

**PROJECT IMPLEMENTATION CHANGE REQUEST**

<b>MANATRON, INC.</b> (Hereafter "Aumentum Technologies" or "Aumentum Tech")	
Customer Name: County of Mendocino, CA	
Change Request (CR) No.: CA2014.002.04-CR001	Date Submitted: 2/05/2021
Project Name: County of Mendocino CA	Module Name/Version: Public Access
Original Contract No.: CA2014.002.04	Aumentum Tech Program Manager: Lisa Redding
<b>Summary of Change:</b> The purpose of this CR is to change the terms of the Public Access Statement of Work as follows: <ul style="list-style-type: none"> <li>Add 60 hours of interface services for the Public Access / Point&amp;Pay interface (billable)</li> <li>Define Go-Live vs Final Acceptance functionality and timelines (no additional cost to County)</li> <li>Revise Billable Milestones (no additional cost to County)</li> </ul>	
Priority: <input type="checkbox"/> Urgent or <input checked="" type="checkbox"/> Normal	Required by: <input type="checkbox"/> UAT <input type="checkbox"/> Go-Live <input type="checkbox"/> Final Acceptance <input checked="" type="checkbox"/> Other
Window of delivery date and business process calendar/phase justification: Schedule to be mutually agreed between Aumentum Tech and Mendocino County.	
Requested by: <input type="checkbox"/> Customer or <input checked="" type="checkbox"/> Aumentum Tech	Requestor(s): Lisa Redding, Aumentum Tech Program Mgr
Fixed Fee (not including travel expenses): <b>\$12,000 (60 hours of integration with 3<sup>rd</sup> party provider)</b> No travel expenses are expected with this Change Request.	
Request Type (mark all that apply): <input checked="" type="checkbox"/> Professional Services <input type="checkbox"/> Application Software <input type="checkbox"/> Third-Party Software <input type="checkbox"/> Other: _____	
This change request impacts (mark all that apply): <input checked="" type="checkbox"/> Product/Scope <input checked="" type="checkbox"/> Schedule <input type="checkbox"/> Other: _____	
Aumentum Tech ADO No.: TBD	<input type="checkbox"/> Eng. ADO and/or <input type="checkbox"/> JAMA No. (Aumentum only)
For Aumentum Technologies Internal Office Use Only: Prof Svcs Project Implementation: 5010-10-0-04	

**Description Provided By:**

Lisa Redding, Aumentum Tech Program Manager / Director PMO

2/01/2021

Name &amp; Title

Date



## PROJECT IMPLEMENTATION CHANGE REQUEST

### Description of Change Being Requested (describe here or attach document if needed)

The purpose of this CR is to change the terms of the Public Access Statement of Work as follows:

1. Add 60 hours of interface services for the Public Access / Point&Pay interface (billable)
2. Define Go-Live vs Final Acceptance functionality and timelines (no additional cost to County)
3. Revise Billable Milestones (no additional cost to County)

#### 1. Interface Services for Public Access / Point & Pay Interface

The Aumentum Tech team (Professional Services and Engineering) provided development, configuration, and testing support for the implementation integration with the County's third-party provider Point&Pay. This work was originally agreed and reported against the Aumentum implementation (CA2014.002.01) on December 8, 2020. This CR moves this integration support to the Public Access contract (CA2014.002.04).

The previous agreement allows for the billing of 60 hours of integration support (\$12,000.00). The actual integration support provided to this point is 100 hours of Aumentum Tech effort. The difference of 40 hours is provided at no cost to the County (valued at \$8,000.00). If additional support is needed based on integration partner changes or project scope changes, a new billable Change Request will be required.

The billable amount of \$12,000 for this support will be included in the Go-Live Authorization DAS (Milestone #2)

#### 2. Define Go-Live vs Final Acceptance functionality and timelines

The Statement of Work (SOW) for CA2014.002.04 outlines the functionality in scope for the project (pages 9 and 10); however, Mendocino County and Aumentum Tech previously agreed to the majority of new functionality moving to Final Acceptance due to the late timing of the contracting process. This CR formalizes the milestones of the Go-Live and the Final Acceptance functionality.

#### Auditor Controller Solution Options

Module	Purpose	Milestone	Tentative Timeline
Aumentum Reports	Allows tax district user to run Aumentum reports from Public Access Portal	Final Acceptance	2Q 2021 (May)
Apportionment Drill-Down	Tax Districts can view distribution data in a "Drill-down" style report	Final Acceptance	2Q 2021 (May)
Aumentum E-Forms	Allows public to submit county forms electronically	Final Acceptance	2Q 2021 (May)
Aumentum Tax Original Charges	Tax districts can view original charge data	Final Acceptance	2Q 2021 (May)
Aumentum Tax Rates	Displays tax rates in a report	Final Acceptance	2Q 2021 (May)
Aumentum Tax Values	Displays tax values in a "Drill-down" style report	Final Acceptance	2Q 2021 (May)
Debt Rate Submission	Enables tax districts to submit rates electronically to Aumentum	Final Acceptance	2Q 2021 (May)

#### Assessor Clerk Recorder Solution Options

Module	Purpose	Milestone	Tentative Timeline
Aumentum RPA	Real Property Appraisal search and display. Includes similar sales filtering and PDF reporting.	Go-Live	N/A
Aumentum e-Forms	Allows constituents to electronically submit local government-authored forms.	Final Acceptance	2Q 2021 (May)
Unified Map Viewer / GIS	Map-centric query and display that utilizes GIS data and services.	Go-Live	N/A



**Treasurer Tax Collector Solution Options**

Module	Purpose	Milestone	Tentative Timeline
Aumentum Tax	Tax bill search and display. Includes payment processor integration for supported vendors.	Go-Live	N/A
eBilling Subscription	Enables constituents to subscribe to receive their tax bills in electronic format.	Final Acceptance	1Q 2021 (March)
Lender Payment Import	Submission of lender payment files for electronic processing.	Final Acceptance	1Q 2021 (March)
Aumentum E-Forms	Allows constituents to electronically submit local government-authored forms.	Final Acceptance	1Q 2021 (March)

**3. Revise Billable Milestones**

The SOW for CA2014.002.04 provides a final billable milestone for Go-Live Authorization (Milestone #2) that does not take into account the trailing delivery of the Final Acceptance work. This CR will revise the milestone acceptance criteria and billing amount for the Go-Live Authorization (Milestone #2) and add an additional milestone for Final Signoff.

The billable amount of the interface integration (\$12,000.00) will be added to original billable amount of Milestone 2 (\$47,600.00), for a combined total of \$59,600.00 to be divided between Milestones 2 and 3.

Milestone	Description	Billable Amount
2	Go-Live Authorization	\$25,000.00
3	Final Signoff	\$34,600.00
<b>Total</b>		<b>\$59,600.00</b>

The revised Deliverable Acceptance Statement (DAS) for Milestone 2 and the new DAS for Milestone 3 are included in this CR.

**Assumptions:**

- Work on this interface is ongoing and expected to be completed by Go-Live in February 2021.
- Any changes to the production environment once Mendocino County is live on Aumentum and Public Access will require a billable change request.
- Mendocino County is responsible for the testing of the Public Access functionality and the interface integration with the third-party provider.
- The Aumentum Tech Professional Services and Customer Operations teams will partner together to provide production support of Mendocino County once Public Access is put into a Production state (currently planned February 2021). Any new issue found will be submitted to the agreed Customer Operations portal and Aumentum Tech staff will determine how to route the ticket for resolution. Once all contracted functionality is in a production state, the Customer Operations team will provide primary support for Public Access.

**Acceptance Criteria** (describe expected acceptance criteria for changed deliverables upon completion):

- The original Acceptance Criteria defined in the original Go-Live Authorization will be divided into two milestones and defined in the DAS included with this CR.

**Risk Assessment / Technical and Project Impact:**

General Risks:

- No new risks are added with this CR.

Project Impacts:

- The final acceptance functionality will be implemented by the project team until the final signoff is agreed.
- Maintenance and Support contract terms will begin with the full Aumentum / Public Access solution go-live currently planned for February 2021.

Development:

- The following items were delivered for the Point&Pay Integration
  - ADO 643915: Spile-Implement payment provider protocol Point-n-Pay
  - ADO 838077: Implement payment provider protocol - Point-n-Pay - US01
  - ADO 844970: Implement payment provider protocol - Point-n-Pay
- Additional development is expected with the final acceptance delivery of functionality. Development work expected to be managed according to the estimated timeline in the Description section of this CR. Any changes to the schedule will be communicated to the County as a project update.

Configuration:

- No Change from the original SOW.

Testing:

- No Change from the original SOW.

Training:

- No Change from the original SOW.

Required Resources:

- No Change from the original SOW.

Customer Responsibilities:

- No Change from the original SOW.



## PROJECT IMPLEMENTATION CHANGE REQUEST

**Aumentum Technologies Executive Change Request Submission Approval:**  
(approvals must be obtained before submission of CR to Customer)

Submission approved by:

Judy Peikert, VP Professional Services  
Name & Title – Professional Services

2/5/2021  
Date

**Customer Decision:**

This change request is: ☒ Approved as written ☐ Rejected ☐ Escalated

If rejected or escalated, please explain:

Accepted by:

*Janette Rau*

**Deputy CEO**

**04/14/2021**

Customer Signature & Title

Date

Customer Signature & Title

Date

Customer Signature & Title

Date

Customer Signature & Title

Date

*Lisa Redding*

Lisa Redding, Program Manager

4/19/2021

Aumentum Technologies Project Manager Signature & Title

Date

*Scot Crismon*

Scot Crismon - Executive V.P.

4.26.2021

Aumentum Technologies Corporate Signature & Title

Date

Payment Terms will be milestone based as defined in the Deliverable Acceptance Statements (DAS).

**DELIVERABLE ACCEPTANCE STATEMENT ("DAS")  
FOR CHANGE REQUEST NO. CA2014.002.04-CR001**

**PUBLIC ACCESS GO-LIVE AUTHORIZATION (BILLABLE MILESTONE #2)**

**Purpose:**

The purpose of this acceptance form is for the County to authorize the Public Access 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 for the functionality available for go-live.
- Solution is functioning as defined for Go-Live 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 been given the opportunity to view and test each solution component planned for Go-Live as part of E2E Process Testing.
- The County agrees the Public Access module is ready for production use (defined as use for any other reason other than testing).
- Contractor and the County have mutually agreed upon:
  - The final list of items that will be used for Final Acceptance – see Attachment 1 to DAS
  - Aumentum Tech project team will be responsible for the delivery of all remaining Final Acceptance items as defined in Attachment 1
- System Go Live and transition to Customer Operations is set for: 2/12/2021
- Any newly identified issue related to production functionality from the point of go-live date will be submitted to and resolved by the Contractor customer operations (support) team, unless otherwise agreed by the project team.

This DAS was submitted on: 2/5/2021

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 under the conditions of this CR and Schedules for Master Agreement CA2014.002.04. The County will be billed **\$25,000.00** upon signing this acceptance. It is agreed to proceed to the next phase of this project.

**Mendocino County**

**Aumentum Technologies:**

Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:



**DELIVERABLE ACCEPTANCE STATEMENT ("DAS")  
FOR CHANGE REQUEST NO. CA2014.002.04-CR001**

**PUBLIC ACCESS FINAL SIGNOFF (BILLABLE MILESTONE #3)**

**Purpose:**

The purpose of this acceptance form is for the Client to sign off remaining final acceptance functionality as defined in this Change Request (CR). The Client agrees that this implementation is complete and accepts billing for this phase.

**Acceptance Criteria:**

- The system is in a production environment.
- Aumentum Tech has delivered all Final Acceptance items defined in this CR and listed on the attachment for Go-Live Authorization (Billing Milestone #2).

This service was completed on: \_\_\_\_\_

DAS submitted on: \_\_\_\_\_

Client response period is ten (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 rationale for rejecting this deliverable. Rejection of a deliverable will result in immediate escalation and halt the remaining delivery for further review.

We, the undersigned, agree that work is complete under the conditions of this CR and Schedules for Master Agreement for Licensed Software, Hardware and Services, CA2014.002.04. The County will be billed **\$34,600.00** upon signing this acceptance. It is agreed that with this Final Signoff, the project is complete.

**Mendocino County**

**Aumentum Technologies:**

Signature:	Signature:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

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

**DEPARTMENT FISCAL REVIEW:**

Janette Rasmussen **04/14/2021**

DEPARTMENT HEAD \_\_\_\_\_ DATE \_\_\_\_\_

Budgeted: ☒ Yes ☐ No

Budget Unit: 0717

Line Item: 862239

Grant: ☐ Yes ☒ No

Grant No.: N/A

**COUNTY OF MENDOCINO**

By: Dan Gjerde  
DAN GJERDE, Chair  
BOARD OF SUPERVISORS **MAY 05 2021**

**ATTEST:**

CARMEL J. ANGELO, Clerk of said Board

By: Amap  
Deputy **MAY 05 2021**

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: Amap  
Deputy

**INSURANCE REVIEW:**

**MAY 05 2021**

By: Carmel J. Angelo  
Risk Management

**EXECUTIVE OFFICE/FISCAL REVIEW:**

APPROVAL RECOMMENDED

By: Darcie Antle  
Deputy CEO

**CONTRACTOR/COMPANY NAME:**

By: Art Crismon

**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