 50,499.00
PUBLIC ACCESS MAINTENANCE AND SUPPORT - Year #4	\$ 52,014.00
PUBLIC ACCESS MAINTENANCE AND SUPPORT - Year #5	\$ 53,574.00
CLOUD HOSTING - Year #2	\$ 61,800.00
CLOUD HOSTING - Year #3	\$ 63,654.00
CLOUD HOSTING - Year #4	\$ 65,564.00
CLOUD HOSTING - Year #5	\$ 67,531.00

Payment Terms for Ongoing Fees: Ongoing Fees are due and payable in advance of each annual term and are subject to increases as defined in Section 8.2 of the Master Agreement. All invoices are due within 30 days of receipt.

Date: August 24, 2020



Public Access Module - An Aumentum Technologies Module
Add-On for the County of Mendocino County, CA

Statement of Work

CA2014.002.04-SOW

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Statement of Work

Purpose Statement

This Statement of Work (SOW) CA2014.002.04-SOW is attached and made part of the Master agreement for Software as a Service by and between Manatron, Inc., (Hereinafter the “Contractor” “Aumentum Technologies” or “Aumentum Tech”) Contractor and Mendocino County, CA (hereafter referred to as (the “County”). This SOW shall define the work requirements and responsibilities between and the Contractor and the County on deliverables related to the project implementation.

The purpose of this project is to implement the Contractor Aumentum Public Access (PA) Module into the County’s environment. This Statement of Work describes the Public Access project that the Contractor is responsible for implementing as well as the responsibilities of both parties. A project schedule will be jointly agreed upon by the Contractor and County project managers.

The Contractor Aumentum Public Access Module project will facilitate the installation of the most recent standard COTS PA implementation and configuration of the module into the County’s process scheme.

Aumentum Public Access is a solution that defines, facilitates, and manages the creation and presentation of content within the context of enabling government stakeholders and constituent end-users with the means to retrieve, view, and contribute to the flow of information throughout the local government infrastructure.

This Statement of Work (SOW) serves to forward the general understanding of the software and services that are to be provided by Contractor to successfully deliver the Aumentum Public Access local government solution. This SOW outlines:

- Scope Summary
- Milestones
- Deliverables
- Training
- Responsibilities
- Collaboration
- Requesting Change in Scope

Scope Summary

The scope of work for this solution can be distilled into its functional components; by which all stakeholders should be mindful of during each solution implementation phase. Work requested by the County deemed to fall outside of the agreed scope outlined hence will follow the Change Management Process and must be vetted appropriately under the terms outlined herein under the subject of Requesting Change in Scope.

Site Design

- Aumentum Public Access is a solution engineered with dynamic content delivery in mind. Aumentum Public Access configurations for the County will be conducted in the context of design guidelines set forth by the standard COTS functionality. The County is requested to provide a preferred color palette and any appropriate logos which will be included in the solution deployment. .

Application and Data Management

- The Aumentum Public Access Module is engineered to interface with and manage standard application data from Contractor Valuation and Taxation solutions via web services and / or data extracts.

On-Demand Reporting

- Site metrics are essential to understanding end-user experience and satisfaction. The Aumentum Public Access solution provides County decision-making stakeholders with the ability to analyze site impressions using common indices such as user visits, page views, referral sources, and audience metrics such as platform, browser type, and geography.
- Beyond standard site metrics, Aumentum Public Access also provides business intelligence specific to electronic form filing and the tracking and settlement of online payments. Administrators have per-transaction visibility to relevant metrics for electronic forms and payments.

Process Management

- Contractor will assign a project manager to manage the Aumentum Public Access Module Implementation; so as to provide the County with a complete and functional Public Access solution as defined in the Project Milestones listed herein this Statement and Scope of Work.
- Contractor is committed to ensuring that stakeholders are knowledgeable with respect to processes and operation of Aumentum Public Access. Contractor will provide remote educational workshops in format and delivery that is appropriate for the content. This may include process documentation, demonstrational videos, and live training webcasts.

Host Location

- For reasons not limited to, but including accountability, security and reliability, the Aumentum Public Access solution is to be hosted within the Contractor's cloud infrastructure.
- Should Contractor make any changes to where the site is hosted the Contractor will provide timely notice to the County.

Project Milestones

This Statement of Work puts objectives in-place that Contractor quantifies with success milestones over the course of implementation.

Project Success Milestones

No.	Milestone	Completion Date	Responsibility of:
1	Project Start Up	TBD	Aumentum Technologies
2	Configure Public Access Solution and Integration Points	TBD	Aumentum Technologies
3	Configure Website Theme	TBD	County + Aumentum Technologies

4	Training	TBD	Aumentum Technologies
5	E2E Process Testing	TBD	County
6	Go-live	TBD	County + Aumentum Technologies

The success milestones speak to the overarching and specific goals of -

- Providing the County with a web-based interface for active contribution and management of content via the Aumentum Public Access solution.
- Integrating with the Contractor's valuation and taxation solutions to provide agreed upon account information relevant to only tax payments and processing.

Deliverables

Solution Design and Architecture

The Aumentum Public Access solution for the County will be designed utilizing the County existing color palette and branding so as to provide end-users a cohesive experience across the body of digital properties managed by the County and associated agencies. Role-based security will be applied for each user at the page, and page component (module) level. Managing security at this level of granularity enables the County to provide an inclusive information management experience for all stakeholders and end-users; both internal and external to the County.

Static Content

Contractor will provide remote training to support the County ability to create and manage static content relevant to Public Access. Static content creation should be considered when the information to be presented is required in context of the Public Access delivery. Examples include:

- Contact Information
- Timely Announcements
- Maintenance Messages
- End-user Instructions

Tax and CAMA Integration

Contractor will provide the following integration options pursuant to the extraction of data from Contractor's valuation and / or taxation solutions for display in Aumentum Public Access.

Please consult the Master Statement of Work for validation as to which modules will be implemented for your solution.

Post Go-Live Deliverables

Functionality for TOT, BID, Cannabis Tax, and new Business License applications via eForms is included in the pricing contained in this SOW. This functionality will be further defined in a non-billable Change Request following initial Public Access go-live.

Auditor Controller Solution Options

Module	Purpose
Aumentum Reports	Allows tax district user to run Aumentum reports from Public Access portal.
Apportionment Drill-Down	Tax Districts can view distribution data in a "Drill-down" style report.
Aumentum E-Forms	Allows public to submit county forms electronically.
Aumentum Tax Original Charges	Tax districts can view original charge data.
Aumentum Tax Rates	Displays tax rates in a report.
Aumentum Tax Values	Displays tax values in a "Drill-down" style report.
Debt Rate Submission	Enables tax districts to submit rates electronically to Aumentum

Assessor Clerk Recorder Solution Options

Module	Purpose
Aumentum RPA	Real Property Appraisal search and display. Includes similar sales filtering and PDF reporting.
Aumentum E-Forms	Allows constituents to electronically submit local government-authored forms.
Unified Map Viewer	Map-centric query and display that utilizes GIS data and services.

Treasurer Tax Collector Solution Options

Module	Purpose
Aumentum Tax	Tax bill search and display. Includes payment processor integration for supported vendors.
eBilling Subscription	Enables constituents to subscribe to receive their tax bills in electronic format.
Lender Payment Import	Submission of lender payment files for electronic processing.
Aumentum E-Forms	Allows constituents to electronically submit local government-authored forms.

Training

Contractor will employ a multi-formatted, multi-disciplinary approach to conveyance of knowledge to the County with respect to Aumentum Public Access. Instruction on configuration, maintenance and end-user education is anchored by a collection of “Public Access Workshop” materials authored by Contractor’s Professional Services subject matter experts. Format-specific to the subject matter to be learned, workshops may include:

- Audience-specific presentations
- Process guides which including end-to-end testing for appropriate functionality
- Instructional videos complementary to the process guide material
- Live and pre-recorded instructor-led webcasts
- Instructor-led hands-on training

All the aforementioned delivery formats will be tailored to audience size, scope of material, and complexity of process. Subject matter that will be covered in the curriculum includes at minimum:

- Overview of site navigation
- Content management, roles and responsibilities
- Configuration of all relevant settings for site, pages, modules, extensions, and plugins

Please note that distance learning such as webcasts, where applicable, helps to reduce implementation costs, makes available a larger number of subject matter experts for a successful implementation. All webcasts will be hosted by Contractor remotely. Travel is excluded from the scope of this implementation.

Responsibilities

County Involvement

Contractor is committed to the success of it’s the PA deployed solution. . As a partner in the successful implementation of Aumentum Public Access, the County will provide the necessary resources to see the project through to completion within the timetable as referenced in the aforementioned **Project Success Milestone schedule**. To that point, the successful implementation of the Aumentum Public Access Solution will require Client involvement in the following key aspects:

Training

The County will make accessible its key stakeholder personnel who will be charged with the duties and responsibilities to manage content for the Public Access solution. These County personnel will be key points of contact for training and conveyance of knowledge to County end-users at-large once the solution has achieved go-live.

Infrastructure and Access

If required by the County, Contractor will provide a "Reach-in" solution for direct remote access to Aumentum Tax data for the purposes of ad-hoc look-up of individual records. The County will be responsible for providing and maintaining a reliable, segregated, and secure Internet proxy connection between Public Access and intranet Aumentum servers for the purposes of Reach-in for the duration of the contracted service agreement. Both Contractor and the County will recognize that Reach-in is to be utilized solely for the purpose of timely access to individual record on an ad-hoc basis.

Content Creation

The express purpose of Aumentum Public Access is to present current tax and valuation data on behalf of the County. After receiving proper training, the County will be responsible for the creation of any supplementary static content such as that previously mentioned.

E-Forms delivery - Aumentum Tech will provide training on how to create, configure, and manage e-Forms using the software. Updates to the software will occur in alignment with the product release schedule, per the County's existing Maintenance and Support terms.

The County will be responsible for maintaining the e-Forms once created. It is common for e-Forms to require updates based upon changes to the source document/PDF. For this reason, it is recommended that the County designate resources to manage updates to the forms as changes are needed.

Property Photo Integration

Contractor will provide property photo integration with data representation when County assets exist and are properly referenced and formatted within a Contractor-approved CAMA solution.

E2E Process Testing

E2E Process Testing is a *required* Project Success Milestone to be performed by the County as part of the implementation. Following a mutually agreed time period set aside for E2E Process Testing, the County is expected to "sign-off" on the tested state of the solution for the production environment. Should complications arise during the E2E testing process, the County will take stock of each item and qualify the problem with the following severity levels

Issue Management

The County will be responsible for using the JAMA tool to document any defects found during testing throughout the project. Contractor will deliver resolutions either in updated configuration, training, data fixes or code updates deployed by patches or releases, including post go live maintenance releases.

The County will be responsible for testing any defect resolution or failure to correct a defect. Contractor will note the availability of resolution by switching the JAMA state to "Submit to Client." Contractor will automatically close and consider resolved any JAMA issue that remains in the "Submit to Client" state for longer than 15 days.

Contractor will follow the following Issue Severity Levels for the implementation project:

Severity	Definition
Level 1	System is down, or major critical functionality is not operating.
Level 2	A non-critical but major functionality is inoperative.
Level 3	System feature is malfunctioning or inoperative, but an alternative procedure exists to achieve business needs.
Level 4	Cosmetic in nature; system feature is functional.

Interrelated Projects

Implementation of the base Aumentum platform complete.

System Testing

Upon deployment of the Public Access Solution as deemed functional by Contractor, the County will leverage E2E Process Testing as an opportunity to ascertain if all objectives identified in this Statement and Scope of Work have been fulfilled. By virtue of completing system testing, the County project manager is providing Contractor with assurance that County is indeed satisfied that the Aumentum Public Access COTS solution has been delivered as herein defined.

Collaboration

In the best effort to keep all project stakeholders abreast of solution progress, a communication plan will be established through the efforts of both the Contractor Project Manager and the County equivalent. Project status will be conveyed through regularly scheduled meetings to bring to light project activities, progress, and impediments to success. Frequency of project status meetings will be determined by the Contractor's Project Manager and the County analogue. Contractor prefers and recommends a webcast / telepresence or conference call format for these status meetings.

Requesting Change in Scope

Change management Process

The Contractor shall put a Change Management Process in place to control scope. If processes are not set to handle change in a structured manner, projects will fail to meet expectations and goals, such as budgets, estimates, and schedules.

Change Management is a formal procedure to manage changes to project deliverables (including requirements, specifications, resources and project plans). Through this process the impact of proposed change(s) on functionality, performance, cost, schedule, and quality objectives will be analyzed, evaluated, and reported. A Project Change Request (PCR) shall be the vehicle for communicating changes.

A Change of Scope is defined as a change to any of the following:

- A change in the software or hardware configuration.
- A change in the form or functionality of the Contractor application software that deviates from the mutually agreed upon final software requirements; or
- Other changes that could affect the project schedule, resources, scope or budget as mutually agreed by all parties.

Changes to the project, such as delays, changes in scope, change in estimates, etc., will be documented through Contractor's Change Management System. The County or Contractor can initiate these project change requests. Both parties shall identify the nature of the proposed change and reasons for the proposed change. The County acknowledges that the process of scoping a Change Request may include a substantial amount of work effort by the Contractor. For any Change Request that Contractor estimates will require more than a nominal effort (5-10 Hours) to define, Contractor will provide an estimate of how long it will take to define the changes requested. The estimate shall be provided in written form or communicated via e-mail. The estimate will include the number of hours associated with estimating the Change Request as well as any expected travel related expenses. Based on the estimate provided, the County can then choose to have Contractor move forward with defining the Change Request or cancel their request.

Contractor shall evaluate the effect of the change set forth in the Change Request (CR) with respect to the feasibility, usability, price, training, acceptance criteria and implementation date of the project. The results of Contractor's evaluation shall be added to and become part of the Change Request. If Contractor's evaluation of the request is positive, Contractor will propose a specific implementation and specify any additional time and charges necessary for the implementation of the scope change. If Contractor's evaluation is negative, Contractor will provide their rationale for not recommending the change.

Contractor will work jointly with the County to determine mutual interest in pursuing the Change Request. The County may accept or reject the proposed solution. Should mutual agreement be reached, Contractor shall submit feedback to the County, including impact to timing and price of implementation and ongoing maintenance.

If Contractor does not agree that functionality requested by the County is in scope, then the County shall initiate a billable Change Request. Contractor will complete an estimate of the work effort to define the Change Request as listed above or if nominal effort is required to verify the Change Request, defining potential impact and risk, a cost proposal and a statement of work for the change requested. The County Project Management and Steering Committee will review the Change Request. If the parties decide to cancel the Change Request the process ends and any fees that were mutually agreed upon will be invoiced to the County for the evaluation and analysis of the Change Request. If County approves the Change Request, then mutually agreeable payment and delivery terms will be further defined.

ASSUMPTIONS AND CONSTRAINTS

- This project includes the delivery of the current state standard configuration and setup of the Aumentum COTS PA Module.
- All services to be performed remotely.
- The County is responsible for any necessary software training or testing with all third-party agents.

Aumentum Technologies warrants that it shall maintain the following service levels with respect to The County's End User customers: Aumentum Technologies systems will be operational such that End Users have the ability to access the Software a minimum of 97% of the time, excluding planned downtime for maintenance. Additionally, no planned downtime is to occur on the week (7 days) prior to Property Tax installment due dates, set by the State of California to be December 10th (first installment) and April 10th (second installment) of each year.

- 97%+ uptime 0% discount
- 90% - 96.99% 7% discount off impacted customer's service fees
- 80% - 89.99% 17% discount off impacted customer's service fees
- Reduced by an equal ratio 50% down time equals 50% discount off impacted customer's service fees.

BILLING MILESTONES

This Statement of Work No. CA2014.002.04-SOW will confirm all requests for Software as a Service as outlined and at the prices indicated. This SOW will be Exhibit A to the *Master Agreement for Software as a Service* between the County and Contractor, and all the terms and conditions of those agreements will pertain.

BILLING MILESTONES FOR AUMENTUM IMPLEMENTATION (SEE FOLLOWING PAGES FOR DETAILED ACCEPTANCE CRITERIA):

Billing #	Project Phase	Workstream	Billing Amount
Milestone		Contract Signing	\$75,000.00
Milestone #1	Initial Setup	Hosting Site Staged	\$60,000.00
Milestone #2	Production Readiness	Pre-Go Live Authorization	\$47,600.00

Support fees as specified in Schedule No. CA2014.002.04 for Maintenance and support are intended to commence on the date the system goes live.

Mendocino County, CA:

Signature:

Printed Name:

Title:

Date:

Contractor:

Signature:

Printed Name:

Title:

Date:

Scot Crismon

Executive Vice President

9/16/20

Deliverable Acknowledgement Statement (DAS) – Contract Signing

Purpose

This form establishes County acknowledgement of Contract Signing and that the County will be invoiced the fees referenced below.

Acceptance Criteria:

The Contracts have been fully executed by both parties.

The Contracts were fully executed on: _____

County response period is 10 business days. After that time, this deliverable will be considered accepted and ready for billing unless otherwise documented in a formal response to Contractor with detailed rational for rejecting of this milestone. Rejection of a milestone will result in immediate escalation and halt the project for further review.

We the undersigned agree that this work is complete and that under the conditions of this Statement of Work, Schedules for Master Agreement CA2014.002.04, the county will be billed **\$75,000.00** upon signing this form.

☐Accepted ☐Rejected

County of Mendocino

Signature: _____
 Name (Printed): _____
 Title: _____
 Date: _____

Aumentum Technologies

Signature: _____
 Name (Printed): _____
 Title: _____
 Date: _____

Deliverable Acknowledgement Statement (DAS) # 1 – Public Access Hosted Site Staged with Commencement of Configuration, Training and Testing

Purpose

This form establishes County acknowledgement of the completion of the site staging for the Aumentum Public Access Solution; confirming that the Public Access site is available to the County for configuration, training and testing.

Acceptance Criteria:

- Public Access hosted site staging complete and the County can connect to the Contractors PA site.
- The staging includes initial set up but does not imply the completion of the full configuration of PA.
- The site staging readiness authorizes project team to commence with joint configuration, training and testing.

This service was completed on: _____

County response period is 10 business days. After that time, this deliverable will be considered accepted and ready for billing unless otherwise documented in a formal response to Contractor with detailed rational for rejecting of this milestone. Rejection of a milestone will result in immediate escalation and halt the project for further review.

We the undersigned agree that this work is complete and that under the conditions of this Statement of Work, Schedules for Master Agreement CA2014.002.04, the county will be billed **\$60,000** upon signing this form.

☐Accepted ☐Rejected

County of Mendocino

Signature: _____
Name (Printed): _____
Title: _____
Date: _____

Aumentum Technologies

Signature: _____
Name (Printed): _____
Title: _____
Date: _____

Deliverable Acknowledgment Statement #2 - Public Access Go-Live Authorization

Purpose

The purpose of this acceptance form is for the County to authorize the PA Module for Go Live, and is in agreement that Contractor should proceed to create a transition to a customer operations plan for the week of Go Live.

Acceptance Criteria

- Contractor has engineered and / or configured services to import and format appropriate tax and / or CAMA information for presentation in Aumentum Public Access on a regular schedule.
- Contractor has provided the standard application software pursuant to the extraction of data from Aumentum Technologies Valuation and / or Taxation solutions for display in Aumentum Public Access
- The County has been provided instruction and materials with regards to solution configuration, content management, maintenance, and end-user education
- Solution is functioning as described in this Statement and Scope of Work with zero Severity Level 1 issues outstanding unless it is mutually agreed that go-live can proceed with an acceptable delivery data for any remaining Severity 1 issues. All outstanding issues of lesser severity have been properly documented for consideration in future maintenance releases.
- The County has viewed and tested each solution component as Part of E2E Process Testing.
- The County agrees the PA module is ready for production use (defined as use for any other reason other than testing).
- Any newly identified items from the point of transition date will be submitted to and resolved by the Contractor customer operations (support) team.
- With this acceptance, it is understood by all parties that all project DAS milestone deliverables are accepted as complete and billed as applicable, and this PA Module project is complete.

Go Live will be scheduled for the following date: _____

County response period is 10 business days. After that time, this deliverable will be considered accepted and ready for billing unless otherwise documented in a formal response to Contractor with detailed rational for rejecting of this milestone. Rejection of a milestone will result in immediate escalation and halt the project for further review.

We the undersigned agree that this work is complete and that under the conditions of this Statement of Work, Schedules for Master Agreement CA2014.002.04, the county will be billed **\$47,600** upon signing this form.

☐Accepted ☐Rejected

County of Mendocino

Signature: _____
 Name (Printed): _____
 Title: _____
 Date: _____

Aumentum Technologies

Signature: _____
 Name (Printed): _____
 Title: _____
 Date: _____

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

DEPARTMENT, FISCAL REVIEW:

Janelle Rau 09/15/2020

DEPARTMENT HEAD _____ DATE _____

Budgeted: ☒ Yes ☐ No

Budget Unit: 0717

Line Item: 862239

Grant: ☐ Yes ☒ No

Grant No.: N/A

COUNTY OF MENDOCINO

By: _____

JOHN HASCHAK, Chair
BOARD OF SUPERVISORS

ATTEST:

CARMEL J. ANGELO, Clerk of said Board

By: _____

Deputy

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

CARMEL J. ANGELO, Clerk of said Board

By: _____

Deputy

INSURANCE REVIEW:

By: Carmel Angelo
Risk Management

EXECUTIVE OFFICE/FISCAL REVIEW:

APPROVAL RECOMMENDED

By: Darcie Antle

Deputy CEO

CONTRACTOR/COMPANY NAME:

NAME AND ADDRESS OF CONTRACTOR:

Mantron, Inc. (Aumentum Technologies)

510 E. Milham Avenue

Portage, Michigan 49002

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,
County Counsel

By: Matthew Kiedrowski
Deputy

Signatory Authority: \$0-25,000 Department; \$25,001-50,000 Purchasing Agent; **\$50,001+ Board of Supervisors**

Exception to Bid Process Required/Completed ☐ _____

Mendocino County Business License: Valid ☐ _____

Exempt Pursuant to MCC Section: _____