

Phase I Accela Automation Support Services for City of Hollywood, FL – Extension I

Statement of Work

Version 3 | January 15, 2025



11361 NW 23rd St,

Pembroke Pines, FL

33026-1402

Introduction

The City of Hollywood, FL has engaged GovForce, Inc. (GovForce) to continue providing on-site Accela Automation support to the City of Hollywood to assist staff, deliver targeted training, introduce best practices, and develop long-term solutions for improved efficiency. The goal is to ensure staff can confidently navigate the system, optimize workflows, and proactively address potential issues.

Scope of Services

1. **Staff Support & Troubleshooting**
 - a. Answer user questions in real-time
 - b. Help staff navigate core functions (permitting, inspections, code enforcement)
 - c. Troubleshoot technical issues promptly
2. **Training & Documentation**
 - a. Conduct tailored training sessions for end-users and administrators
 - b. Provide quick-reference guides and user manuals
 - c. Offer best practice recommendations for data entry, workflow configuration, and reporting
3. **Best Practices & Process Improvements**
 - a. Evaluate current usage and identify areas for optimization
 - b. Introduce standard procedures and performance metrics
 - c. Suggest workflow refinements to boost efficiency and reduce errors
 - d. Provide consultation for future Phases of the project
4. **Preventive Solutions & Continuous Improvement**
 - a. Identify recurring problems and address root causes
 - b. Propose enhancements to system configurations, integrations, and reports
 - c. Collaborate with leadership to plan for future system growth and sustainability

Project Management & Communication

GovForce will work closely with the City's designated Project Manager ensure seamless coordination and execution of the project. The City Project Manager will remain the primary point of contact for overseeing day-to-day project activities, timelines, and milestones. Our team will collaborate with them to align on goals, monitor progress, and communicate updates effectively.

We will also integrate our project management and communication plans with the customer's established processes. Regular meetings, status reports, and updates will be shared through the agreed-upon communication channels to ensure both teams are aligned and informed at every stage of the project.

Timeline

Extended Engagement

1. February 21, 2025 start
2. Continue training, process optimizations, best practices adoption
3. Continuous improvement, preventive strategies and tailored recommendations
4. Ongoing: On-site training, consultation and immediate support
5. February 20, 2026 end

Project Fees and Billing

The services associated with this project shall be provided on an hourly basis. Project fees shall be billed at the end of each month. Terms of payment are Net 30 Days. Late fees will be applied on invoices greater than 60 days from the date invoiced. Any work outside of what is clearly stated in this SOW will be scoped as a separate project.

1. Pricing Rationale
 - a. We recommend a Tiered Support Model to provide support redundancy and cost efficiency for the City
 - Tier III - Senior Solutions Architect
 - Primary resource providing 75% of support hours
 - Rate: \$195.00 per hour
 - Tier II – Software Engineer II
 - Secondary resource providing 25% of support hours
 - Works under direction of Tier III resource
 - Rate: \$143.00 per hour
2. Total Cost
 - a. Total cost can be determined according to the resource hours requested by the City

Customer Responsibilities

If the project is to be successful, City of Hollywood, FL must commit to the following obligations:

1. City of Hollywood, FL will provide a single point of contact for project coordination between City of Hollywood, FL and GovForce and that person will be responsible for ensuring City of Hollywood, FL project personnel are on target with their assigned duties in accordance with the work breakdown structure.
2. City of Hollywood, FL will provide GovForce with all relevant system and network documentation, as requested.
3. City of Hollywood, FL will make all essential stakeholders available to GovForce throughout the duration of this engagement.
4. City of Hollywood, FL will make most of the administrative and configuration information available to GovForce at the commencement of this engagement.

5. City of Hollywood, FL will make timely decisions in collaboration with GovForce regarding escalated or critical issues as they arise during the project.
6. City of Hollywood, FL will assume responsibility for management and coordination of all non- GovForce managed vendors.
7. City of Hollywood, FL will provide access with proper licenses to all necessary tools, software, and third-party products required for GovForce and City of Hollywood, FL to complete their assigned project tasks.
8. City of Hollywood, FL will maintain active vendor maintenance agreements for the technology impacted by this project or will otherwise obtain vendor maintenance as required to support this project throughout its duration.
9. City of Hollywood, FL will notify GovForce project management of any unscheduled or scheduled projects outside of this implementation that might interfere with the project schedule.

Acceptance

This Statement of Work constitutes the full agreement ("Agreement") between GovForce and City of Hollywood, FL for the services described herein. The undersigned parties acknowledge their acceptance of this Agreement, and the terms and conditions described herein. Furthermore, the undersigned parties certify that they are authorized representatives of their respective companies with full authority to sign this SOW and enter into this Agreement on behalf of their respective organizations .

SIGNATURE PAGE FOLLOWS

Any work outside of what is clearly stated in this SoW will be scoped as a new project, agreed upon by both parties, and invoiced separately.

Accepted By:

GovForce, Inc.

City of Hollywood

Signature: 

Signature: _____

Printed Name: _____
Issac Standard

Printed Name: _____

Title: _____
President

Title: _____

Date: _____
01/15/2025

Date: _____