September 17, 2021

City of Hollywood
Department of Public Utilities
1621 N. 14th Ave.
Hollywood, FL 33022-9045

Attention: Howard Richards

Subject: Phase II Implementation of Cityworks Software

Thank you for the opportunity to provide this statement of work (SOW) to continue supporting the City of Hollywood's (City) Department of Public Utilities (Department) of the Cityworks Implementation for Department of Public Utilities. The SOW for the Phase II Implementation of Cityworks Software presented below is a continuation of the initial Cityworks Implementation – expanding the system and developing integrations with other Business Systems within the Department of Public Utilities. These services will be provided in accordance with the Agreement for CONSULTANT Services for General Engineering Consulting Services Agreement executed on November 7, 2017.

PROJECT COSTS

The fee for Phase II Implementation of Cityworks Software is a not-to-exceed amount of $426,346.00, as detailed in the table below (Table 1). This amount includes $8,250 in expenses, if needed, and to be utilized on a Time and Materials basis, and a contingency of $15,000, which may be used upon receiving approval from the City, as provided in Task 401, include extensions to the project schedule. Monthly invoices will be submitted to the Department based on project progress related to all tasks under this Statement of Work.

Table 1 – Phase II Cityworks Implementation Task and Fee Breakdown

Task	Expenses (Time & Material)	Fee (Lump Sum) Professional Services
Task 050: Project Management	$0.00	$25,996.00
Task 100: Workflow & Cityworks Enhancements	$1,650.00	$59,278.00
Subtask 101: Business Process Review (BPR) and Revisions	$0.00	$18,844.00
Subtask 102: Cityworks Platform Enhancements	$0.00	$20,840.00
Subtask 103: Focused End User Training	$1,650.00	$19,594.00
Task 200: Ongoing Cityworks Implementation Support	$4,950.00	$262,662.00
Subtask 201: Mobile Deployment Support	$1,650.00	$39,092.00
Subtask 202: Cityworks Request Implementation & Call Center Link	$1,650.00	$41,044.00
Subtask 203: Utility Billing (MUNIS)	$1,650.00	$79,738.00

Subtask 204: Oracle ERP Materials and Parts Inventory Management	$0.00	$63,794.00
Subtask 205: SCADA Integration	$0.00	$38,994.00
Task 300: Continued Support and Services	$1,650.00	$55,160.00
Subtask 301: Cityworks Governance Committee Development	$1,650.00	$24,610.00
Subtask 302: On-Call Cityworks Support	$0.00	$30,550.00
Subtotal	$8,250.00	$403,096.00
Task 401: Contingency	$0.00	$15,000.00
PHASE II IMPLEMENTATION OF CITYWORKS SOFTWARE, NOT TO EXCEED	**$426,346.00**	

We look forward to the opportunity to assist the Department with this innovative and important project in support of its asset management efforts and implementation of Cityworks for the Utilities Department. Please, feel free to contact me with any questions at (561) 236-2858.

Very truly yours,

BLACK & VEATCH CORPORATION

Chris Barlow, PE
Project Manager

mv, mm, mj, CB

cc: Mark Seastead, Matt Morey, Nick Alexandrou, Martin Jones, Isabel Botero, PE; Melissa Velez, PE

PHASE II IMPLEMENTATION OF CITYWORKS SOFTWARE

STATEMENT OF WORK

PREPARED FOR

City of Hollywood

Department of Public Utilities

17 SEPTEMBER 2021

BV BLACK & VEATCH

Table of Contents

Overview

The intent of this Scope of Work is to serve as the next step in the Department's use and deployment of the Computerized Maintenance and Management System (CMMS), Cityworks. This effort is meant to expand on successes that occurred during the first phase of implementation which helped the Department migrate from their older CMMS, to a more modern, GIS-centric platform.

The Phase one (1) deployment emphasized migration away from the legacy Accela CMMS and to Cityworks. Since that deployment there have been turnover in key staff along with a developing strategic enterprise asset management program that Cityworks will be a key system of record for.

With the creation and filling of an Asset Manager role within the Utilities Department, a next logical step in the maturation of Cityworks, is to align the CMMS with the developing strategic asset management vision which includes integrating mobile/field users and other systems in use by the Department. Phase two, presented below, will develop and implement a number of advanced System integrations with SCADA, MUNIS, Oracle ERP, and CallCenter, as well as implement mobile use for field operators. Phase 2 will also perform an assessment of workflows, work activities, and perform additional user training where necessary.

This SOW will also address an important aspect of long-term Cityworks success, which is establishing a City-wide Cityworks Governance Committee. This committee will develop policies, standard operating procedures, and City-wide standards. This SOW outlines how Black & Veatch will help assist City in the development of such a committee.

Scope of Work

The following SOW describes how Black & Veatch will work with the Department to further implement Cityworks and expand its integrations with other Business Systems. Each task is described in detail along with the specific deliverables, Department responsibilities, and assumptions utilized to develop the associated level of effort.

TASK 050: PROJECT MANAGEMENT

Black & Veatch will provide ongoing project management in the form of:

- Project Kick-off Meeting/Workshop to review SOW, Schedule, Phase 1 Integration Requirements, etc.
- Regular status meeting (in person or via conference call) once per month and potential more as project gets closer to go live stages,
- Meeting minutes
- Monthly Invoicing
- Tracking of project status, schedule, milestone delivery and budget management

TASK 100: WORKFLOW AND CITYWORKS ENHANCEMENTS

Since "go-live" with the Cityworks platform, there has been many staff and supervisors who have begun using the System for work management in their day-to-day operations. A recommended practice as part

of any Software Development Life Cycle (SDLC) includes a continuous improvement process that allow an organization to continue refining and implementing workflow improvements and platform enhancements through time to meet the City's evolving needs.

The following two sub-tasks will help identify, document, and implement the enhancements:

SUBTASK 101: BUSINESS PROCESS REVIEW (BPR) AND REVISIONS

In this task, Black & Veatch will host three (3) remote BPR workshop with staff to review the daily business processes and workflows that the City has been following. These workshops will be catered specifically for Water Treatment Facilities, Sewer Facilities, and Underground Utilities. Black & Veatch will use all existing documentation available to develop Business Process diagrams for current workflows, as well as develop diagrams for recommended process improvements. The diagrams will workflow improvements and performance indicators, as well as identify the flow of information to city employees/groups within each process. Any in-efficiencies that can be improved upon through changes to the software will be addressed in this task. Any in-efficiencies identified in this task that are caused by staffing, will be addressed in Subtask 103: Focused End User Training.

SUBTASK 102: CITYWORKS PLATFORM ENHANCEMENTS

In this task, Black & Veatch will cover several review topics and will focus specifically on reviewing Work Activity Templates, Saved Searches, and Inbox configuration.

Black & Veatch will review the configured list of Work Order templates for each asset in the system and determine, in coordination with input from the Department's leadership and operations teams, each Work Order templates usage, it's relevancy, and identify any activities that are missing and need to be added to the System as active Work Order types.

Black & Veatch will also perform a review of existing Saved Searches and user Inboxes to ensure that each user is being relayed the relevant information they need to perform their daily activities. Black & Veatch will identify any gaps in coverage, document and implement the necessary changes.

SUBTASK 103: FOCUSED END USER TRAINING

Through the review process in Subtask 101, workflow enhancements will be identified and documented. These enhancements will introduce users to new tools, steps, and usage of the System that they otherwise may not have been using previously. Following the discovery from Subtask 101, Black & Veatch will host 2 (two) remote training sessions with specific user types who will need additional, more focused training sessions. It is anticipated that the two training sessions will be catered to staff who fill the foreman/supervisor role, and for field ops.

Task 100 Deliverables

■ Subtask 101
- One (1) half-day BPR workshop
- Up to five (5) Business Process Workflow Evaluations
- One (1) Business Process Review Technical Memo

- Tech memo will include an executive summary outlining the review process, the findings, and 2 diagrams per process evaluated, totaling 10 diagrams (5 for current workflows, 5 for proposed)
- ■ Subtask 102
  - Technical memo outlining each assets Work Order templates, findings, and prescription
    - Technical memo will also include any templates proposed to be added
  - Technical memo outlining any revisions to existing saved searches as well as a listing of any saved searches that need to be added to the System
  - One (1) half-day workshop to review staff inbox requirements
    - Staff grouped by job function, Operations, Supervisors, Managers, Directors, etc.
  - Technical memo outlining any gaps identified in the data staff require in their Inbox/Dashboards, as well as the Saved Searches and Inbox items that need to be created to facilitate their needs.
- ■ Subtask 103
  - Two (2) half-day end-user training workshops
    - One for Supervisors and one for Field Ops staff

Task 100 Department Responsibilities

- ■ Provide input and documentation for workflows
- ■ Schedule with staff, provide facilities for, and participate in workshops and training sessions
- ■ Provide input and feedback as it relates to Work Order template usage and relevancy
- ■ Provide input for configuration/revision of Cityworks Inboxes/Dashboards

- ■ Initiate and approve ongoing On-Call Cityworks support tasks
- ■ Provide equipment and facilities for all Cityworks training sessions
- ■ At least one (1) person from the City will participate in acceptance of the BPR findings and implementations, platform enhancements, and staff identified for additional focused training

Task 100 Assumptions

- ■ Black & Veatch will document and review up to five (5) unique business process workflows
- ■ All training and workshop sessions are to be remotely attended via Microsoft Teams or other virtual conferencing platforms.
- ■ BPR, Saved Search, Training, will be focused around the use of Cityworks Office. Any users identified in later tasks to use Cityworks Mobile or Respond will receive training on these platforms through the training sessions listed in the appropriate subtasks.
- ■ If Supervisor staff are identified to be more mobile and will use the Respond app – inbox, queries, and dashboard will be developed as part of Subtask 201.

TASK 200: PHASE II IMPLEMENTATION OF CITYWORKS

Phase I of the Cityworks Implementation included the development of integration requirements between Cityworks and multiple City systems. The integration requirements document will have been reviewed and updated by Black & Veatch and City staff during the project kickoff, where appropriate. Using these requirements as a baseline, Black & Veatch will develop the application interfaces that will link these systems to Cityworks.

All system integrations will be developed using the same process. The process will begin by developing the interface components in non-production environments so that day to day end-users are not affected by the development process. Test scripts will be created for each integration to ensure that each component is tested for proper function within each use case. Once the integration is ready for testing, the test scripts will be used for acceptance testing. Any script that fails will be forwarded to the development team for resolution. Each script is re-tested until there are no more failures.

Once testing is completed, the production deployment process will take place. This process will occur during non-business hours to ensure that there is limited system down time. Test scripts will be run from the production environment to confirm final deployment. Additional end-user training will take place, as needed, to train users for additional functionality and/or changes in business processes.

Black & Veatch will follow the process defined within Task 200 for development, testing, and deployment of the integration components to support the requirements. The following sub-tasks are outlined to support Utilities continued use of Cityworks.

SUBTASK 201: MOBILE DEPLOYMENT SUPPORT

Assistance with implementation and deployment of Cityworks for mobile users expanded from Phase I. Before any deployments and configuration can begin, Black & Veatch will asset the CLIENT in doing a user and equipment assessment to determine the types and kinds of mobile devices to be used, as well as which staff will require what equipment, and assist with developing a summary of associated equipment and costs. As Utilities acquires and deploys mobile devices for field staff, Black & Veatch will provide support with the following activities:

- Deployment of Cityworks Mobile Solution (Mobile Application or Respond)
- Modification/Streamlining of User-Interface
- Setup User Inboxes/Dashboards
- Provide Additional/Refresher Training

Facilitating field access to Cityworks enables end-users with the ability to enter data when work is performed and provide more real-time accurate data.

SUBTASK 202: CITYWORKS REQUEST IMPLEMENTATION & CALL CENTER LINK

The City is planning to implement a new City-Wide request portal that will allow the public to initiate request. The new solution will have an interface that will automatically create a service request in Cityworks for the appropriate City departments. During this task, Black & Veatch will coordinate the interaction between the two systems for Utilities.

Cityworks service requests were not configured during Phase I because the legacy Accela system was not being used for that purpose. To support the interface between Cityworks and the City's new public request portal, Black & Veatch will work with Utilities to configure Cityworks service requests. The following tasks will be completed to successfully implement service requests:

- Service Requests Business Process Mapping
  - Roles/Responsibilities

- Flow of Information/Data
- Service Request Template Development
  - Problem Codes
  - Categories
  - Automatic Submit To
- Cityworks Configuration for Service Requests
  - Request Templates
  - Security
  - Statuses
- Cityworks Inbox Updates to Support the Addition of Cityworks Service Requests
- End-User Training for Cityworks Service Requests

SUBTASK 203: UTILITY BILLING (TYLER MUNIS)

Define and deploy integration between Cityworks and Tyler MUNIS. The integration between Cityworks and MUNIS will reduce the amount of duplicate data entry within the Underground department. This task should be coordinated with the deployment of mobile devices to improve the efficiency and quality of data entry. Black & Veatch will work with the City's MUNIS technical staff to complete the integration process as defined during Phase I. The activities necessary to complete this subtask are as follows:

Activity No.	Description	Responsibility
1	A new service order is created in Munis from an automated process (turn on/offs...) or manually from within the system.	City
2	An integration process will poll the Munis system for new service orders created for the Underground Metering group. These new records will be added to staging tables for all relevant data.	Black & Veatch
3	The integration process will create a Cityworks work order for each service order based on the type of Munis service order. During this process, the integration will attempt to associate the correct GIS asset to the work order based on the meter number. Each work order template/service order type pair will prepopulate the Cityworks work order with the appropriate set of custom fields to prompt users to enter supporting data.	Black & Veatch
4	Underground metering Cityworks users will receive the Cityworks work order and complete the work as defined.	City
5	Cityworks users will complete and close the Cityworks work order. Users will not be able to close the work order until all relevant data is populated for the work order (Old/New Meter #, Old/New Reading, MTU #...)	City

Activity No.	Description	Responsibility
6	The integration process will watch for closed Cityworks work orders. Once a work order is closed, the interface will complete the Munis service order and populate it with the relevant data collected on the Cityworks work order.	Black & Veatch
7	Customer Service Representatives will review completed service orders and make account updates as needed. The service order will then be closed.	City

Detailed processes will need to be understood for each MUNIS server order type to identify variations in business processes based on the needs of each type of service order. Some service order types will need to be handled differently within the integration process and will require the collection/transmission of different data/fields. There may also be scenarios where a work orders is initiated in Cityworks and would need to be created programmatically in MUNIS. Black & Veatch will host workshops to better understand these processes prior to the development of any interfaces.

There is currently not a link between Public Utilities Service Connections GIS feature class and the customer/meter information in MUNIS. This will have to be established to allow for work orders in Cityworks to be associated to the correct asset. If no connection is established, Cityworks work orders will be associated to addresses.

SUBTASK 204: ORACLE ERP MATERIALS AND PARTS INVENTORY MANAGEMENT

Define and deploy and integration between Cityworks and they City's Oracle ERP Cloud environment for material inventory. City staff are currently required to interact with multiple systems to order and receive materials to keep inventory levels up to date. An integration between Cityworks and Oracle ERP will be developed with the interface between the two systems being initiated after the receive process within ERP. Black & Veatch will work with the City's Oracle technical staff/vendor to complete the integration process as defined during Phase I.

Activity No.	Description	Responsibility
1	A text file export of completed utility material receives is taken from Oracle ERP and loaded to an internal City file folder or FTP site. This data should include the Warehouse/Storeroom Location, Date Received, Material ID, Number of Units Received, and Unit Cost for each line item.	City/Oracle
2	An integration process (SSIS or similar) will read the exported file and load the data to a staging table within the Cityworks database.	Black & Veatch

Activity No.	Description	Responsibility
3	The integration process will read the staging table to call the Cityworks Storeroom API (AddReceive method) to receive each material in the correct storeroom location. Inventory counts and unit costs will be updated with the successful receive transaction.	Black & Veatch
4	Cityworks users issue materials to work orders and employees via Storeroom.	City

Prior to the development of any interfaces, Black & Veatch will work with City staff to better understand the following items and how the integration process should handle them:

- Non-stocked items: Materials that are purchased through an ERP Requisition that are not kept in stock and don't have a material id.
- Materials that don't have a matching material ID in Cityworks.
- Journal entries for consumed materials: Will the integration process send journal entries to Oracle to update the account information in Oracle?

Once these items are discussed and finalized, Black & Veatch will follow the process defined within task 200 for development, testing, and deployment of the integration components to support the requirements.

SUBTASK 205: SCADA INTEGRATION

Deploy integration between Cityworks and the City's GE iFix Historian data for the creation if preventive maintenance work orders based on hour run-times. The integration process will access SCADA run-time data from the HACH WIMS database as there is an existing process in place to routinely import SCADA data into the HACH WIMS database. This integration was planned as part of Phase I, however it was not completed due to the following factors:

- There are no run time counters being imported to the HACH WIMS database. The data available for pumps is limited to a true/false value that identifies is the pump is running at the provided date/time. Run time hour counters will need to be added to HACH WIMS for each asset that requires an hour-based maintenance schedule. All other readings appear to be level readings.
- There is no link between SCADA and the Cityworks/GIS asset. SCADA and GIS IDs will need to be matched to ensure that work orders are being created for the correct asset.

Black & Veatch will work with plant staff to determine which assets will be setup for run-time based preventive maintenance work orders. Once the list is compiled, the Cityworks Asset Readings configuration will be setup to support the readings coming from SCADA. Once everything is in place, the development of the integration components will take place to support the process as defined in Phase I:

Activity No.	Description	Responsibility
1	SCADA system records equipment run times hours and stores the run time data in GE's iFix Historian, if configured.	City
2	Through an existing process, equipment run time data is imported into the HACH WIMS database.	City
3	The integration process will query the HACH WIMS database for the most recent hour run time variable for a defined list of assets. This data is currently stored in the database's DATADD1 table.	Black & Veatch
4	The integration process will import run time data to Cityworks using the Cityworks Metrics API. Work orders will be created in Cityworks as readings exceed configured interval thresholds.	Black & Veatch
5	Cityworks users will perform work and closed work orders as needed.	City

Task 200 Deliverables

◼ Subtask 201
- Summary document outlining evaluation of field users and necessary equipment
- Deployment/Configuration of Additional Cityworks Modules to Support Field Users
- Updated Cityworks User-Interface Screens to Support Field Users
- Up to 80 Hours to Setup/Configure Additional Cityworks Inboxes/Dashboards to Support Field Users
- Up to Two (2) Days (20 Hours) of Training for Field Users

◼ Subtask 202
- One (1) Day Business Process Workshop for Cityworks Service Requests
- Documented Business Process Mapping for Cityworks Service Requests
- Updated Cityworks Configuration for Service Requests
- Successful Integration Between Cityworks and City's Public Request Portal
- Up to Two (2) Days (20 Hours) of Training for Cityworks Service Requests

◼ Subtask 203
- One (1) Day Workshop to Finalize Cityworks/MUNIS Integration Requirements
- Cityworks/MUNIS Integration Design Technical Memo
- Cityworks/MUNIS Test Plan
- Completed/Tested Cityworks/MUNIS Integration Deployed to Production Environment
- Source Code for Completed Installed Integration Components
- One (1) Day of End-User Training

◼ Subtask 204
- One (1) Day Workshop to Finalize Cityworks/Oracle Integration Requirements
- Cityworks/Oracle Integration Design Technical Memo
- Cityworks/Oracle Test Plan

- Completed/Tested Cityworks/Oracle Integration Deployed to Production Environment
- Source Code for Completed Installed Integration Components
- One (1) Day of End-User Training
- Subtask 205
  - Updated Cityworks Configuration for Asset Readings Based PMs
  - Cityworks/SCADA Test Plan
  - Completed/Tested Cityworks/SCADA Integration Deployed to Production Environment
  - Source Code for Completed Installed Integration Components
  - One (1) Day of End-User Training

Task 200 Department Responsibilities

- Provide devices and mobile data access for Cityworks field users
- Provide input for configuration of Cityworks Inboxes/Dashboards
- City staff and/or FTC are responsible to making changes to GIS to support asset editing and linking of documents
- Print and place material barcodes within each facility
- Initiate and approve ongoing On-Call Cityworks support tasks
- Coordinate with staff to attend workshops
- Provide equipment and facilities for all Cityworks training sessions
- The City will provide appropriate remote access to necessary environments/systems to facilitate the development of each system integration
- The City will facilitate coordination with technical staff/vendor resources that have familiarity with non-Cityworks systems
- City staff will provide input on additional requirements gathering tasks related to system integrations
- At least one (1) person from the City will participate in acceptance testing for each of the integration tasks
- The city is responsible for administration/management of each integration after a period 30 days has passed from production deployment and final testing relative to each system
- The City will provide a mapping of SCADA IDs to GIS IDs
- The City will define the preventive maintenance tasks and related assets that will participate in the SCADA integration
- The City is responsible for making required changes to SCADA, HACH WIMS, Oracle, and MUNIS to facilitate the integrations to Cityworks

Task 200 Assumptions

- Although Black & Veatch will be providing clarification on technical specification and devices for mobile users, Black & Veatch is not responsible for purchasing of, or deployment of mobile devices, or ensuring they have appropriate mobile data connectivity
- Black & Veatch is not responsible to linking O&M Manuals and Record Drawing to assets
- Third-Party barcode solution is not included in this SOW
- On-Call support tasks from subtask 204 will not begin without approval from the Utilities Project Manager

- The City is responsible for the deployment of a public request portal that interfaces directly with Cityworks
- No custom integration development will be completed as part of the Cityworks/public portal deployment
- No custom APIs will be developed as part of integration development
- Integration between Cityworks and Oracle for materials management will only communicate from Oracle to Cityworks with no information being sent to Oracle
- The MUNIS system is hosted internally by the City and can be made available for communication from/to the Cityworks system
- Specific requirements developed during phase 1 will act as a guide for integration development. These requirements will be reviewed during project kick-off and the integration tasks/approach may differ from what was defined during phase 1 if there is no additional effort and the outcome is the same.
- The City will not involve Tyler for the development of the integration between Cityworks and MUNIS

TASK 300: CONTINUED SUPPORT AND SERVICES

As usage continues, security patches and upgrades are released, new employees are hired – there will be a demand for additional support as the needs arise. This task is meant to help aid the Department in fulfilling needs and ensuring the System continues to support Operations into the future.

SUBTASK 301 – CITYWORKS GOVERNANCE COMMITTEE DEVELOPMENT

Black & Veatch will assist the City in the development of a Cityworks Governance Committee. The intent of this committee is to bring together City stakeholders on a monthly basis to define procedures, policies, guidelines, training, and review the City's large Cityworks vision plan and long-term goals with the platform. The target members of this committee will be Department Directors and Managers who have a stake in the City's Cityworks Platform.

Black & Veatch will help the City identify appropriate staff for committee membership as well as host and guide initial meetings. The outcome of this task is to have an autonomous Cityworks Governance Committee comprised of multiple departments, working together to ensure the System is being used consistently and appropriately.

Through monthly Committee meetings, governing documentation will be developed that will outline not only the larger Cityworks Vision, but specifics around how the platform is to be managed and used. Black & Veatch will help aid in the development of these documents. Final topics to be documented will be determined in coordination with the Committee, though some common topics are…

- Change Management
- Reporting
- New User On-Boarding
- System Downtime for Upgrades and Maintenance
- UI/Inbox/Dashboard Development

SUBTASK 302 – ON CALL CITYWORKS SUPPORT

Cityworks support to assist with requested items not included in tasks 100 & 200. A block of hours will be available to allocate to Cityworks tasks, as needed. When a need arises, the Department's Project Manager will request assistance from Black & Veatch. Once requested, a brief statement and hours estimate will be provided for approval. Once approved, the task will be completed, and the hours used will be deducted from the block of hours. Sample tasks include, but are not limited to:

- Additional Report Creation
- Ongoing End-User Assistance
- Development of Inspection Forms for Asset Condition and Information Tracking
- Technical Support for Cityworks Application Updates/Upgrades as New Versions Become Available
- Assistance in Supporting Cityworks Updates as Part of GIS System Updates/Upgrades
- Training Sessions
- Updates to Asset Database Design

Ongoing support tasks will be initiated by the Utilities Project Manager and Black & Veatch will develop an hour estimate for each requested task. Approved task hours will be taken from the allocated block of hours budgeted for this sub-task.

Subtask 301 Deliverables:

- Attendance and Organization of monthly Cityworks Governance Committee meetings through the duration of the project schedule (12 months – 12 meetings)
- Draft and final Committee Governance Standards and Procedures Document

Subtask 302 Deliverables:

- Up to 150 hours of On-call Cityworks Support, as Approved by the City's Project Manager

Task 300 Department Responsibilities:
- City staff will make appropriate staff available for committee meetings
- City staff will provide timely feedback on Governance Documentation
- City staff will provide timely feedback on cost/labor estimates per request
- City staff will return an approval of Black & Veatch's labor/cost estimates and Notice to Proceed before Black & Veatch will begin work, for all "ad-hoc" or "as-needed" on call task requests.
- City will communicate "ad-hoc" or additional requests to Black & Veatch, and if needed, schedule/coordinate meetings to further discuss and refine the request

Task 300 Assumptions:
- At least one representative from each Department who has a stake in Cityworks (IT/GIS included), will be present at committee meetings
- Committee meetings will be held remotely via Microsoft Teams or other video conferencing application unless otherwise agreed upon between CLIENT and CONSULTANT

TASK 400: CONTINGENCY

TASK 401 – ADDITIONAL ENGINEERING SERVICES (CONTINGENCY)

Black & Veatch may provide additional services, as requested by the City, beyond the level of effort of the statement of work outlined in Task 100, Task 200, and Task 300. Engineering Services performed under Task 401 must be initiated by a separate written Notice to Proceed issued by the City's Project Manager.

PRICING

Attached separately in Cover Letter.

SCHEDULE

The schedule for completing these services is anticipated to be a 12-months. A conceptual schedule is shown on the next page, and the final detailed schedule will be updated when the authorization to proceed is issue by the City.

BLACK & VEATCH — **Phase 2 Cityworks Implementation Schedule** — Hollywood FLORIDA

ID	Task Name	Duration	Start	Finish
1	**Phase 2 Citywork Implementation**	365 days	Wed 12/1/2	Tue 4/25/23
2	**Task 100: Workflow & Cityworks Enhancements**	100 days	Wed 12/1/21	Tue 4/19/22
3	Subtask 101: Business Process Review (BPR) and Revisions	45 days	Wed 12/1/21	Tue 2/1/22
4	Subtask 102: Cityworks Platform Enhancements	45 days	Wed 2/2/22	Tue 4/5/22
5	Subtask 103: Focused End User Training	10 days	Wed 4/6/22	Tue 4/19/22
6	**Task 200: Ongoing Cityworks Implementation Support**	220 days	Wed 4/20/22	Tue 2/21/23
7	Subtask 201: Mobile Deployment Support	55 days	Wed 4/20/22	Tue 7/5/22
8	Subtask 202: Cityworks Request Implementation & Call Center Link	55 days	Wed 7/6/22	Tue 9/20/22
9	Subtask 203: Utility Billing (MUNIS)	40 days	Wed 9/21/22	Tue 11/15/22
10	Subtask 204: Oracle ERP Materials and Parts Inventory Management	40 days	Wed 11/16/2	Tue 1/10/23
11	Subtask 205: SCADA Integration	30 days	Wed 1/11/23	Tue 2/21/23
12	**Task 300: Continued Support and Services**	365 days	Wed 12/1/21	Tue 4/25/23
13	Subtask 301: Cityworks Governance Committee Development	45 days	Wed 2/22/23	Tue 4/25/23
14	Subtask 302: On-Call Cityworks Support	365 days	Wed 12/1/21	Tue 4/25/23

Project: msproj11
Date: Tue 9/14/21

Task — Milestone ◆ — Project Summary
Split — Summary

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