



MYTHICS™

FIRM FIXED PRICE STATEMENT OF WORK

Managed Services Support NSID 170934

City of Hollywood FL

September 09, 2024

Submitted to:

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Submitted by:

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Mythics has made every reasonable attempt to ensure that the information contained within this proposal is accurate, current, and properly sets forth the requirements as have been determined at the time of submission. The parties acknowledge and agree that the other party assumes no responsibility for errors that may be contained in or for misinterpretations that readers may infer from this document.



1. Project Scope

Mythics is proposing managed services support for five (4) years (Nov 1st 2024 –Oct 31st 2028).

To best serve the City Mythics had partnered with MASTEK with Mythics serving as prime contract holder and ultimately responsible for the success of the project forming Team Mythics. The execution of this contract implies consent for Mythics to utilize our partner MASTEK services under the direction of Mythics as prime.

1.1 Support Scope Summary

ID	Name	Description
1	Project Type	Managed Support Services of Oracle Cloud Applications
2	Modules in Scope	<p>Oracle Enterprise Resource Planning Cloud Service</p> <ul style="list-style-type: none">• Oracle Financials Cloud Service• Oracle Automated Invoice Processing Cloud Service• Oracle WebCenter Forms Recognition Cloud Service <p>Oracle Enterprise Resource Planning for Self Service Cloud Service</p> <ul style="list-style-type: none">• Oracle Expenses Cloud Service <p>Oracle Procurement Cloud Service</p> <ul style="list-style-type: none">• Oracle Purchasing Cloud Service• Oracle Supplier Portal Cloud Service <p>Oracle Procurement Self Service Cloud Service</p> <ul style="list-style-type: none">• Oracle Self Service Procurement Cloud Service <p>Oracle Supply Chain Management Cloud Service</p> <ul style="list-style-type: none">• Oracle Inventory Management Cloud Service <p>Oracle Enterprise Performance Management Standard Cloud Service</p> <ul style="list-style-type: none">• Oracle Planning and Budgeting Cloud Service• Oracle Enterprise Performance Reporting Cloud Service <p>Oracle Human Capital Management Base Cloud Service</p> <ul style="list-style-type: none">• Oracle Global Human Resources Cloud Service• Oracle Absence Management Cloud Service• Oracle Benefits Cloud Service <p>Oracle Payroll Cloud Service for the USA</p> <ul style="list-style-type: none">• Oracle Payroll Cloud Service for USA <p>Oracle Time and Labor Cloud Service</p>



		<ul style="list-style-type: none">• Oracle Time and Labor Cloud Service Oracle Learning Cloud Service <ul style="list-style-type: none">• Oracle Learning Cloud Service Oracle Talent Management and Workforce Compensation Cloud Service <ul style="list-style-type: none">• Oracle Performance Management Cloud Service• Oracle Goal Management Cloud Service Oracle Cloud Transactional Business Intelligence Cloud Service <ul style="list-style-type: none">• Oracle Cloud Transactional Business Intelligence Cloud Service Oracle Platform and Infrastructure Services <ul style="list-style-type: none">• Oracle SOA Suite Cloud Service• Oracle Integration Cloud Service• Oracle Identity Foundation Cloud Service• Oracle Database Cloud Service
	Service (s)	<p>Core Services</p> <ul style="list-style-type: none">• Support Manager• Subject Matter Expert• Release Upgrade Management<ul style="list-style-type: none">• New Release Feature Updates• Regression Testing,• Testing as a Service• Quarterly Webinars for New Features in the upcoming releases• Monthly Governance Review• Quarterly Business Process Improvements Workshops• Environment Management• Business Acceleration and Process Improvement Recommendations <p>Application Support Services</p> <ul style="list-style-type: none">• Incident Management (Break Fix)• Service Request Management with Oracle• Cloud Patching Assistance• Documentation Updates• Functionality Enhancements – Implementation, Integrations, Migration, Reports (Up to 40-man hours per development)• Knowledge Transfer – General Webinars, Client Specific Training• Quarterly Business Improvement (VBA Analytics) <p>All Services are delivered via a Service Request (SR) model with the client directing requested activities and allocation of service hours in conjunction with the Team Mythics service manager. Additional optimization, enhancement and module implementation service approaches are available.</p>



3	Support Location	MASTEK Development Center under the direction of Mythics
4	Country and Language Considered for the Project	USA and English
5	Managed Services Period of Performance	Nov 1 st 2024 –Oct 31 st 2028, with three optional one-year renewal terms for a total term of four possible years.
6	Module to be Supported	Existing Oracle Cloud HCM, Financials, Procurement, PBCS
7	Support Duration/Hours Per Month	255 Hours/Month <i>Unused hours will roll over into next month. If more than 40 hours are required, next month's hours can be used in advance. Additional hours can be purchased at the rate below (Item 10).</i> 12 months for 3060 hours (Unused hours at end of year will not roll over into next year)
8	Support Coverage	Monday – Friday (8 AM to 4 PM Eastern Time) or (9 AM to 5 PM Eastern Time)
First Year Fees: Pricing Valid 60 days from date on cover sheet		
10.	1st Year: Fixed Monthly Fee: 1st Year: Hourly Rate for overage:	\$35,754.26/month for 255 hrs \$140.21/Hour

Year s 2-4	
Year 2 Nov 1 st 2025 –Oct 31 st 2026	\$36,825.26 /month for 255 hrs \$144.41/Hour
Year 3 Nov 1 st 2026 –Oct 31 st 2027	\$37,930.54 /month for 255 hrs \$148.75 /Hour
Year 4 Nov 1 st 2027 –Oct 31 st 2028	\$41,920.48 /month for 255 hrs \$164.39/Hour

Invoicing:

- Fixed recurring fee, to be invoiced Monthly in advance of the service period to which it relates
- Rollover hours and consumption ahead as available and approved by the City and Team Mythics. Hours will not roll over year to year.



Support Services

All Services described in the Support Summary Table above are delivered via a Service Request (SR) model with the client directing requested activities and allocation of service hours in conjunction with the Team Mythics service manager. Additional optimization, enhancement and module implementation service approaches are available.

The sections below further describe:

- Service Level Agreements,
- Support Tools
- Team Mythics and Client Roles and Responsibilities
- Engagement Assumptions
- Terms and Conditions

Service Level Agreement

- The following approach is based on ITIL good practice for the prioritization of Incidents
- This matrix-based approach helps strike a balance between objectivity (Impact) and business preference (Urgency)

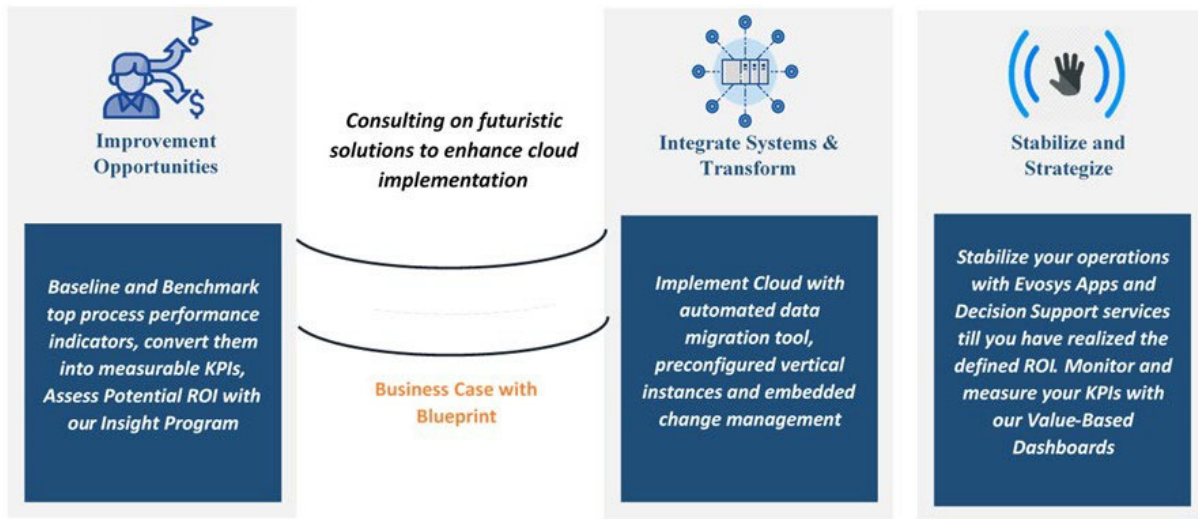
IMPACT	Description	URGENCY	Description
High	The Supported System is unavailable to all users – or – a (suspected) security breach has occurred.	High	From the client's perspective, the most urgent issue to be resolved
Medium	Users are able to access the Supported System but one or more of the following apply: <ul style="list-style-type: none">• Performance is severely degraded for all users; and/or• A majority of users are unable to perform their core business duties to a significant degree	Medium	More important than Low Urgency issues but should not take priority over High Urgency requests (the default setting)
Low	Issue affecting a single user or non-urgent business process; a request for guidance; or any other Incident not covered by High or Medium Impact definitions above.	Low	All other requests

Incident PRIORITY is determined based on the combination of IMPACT and URGENCY					Priority	Response	Hours of cover	<ul style="list-style-type: none">• P1 & P2 available on Production systems only• Target compliance is 85% over a service quarter• SLA clock <i>pauses</i> when action is not with Evosys and/or outside <i>Hours of Cover</i>
Incident IMPACT					1	1 Clock hour	working days	
					2	4 hours	working days	
Incident URGENCY	High	Priority 1	Priority 2	Priority 3	3	8 hours	working days	
	Medium	Priority 2	Priority 3	Priority 4	4	16 hours	working days	
	Low	Priority 3	Priority 4	Priority 5	5	24 hours	working days	

Insight Program with Value-based Analytics

The Team Mythics Insight Program is a selective investment offering from Team Mythics that covers business process assessments to attain the full potential outcome of the process and reach industry or set benchmarks for the process. By focusing on the critical challenges of the customer's processes and converting them into measurable KPIs with our Public Sector expertise, Team Mythics aims to advance its customers digitally and keep up with the pace of innovation in the highly competitive market. Through this KPI driven approach, Team Mythics is committed to accelerate our customer's journey to meet the customer's business objectives and deliver significant ROI.

By choosing to go with this program you will be able to Baseline and Benchmark top performance indicators, convert them into measurable KPIs and assess potential ROI.



Leveraging VB Analytics

Measuring your cloud success

You can monitor and measure profitability as you monetize each of the strategic moves with these identified KPIs using Team Mythics powered Value-based Dashboards built on Oracle Cloud. This offering equips you to take pro-active decisions backed by real-time insights, thereby thinning the line between your operations and strategies, regardless of where you are in your journey to the Cloud.



The Team Mythics Value-based dashboards are provided to our customers with an intent to bring about a paradigm shift in the way they analyze systems and also provide the data to fine tune as necessary.

Key Notes about the Tool

- This Tool is deployed on Oracle Cloud Application.
- It uses OTBI (Oracle Transactional Business Intelligence) and BIP (Business Intelligence Publisher) features.
- No additional Licenses/Subscriptions are required.

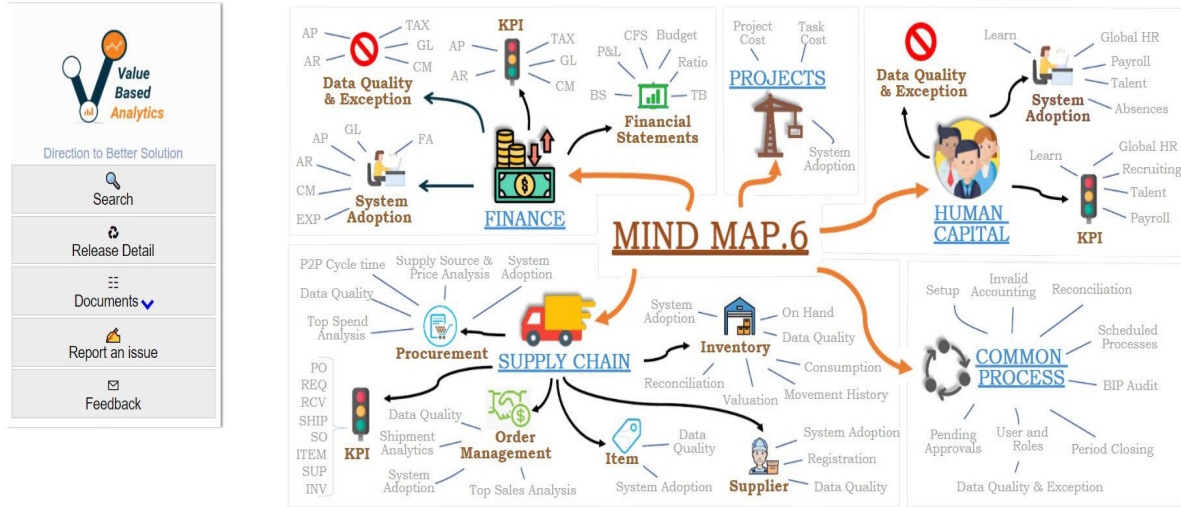


- The KPI reports will be subject to scope of the projects

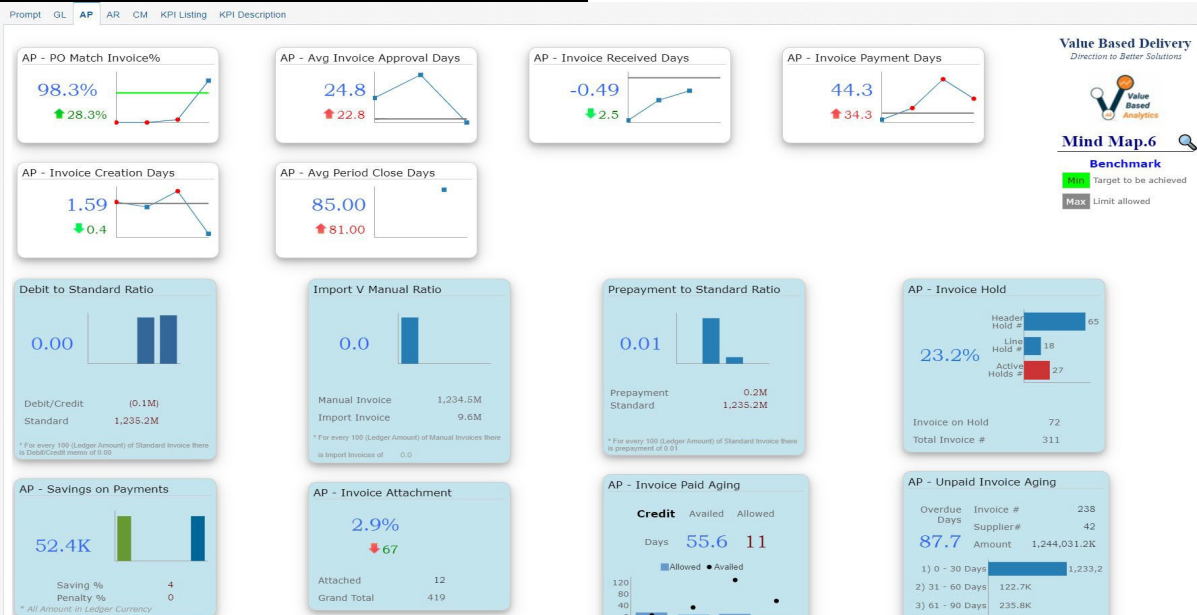
A detailed Value-based delivery plan will be provided post completion of the transition.

Sample Screenshots of the Analytics

Dashboard Home Page

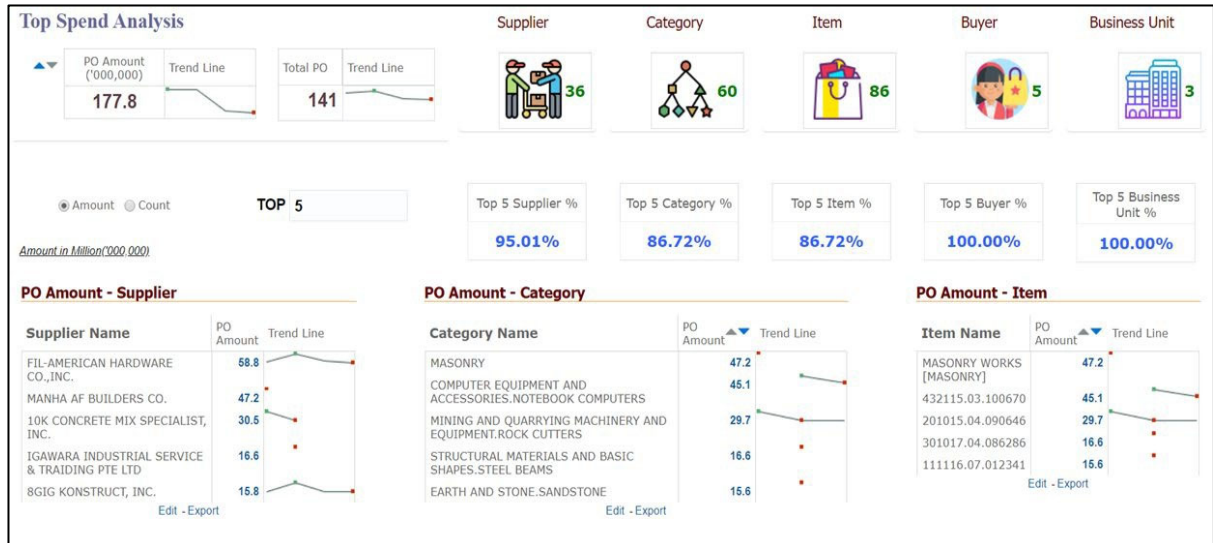


Finance Sample (AP Summary Dashboard)

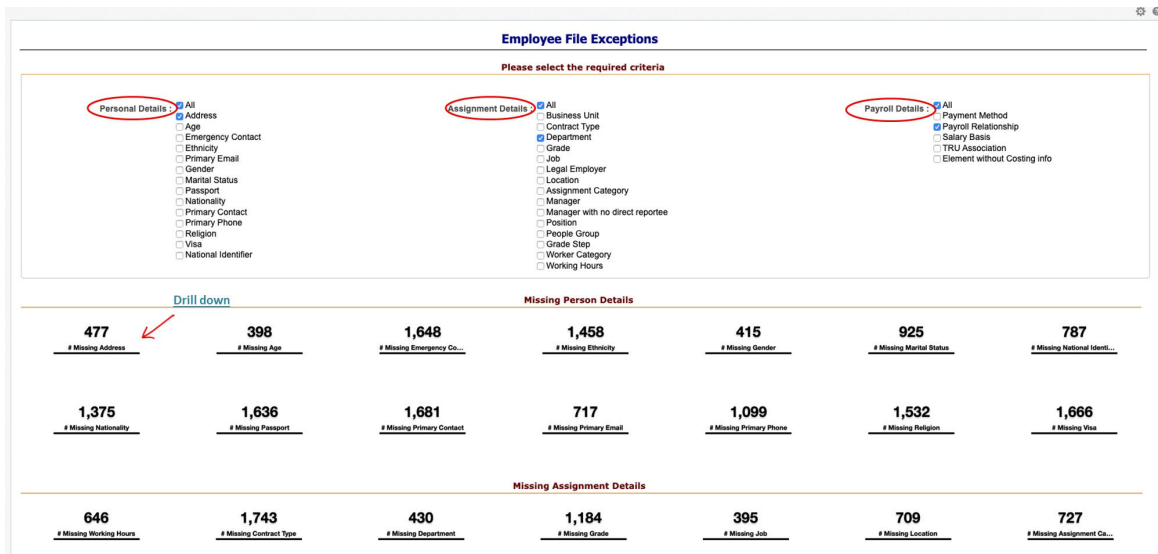




Procurement Sample



HCM Sample





ROLES AND RESPONSIBILITIES

Team Mythics Roles and Responsibilities

Team Mythics to perform all tasks on Test instance. Below mentioned are Team Mythics responsibilities

- City SR management through The Hollywood Support Portal
- Fortnightly/Monthly Support Status Meetings with City key stakeholders
- Oracle SR management – SR creation, follow-up, patching dates, patch testing, etc.
- Pro-active incident analysis (Problem Management) and an action plan based on the outcome of analysis (Root Cause Analysis)

City Roles and Responsibilities

- Solution migration to production based on the agreed process
- Providing issue details
- Should be able to reproduce issue logged under incident, if needed
- Signing off solutions on a timely basis
- Deciding priorities of the tasks
- Ensuring timely responses from users

ENGAGEMENT ASSUMPTIONS

Mythics has made every effort to accurately assess and estimate the requested consulting services. As no discovery effort is ever holistically exhaustive, a summary of assumptions made by Team Mythics in assembling this Statement of Work is below. If any assumptions prove to be invalid during delivery, adjustments to schedule, scope, or budget outlined herein may be required to complete the Description of Services.

- Team Mythics will perform the work remotely
- The scope of the managed services
- The City needs to raise a ticket for all issues related to the application using The City of Hollywood Ticketing Tool. Team Mythics consultants shall respond to the support tickets and assign the tasks to the concerned support staff for necessary resolution
- Team Mythics consultants will raise an SR with Oracle where issue resolution requires action from the Oracle team. Team Mythics will be responsible for all the Follow up with Oracle for SR raised. The City will be kept informed about the status of their ticket and actions being performed at all times.
- Oracle will be responsible for providing fixes for Application bugs. Team Mythics support resource will raise SR in My ups to resolve the issue.
- Entering or updating any transactions in the system or performing any data cleansing activities will not be part of Team Mythics Support Consultant's responsibility. The City must manage this.
- Priority 1 and 2 (Critical/High) issues will be limited to the issue that has occurred in the production environment Issues on Non-Prod environment having significant impact for a Production project will be discussed with Team Mythics Service Manager and mutually agreed for the priority 1 or 2.
- The City should provide SPOC for all business areas to be covered.
- The City shall promptly provide subject matter experts (business and technical) and key users as



required during the onboarding process.

- Support activities will be in accordance with working hours, as mentioned in the proposal.
- The proposed support model does not cover Multi-Lingual Support. Support will be in English Language, and all the consultants will be English speaking.
- Team Mythics will provide the requirement specification template. The City will have to provide the updated document with detailed requirements for any new development.
- A list of open implementation points to be confirmed by the City before the start of support process
- SR Requests for new Implementation, Integrations, Data Migration or Extraction up to 40 man-hours per development will be considered as part of the current scope.
- SR Requests for new Implementation, Integrations, Data Migration or Extraction over 40 hours will be reviewed by the service manager with the client. Based on the complexity and availability of hours, it may be initiated as part of the current SoW or routed via change management process as agreed with the client.
- Extraction, integration, modification, testing and issue resolution for applications outside of the specified Oracle Cloud Applications must be managed by the Client or a Third-Party.

Terms and Conditions

Mythics is submitting this Statement of Work pursuant to the terms and conditions of Mythics' Maricopa County Contract No.: 180233-002 (formally known as US Communities Cooperative), fully executed on 12 December 2018, the Exhibit I Professional Services Terms attached thereto. Any additional terms amended to this order must be mutually agreed to by the Parties, and in the event of a conflict, Mythics' Maricopa County Contract terms and conditions shall govern.

Client Reference - Mythics may refer to Client (by name) as a Mythics consulting client of the ordered services and offerings in sales presentations, marketing vehicles, and activities.



Signatures

IN WITNESS WHEREOF, the parties have caused this SOW to be executed and do each hereby warrant and represent that their respective signatory whose signature appears below has been and is on the date of this SOW duly authorized by all necessary and appropriate legal action to commit the organization he represents to the terms and conditions of this SOW.

Accepted by:	CLIENT NAME	Mythics LLC
Name: Title: <i>(Authorized Signatory)</i> Signature:		Deonte J. Watters, CCMAP Vice President of Business Operations
Mailing Address:		Mythics, LLC 4525 Main Street, Suite 1500 Virginia Beach, VA 23462
Date:		
Phone:		(757) 233-4275
Email:		ConsultingContracts@mythics.com