-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ä",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

AMENDMENT No. 2 to

PRICE AGREEMENT No. 31001571

FOR

SOFTWARE SERVICES

This Amendment No.2 ("this Amendment") amends Price Agreement No. 31001571 ("the Price Agreement"), dated May 28, 2019, by and between Infor Public Sector, Inc. ("Infor"), a corporation of the State of California, and the City of Portland ("City"), a municipal corporation of the State of Oregon, by and through their duly authorized representatives. This Amendment may refer to Infor and City individually as a "Party" or collectively as the "Parties."

This Amendment is authorized by City Ordinance No. XXXXXX.

The Effective Date of this Amendment is February 1, 2023**.** The purpose of this Amendment is to add funds to enable the City's Water Bureau and Bureau of Environmental Services to utilize the Services for software implementation projects and to provide for ongoing professional services for use by any City Bureau.

The Price Agreement was previously amended by Amendment 1, which increased the original not-to-exceed amount of the Price Agreement by $900,000.00 from $95,000.00 to $995,000.00, and extended the term of the Price Agreement through May 31, 2024.

The Parties agree to amend the Price Agreement as follows:

1. The maximum appropriated contract amount of the Price Agreement is increased by **$9,163,708**from $**995,000.00** to **$10,158,708**.

2. The Price Agreement shall be extended for an additional five (5) years, for a maximum total term of ten (10) years. This Amendment will extend the Contract through **May 30, 2029**.

3. New Section 3(c) is added to the Payment and Taxes section of the Price Agreement:

(c) Pricing Escalation/De-Escalation. The City will consider pricing revisions proposed by Infor after the first year. However, Infor shall propose such revised pricing at least 30 days prior to the desired effective date. For consideration by the City. Any proposed price revisions must be fully documented by Infor and be no more than the applicable index within the following Consumer Price Index: CPI-W West Region Class Size A. Acceptance of Infor's proposed price revisions shall be at the City's sole discretion.

4. New Section 3(d) is added to the Payment and Taxes section of the Price Agreement:

(d) Invoicing.

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ã",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

1. Invoicing for the Water Bureau: Infor shall submit all Portland Water Bureau ("PWB") invoices to the Portland Water Bureau Finance Department via email at wbaps@portlandoregon.gov with the appropriate required information as outlined below and include all supporting documentation relating to charges expressed on the invoice.

2. Infor is required to follow Generally Accepted Accounting Principles (GAAP). Personal expenditures and expenditures not related to the Project, the Price Agreement, or this Amendment are not eligible for reimbursement. Infor shall enter all pertinent information below on their invoice in order for the City to review and authorize processing of invoices for payment. Information shall include:

    A. Agreement Number, Work Order Number, Water Bureau's Project Title
    B. Invoice date
    C. Date range during which the services are being invoiced for work provided
    D. Invoice number. The last invoice submitted on the Project must be clearly labeled "Final Invoice"
    E. PWB Project Manager's name
    F. Amount being invoiced for the current invoice

    G. Infor shall describe all services performed with particularity and by whom it was performed (Infor's individuals or subconsultant, labor category, direct labor rate, hours worked during the period) and shall itemize and explain all expenses for which reimbursement is claimed. If reimbursable expenses are authorized, identify by line-item categories
    H. Infor shall stamp and approve all subconsultant invoices and note on subconsultant invoice what Infor is approving as "billable" under the Price Agreement and its Amendments
    I. The billing from Infor must clearly roll up labor and reimbursable costs for the prime and subconsultants – matching the subconsultant invoices

    A separate Report shall be submitted to the PWB Project Manager each month prior to submission of the Invoice. The Report shall include the Original Price Agreement amendment total, Not-to-Exceed amount, Paid-to-date amount showing the amount submitted prior to the current invoice (regardless of payment status), Balance remaining on the Price Agreement for PWB after receipt of payment for the current invoice.

3. Invoicing for the Bureau of Environmental Services ("BES"). Infor shall submit all BES invoices to the BES Finance Department via email at BESISMInvoicing@portlandoregon.gov with the appropriate required information as outlined below and include all supporting documentation relating to charges expressed on the invoice.

4. Infor is required to follow Generally Accepted Accounting Principles (GAAP). Personal expenditures or expenditures not related to the Project, the Price Agreement, or this Amendment are not eligible for reimbursement. Infor shall enter all pertinent information below on their invoice in order for the City to review and authorize processing of invoices for payment. Information shall include:

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ä",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

A. Price Agreement Number, Work Order Number, Bureau of Environmental Services Project Title
B. Invoice date
C. Date range during which the services are being invoiced for work provided
D. Invoice number. The last invoice submitted on the Project must be clearly labeled "Final Invoice"
E. BES Project Manager's name
F. Amount being invoiced for the current invoice
G. Infor shall describe all services performed with particularity and by whom it was performed (Infor's individuals or subconsultant, labor category, direct labor rate, hours worked during the period) and shall itemize and explain all expenses for which reimbursement is claimed. If reimbursable expenses are authorized, identify by line-item categories
H. Infor shall stamp and approve all subconsultant invoices and note on subconsultant invoice what they are approving as "billable" under the Price Agreement and its Amendments
I. The billing from Infor must clearly roll up labor and reimbursable costs for the prime and subconsultants – matching the subconsultant invoices
J. for the prime and subconsultants – matching the subconsultant invoices

A separate Report shall be submitted to the BES Project Manager each month prior to submission of the Invoice. The Report shall include the Original Price Agreement amendment total, Not-to-Exceed amount, Paid-to-date amount showing the amount submitted prior to the current invoice (regardless of payment status), Balance remaining on the Price Agreement for BES after receipt of payment for the current invoice.

5. Non-reimbursable Expenses. Expenses incurred for personal entertainment while traveling on the City business are not reimbursable. Personal entertainment includes, but is not limited to, items such as in-room movie charges, sightseeing, attendance at sporting events, reading materials, gifts, haircuts, etc.

6. Payment of Taxes/Withholding. Infor shall, at its own expense, timely (a) pay all salaries, wages, and other compensation to its employees; (b) withhold, collect, and pay all applicable federal, state, and local income taxes (domestic or foreign), FICA, Medicare, unemployment insurance and any other taxes or charges in connection with its employees; and (c) provide and pay for workers' compensation insurance and any statutory or fringe benefits to employees. Infor shall be solely responsible for all such obligations for its employees. Infor shall also ensure that any subcontractor shall comply with the foregoing obligations for its employees. The City shall have no duty to pay or withhold such obligations.

5. New Section 21 is added to Addendum 1 to the Price Agreement: City of Portland Standard Contract Provisions:

21. Security Requirements for Personnel.

Infor shall ensure that criminal history and records checks have been completed for every employee who will have access to City information, systems, or payments and Infor will ensure

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ã",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

that ongoing security requirements for personnel are maintained. Infor and its employees and any hired subcontractors shall comply with this requirement and all terms and conditions identified within any applicable non-disclosure agreement.

6. Sections 1 and 2 of Addendum 1 to the Price Agreement are deleted in their entirety and replaced with the following:

1. **Records Retention**. Infor shall maintain current financial records in accordance with Generally Accepted Accounting Principles (GAAP). Infor agrees to maintain and retain all financial records, supporting documents, statistical records, and all other records pertinent to this Agreement during the term of this Agreement and for a minimum of six (6) years after the expiration or termination date of this Agreement or until the resolution of all audit questions or claims, whichever is longer.

2. **Licensee Audits**. Licensee, either directly or through a designated representative, may request copies of the billings or invoices for the Products or Services at any time in the course of this Agreement and during the records retention period listed above.

7. Section 19 of Addendum 1 to the Price Agreement is deleted in its entirety and replaced with the following:

19. Travel

The following are reimbursable to Infor at its cost without markup: pre-authorized travel beyond a 100-mile radius of Portland when specifically required by this Agreement and requested by the Portland Water Bureau Project Manager; meals and mileage costs directly attributable to the work and pre-approved; preapproved information technology equipment including computers, printers, and related equipment purchased by Infor specifically for this Contract; and document reproduction costs. Reimbursement will be made based on the following guidelines:

(a) **Commercial Air Travel**. Commercial air travel reservations are to be arranged based on the lowest coach fare available within a reasonable time frame surrounding the desired arrival or departure time. When possible, air travel arrangements should be reserved at least seven (7) to fourteen (14) Calendar Days in advance. Direct billing for commercial air travel is NOT permitted. However, Licensee may elect to arrange travel reservations on behalf of Infor personnel. In the event weekend travel is reimbursed, such reimbursement shall be made based on an amount up to and in lieu of any authorized per diem amounts and, if applicable, any other daily expense reimbursement.

(b) **Rental Cars/Surface Transportation**. Infor shall choose the most economical mode of transportation. Except when there is only one person traveling by rented auto, vehicle rental will be reimbursed based on a minimum ratio of one (1) compact auto per two (2) Infor personnel. Reimbursement for vehicle rental will not be approved for Infor personnel falling below that ratio. Cost for additional insurance is not reimbursable, nor will reimbursement be permitted for fuel obtained at a vehicle rental agency. Licensee does not assume any liability of any type in connection with rental vehicles reserved or operated by Infor personnel. Direct billing for rental vehicles is not

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ã",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

permitted. If Licensee's Project Manager chooses to provide a per diem for auto rental, such per diem shall be the same per diem as allowed for Licensee's employees. Licensee will reimburse Infor for surface transportation such as taxicabs, shuttles, and mass transit, at actual cost when reimbursement requests are accompanied by original receipts.

(c) **Lodging**. Infor shall arrange for lodging. Licensee will reimburse Infor per individual for a daily lodging expense based on GSA per diem rates. Such per diem shall be the same per diem as allowed for City employees. GSA lodging allowances can be found at the U.S. General Services Administration website: http://www.gsa.gov/perdiem

(d) **Meal and Incidental Expenses (M&IE)**. Licensee will provide per diem for each full day (eight hours) worked for Infor personnel assigned to deliver Services. The per diem rate will be the same as the one published on the U.S. General Services Administration website, identified as the Meal and Incidental Expenses (M&IE) for the Portland, Oregon area. GSA per diem rates can be found at the U.S. General Services Administration website: http://www.gsa.gov/perdiem

8. Additional Statements of Work for the Portland Water Bureau (PWB) and the Bureau of Environmental Services (BES) are hereby added to Price Agreement Exhibit A: Statement of Work and are incorporated into that Exhibit by this reference. Services for each City of Portland bureau shall be performed in accordance with the statement of work, hereafter included and attached as Amendment 2 Attachment 1: PWB Work Order, and Amendment 2 Attachment 2 BES Work Order . Subsequent services shall be performed in accordance with the general terms of the Price Agreement.

All other terms and conditions of the Price Agreement remain unchanged by this Amendment and in full force and effect.

This Amendment may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same instrument. The Parties agree that they may execute this Amendment by electronic means, including the use of electronic signatures.

The remainder of this page is intentionally blank.

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ã",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

IN WITNESS WHEREOF, the Parties hereby cause this Amendment to be executed.

INFOR PUBLIC SECTOR

DocuSigned by:
Jonathan Toomey
C2BF7E5FFFF2413...

13 April 2023 | 16:18:15 EDT

Authorized Signature Date

Jonathan Toomey Sr Operations Director

Printed Name and Title

Address: _____

_____

Phone: _____

Email: _____

Prepared By: James C. Moering, CPPO, CPPB, JD

City Project Number 129864

Sent to dan.tennant@infor.com

-82:1547Ã.7;36893Ã0-*Ã/,/"(/-Ã",),Ä$+!/Ä+"#'Ä&!&)%&)&#(-

Contract Number: [_____]

Contract Title: [_____(Contract title)_____]

CITY OF PORTLAND SIGNATURES

By: _____ Date: _____
Bureau Director

By: _____ Date: _____
Chief Procurement Officer

By: _____ Date: _____
Elected Official

Approved:

By: _____ Date: _____
Office of City Auditor

Approved as to Form:

By: _____ Date: _____
Office of City Attorney

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

AMENDMENT NO. 2

ATTACHMENT 1

Infor Public Sector Work Order

Portland Water Bureau

This Work Order is Infor's Confidential Information (as defined in the Services Agreement (defined herein). Customer agrees to treat such Confidential Information in accordance with the Services Agreement.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Table of Contents

1 Introduction 1
2 Project Overview and Deployment Method 1
2.1 Infor Deployment Method 1
2.2 Project Schedule and Timeline 1
3 Project Scope 2
3.1 Subscription Software Implementation and Business Processes in Scope 2
3.1.1 Business Processes in Scope 2
3.1.2 Subscription Software included in Project Scope 3
4 Organizational and Geographic Scope 3
5 Reports, Interfaces, Conversions, Extensions (“RICE”) Scope 4
5.1 RICE Definitions 4
5.2 Reports Scope 6
5.3 Interfaces Scope 6
5.4 Data Conversion Scope 8
5.5 Extensions Scope 10
6 Organizational Change Management Scope 11
6.1 Project Team Education Scope 12
6.2 Private Training Workshops Scope 11
6.3 End User Training Scope 12
7 Technical Infrastructure and Security Scope 13
7.1 Technical Infrastructure Scope 13
7.2 Security Scope 14
7.2.1 Cloud Security/Identity Management 14
7.2.2 User Security 15
8 Testing Scope 16
9 Go-Live Support Scope 17
10 Project Governance 19
10.1 Partnership 19
10.2 Project Sponsorship and Executive Involvement 19
10.3 Project Management 19
10.3.1 Recommended Meeting Schedule 20
10.3.2 Project Management Plan 20
10.4 Project Change Control Process 22
10.5 Project Deliverables 22
11 Project Roles 32
11.1 Customer Project Roles 32
11.2 Infor Project Roles 33
11.3 Project Roles Assumptions and Obligations: 34
12 General Project Assumptions and Obligations 34
13 Service Fees 35

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

13.1 Service Fees Summary 35
13.2 Time and Materials Service Fees 35
13.3 Project Placed on Hold 36
13.4 Education Service Fees 36
13.4.1 Project Team Training Service Fees 36
13.4.2 Project Team Workshops Service Fees 36
Signature 38
Exhibit 1: RICE 39
Exhibit 2: Data Conversions 53

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

1 Introduction

SERVICES WORK ORDER

This Time and Materials Services Work Order ("Work Order") is subject to all terms and conditions of the Software Services Agreement, Contract number 31001571 between Infor (US), LLC ("Infor") and the City of Portland, a municipal corporation of the State of Oregon ("Customer"). Capitalized terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order have control over the terms of the Services Agreement.

This Work Order, together with the Services Agreement, contains the entire understanding of the parties with respect to its subject matter, and supersedes and replaces any prior oral and written communications between the parties. The rates and prices stated in this Work Order are only applicable for the Services expressly described in this Work Order. This Work Order and any Change Order (as defined in **Project Change Control Process** section), approved under this Work Order, define the scope of work to be performed by Infor and Customer including their respective roles and responsibilities. Infor is under no contractual obligation to provide any other Services not identified within this Work Order or any Change Order.

The scope, effort, and rates specified in this Work Order are subject to change if not signed by Customer on or before: June 30,2023

Effective date of this Work Order ("Effective Date"):	Date of last signature
Work Order Number:	OP-04387481
Prepared By:	Brett Miller
Project Name ("Project"):	Water Asset Management System Implementation

2 Project Overview and Deployment Method

Customer intends to replace its current business applications and technology with the Infor multi-tenant Infor CloudSuite Public Sector.

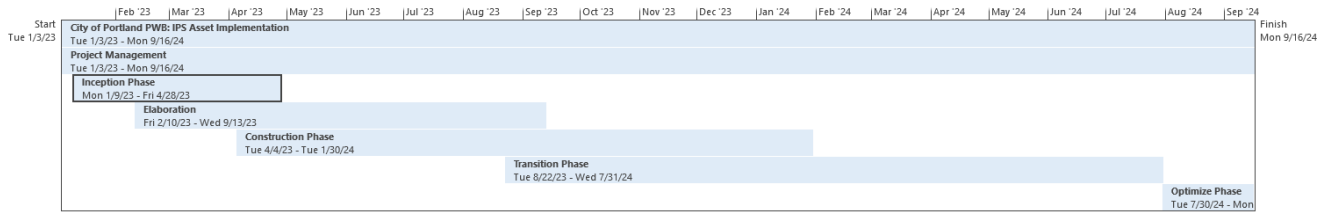
2.1 Infor Deployment Method

"**Infor Deployment Method**" is Infor's software deployment methodology used as the overall governing methodology for all Project-related work. The Infor Deployment Method implementation process is comprised of the following five Infor Deployment Method phases: Inception, Elaboration, Construction, Transition, and Optimize. This implementation process provides methods, tools, and templates that enable the Project Team to plan, track, and report on the Project Deliverables as defined in this Work Order. The "**Project Team**" means, at a minimum, the Customer business and technical process owners/leads and Infor business and technical leads. See the Project Deliverables section for a definition of each Infor Deployment Method phase.

2.2 Project Schedule and Timeline

Total Project duration is 21 months (inclusive of Go-Live Support as defined in Go-Live Support Scope section). Project is deployed as one (1) Project wave.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321



Project Schedule and Timeline Assumptions and Obligations:

This Work Order assumes a Project start date for each Project wave to be mutually agreed upon by Infor and Customer. Any delay of the start date impacts the availability of Project resources, the final production Go-Live date, and requires further discussion to agree on the Project timeline. “Go-Live” means the first time Customer uses the Software to process data in Customer’s live production environment.

At the beginning of each Project wave, Customer and Infor will meet to agree upon the activities required to accomplish the objectives of that Project wave and develop a Project plan, schedule and final Project timeline.

3 Project Scope

The scope of the Project is based on information given to Infor by Customer and the key assumptions detailed in this Work Order. Any changes to the information provided or deviations from the assumptions may result in the need for revisions to the timeline, fees and/or scope set forth in this Work Order which will be addressed pursuant to the change control process as defined in the Project Change Control Process section below.

3.1 Subscription Software Implementation and Business Processes in Scope

3.1.1 Business Processes in Scope

Infor will implement the following business processes as part of this scope of work:

- Inspections
- Work Activities to be used for new and historical work orders
- Request Types to be utilized for historical or new Service Requests
- Assets
- Asset Hierarchies
- Timesheets
- Employee Leave Approval
- Personal & Public Logging
- Audit Trails
- Orbeon
  - Field Reports
  - Hydrant Inspections
  - Valve Card/Op

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

- Regulator Vault Inspections
- Stock Check Out
- Supervisor Daily Schedules

Business Processes included in Project Scope Assumptions and Obligations:

1. A listing of the configuration items to support the in-scope Business Processes is included in the Exhibit 1, RICE
2. During the Project, Infor reserves reasonable discretion to re-classify Business Processes in accordance with the above definitions, including, without limitation, Infor's release of Updates as defined in the Software Agreement. Any such reclassification that may result in a material change in scope, timeline or cost will be addressed pursuant to the Project Change Control Process.
3. Any adjustments to the Business Processes shall be made using Infor approved tools.

3.1.2 Subscription Software included in Project Scope

Subscription Software	In Scope?
Infor Public Sector Suite - Asset Management Bundle - SaaS MT	X
Infor Public Sector Suite - Life Cycle Analysis and Risk Bundle - SaaS MT	X
Infor Public Sector Suite - Advanced Assets Bundle - SaaS MT	X
Infor Field Inspector Work Management - SaaS MT	X
Infor Public Sector Suite - GIS Data Integration - SaaS MT	X
Birst Cloud Enterprise Edition Platform License (Direct) with Infor IOS	X
Birst Cloud Deployment Site - US West	X
Infor OS Professional - SaaS MT	X
Infor Cloud Egress - SaaS MT	X
Infor data transfer & ETL tool from Data Lake to data warehouses	X
Infor Storage	X
Infor Public Sector Suite - Asset Analysis - SaaS MT	X
Infor Public Sector Suite - Asset Management Tools - SaaS MT	X
Infor Public Sector Suite - Life Cycle Analysis - SaaS MT	X

The Subscription Software identified in the table above is required to support the In-Scope Business Processes and shall be referred to as the "In-Scope Subscription Software."

4 Organizational and Geographic Scope

All Project activities are conducted either remotely or at a Customer site at Infor's discretion for the following Customer locations and/or business units ("Organizational and Geographic Scope"):

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Country/Location	Customer Business Unit	Comments
US – Portland	Training Workshops	Infor recommends this session be held on-site at the Portland Water Bureau.
US – Portland	Elaboration Workshops	Infor recommends this session be held on-site at the Portland Water Bureau.
US – Portland	System Integration Test	Infor recommends this session be held partially on-site at the Portland Water Bureau.
US – Portland	User Acceptance Test	Infor recommends this session be held on-site at the Portland Water Bureau.
US – Portland	End-User Training	Infor recommends this session be held on-site at the Portland Water Bureau.
US – Portland	Go-Live	Infor recommends this session be held on-site at the Portland Water Bureau.

Organizational and Geographic Scope Assumptions and Obligations:

1. Customer will coordinate and support communication with all Customer locations and/or business units as necessary.
2. Implementation effort for any locations not listed in the above table are out of scope.
3. Project and documentation language is English only.
4. The Services are provided exclusively in compliance with current legal requirements (e.g., COVID 19).

5 Reports, Interfaces, Conversions, Extensions ("RICE") Scope

5.1 RICE Definitions

"Complexity" means the assumed Complexity of the task as of the Effective Date and is generally based on the highest category (Low to High) in which one of the assumptions of such category below applies.

"Reports" mean the access to Infor and non-Infor Customer data for presentation, analysis and distribution. If a standard report or data access is not available, report Complexity is defined as follows:

a) Low: Changes are cosmetic or involve minimal enhancements to business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.

b) Medium: Reports are analytical in nature using standard delivered cubes and data models. Changes to or additions of complex business logic are required. Functional requirements are complicated and require periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.

c) High: The configuration involves multiple interrelated business processes and complex logic. Transactional reports that use relational database. Functional requirements are very complicated and require clarification and refinement throughout the development process. A substantial number of objects are created.

"Interfaces" mean those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Infor conducts Impact Event: Technical Development Kick-off during Construction Phase of the Project. Interfaces are defined by the business processes they

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged. Interface Complexity is defined as follows:

a) Low: The interface uses a batch method with a one-to-one relationship between legacy system and Infor tables. Field mapping is straight forward with little, or no data translation or transformation required and limited to one table with a maximum of 20 fields. Standard Infor methods are available to facilitate the data import. No synchronization or validation tables are required.

b) Medium: The interface may involve the batch method with a one-to-many or many-to-one relationship between the legacy system and Infor tables. Synchronization is not required. Requires the use of FTP. Some complexities exist with respect to field mapping and data translation. Multiple cross- system validation tables are required. Medium complex interfaces: (a) have a maximum of two systems, three tables, and thirty fields; (b) utilize Simple Data Transformation, e.g., xml parsing; (c) have fixed length for all records; and (d) standard Infor objects are available to facilitate the data import with minimal programming required.

c) High: The interface method may be batch, real time, or near-real time. There is system Interdependency and systems must be always in sync. High Complexity includes many-to-many relationships between the legacy system and Infor tables. Multiple cross system validation tables are required. Other features of High Complexity are: (a) a maximum of three systems, five tables, and fifty fields;(b) requires very complex field mapping and data translation;(c) uses complex queries/conditions/calculations and/or data transformation;(d) contain files with varying lengths per record; and (e)standard Infor methods are not available to facilitate the data import-- requires complex programming, including any or all the following: use of web services, batch jobs, updates to Infor security.

"Data Conversion" means the efforts associated with the analysis, cleansing, transformation/mapping, loading, and reconciling of current or historical data from prior Infor or non-Infor systems into current/new Infor systems, whether by manual or programmatic methods. Data Conversion Complexity is defined as follows:

a) Low: One-to-one relationship between legacy system and Infor tables. Field mapping is straightforward with little, or no data translation required. Standard Infor methods are available to facilitate the data import.

b) Medium: One-to-many or many-to-one relationship between legacy system and Infor tables. Some complexities exist with respect to field mapping and data translation. Standard Infor methods are available to facilitate the data import or minimal custom programming is required.

c) High: Many-to-many relationship between legacy system and Infor tables. Very complex field mapping and data translation required. Standard Infor methods are not available to facilitate the data import requiring complex custom programming.

"Extensions" mean the development of new objects to extend Infor functionality using Infor-provided tools (e.g., Workflows and Forms). Extensions do not amend source code and are considered upgrade tolerant. Extension Complexity is defined as follows:

a) Low: Changes are cosmetic or involve minimal enhancements to presentation or business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.

b) Medium: Changes to or additions of complex presentation or business logic are involved. Functional requirements are complicated and requires periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.

c) High: The configuration involves multiple interrelated business processes and complex logic. Functional requirements are very complicated and requires clarification and refinement throughout the development process. A substantial number of objects are created.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

5.2 Reports Scope

The list of Reports for which Infor has development responsibility is included in Exhibit 1, RICE.

Report development Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Reporting Strategy	Define Reports strategies and requirements	R	C		Reporting Strategy (REP-010)
Reporting Requirements	Customer analyzes and documents Reports business requirement(s)	C	R		Reporting Requirements Catalog (REP-020)
Functional and Technical Design specification	Functional specifications are instructions on how the Report object should function. Technical specifications are instructions on how the Report is developed	R	C	Party responsible for Report development develops functional and technical specifications.	Report Specification (REP-060)
Develop Report	Report developed in accordance with functional and technical specifications.	R	C	Party responsible develops Report and documentation.	Custom Extensions (DES-030)
Report Validation	Customer performs final test of Report to confirm operability and accuracy.	C	R	Customer documents Report results and refers changes to party responsible for Report development.	

5.3 Interfaces Scope

The list of Interfaces for which Infor has development responsibility is included in Exhibit 1, RICE.

Interface development Deliverables for which Infor has responsibility are as follows:

Deliverables are as follows:

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Define Interface strategies and requirements	Customer analyzes and documents Interface requirement(s)	R	C		Integration Strategy and Governance (TAR-030)
Functional and Technical Design specification	Functional specifications are instructions on how the Interface should function Technical specifications are instructions on how the Interface is developed	R	C	Party responsible for Interface development develops functional and technical specification.	Integration Specification (TAR-040)
Develop Interface	Interface developed in accordance with functional and technical specifications. Customer responsible for building the third-party side of interfaces; if applicable	R	C	Party responsible develops Interface	Developed Interface
System Test	Test of Interface to confirm operability.	R	C	Party responsible follows unit test specification to test Interface and document results.	Unit Test Results (TES-070)
System Integration Test	Customer performs system integration test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
UAT	Customer performs system user acceptance test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	
Production	Customer performs final test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	

5.4 Data Conversion Scope

The list of Data Conversions for which Infor has responsibility is included in Exhibit 2: Data Conversions.

Data Conversion Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
Data Conversion Preparation Workshop	Infor-led workshop to review data conversion scope, process, schedule, and responsibilities.	Customer Project team members responsible for data cleanup, mapping, validation to attend.	R	C	Data Acquisition, Conversion and Data Quality Strategy (DCO-020)
Data Cleansing	Customer is responsible for all data cleanup necessary for the conversion (date formats, missing nulls, etc.).		C	R	
Data Mapping	Detailed conversion mapping from the source legacy system	Infor mapping tools and upload	R	C	Data Mapping (DCO-040)

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
	to the target application is developed, along with an extract file layout to be used for extraction of the data from the source system. Tables are completed that show to which table and column legacy system data fields map. The data map is the basis for the conversion design, build, and execution tasks.	templates are used where applicable.			
Data Validation Preparation Workshop	Infor-led workshop to discuss conversion mapping and manual conversion procedures.	Customer Project team members responsible for data cleanup, mapping, validation to attend.	R	C	Manual Conversion Procedures (DCO-050)
Data Conversion – System Test (Unit Test Build)	All data fields are reviewed by Infor and Customer business owner(s) to ensure that data is accurate and meets the business requirements.	Infor CloudSuite data conversion tools and templates are used.	R	C	Unit Test Results (TES-070)
Data Conversion-System integration Test	All data fields are reviewed by Customer business owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle. Customer business owners test the critical business processes after each testing cycle.	Infor CloudSuite data conversion tools and templates are used.	C	R	
Data Conversion-UAT	All data fields are reviewed by Customer business owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle.	Infor CloudSuite data conversion tools and templates are used.	C	R	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
	Customer business owners test the critical business processes after each testing cycle.				
Data Conversion-Production	All data fields are reviewed by Customer business owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle Customer business owners test the critical business processes after each testing cycle.	Infor CloudSuite data conversion tools and templates are used.	C	R	

5.5 Extensions Scope

The list of Extensions for which Infor has development responsibility is included in Exhibit 1, RICE.

Exhibit 1 identifies the following as 'Extensions':

- Configuration – Means configuration of the Infor Public Sector Suite application using the product based configuration capabilities
- Form – Means configuration of product pages that contain customer specific data to support the business need
- Workflow – Means the configuration of product based formulas to drive functionality to meet the business need, written in VB.NET

Extension development Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Functional and Technical Design specification	Functional specifications are instructions on how the Extension should	R	C	Party responsible for Extension object develops functional and technical specification.	Analysis Specification (ANA-050)

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
	function. Technical specifications are instructions on how the Extension is developed				Design Specification (DES-020)
Develop test script(s)	Configuration developed in accordance with functional and technical specifications.	C	R	Party responsible develops scripts for testing as required.	Client responsible for Test Scripts.
System Test	Confirm operability.	R	C	Party responsible follows unit test specification to test and document results.	Unit Test Results (TES-070)
System Integration Test	Customer performs System Test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	
UAT	Customer performs system user acceptance test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	
Production	Customer performs final test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	

RICE Scope Assumptions and Obligations:

1. A listing of all in scope RICE with assigned responsible party and Complexity will be stored in the Project document repository.
2. Customer will develop, manage, and execute a plan for RICE in accordance with Project Schedule.
3. Customer is responsible for ensuring that all Customer-responsible development items are accurate and is responsible for data validation efforts associated with all testing.
4. Customer provides access to any environment, data, and systems as necessary to test RICE.
5. Customer co-ordinates with third party vendors to coordinate with testing schedule.

6 Organizational Change Management Scope

“Organizational Change Management” or “OCM” means the effort related to managing the organizational and people aspects of the Project related to changes in organizational structures, processes, systems and culture, or changes from an existing state to a future state. OCM is a critical Project success factor.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Portland Water Bureau has hired a 3rd party OCM vendor to manage this portion of the project. The scope includes consulting hours for Infor Technical Consultants and the Infor Project Manager to support this process.

6.1 Project Team Education Scope

"Project Team Education" means Infor-led instruction to prepare Project team members to participate in the Project. Project Team Education begins in Inception Phase and concludes in Elaboration Phase of the Project. Infor Project Team Education may include Public or Private Education events, Self-Directed Learning (SDL) and Private Training Workshops. The following sections outline the in-scope Project Team Education.

6.2 Private Training Workshops Scope

The following table lists in scope Private Training Workshop Education events.

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees
Birst: Foundations – Administrator*	2	Private Education Event	14
Birst: Foundations – Analyst*	2	Private Education Event	14
Infor OS: Foundation*	5	Private Education Event	14
Infor OS: Advanced Data Lake*	2	Private Education Event	14
Core Team Workshop 1	3	Consultant Led Workshop	14

Infor Education Assumptions and Obligations:

1. The Project Team Training plan is finalized during Inception Phase of the Project.
2. Customer provides participants of Customer-site Infor Private Education events with meeting/training accommodations and facilities including a computer workstation for every attendee, a computer workstation for the instructor, internet access on all workstations for access to Infor training environment or Customer environment (as applicable), printer access from each workstation, white board and flipchart with markers, and a computer projector.
3. Attendees will receive a Course Workbook for the courses that have *.
4. For Core Team Workshop 1 end-users can reference documents at docs.infor.com. See Public Sector - Infor Public Sector User and Administration Documentation Library (Cloud)

4. Recording, is not permitted during any Project Team Education event and/or Private Training Workshop unless otherwise approved and conducted by Infor.

6.3 End User Training Scope

"End User Training" or "EUT" means the efforts related to designing, developing, and delivering training to Customer end users impacted by the Project. EUT is conducted during Transition Phase of the Project.

The Deliverables in the table below outline the minimum requirements to deliver EUT.

RCI Matrix Codes

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption	Document Controlling Deliverable Completion
EUT strategy	End User Training Strategy Workshop during Inception Phase of the Project.	R	C	Customer to assign a training lead to lead all EUT efforts.	End User Training Strategy (TRN-040A)
EUT materials design/development	Design and development of (Training Quick Guides in Microsoft Word) content for End Users.	R	C		End User Training Environment and Materials (TRN-050)
EUT Roster	Develop Rosters for EUT Sessions.	C	R		End User Training Roster (TRN-060A)
End User Training Evaluation	Develop EUT Questionnaire for End-Users to respond to after training.	R	C		End User Training Evaluation (TRN-060B)
Training delivery	Delivery of EUT to Customer End Users using EUT training materials	R	C	Infor will conduct training.	Skilled Users (TRN-060)

7 Technical Infrastructure and Security Scope

Infor Technical Lead Services are included in this Work Order to coordinate and oversee Project-related technical plans, activities and resources as directed by the Infor Project Manager. The Infor Technical Lead assists the Infor Project Manager in completion of Infor-responsible technical tasks in accordance with the Project schedule.

7.1 Technical Infrastructure Scope

“Technical Infrastructure” refers to the systems and tools that support the solutions as part of the project scope. Infor’s Cloud Team manage the supporting infrastructure for subscription software.

Deliverables are as follows:

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Software Release Management Plan	Manage release planning and identify and document Customer responsibilities	R	C	Software Release Management Plan CMA-040

Technical Infrastructure Scope Assumptions and Obligations:

1. System technology related fees and activities including Software provisioning and tenant support during the Project are covered by the agreement under which access to the Subscription Software is provided to Customer and are not included in the scope of this Work Order.

   Customer will provide all required hardware and software not provided by Infor (e.g., printers, scanners, handheld devices, servers, etc.) and is responsible for ensuring that hardware and software procurement is completed in accordance with the Project schedule to prevent delays in the Project.

2. Customer is responsible for LAN and WAN administration at Customer's sites.

7.2 Security Scope

“Security” means the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

7.2.1 Cloud Security/Identity Management

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Security planning	Security planning and discussions pertaining to the integration with a Customer-owned Identity Provider (“IdP”) and the use of Certificate Authority (“CA”)-signed certificates.	R	C	
Security Federation	Security Federation of certified IdP with Ming.le CE. .	R	C	
Security Federation	Configuration of IdP. Configuration of service provider.	C	R	
User Provisioning	Identification of the IdP or 3rd party System for Cross-domain Identity Management (“SCIM”) 2.0-compliant application to be configured for SCIM. Setup and configure SCIM to be used for synching of user accounts between Customer Identity Store (i.e., Active Directory) and Ming.le CE (“Cloud MT”).	R	C	

7.2.2 User Security

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Functional Security Overview Workshop	Infor conducts Customer workshop to provide standard set of Security roles and classes and discuss Customer Security model. Participants: Key Customer stakeholders	R	C	Define Functional Security (MCO-080)
Security development	Customer to map users to delivered Security roles and classes. Customer to ensure Security design meets or exceeds	C	R	Define Functional Security (MCO-080)

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
	Customer Security, regulatory and audit requirements.			
Security deployment	Customer to set-up IPS Security roles to system users.	I	R	Define Functional Security (MCO-080)
Security maintenance	Ongoing user Security maintenance and administration of user IDs. (i.e., changes, additions, removal of users.	I	R	

Security Scope Assumptions and Obligations:

Security requirements included in scope are limited to the standard capabilities of Infor Software.

Infor-delivered security roles will be used in all cases and not vary for different parts of Customer's organization. For example, a user, given a security role, will have the same access in all areas of Customer's organization as defined by Customer's business processes.

8 Testing Scope

Infor Deployment Method testing encompasses a key set of testing tasks that span across multiple Infor Deployment Method Phases and include but is not limited to the following:

- test planning
- creating unit/system test scripts
- supporting of client test script development for system integration testing and user acceptance testing execution of test scenarios/scripts
- defects are logged by Infor or Customer depending on who finds the issue
- defects are logged in the Defect Tracking System
- the schedule outlines the turnaround on defects
    - if a defect is critical and testing is roadblocked the defect will be addressed immediately to determine the best approach to move forward.
- triage and documentation of test results
- test sign-off (testing criteria will be mutually agreed upon by Infor and Customer)
-
    - All test scripts for System Integration and User Acceptance have been executed. Test scripts are either marked passed or failed.
    - Failed test scripts should have a defect associated to them and documented with the results, including the steps.
    - Outstanding defects should be prioritized and a plan to address them.
    -

The following table describes the testing in scope for this Project, along with test-related roles and responsibilities:

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Deliverable Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Testing Strategy	Test strategy and approach for the Project.		R	C	Testing Strategy (TES-010)
System Test	"System Test" or "ST" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts.		R	C	Performed by Infor to validate system and conversions prior to System Integration Testing
System Integration Test	"System Integration Test" or "SIT" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts. Customer validates end to end business processes function as required. 1 test iteration		C	R	Client Responsible for Test Scripts & Testing
User Acceptance Test	"User Acceptance Test" or "UAT" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts to confirm Software is ready to deploy into production. UAT is performed by Project Team and Customer End Users after predecessor testing tasks are complete and functionality and		C	R	Client Responsible for Test Scripts & Testing

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Deliverable Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
	required business processes validated by Customer. 1 test iteration				

Testing Scope Assumptions and Obligations:

1. Infor provides knowledge transfer to develop the overall test strategy and plans.
2. Infor conducts test preparation workshops prior to each testing cycle to describe the testing process, including roles and responsibilities, acceptance criteria, documentation requirements and issue resolution (refer to Impact Events).
3. Customer Project team is responsible for reviewing the results from the executed test scripts and validation of acceptance criteria.
4. Customer and Infor jointly document issues.

9 Go-Live Support Scope

"Go-Live Support" means the work required to complete the cutover, Go-Live, and post Go-Live tasks. "Go-Live" means the first-time Customer uses the Subscription Software to process data in Customer's live production environment.

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Cutover Preparation Workshop	Infor conducts Cutover Preparation Workshop during Project Transition Phase to verify Customer is prepared for production. Participants: Key Customer Stakeholders	R	C	Cutover Preparation Workshop (TRS-060)
Cutover Preparation	Finalize plan and schedule for cutover	R	C	Cutover Plan (TRS-020B)

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Cloud Readiness Review and Report	Verify production readiness by completing a Cloud Readiness Review and subsequent Report.	R	C	Cloud Readiness Review Report (IPM-135B)
Project Go-Live	Deployment to production as per Project Cutover Plan.	C	R	
Go-Live Support	Customer to provide front-line support to users. Infor will assist with escalations where required.	C	R	
Lessons Learned Log	Collects and documents lessons learned during project implementation.	R	R	Lessons Learned Log (SUS-050)
Lessons Learned Workshop	Review Lesson Learned Log.	R	C	Lessons Learned Workshop (IPM-210A)
Services to Support Handover Workshop	Workshop conducted following completion of Post-live support for each Project wave. Hand-over to Infor support. Participants: Key Project Stakeholders	R	C	Services to Support Handover (SUS-040B)
Project Close Workshop	Workshop conducted following completion of Post-live support for Project. Participants: Key Project Stakeholders	R	C	Project Close-out (IPM-160A)

Go-Live Support Scope Assumptions and Obligations:

1. If Customer is not ready to Go-Live upon completion of the Services described in this Work Order additional Services and training and associated fees may be required in accordance with the Project Change Control Process as defined in this Work Order.
2. There is approximately 1-month Go Live Support. Infor recommends fixes being deployed to Production on a weekly basis during the first month. The specific Go-Live Support plan will be outlined in the Cutover Strategy and Cutover Plan.

10 Project Governance

“Project Governance” means the framework, functions and processes that guide Project management activities.

10.1 Partnership

Recognizing that the Project success can only be achieved through full collaboration, the parties agree to share Project responsibilities as defined herein. Each party will perform its assigned responsibilities and tasks. Customer shall support Infor in the execution of the contract free of charge to Infor. In particular, the parties shall provide the necessary documents and information and perform all other Project activities agreed upon or required between the parties in accordance with the Project schedule.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

10.2 Project Sponsorship and Executive Involvement

Customer assigns a Project Sponsor and designates a Customer Steering Committee for the Project. "Steering Committee" means minimally the Customer Project Sponsor, Customer Project Manager and Customer Core Team Members responsible for or directly impacted by the Project. The Infor Project Manager will participate in Steering Committee meetings and Technology Oversight Committee Meetings. The Project Sponsor and Steering Committee provide Project leadership and decision-making, including:

1. set goals and scope of Project
2. communicate Project directives and objectives to the Project Team as well as to internal and external Project Stakeholders
3. resolve issues escalated by the Project Managers and Project Stakeholders.
4. designate and assure commitment of resources throughout the Project from Infor and Client.
5. establish Project priorities and approve/reject changes to Project scope.

10.3 Project Management

"Project Management" means the application of knowledge, skills, tools, and techniques to Project activities to meet the Project requirements. Customer and Infor each assign Project Managers to plan and execute the Project in accordance with the terms of this Work Order and provide Project leadership, Project Team support and decision-making. Customer and Infor Project Managers co-chair the Project Team which meets either weekly or as agreed upon by the parties. The "Project Team" means minimally the Customer business and technical process owners/leads and Infor business and technical leads. Specific Project Roles are defined in the Project Roles section.

Project Management Assumptions:

- Infor will highlight Weekly Infor Project Plan changes and send Portland Water Bureau's Project Manager (PM). If needed, changes can be discussed during meetings.
- PWB's OCM Consultant **and other assigned PWB resources** will be responsible for the Communication Plan. Infor's PM will be meet with PWB's PM and OCM Consultant to complete PWB's RACI Matrix.
- Portland Water Bureau's Risk and Issue Logs will be the Parent Logs; the Infor logs will remain to track Infor Risks and Issues.

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Task	Infor	Customer
Manage, monitor, and control the Project budget and scope	R	R

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Task	Infor	Customer
Develop and maintain the Project Management Plan.	See Project Management Plan below	See Project Management Plan below
Assign and schedule respective party's Project resources	R	R
Oversee respective party's Project activities and deliverables	R	R
Report Project-related status and activities as required by the respective parties	R	R
Manage risk and issue resolution process. Note - Infor is responsible for mitigating and resolving Infor's risks and issues.	C	R
Review and accept Project deliverables.	C	R

10.3.1 Recommended Meeting Schedule

Governance Committee	Weekly	Monthly	Recommended Agenda Topics
Steering Committee		X	• Project follow-up • Project budget validation • Change order validation (if required) • Arbitration • Key decisions
Project Team	X		• Project review and bi-monthly status reports • Activities and scheduling validation • Key decisions • Change order management and validation • Issues and risks follow-up • Resources follow-up (issues, allocation, training) • Escalation process management

10.3.2 Project Management Plan

"Project Management Plan" ("PMP") means a formal approved document (IPM-070) that defines how the Project is executed, monitored, and controlled and is composed of baselines and subsidiary plans. A PMP is developed collaboratively by the Infor and Customer Project Managers. It is agreed upon in writing by the parties and maintained and updated weekly or as otherwise necessary, and mutually agreed upon in writing throughout the course of the Project. The following PMP Deliverables are in scope:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Scope Management Plan	Documents how the Project scope is defined, executed, controlled, accepted, and closed.	R	C	Project Management Plan (IPM-070)
Cost & Financial Management Plan	Documents how Project cost and financial management is performed, controlled, and closed. Provide updates as required.	R	C	Project Management Plan (IPM-070)
Communications Management Plan	Documents how the Project approaches, performs, and controls Project communications based on the information needs and requirements of Customer, Project Team members and Project Stakeholders.	C	R	Project Management Plan (IPM-070)
Risk Management Plan	Documents how the Project identifies, assesses, manages, and controls Project risks. Provide updates as required.	C	R	Project Management Plan (IPM-070)
Issue Management Plan	Documents how the Project identifies, assesses, manages, and controls Project issues. Manage and update the issue log as required	C	R	Project Management Plan (IPM-070)
Stakeholder Management Plan	Documents how the Project approaches, manages, and controls Project Stakeholder engagement based on Project Stakeholder interest and potential impact on Project success.	C	R	Project Management Plan (IPM-070)
Project Document Management & Version Control Plan	Documents how the Project manages version control and stores the various documents created by the Project.	C	R	Project Management Plan (IPM-070)
Project Schedule (.Smartsheet)	Baseline Project schedule. Plans the Project schedule throughout the Project. Provide updates as required.	R	C	Project Schedule (SCH-040)

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

10.4 Project Change Control Process

Project Change Control Process: Changes that arise during the proposed Project will be managed using this "Project Change Control Process". Changes may include, but are not limited to, changes in costs, schedule/timeline, scope, or deliverables.

The Project Change Control Process will be followed before any unplanned or out of scope work is performed. Any additional effort/costs shall be established by following this Project Change Control Process:

If either party believes that a change to this Work Order is necessary, such party shall issue to the other party a written change request (IPM-140) ("Change Request"). In the case of a customer-initiated Change Request, Infor will evaluate the feasibility of the Change Request as soon as practical following receipt and will determine the impact to the Project cost and timelines. If Resources Roles needed for the contemplated additional Services are not included in the Service Fees specified in **Service Fees** section of this Work Order and are requested by Customer, the rate for such Resource Roles will be established at that time based on Infor's then current rates.

Infor shall provide Customer a written statement ("Change Response") describing in detail:

1. Any additional Services to be performed because of the Change Request.
2. The estimated fee associated with such additional Services.
3. Any other information relating to the Change Request that may reasonably be requested by Customer.

Customer shall respond promptly to any Infor-initiated Change Request. If Customer approves an Infor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order." Any duly executed Change Order shall be deemed an amendment to this Work Order. The Infor effort required to prepare and process the Change Order is not billable to Customer.

The Infor Project Manager and the Customer Project Manager shall administer any approved Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Customer rejects an Infor-initiated Change Request, or any Change Response, Infor and Customer shall proceed to fulfill their obligations as originally agreed under this Work Order.

Governance Assumptions and Obligations:

Infor may conduct onsite quality assurance reviews over the course of the Project at no charge to Customer. Customer is invited to participate in the reviews if they are conducted. Infor will provide verbal debriefs to Customer following each review.

10.5 Project Deliverables

"Deliverable" means any product, service or result specifically defined herein that must be completed to finish the Project.

The Deliverables for the following Project Scope areas are found in their respective sections in this Work Order.

Project Scope Area	Work Order Section
Project Management	Project Management
RICE	Reports, Interfaces, Conversions, Extensions (RICE) Scope
End User Training	End User Training Scope

The Artifacts and Deliverables listed below by Infor Deployment Method Phase are included in the Project scope:

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Inception Phase Overview Inception Phase is characterized by the Project Team finalizing the Project schedule and plan and Customer receiving foundational education on the in-scope business and technical applications.						
Artifact	IPM-005C Cloud Sales-to-Services Transition Checklist (Internal to Infor)	The purpose of this work product is to position the Project Manager for success by them information and materials from the sales process.	Signed Work Order	R	I	IPM-005C Cloud Sales-to-Services Transition Checklist
Artifact	IPM-005D Cloud Project Startup Checklist (Internal to Infor)	The purpose of this work product is to position the Project Manager for success by them information and materials from the sales process.	Signed Work Order	R	I	IPM-005D Cloud Project Startup Checklist (Internal to Infor)
Artifact	SCH-040A Project Schedule (Microsoft Project Plan)	The schedule for the project.	Signed Work Order	R	C	SCH-040A Project Schedule (Microsoft Project Plan)
Artifact	IPM-120A Deliverables Tracker	To track all deliverables to ensure they're completed.	Signed Work Order	R	I	IPM-120A Deliverables Tracker
Deliverable	IPM-070A Project Management Plan	Formally document the basis and approach for the management of all project work.	Signed Work Order	R	C	IPM-070A Project Management Plan
Deliverable	RSK-020 Risk Management Plan	Specifies how the project will identify, assess, manage, and control project risks.	Signed Work Order	R	C	RSK-020 Risk Management Plan
Artifact	IPM-090A Issue Log	To track Infor issues that will be escalated to PWB.	Signed Work Order	R	C	IPM-090A Issue Log

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	IPM-090B Risk Log	To track Infor risks that will be escalated to PWB	Signed Work Order	R	C	IPM-090B Risk Log
Artifact	IPM-140 Change Request Form	To track changes that occur during the project.	Signed Work Order	R	C	IPM-140 Change Request Form
Artifact	IPM-130A Project Status Report (Bi-Monthly)	To update the client of the current status of the project.	Signed Work Order	R	C	IPM-130A Project Status Report (Bi-Monthly)
Artifact	OCH-050B Project Kick-Off	Formal start of Project activities. Introduce Project participants and align them with the Project.	The following items should be delivered before Kick-Off: SCH-040A Project Schedule (Microsoft Project Plan) IPM-070A Project Management Plan	R	C	OCH-050B Project Kick-Off
Deliverable	Core Team Training	To train the Subject Matter Experts on the functionality of IPS.	Scheduled after Kick-Off and prototype IPS Build should be completed.	R	C	Core Team Training
Deliverable	Infor OS: Foundation	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Foundation
Deliverable	Infor OS: Administering Homepages	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Administering Homepages
Deliverable	Infor OS: Configuring and Administering Infor Document Management	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Configuring and Administering Infor Document Management
Deliverable	Birst: Foundations - For Administrator	To train the Subject Matter Experts on the functionality of Birst Reporting.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Birst: Foundations - For Administrator
Deliverable	Birst: Foundations - For Business User	To train the Subject Matter Experts on the functionality of Birst Reporting.	SaaS Environment Provisioned and Core Team	R	C	Birst: Foundations - For Business User

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
			Training Completed.			
Deliverable	Reporting Strategy (REP-010)	Defines the reporting strategy for the implementation.	Core Team Training and Birst Training Completed.	R	C	Reporting Strategy (REP-010)
Artifact	Project Kick-off	Formal start of Project activities. Introduce Project participants and align them with the Project. Refer to Organizational Change Management Scope section of this Work Order.	Signed Work Order	R	C	Prepared Project Team (OCH-050)
Deliverable	Testing Strategy	Test strategy and approach for the Project. Refer to Testing Scope section of this Work Order.	Project Management Plan (IPM-070)	R	C	Testing Strategy (TES-010)
Deliverable	Training Strategy	Training strategy and approach for the Project.	Project Management Plan (IPM-070)	R	C	Training Strategy (TRN-040A)
Elaboration Phase Overview Elaboration Phase is characterized by Project Team Training, the initial Business Blueprint, using the base application setup.						
Artifact	BRE-100A MoSCoW Requirements Traceability Matrix	Prioritized business requirements and categorizes them based importance as identified by the stakeholders.	Subject Matter Expert Training Completed.	R	C	BRE-100A MoSCoW Requirements Traceability Matrix
Artifact	MCO-040 Conference Room Plan	Defines the plan for the Conference Room Pilots.	Subject Matter Expert Training Completed.	R	C	MCO-040 Conference Room Plan

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	MCO-050 Conference Room Pilots	Walk-through of the IPS out-of-the-box functionality with converted OWAM Data: The pilots will cover the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	Subject Matter Expert Training Completed.	R	C	MCO-050 Conference Room Pilot
Deliverable	ANA-050 Analysis Specification	Business Requirements for the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	MCO-050 Conference Room Pilots	R	C	ANA-050 Analysis Specification
Artifact	DES-020 Design Specification	Configuration Design for the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	MCO-050 Conference Room Pilots	R	I	DES-020 Design Specification
Deliverable	GIS Sync Training	Train GIS Team on how to implement GIS SYNC.	Core Team Training Completed	R	C	
Deliverable	Map Drawer Training	Train GIS Team on how to implement Map Drawer.	Core Team Training Completed	R	C	
Deliverable	DCO-040A Data Mapping Specification	Defines the data mapping and requirements for the data conversion.	Data Sources from PWB; see complete list of Data Sources in Data Conversion Exhibit	R	C	DCO-040A Data Mapping Specification
Deliverable	TAR-040 Integration Requirements &	Defines the data mapping and	Data Sources from PWB; see complete	R	C	TAR-040 Integration Requirements &

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
	Specifications Review	requirements for the interfaces.	list of Data Sources in RICE Exhibit			Specifications Review
Artifact	Reporting Requirements Catalog (REP-020)	Contains all the reporting requirements and prioritizes work.	Reporting Strategy (REP-010) Completed	C	R	Reporting Requirements Catalog (REP-020)
Deliverable	Report Specifications (REP-060)	Documents specific report requirements.	Reporting Requirements Catalog (REP-020) Completed	R	C	Report Specifications (REP-060
Deliverable	TRN-040A End User Training Strategy	Outlines the requirements to create a Training Program.	Core Team Training Completed	R	C	TRN-040A End User Training Strategy
Construction Phase Overview Construction Phase is characterized by Project team configuration of the confirmed business processes from the Conference Room Pilot and, initial data conversion. Also, user security setup and RICE development.						
Artifact	TES-070 Configuration Unit Test Results	Records the IPS Configuration unit test results.	IPS Configuration completed for: • Assets • Services Requests • Work Management • Resources • Inventory	R	I	TES-070 Configuration Unit Test Results
Deliverable	Business Processes Configuration	IPS configuration, detail pages, content manager changes and workflows configured from ANA-050 Analysis Specification and DES-020 Design Specification.	TES-070 Configuration Unit Test Results	R	C	IPS Unit Test Environment
Artifact	MCO-080 Define Functional Security	Defining the IPS Access Control.	IPS Configuration In-Progress	C	R	IPS Environment
Deliverable	Mobile Configuration	Configured the Mobile requirements.	IPS Configuration In-Progress	R	C	IPS Mobile Configuration
Artifact	Data Conversion - TES-070 Unit Test Results	Records the IPS Data Conversion unit test results.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	Data Conversion - TES-070 Unit Test Results

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Deliverable	Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit	Data Conversion - TES-070 Unit Test Results	R	C	IPS Unit Test Environment
Artifact	TES-070 Interface Unit Test Results	Records the IPS Interface unit test results.	Interfaces completed per Data Sources outlined in RICE Exhibit	R	I	TES-070 Interface Unit Test Results
Deliverable	Interfaces	Source data interfaced into IPS per Data Sources in RICE Exhibit	Interfaces completed per Data Sources outlined in RICE Exhibit	R	C	IPS Unit Test Environment
Deliverable	GIS	Implement GIS functionality in IPS using GIS SYNC and Map Drawer.	IPS Configuration In-Progress	C	R	IPS Unit Test Environment
Deliverable	Develop Reports/Custom Extensions (DES-030)	Develop Reports.	Reporting Requirements Catalog (REP-020) and IPS Configuration In-Progress	R	C	Develop Reports/Custom Extensions (DES-030)
Deliverable	TRN-050C End User Training Aid (Training Quick Guides	Develop out-of-box IPS Training Quick Guides; in Microsoft Word	TRN-040A End User Training Strategy	R	C	TRN-050C End User Training Aid (Training Quick Guides
Transition Phase Transition Phase is System Integration Test, User Acceptance Test (UAT), End User Training, and conducting production readiness assessment, and Go-Live.						
Artifact	TRS-060A Cutover Preparation Workshop	Formally verify that the organization's systems, infrastructure, and personnel are prepared for production.	Unit Testing Completed	R	C	TRS-060A Cutover Preparation Workshop
Deliverable	TRS-010A Cutover Strategy	Document how the new system will be introduced to trained users, to include data conversion processes.	TRS-060A Cutover Preparation Workshop	R	C	TRS-010A Cutover Strategy
Deliverable	TRS-020B Cutover Plan	Checklist to confirm all functionality to be moved to Production.	TRS-060A Cutover Preparation Workshop	R	C	TRS-020B Cutover Plan

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	TES-070 Unit Test Results - System IntergrationTest Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	TES-070 Unit Test Results - System IntegrationTest Data Conversion
Deliverable	System Integration Test Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	TES-070 Unit Test Results – System Integration Test Data Conversion	R	C	IPS System Integration Test Build
Deliverable	IPM-135B Cloud Readiness Review	Formally document the production readiness of the system.	IPS System Test Build	R	C	IPS System Test Build
Deliverable	System Integration Testing Completed	PWB to System Test IPS according to Test Scripts developed by PWB to cover the following functionality: IPS Configuration, Data Conversion, Interfaces and Reports	IPS System Test Build	C	R	System Testing Completed/SCP-060A Deliverable Acceptance Form
Artifact	TES-070 Unit Test Results - User Acceptance Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	TES-070 Unit Test Results - User Acceptance Data Conversion
Artifact	CMA-040 Software Release Management Plan	Infor to document IPS Configuration changes made after System Test.	CMA-040 Software Release Management Plan	R	I	CMA-040 Software Release Management Plan
Artifact	UAT Preparation	Customer to create the UAT Plan & UAT scripts. Customer leverages the CRP and SIT scripts and expand as needed to include RICE, security and data conversions	SIT Report SIT Scripts (Functional Security Setup Information (MCO-080) Test Strategy (TES-010)	C	R	User Acceptance Test Plan
Deliverable	UAT	UAT conducted according to the scope defined in Testing Scope	UAT Plan SIT Report SIT Scripts	C	R	User Acceptance Test Report

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
		section of this Work Order. Test cases are completed to record results of UAT. Customer and Infor jointly review UAT Report to determine any discrepancies in business process design. Customer is responsible for any manual entry for data correction.				
Deliverable	User Acceptance Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	C	User Acceptance Build
Deliverable	User Acceptance Testing Completed	PWB to UAT IPS according to Test Scripts developed by the PWB to cover the following functionality: IPS Configuration, Data Conversion, Interfaces and Reports	IPS User Acceptance Build	C	R	User Acceptance Testing Completed/SCP-060A Deliverable Acceptance Form
Artifact	TRN-060A End User Training Roster	PWB's end-users who need to attend training.	User Acceptance Testing Completed	C	R	TRN-060A End User Training Roster
Artifact	TRN-060B End User Training Evaluation	Create a questionnaire for end-user to complete after training.	End-User Training Completed	R	C	TRN-060B End User Training Evaluation
Deliverable	End-User Training	Infor to conduct end-user Training as outlined in this document.	User Acceptance Testing	R	C	End-User Training Completed/SCP-060A Deliverable Acceptance Form
Artifact	TRS-060B Cutover Checklist	Follow the checklist as the Production Build is prepared.	TRS-020B Cutover Plan	R	C	TRS-060B Cutover Checklist

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	TES-070 Unit Test Results - Production Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit	Production Build	R	I	Production Build
Artifact	CMA-040 Software Release Management Plan	Infor to document IPS Configuration changes made after User Acceptance Test.	Production Build	R	C	CMA-040 Software Release Management Plan
Deliverable	Production Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	TES-070 Unit Test Results - Production Data Conversion	R	C	Production Build SCP-060A Deliverable Acceptance Form
Artifact	Cutover Preparation	Finalize plan and schedule for cutover	Cutover Strategy (TRS-010)	R	C	Cutover Plan (TRS-020) Cutover Checklist (TRS-060B)
Optimize Overview Optimization Phase is the period immediately after Go-Live when the Project Team supports the Customer End Users as they assume full ownership of the system, plan for the future, and close the Project.						
Artifact	Post Live Support	Post Go-live support completed as defined in Go-Live Support Scope section of this Work Order.	System in Production (TRS-070)	C	R	
Artifact	SUS-050 Lessons Learned Log	Build organizational knowledge on the system and application aspects of the project implementation.	System in Production (TRS-070)	R	C	SUS-050 Lessons Learned Log
Artifact	IPM-210A Lessons Learned Workshop	To review the Lessons Learned Log and provide feedback.	SUS-050 Lessons Learned Log	R	C	IPM-210A Lessons Learned Workshop
Artifact	SUS-040B Cloud Services-to-Support Handover	To review the functionality implemented at PWB with Infor's Support Team.	System in Production (TRS-070)	R	C	SUS-040B Cloud Services-to-Support Handover
Deliverable	Accepted Product Solution	Accept IPS is running in Production and Go-	System in Production (TRS-070) and Go-Live Support Complete	C	R	SCP-060A Deliverable Acceptance Form

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
	(Project Complete)	Live Support is completed.				
Artifact	IPM-170B Go-Live Report (Internal to Infor)	Document the closure of the project.	Accepted Product Solution (Project Complete)	R	I	IPM-170B Go-Live Report (Internal to Infor)

11 Project Roles

Infor and Customer will complete a detailed Project staffing plan during Inception Phase of the Project.

11.1 Customer Project Roles

The following table lists **Recommended** Customer Project Roles in accordance with Customer-responsible tasks and deliverables as defined in this Work Order. Refer to **Project Roles** section of this Work Order for Project Roles assumptions and obligations. Refer to **Project Deliverables** section of this Work Order for Customer-responsible tasks/deliverables.

Customer Project Role	Role Description	Team
Project Sponsor	• Executive responsible for Project. Chairperson of the Customer Steering Committee which meets monthly or as agreed upon by the parties. Refer to **Governance** section of this Work Order for further details.	Steering Committee
Project Manager	• Person assigned by Customer to lead the Customer team and collaborate with the Infor Project manager to execute the Project in accordance with the terms of this Work Order. Refer to **Governance** section of this Work Order for further details.	Project Team
Business Process Owner	• Plans and designs enterprise-wide solution in conjunction with Infor Solution Architect • Provides support to other Project Team members • Provides in-depth knowledge of functional and/or technical area. • Responsible for business process design, configuration and testing. • Validates business processes meet Customer business requirements. • Documents and communicates business process changes, including policies and procedures. • Works with Education Program Manager to conduct or assist with EUT. • Works with OCM Lead to ensure change adoption within area of responsibility.	Project Team
Subject Matter Expert (“SME”)	• Provides in-depth knowledge of specific business processes and/or technical areas. • Validates and tests business process design, configuration and system performance. • Deliver technical and functional specifications for RICE when Customer responsibility • Develops and tests RICE when Customer responsibility.	Project Team

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Customer Project Role	Role Description	Team
	• Works with Education Program Manager to conduct or assist with EUT. • Works with OCM Lead to ensure change adoption within area of responsibility.	
IT Operations Staff	• Responsible for user security, administration and support. • Works with Infor Cloud Operations in accordance with the Infor Software as a Service (SaaS) Delivery Guide. • Manages and maintains on-premise servers and infrastructure where applicable	Project Team
OCM/EUT Lead	• Leads all OCM work and associated deliverables • Works with Project Manager to integrate OCM activities with other Project tasks and identify, track, and mitigate OCM-related risks. • Ensures EUT training deliverables are met and EUT training is properly coordinated and executed	Project Team

11.2 Infor Project Roles

The following table lists the Infor Project Roles that may be included in the Project in accordance with **Infor-responsible** tasks and deliverables as defined in this Work Order. Refer to **Project Roles** section of this Work Order for Project Roles assumptions and obligations. Refer to **Project Deliverables** section of this Work Order for Infor-responsible tasks/deliverables.

Infor Project Role	Role Description	Team
Delivery Executive	Infor Executive Sponsor with Project oversight. May participate in Steering Committee Meetings. Refer to Governance section of this Work Order for further details.	Steering Committee
Project Manager	Person assigned by Infor to lead the Infor team and collaborate with Customer Project Manager to fulfill the Project Deliverables defined in this Work Order. Refer to Governance section of this Work Order for further details.	Project Team
Project Manager (Technical)	Leads technical strategy and execution in conjunction with Customer Technical Lead	Project Team
Solution Architect	Plans and leads solution configuration in conjunction with Customer Project Team. Provides guidance to other Project Team members.	Project Team
Consultant (Technical)	Defines requirements, configures in scope business processes to validate configuration in conjunction with Customer Business Process Owners and SMEs. Interprets functional specifications in conjunction with Customer Business Analyst/Core Team Member, SME and IT Operations Staff. Designs, develops and tests Infor-responsible RICE objects.	Project Team
EUT Consultant	Leads all Infor-responsible EUT work and associated deliverables in conjunction with Customer OCM/EUT Lead. EUT Consultant will ensure full integration with implementation planning activities. Work with Project Manager to integrate EUT activities with other Project tasks and identify, track, and mitigate EUT-related risks.	Project Team

11.3 Project Roles Assumptions and Obligations:

1. All Project timelines set forth herein are subject to timely provision of Customer resources and performance of obligations.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

2. Infor-responsible Project tasks are performed primarily remotely. Customer shall ensure Infor has adequate remote access to Customer's network and systems as necessary to perform such Project activities.
3. As deemed necessary by the Infor Project Manager and Customer Project Manager, the Project Team, including Infor and Customer team members, shall be co-located at a single Customer location for all onsite Project work. Customer will provide adequate office facilities to all Project team members assigned to the Project team for any onsite work.
4. Customer will assign highly experienced resources for all in scope business, geographic, functional and technical areas for the duration of the Project. These resources are authorized to define requirements for their respective areas and empowered to make process and policy decisions, including deliverable signoffs, and engage other Customer SME's as needed. Customer will ensure these resources are identified in advance and are available to participate in meetings, workshops and test events as defined in the Project schedule.
5. Infor's staffing requirements are determined solely by Infor. Infor may also, at its sole discretion, use subcontractors in performing Services under this Work Order, and in all cases will remain subject to the obligations hereunder. If Customer is not satisfied with a resource, please escalate to Infor Project Manager and Director. Infor and the Customer will work together to resolve the issue.
6. If Customer decides to assign non-Customer personnel to the Project team, Infor will be able to rely upon these team members to represent Customer and have authority from Customer to make decisions on behalf of Customer; provided, however, Customer shall cause all such non-Customer personnel, prior to obtaining access to the Subscription Software, to execute a non-disclosure agreement that protects Infor's Confidential Information to the same extent as Customer is bound to Infor for protection of such Confidential Information. Customer is responsible for any breach of such confidentiality agreement by such non-Customer personnel as if Customer committed such breach.
7. Customer will coordinate facilities and availability of Customer resources for all required testing of the Subscription Software prior to deployment.
8. Customer will be responsible for logging incidents with Infor Support.

12 General Project Assumptions and Obligations

"Software" as used herein means the computer software programs to which Infor has granted access or a license to Customer via an Infor Software Agreement. "Infor Software Agreement" as used herein means the agreement under which access to the Subscription Software is granted to Customer or for which a license to on premise Software has been provided to Customer.

1. Software referenced herein is subject to the terms of the Infor Software Agreement between the parties and nothing herein shall serve to modify such terms or expand the scope of the Software granted thereunder.

1. Software must be purchased through an Infor Software Agreement.
2. Customer will have an Infor Software Agreement for the duration of the Project for all in scope Software referenced in this Work Order.
3. Customer acknowledges that any delays or changes caused by Customer, Customer's employees, equipment, contractors, or vendors may require an extension in the Project schedule and cause an increase in the fees required under this Work Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Customer has supplied to Infor; (b) failure by Customer to perform any of its respective responsibilities in a timely manner

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Customer.

4. Customer warrants that it has the legal right to use all third-party products used by the Project Team, and to permit Infor to use those third party products to the extent necessary to provide services, and that all support/maintenance agreements for those products are in good standing.
5. Customer must be active on Infor support for all Infor Software being implemented.
6. Customer provides Infor Project Team member's access to any Customer software required to perform Infor's work on the Project at no additional cost to Infor.
7. The Support Operations Handbook outlines the support for the software referenced herein per the City's plan.
8. If Infor misses a deliverable due date that impacts Go-Live, the project managers should meet to address the issue and escalate to upper management if the original planned Go-Live date can't be met.

13 Service Fees

Billing and payment are not dependent or conditioned on delivery or acceptance of deliverables contemplated herein or any other deliverables. Infor will invoice Customer for all fees and expenses due hereunder ("Service Fees") in accordance with the details below. All Service Fees are in US Dollars.

All Service Fees are exclusive of any applicable taxes, which are added to each invoice, unless otherwise specified.

13.1 Service Fees Summary

Service	Service Fee (USD)
Time and Materials	$2,701,236
Education	$44,160
Total	2,745,300
Estimated Travel	7-11% of Total

13.2 Time and Materials Service Fees

Estimated time and costs for Time and Materials Service Fees listed in this Work Order represent an estimate only, and actual Project time and cost may vary from the estimates provided. Infor will invoice Customer for all Services and applicable charges on a **monthly** basis, as Infor renders the Services or Customer incurs the charges as applicable.

The Service Fee hourly rates in the table below are effective until July 31st, 2023, at which time Infor reserves the right to increase Service Fee hourly rates by no more than the applicable index within the following Consumer Price Index: CPI-W West Region Class Size.

"Resource Model" means the combination of consulting resources to be deployed based on skill set and availability to execute the Services contracted in the Work Order.

The hours and rates listed aside the resource role(s) in the table below represent the "Resource Model" and estimated fees for this Work Order. Should conditions change due to scope, revised skills requirements, and/or any other reason that impacts the availability of the resources fulfilling the role(s) listed in the Resource Model, Infor offers, via the Change Order Process, alternative resource role(s) as applicable to meet the revised requirements and/or Project schedule.

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Service Fee Estimate			
Resource Role	**Estimated Hours**	**Rate**	**Estimated Total**
Project Director	560	**$295**	$165,200
Project Manager	3,000	**$255**	$765,000
Solution Architect	3,037	**$240**	$728,976
Principal Consultant	304	**$235**	$71,440
Senior Consultant	2,017	**$225**	$453,825
GDS	4,301	**$95**	$408,595
Birst Solution Architect	80	**$265**	$21,200
Birst Senior Consultant	120	**$250**	$30,000
Birst GDS	600	**$95**	$57,000

13.3 Project Placed on Hold

Any action taken by Customer that stops, halts, significantly redirects or places the Project “on hold” will trigger the following actions by Infor:

1. Any non-disputed outstanding Service Fee invoices will become immediately due and payable per the terms and conditions of the Agreement.
2. Invoice Dispute. Contractor will not exercise its suspension or termination rights with respect to non-payment by Customer if Customer reasonably disputes the applicable fees within 10 days of Customer’s receipt of the invoice in writing and in good faith and is cooperating diligently to resolve the dispute. If the parties are unable to resolve such a dispute within 20 days, each party shall have the right to seek any remedies it may have under this Agreement irrespective of any terms that would limit remedies on account of a dispute.
3. Infor will issue additional invoices covering all hours of work performed since the start of the Project, plus expenses incurred and or/not cancellable, less the value of invoices already issued. All invoices will be due and payable within 15 days of the date on the invoice.
4. Placing a project “on hold” must be done in writing by Customer.
5. Placing a project “on hold” for more than ninety (90) days may require the parties to negotiate a new Work Order.

13.4 Education Service Fees

13.4.1 Project Team Training Service Fees

Customer shall pay such Service Fees for Infor Project Team Training as set forth below:

Infor Project Team Training

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees	Fee
Birst: Foundations - Administrator	2	Private Education Event	14	$6,000
Birst: Foundations - Analyst	2	Private Education Event	14	$6,000
Infor OS: Foundation	5	Private Education Event	14	$15,000
Infor OS: Advanced Data Lake	2	Private Education Event	14	$6,000

13.4.2 Project Team Workshops Service Fees

Customer shall pay such Service Fees for Infor Project Team Workshops as set forth below:

Workshop Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees	Fee
Core Team Workshop	3	Consultant Led Workshop	14	$11,160

Service Fees Assumptions and Obligations:

1. Payment Terms: Customer will pay Infor the amount due in each invoice within 30 days of the date on the invoice. This payment obligation is non-cancelable, and the amounts are non-refundable.
2. Travel and Living Expenses: The parties agree that travel and living expenses incurred by Infor in connection with providing the Services, if applicable, are not included in the Service Fees stated herein and are in addition to such Service Fees and are billed separately as they are incurred and in accordance with the terms and conditions of the contract. Customer agrees to pay such travel and living expenses in accordance with (1) above and the Services Agreement.
3. Change Order Billing: Any amendments to this Work Order must be outlined in a Change Order in accordance with the Project Change Control Process as defined in this Work Order. Services Fees for consulting deemed outside the scope of this Work Order will be billed on a time and materials basis at current list rates.
4. Staff and Mobilizing the Project Team: After the parties' execution of this Work Order, it typically takes two (2) to four (4) weeks to schedule and mobilize applicable Infor resources for the Project. Actual time for this effort varies depending on the number and type of consultants required, and scheduling and mobilization usually includes, but is not limited to, the following activities: (a) developing an estimated Project schedule; (b) further defining and confirming resource loads; (c) reviewing proposed Project staffing and estimated hours with Customer's Project Sponsor; and (d) confirming and scheduling Project kick-off. The foregoing will be taken into consideration when the parties are agreeing upon the scheduling of the start date of the Project.

Signature

THE PARTIES have executed this Work Order through the signatures of their respective authorized representatives.

INFOR:	CUSTOMER:
Signature: DocuSigned by: Jonathan Toomey C2BF7E5FFFF2413...	Signature: _____
Printed Name: Jonathan Toomey	Printed Name:

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Title: Sr Operations Director	Title:
Address:	Address:
Address:	Address:
Signature Date: 13 April 2023 | 16:22:13 EDT	Signature Date: _____
Invoices MUST be mailed to:	Delivery Address:
	If different from above
Company Name*: _____	Company Name: _____
Contact Name: _____	Contact Name: _____
Address:_____	Address: _____
Address: _____	Address: _____
Phone: _____	Phone: _____
Email Address: _____	Email Address: _____

***If billing entity is different from "Customer", then, for the avoidance of doubt, Customer agrees that it remains responsible for the payment of all fees agreed in this Work Order in the case of nonpayment by billing entity.**

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Exhibit 1: RICE

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
1	District Accomplishments Crosstab Lg	This is a crosstab summary view of work accomplishments by district e.g. NE, SW and work CLASS/CATEGORY combination e.g. HYDRANT/RENEW for the current FY. By the end of the FY, it usually takes up two 11x17 pages.	X						X		NA	
2	MC Accomplishments by FY	This is a crosstab report of M&C WO accomplishments by CLASS/CATEGORY and the last few FY's.	X							X	NA	
3	Base vs CIP Monthly Hours ; Base vs CIP Monthly Hours by District	This is a set of charts of regular time, over time for BASE and CIP work orders for the current FY by month.	X						X		NA	
4	BaseVsCIPWeeklyHours; BaseVsCIPWeeklyHoursByDistrict	This is a set of charts of regular time, over time for BASE and CIP work orders weekly	X						X		NA	
5	Main Breaks	This is a of charts that show the number of main breaks on > 2" water mains in the last 7 days, 30 days and 365 days by month.	X						X		NA	
6	Unfinished Overdue Work by District and Mechanic	This is a list of work orders where money has been spent (labor, materials or equipment) on task 01 but task 01 is not Finished. These exclude WO's on the Barricade report.	X					X			NA	
7	15-Day Service Install	This report lists completed small (5/8", ¾", 1") service installs by M&C District and indicates how early or late they were completed using the 15-work day standard. Late WO's are highlighted in blue. A summary compliance rate is calculated at the end of each District e.g. 94% early or on time.	X							X	NA	
8	Service Install Finishes Chart	This report has 3 charts. Small service completions by calendar quarter, Large service completions by calendar quarter and the ratio of the two. The charts go back 3 years.	X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
9	Active Leaks	Lists all M&C LEAK work orders that are still ACTIVE. Sorted by district.	X					X			NA	
10	Main Jobs Finished	It isn't possible to get the actual footage of pipe laid in the ground from the system, just the checkout and return amounts. There are just too many confounding real-world factors. This report lists all the main install jobs for human interpretation by Charles Smith to summarize and report to Accounting.	X					X			NA	
11	Main Footage by FY	This is a summary and chart by FY of footage of main checked out from the warehouse by work type. E.g. 2,369 ft checked out in 08-09 for HYDRANT WO's ; 19,494 ft checked out for MAIN_DIST IN 09-10. It's important to note here that the main footage checked out is slightly higher than the main footage installed in the ground because scrap is disposed of.	X					X			NA	
12	Work Order Count by FY Running Sum	This is a set of charts of the cumulative work order accomplishments for the current and past 4 FY's for particular types of work as the year goes on. This is to compare the current year's mid-year progress with previous year's mid-year progress.	X							X	NA	
13	Work Order Count By FY District Running Sum	This is a set of charts of the cumulative work order accomplishments for the current and past 4 FY's for the 6 M&C districts as the year goes on. This is to compare the current year's mid-year progress with previous year's mid-year progress. The districts are compared to themselves in the past instead of each other because of significant geographical and asset-density differences between them.	X							X	NA	
14	15-Day Service Install Required By Dates	Lists Active small service install work orders and their Required By Date by district. Excludes work orders where the work description contains the text *60-DAY ALERT* and Task phase = 'On Hold'. This tag is placed in the work	X					X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
		description when a contractor/customer has been contacted but hasn't responded. We will Activate the work order anyway and complete it to prevent the contractor from hooking up to an old service line.										
15	Barricade Pickup List	Task 01 of a M&C WO is the digging and plumbing task. Task 02 is the surface-restoration and paving task - which occurs weeks later. This report is for the M&C supervisors' use to remind them of the outstanding Task 02's they have remaining to do. The whole WO isn't finished until both are done. Only then does the Supervisor / District get credit for the work accomplishment.	X					X			NA	
16	Barricade Pickup List	This is the same report on daily delivery to the coordinators and e-crew.	X					X			NA	
17	Unfinished MC Work	This is a list of work orders where money has been spent (labor, materials or equipment) on task 01 but task 01 is not Finished. These exclude WO's on the Barricade report. It's very long. A big problem is WO's that have been handed over from one mechanic to another and neither takes responsibility for turning in the paperwork/ field report.	X					X			NA	
18	Patron 60 Days Daily	Lists WO's where the contractor/patron has paid for a service to be install but has not contacted us since (for 60 days). This list is used to contact them and inquire on their project's status. The records appear only on the day they hit the 60-day mark, so there are typically only a few records at a time.	X					X			NA	
19	Patron 60 Days Full List	Lists ALL WO's where the contractor/patron has paid for a service to be install but has not contacted us since (for 60 days). This list is used to contact them and inquire on their project's status.	X					X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
20	Vault Neck Ups	Concrete vaults in the ground have 2 parts, the box and the lid. The box is put in the ground first and the concrete lid usually a few weeks later. This lid placement is called a “neck up”. This report lists all the outstanding “neck ups”.	X					X			NA	
21	Today’s WOs	For Accounting. Lists M&C WO’s whose work status has changed in the previous day.	X					X			NA	
22	Inventory Below Reorder	For Storekeepers. This lists stock inventory items that have gone below their prescribed (in the system) reorder point. e.g. If we have fewer than 15 6” valves on the shelf, it appears on this report so a storekeeper can re-order more.	X					X			NA	
23	Stock List with Avg Unit Prices	This lists the current price of all 2,000 storeroom items.	X						X		NA	
24	Finished Work For PBOT	The WB participates in the PBOT erosion-control mitigation program. We’re supposed to take measures to prevent our construction projects for allowing mud into the sewer system. This lists all our large construction projects for them.	X					X			NA	
25	Hydrant MisCharged	WO cost sheets where hydrant work was done on a non-hydrant cost object.	X					X			NA	
26	Planner Scheduler QA QC	This report does two things. Lists clerical errors made by the Coordinators on work orders e.g. missing fields; and a 30-day count of created and finished tasks by coordinator.	X							X	NA	
27	Meter Resizes	Lists newly created small-service meter upsizes and downsize WO’s by the Development Services group for the benefit of the schedulers. This is an early warning for them, but I don’t know exactly why they need it.	X					X			NA	
28	Work Orders with Multiple CO’s Charged	Lists timesheet line items for work orders where the cost object changed while the work was still going on. This is for the SAP timekeepers to make corrections in SAP.	X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
29	Field Report Submitted	Lists WO's where the field report was submitted (the xml file is on the file server) but the coordinator has not yet set the WO status to Finished. This was created to make up for the relative un-reliability of the delivery of the Field Reports (the xml file) from the field over the air.	X						X		NA	
30	Meter Numbers for Customer Service	Lists meter numbers from SERVICE / INSTALL work orders. This is to reconcile occasions where the meter ticket didn't get sent to Customer Service dept for some reason. Meter number is extracted from mechanic closing COMMENTS column.	X						X		NA	
31	Work Order Cost Summary	This is unique in that this is the only on-demand BOBJ report for the WB. This allows drafting group to run their own WO costs sheets by inputting a WO number on a screen.	X						X		NA	
32	Upcoming Large Meter Installs	Lists newly created large-service install WO's by the Development Services group for the benefit of the Meter Shop. The Meter Shop needs this early warning to give them time to assemble a "meter set" for the project.	X					X			NA	
33	Wholesale Meter Tests MShop	Lists PM testing events of wholesale customer master meters for outside water districts that are SCADA connected Performed by Ops Instrument Technicians. Note: Most wholesale customer meter tests are performed by the meter shop and not recorded in CMMS.	X							X	NA	
34	Wholesale Meter Tests ITShop	Lists PM testing events of wholesale customer master meters for outside water districts that are SCADA connected. Performed by Meter Shop.	X							X	NA	
35	Meter Info from Work Orders	Extracts meter information from work order task COMMENTS column in recently finished SERVICE work orders for Meter Shop reverse lookup in Cayenta.	X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
36	Unprioritized PJM's	Lists Ops PJM WO's which weren't assigned a work priority.	X					X			NA	
37	DiversionPoolFencePM-Monthly	The Headworks Diversion Pool is a man-made pond near the Watershed that takes water overflow. The Headworks operators inspect it every day, and Sandy River people inspect it every month & take pictures (this has to do with LT2, to make sure animals can't get into the pool). There are PM work orders being generated for the inspections, & if they find issues, they make followup work requests when closing out the inspection work orders. This report is a list of those accomplished PM WO's.	X					X			NA	
38	DiversionPoolFencePM-Seasonal	This is the Diversion Pool report split by Wet Season and Dry Season. The wet season is October 1 – May 31 and the dry season is June 1 – September 30	X					X			NA	
39	Backflow Test Fees	Lists newly created large-service install WO's by the Development Services group for the benefit of the Backflow Test work group. This is an early warning to give them time to schedule an initial backflow device inspection.	X					X			NA	
40	Ops Asset Change Work Orders	List Ops WO's updated in the last 14 days where the JOB_ACTION_CODE IN('REPLACED','INSTALLED','REBUILT') and Task status = "finished'	X						X		NA	
41	Modified And New Ops Assets	Lists Ops assets that are newly created or recently modified in the last 7 days.	X						X		NA	
42	BDS Electrical Master Permit Program		X						X		NA	
43	BDS Electrical Master Permit Program - Interstate		X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
44	Active PSM Work Orders	Picks out all active PSM work orders generated by PM master that are overdue	X					X			NA	
45	Tank clean list	List of Tanks & Reservoirs with last cleaned dates & next scheduled dates	X						X		NA	
46	Regulator rebuild list	List of regulators with PM #s, rebuild due dates, open work orders & status.	X						X		NA	
47	Backlog Report	List of open/active work tasks by work group with hours charged	X						X		NA	
48	Generator Exception Report	List of generators with no run status change in last 7 days / 14 days	X						X		NA	
49	Operations_Asset Information	Quick pull of asset data to replace certain tables from discontinued EI&C Amp	X							X	NA	
50	Failure/Closeout	List of closed reactive/op maintenance tasks (selectable date range) including closing comments, failure codes, asset type/class.	X						X		NA	
51	Megger Trend	Insulation resistance readings over time - all motors	X					X			NA	
52	Thermography Pump/Motor Trend	IR readings on pumps, motors, MG Flywheels - report indicates alarm levels.	X						X		NA	
53	Thermography Transformer	Compare connection point temps to baseline and spot check radiator deltas.	X						X		NA	
54	Thermography MG Electrical	Compare hotspots to baseline.	X						X		NA	
55	PS Pump Efficiency	Comparative efficiency of pump station pumps. Informs on lead/lag sequencing.	X							X	NA	
56	Production Well Specific Capacity	GPM per foot of drawdown after equilibrium is reached. Identifies well performance decline over time.	X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
57	Oil Analysis Transformer Furans	Degree of Polymerization (DP) over time - Indicates paper insulation breakdown.	X						X		NA	
58	Fountains in service%	% of Active Fountain assets (Benson bubblers) that are in service.	X					X			NA	
59	Operations KPI Dashboard		X							X	NA	
60	>Aged Work Orders	%= Active work orders > 1 year old / Total Active work orders.	X					X			NA	
61	>Aged CM Work	% = Active CM work orders > 6 months old / Total active CM work orders.	X					X			NA	
62	>Work Class Percentages	% = Op work orders / Total, Proactive work orders / Total, Reactive work orders / Total	X					X			NA	
63	>Emergency Work Percentages	% = Total hours worked on emergency jobs / total hours worked.	X					X			NA	
64	>Reactive W/Os closed w/Comments	% = Reactive work orders with closing comments / all reactive work orders.	X					X			NA	
65	>PM work deferred	%= PM work orders cancelled / PM work orders created	X					X			NA	
66	>Aged PJM	%= Active PJM/CIP work orders over 1yr old / Total PJM/CIP work orders.	X					X			NA	
67	>W/Os closed w/No Labor	Work orders closed with no labor transactions.	X					X			NA	
68	>W/Os overdue	Active status work orders that exceed their completion date	X					X			NA	
69	>PMs overdue	Active status PM work orders that exceed their completion date	X					X			NA	
70	>W/O completion percentage		X					X			NA	
71	>Avg Backlog (days) for PMs		X					X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
72	Regulator Exception		X					X			NA	
73	Regulator Settings		X					X			NA	
74	OHA System Survey Tank Reports	Comprehensive reports of tank systems for sanitary audits	X						X		NA	
75	OHA System Survey Well Reports	Comprehensive reports of well systems for sanitary audits	X						X		NA	
76	Tank Inspection Reports	Documents Tank condition.	X						X		NA	
77	Accomplishments by work class/category	List & counts of work orders for a date range grouped by work class/category and filterable by cost object.	X							X	NA	
78	PJM report	Lists current PJM work orders (mainly used for printing for PJM meeting)	X						X		NA	
79	Monthly PM Print	Monthly printout of PM work orders for OEs	X					X			NA	
80	Quarterly PM Summary by Functional Area	Groups account numbers into functional areas, summarizes and reports on percent complete for FY; also reports unfinished WOs and counts for emergency/safety Wos.	X							X	NA	
81	Hours by work type	Presents pie chart of hours by work type (i.e. PM/PDM/Repair) for each in-town group.	X						X		NA	
82	Safety work orders	Lists open/current safety-related work orders	X					X			NA	
83	AWWA Utility Benchmarking Annual Report to AM	Planned vs corrective maintenance (labor hours)	X						X		NA	
84	S_RPT 017	Storeroom Report With Quantities	X						X		NA	
85	S_RPT 039	Physical Inventory Variance Report	X						X		NA	
86	S_RPT 038	Physical Inventory listing Report	X					X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
87	SynergenWOStatus.accdb query / report - see narrative for details	Work order data for the rate ordinance used by Elliot Lisac. Provides labor hours for given date range by work order type. Also includes equipment hours and materials.	X						X		NA	
88	SynergenWOStatus.accdb query / report - see narrative for details	Timesheet entries used to verify interface data passed from SAP. Provides timesheet data in approved status or posted in Synergen on given date.	X						X		NA	
89	SynergenWOStatus.accdb query / report - see narrative for details	Work order costs by category (direct, labor, materials) and fiscal year.	X						X		NA	
90	SynergenWOStatus.accdb query / report - see narrative for details	Synergen goods receipts by PO# or date	X					X			NA	
91	SynergenWOStatus.accdb query / report - see narrative for details	Provides work order addresses for a given list of work orders	X					X			NA	
92	SynergenWOStatus.accdb query / report - see narrative for details	Provides list of work orders and status for given project number	X					X			NA	
93	SynergenWOStatus.accdb query / report - see narrative for details	Cost details for work orders finished during the fiscal year filtered for given class/category and cost object. Used by Accounting to review costs and count new services and hydrants charged to core WBS elements.	X						X		NA	
94	SynergenWOStatus.accdb query / report - see narrative for details	Provides list of work orders with SDC waivers for given time period. Used by Finance for bond disclosure.	X						X		NA	
95	SynergenWOStatus.accdb query / report - see narrative for details	Provides work order data to determine if street opening permit should have been requested. Data includes completion notes, notes for related work orders, and excavation equipment details.	X							X	NA	
96	Synergen storeroom log	Details on stock item activity by cost object, work order or date. Used to reconcile inventory balance with SAP and to review checkout coding.	X					X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
97	SynergenWOStatus.accdb query / report - see narrative for details	Listing of active service and hydrant work orders charged to the core projects with costs at year end. Used by Accounting to determine amount of costs in project to capitalize for the year.	X					X			NA	
98	Current Paving	Paving requests shared with PBOT. Used by Accounting to allocate aggregate / asphalt costs. I think there are two spreadsheets one for PBOT paving and one for Water paving.	X						X		NA	
99	Concrete Requests	Concrete requests used by Accounting to allocate concrete costs.	X						X		NA	
100	Fleet Access database	Data used for budgeting and to update equipment rates. Need to be able to report on vehicle status, cost center owner, billing type (annual/hourly), assigned SAP APWA code and tie to SAP asset number.	X						X		NA	
101	Storeroom Value Report by Class	Used to reconcile Synergen inventory balance with balance in SAP.	X						X		NA	
102	DEQ MS4-TMDL Report for BES	Erosion & Sediment control program report that details number of PWB Public Construction Projects with erosion control measures implemented. Recently learned of this report.	X					X			NA	
103	Storeroom Value Report by Vendor	Storeroom Value Report by Vendor	X						X		NA	
104	Issue Ticket Report	Issue Ticket Report	X					X			NA	
105	Purchase Orders not yet Received.	Purchase Orders not yet Received.	X					X			NA	
106	Receiving Report	Receiving Report	X					X			NA	
107	About to Reorder Report (MIN/MAX)	About to Reorder Report (MIN/MAX)	X					X			NA	
108	Hydrant and Valve inspection counts by districts, groups, individuals		X						X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
109	Large Valves reports for which valves need operated		X						X		NA	
110	Hydrant locks report for Fire bureau		X					X			NA	
111	Dashboard Metrics		X							X	NA	
112	REQ/PO	This Interface creates a Purchase Order (PO) and Requisition(REQ). Data is exchanged between IPS and SAP. IPS to include a check on Goods Received.		X					X		NA	
113	Work Order Info	This Interface uses work order numbers for validation in timekeeping between IPS and SAP.		X				X			NA	
114	GIS Asset Loading Database	This is a GIS Interface for synching GIS data between IPS and GIS This is addressed under GIS Requirements.		X					X		NA	
115	Vendor Master Data	This Interface sends Vendor Information to IPS from SAP.		X				X			NA	
116	Labor Costing/Time entry	This Interface sends regular time to SAP. (Total cost of regular hours) No leave or other time.		X					X		NA	
117	Cost Object (Budget #)	This Interface sends budget numbers (Cost Object) from SAP to IPS.		X				X			NA	
118	Fleet DB Fleet Anywhere	This is an Interface that sends fleet assets to IPS. This Interface will be developed if only Fleet is not maintained in IPS.		X				X			NA	
119	Document Management	Infor Document Management system to Interface with HP Document Management (TRIM)		X				X			NA	
120	Invoicing	This Interface sends Invoicing data between IPS and SAP		X				X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
121	SAP GLFTIWaterSynergen Transaction	This Interface sends General Ledger information from IPS to SAP.		X				X			NA	
122	Ops Infrastructure	This Interface pulls asset and work order data from IPS to the Ops Infrastructure database. The Ops Infrastructure database has an Access database UI.		X				X			NA	
123	Contracts	This Interface transfers parts pricing information in SAP to IPS for Inventory purchase Orders. Contract information to be transferred from SAP to IPS for workorders for current contracts in SAP.		X				X			NA	
124	P-Card System	This Interface transfers P-Card transactions against work orders. A workorder number and task number associated with each transaction is required to be transferred from SAP to IPS, the P-Card system sends all transaction information to SAP.		X				X			NA	
125	Cayenta:	This is a customer service system (Tracks meter maintenance - Service Orders) to be integrated with IPS.		X				X			NA	
126	RANK DB	This Interface gets information from leaks database.For planning and tracking Main replacementsSince leaks goes away, ranks needs to get the data from IPS.Need to link to a table view of leak field reports.		X				X			NA	
127	HR Interface	HR related data or special benefit tracking. New employees from SAP Employee information to be interfaced such as :Classification, Position, Rate/Wage, Work Schedule.		X					X		NA	
128	CostSys	Project costs for parts etc.		X				X			NA	
129	Define Inspection Types	Each Asset Inspection which will have data stored in IPS must be present in the cloud instance.			X	X	X		X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
130	Work Activities to be used for new and historical work orders must be defined.	Activities to be utilized must be defined for migrated data as well as new work going forward.			X			X			NA	
131	Request Types to be utilized for historical or new Service Request must be defined in IPS.	Request Types required to create Service Requests must be available in the cloud instance.			X	X	X		X		NA	
132	Define Asset Types	Each Asset Type defined in OWAM must be present in the cloud instance. Create Configured Assets as required to supplement the default assets.			X	X	X		X		NA	
133	Configure Forms	Form configurations to address the specific field needs to maintain required attributes.				X			X		NA	
134	Implement Filter Codes and Business Object Filters	Consider the implementation of Filter Codes and Business Object filters to limit data visible to individual users.			X		X	X			NA	
135	Implement Single Sign On	Implement Single Sign on to simplify admin and user processes.			X			X			NA	
136	Asset Hierarchy Restructure	Restructure asset hierarchies as current structure is inadequate.			X				X		NA	
137	Approve Timesheets	Supervisor Timesheet Approvals				X	X		X		NA	
138	Employee Leave Approval	Employee Leave Approval				X	X		X		NA	
139	Personal & Public Logging	Allow end-users to make notes on assets Logs is standard functionality but the PWB requested the ability for users to create public or private notes where the private notes would only show for their user.				X	X	X			NA	
140	Audit Trail	Track data changes over time					X		X		NA	
141	Orbeon Field Report	Orbeon Field Report			X	X	X	X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

ID#	RICE Name	RICE Description	RICE Type					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
142	Orbeon Hydrant Inspection	Orbeon Hydrant Inspection			X	X	X	X			NA	
143	Orbeon Valve Card/Op	Orbeon Valve Card/Op			X	X	X	X			NA	
144	Orbeon Regulator Vault Inspection	Orbeon Regulator Vault Inspection			X	X	X	X			NA	
145	Stock Check Out	Stock Check Out is one of City's existing Orbeon Web Forms which we would implement in IPS.			X	X	X	X			NA	
146	Supervisor Daily Schedule					X	X		X		NA	
147	Implement Standard Configuration	Implement Standard Configuration			X			X			NA	
148	Implement Workflows	Implement Workflows					X		X		NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

Exhibit 2: Data Conversions

#	Data Conversion Name	Data Conversion Description	Legacy System	Years of History To Be Converted	Complexity			Project Wave	Notes
					Low	Medium	High		
1	OWAM	Oracle Work Order & Asset Management Database	Yes	All		X		NA	
2	Dispatch Call Log		Yes	All	X			NA	Convert with IPS Customer Service
3	Operation and Inspection Data		Yes	All	X			NA	Convert with IPS Inspections
	Leaks Database		Yes	All	X			NA	
4	Fleet Database		Yes	All	X			NA	
5	Orbeon Web Forms Migration		Yes	All	X			NA	
6	Info Path Field Report Data Migration		Yes	All	X			NA	
7	Flushing Migration		Yes	All	X			NA	
8	Concrete/Paving/Plates Migration		Yes	All	X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

#	Data Conversion Name	Data Conversion Description	Legacy System	Years of History To Be Converted	Complexity			Project Wave	Notes
					Low	Medium	High		
9	Cathodic Protection Migration		Yes	All	X			NA	
10	Water Quality Sample Station Migration		Yes	All	X			NA	
11	Mobile App Data Migration		Yes	All	X			NA	
12	GIS Maintenance History Migration		Yes	All	X			NA	
13	GIS General Index Migration		Yes	All	X			NA	

DocuSign Envelope ID: 8A3A4C65-F84F-43F3-B73B-62FDE2252321

This page has been intentionally left blank.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

AMENDMENT NO. 2

ATTACHMENT 2

Infor Public Sector Work Order

Portland Bureau of Environmental Services

This Work Order is Infor's Confidential Information (as defined in the Services Agreement (defined herein). Customer agrees to treat such Confidential Information in accordance with the Services Agreement.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Table of Contents

1 Introduction 1
2 Project Overview and Deployment Method 1
2.1 Infor Deployment Method 1
2.2 Project Schedule and Timeline 1
3 Project Scope 2
3.1 Subscription Software Implementation and Business Processes in Scope 2
3.1.1 Business Processes in Scope 2
3.1.2 Subscription Software included in Project Scope 3
4 Organizational and Geographic Scope 3
5 Reports, Interfaces, Conversions, Extensions (“RICE”) Scope 4
5.1 RICE Definitions 4
5.2 Reports Scope 6
5.3 Interfaces Scope 6
5.4 Data Conversion Scope 8
5.5 Extensions Scope 10
6 Organizational Change Management Scope 12
6.1 Project Team Education Scope 12
6.2 Private Training Workshops Scope 12
6.3 End User Training Scope 13
7 Technical Infrastructure and Security Scope 14
7.1 Technical Infrastructure Scope 14
7.2 Security Scope 15
7.2.1 Cloud Security/Identity Management 15
7.2.2 User Security 16
8 Testing Scope 17
9 Go-Live Support Scope 19
10 Project Governance 21
10.1 Partnership 21
10.2 Project Sponsorship and Executive Involvement 21
10.3 Project Management 21
10.3.1 Recommended Meeting Schedule 22
10.3.2 Project Management Plan 22
10.4 Project Change Control Process 25
10.5 Project Deliverables 26
11 Project Roles 40
11.1 Customer Project Roles 40
11.2 Infor Project Roles 41
11.3 Project Roles Assumptions and Obligations: 41
12 General Project Assumptions and Obligations 42
13 Service Fees 42

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

13.1 Service Fees Summary 43
13.2 Time and Materials Service Fees 43
13.3 Project Placed on Hold 44
13.4 Education Service Fees 44
13.4.1 Project Team Training Service Fees 44
13.4.2 Project Team Workshops Service Fees 44
Signature 46
Exhibit 1: RICE – Reports 47
Exhibit 2: RICE – Interfaces 139
Exhibit 3: RICE – Extensions 144
Exhibit 4: Data Conversions 148

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

1 Introduction

SERVICES WORK ORDER

This Time and Materials Services Work Order ("Work Order") is subject to all terms and conditions of the Software Services Agreement, Contract number 31001571 between Infor (US), LLC ("Infor") and the City of Portland, a municipal corporation of the State of Oregon ("Customer"). Capitalized terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order have control over the terms of the Services Agreement.

This Work Order, together with the Services Agreement, contains the entire understanding of the parties with respect to its subject matter, and supersedes and replaces any prior oral and written communications between the parties. The rates and prices stated in this Work Order are only applicable for the Services expressly described in this Work Order. This Work Order and any Change Order (as defined in **Project Change Control Process** section), approved under this Work Order, define the scope of work to be performed by Infor and Customer including their respective roles and responsibilities. Infor is under no contractual obligation to provide any other Services not identified within this Work Order or any Change Order.

The scope, effort, and rates specified in this Work Order are subject to change if not signed by Customer on or before: June 30, 2023

Effective date of this Work Order ("Effective Date"):	Date of last signature
Work Order Number:	OP-04387481
Prepared By:	Brett Miller
Project Name ("Project"):	Portland Bureau of Environmental Services Assets Implementation & IPS On-Prem to Cloud

2 Project Overview and Deployment Method

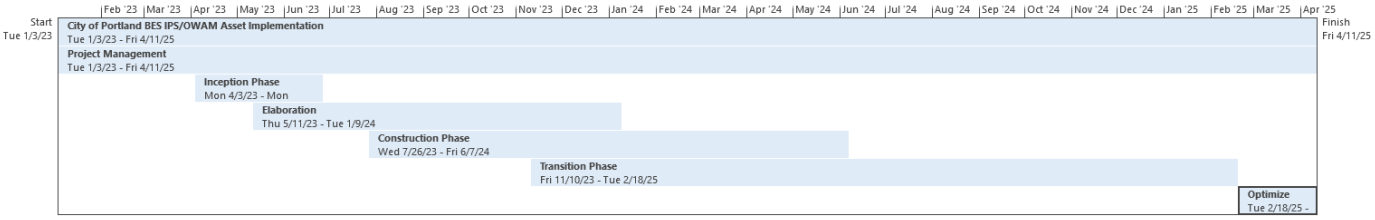
Customer intends to replace its current business applications and technology with the Infor multi-tenant Infor CloudSuite Public Sector. In addition, the current IPS On-Prem will be migrated to the Cloud.

2.1 Infor Deployment Method

"**Infor Deployment Method**" is Infor's software deployment methodology used as the overall governing methodology for all Project-related work. The Infor Deployment Method implementation process is comprised of the following five Infor Deployment Method phases: Inception, Elaboration, Construction, Transition, and Optimize. This implementation process provides methods, tools, and templates that enable the Project Team to plan, track, and report on the Project Deliverables as defined in this Work Order. The "**Project Team**" means, at a minimum, the Customer business and technical process owners/leads and Infor business and technical leads. See the Project Deliverables section for a definition of each Infor Deployment Method phase.

2.2 Project Schedule and Timeline

Total Project duration is 28 months (inclusive of Go-Live Support as defined in Go-Live Support Scope section). Project is deployed as one (1) Project wave.



Project Schedule and Timeline Assumptions and Obligations:

This Work Order assumes a Project start date for each Project wave to be mutually agreed upon by Infor and Customer. Any delay of the start date impacts the availability of Project resources, the final production Go-Live date, and requires further discussion to agree on the Project timeline. “Go-Live” means the first time Customer uses the Software to process data in Customer’s live production environment.

At the beginning of each Project wave, Customer and Infor will meet to agree upon the activities required to accomplish the objectives of that Project wave and develop a Project plan, schedule and final Project timeline.

3 Project Scope

The scope of the Project is based on information given to Infor by Customer and the key assumptions detailed in this Work Order. Any changes to the information provided or deviations from the assumptions may result in the need for revisions to the timeline, fees and/or scope set forth in this Work Order which will be addressed pursuant to the change control process as defined in the Project Change Control Process section below.

3.1 Subscription Software Implementation and Business Processes in Scope

3.1.1 Business Processes in Scope

Infor will implement the following business processes as part of this scope of work:

- Inspections
- Work Activities to be used for new and historical work orders
- Request Types to be utilized for historical or new Service Requests
- Assets
- Asset Hierarchies
- Timesheets
- Employee Leave Approval
- Procedures Versioning
- Inventory –
  - Bill Of Materials, Parts, Catalog, Stock Replenishment
  - Acquisitions – Requests for Material Goods and/or Services, Purchase Orders, Approvals for Requests and POs
- Service Contracts

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

- Project Tracking
- Renaming Manholes to Maintenance Holes

Business Processes included in Project Scope Assumptions and Obligations:

1. A listing of the configuration items to support the in-scope Business Processes is included in the Exhibit 1, RICE
2. During the Project, Infor reserves reasonable discretion to re-classify Business Processes in accordance with the above definitions, including, without limitation, Infor's release of Updates as defined in the Software Agreement. Any such reclassification that may result in a material change in scope, timeline or cost will be addressed pursuant to the Project Change Control Process.
3. Any adjustments to the Business Processes shall be made using Infor approved tools.

3.1.2 Subscription Software included in Project Scope

Subscription Software	In Scope?
Infor Public Sector Suite - Asset Management Bundle - SaaS MT	X
Infor Public Sector Suite - Life Cycle Analysis and Risk Bundle - SaaS MT	X
Infor Public Sector Suite - Advanced Assets Bundle - SaaS MT	X
Infor Field Inspector Work Management - SaaS MT	X
Infor Public Sector Suite - GIS Data Integration - SaaS MT	X
Birst Cloud Enterprise Edition Platform License (Direct) with Infor IOS	X
Birst Cloud Deployment Site - US West	X
Infor OS Professional - SaaS MT	X
Infor Cloud Egress - SaaS MT	X
Infor data transfer & ETL tool from Data Lake to data warehouses	X
Infor Storage	X
Infor Public Sector Suite - Asset Analysis - SaaS MT	X
Infor Public Sector Suite - Asset Management Tools - SaaS MT	X
Infor Public Sector Suite - Life Cycle Analysis - SaaS MT	X

The Subscription Software identified in the table above is required to support the In-Scope Business Processes and shall be referred to as the "In-Scope Subscription Software."

4 Organizational and Geographic Scope

All Project activities are conducted either remotely or at a Customer site at Infor's discretion for the following Customer locations and/or business units ("Organizational and Geographic Scope"):

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Country/Location	Customer Business Unit	Comments
US – Portland	Training Workshops	Infor recommends this session be held on-site at the Portland Bureau of Environmental Services.
US – Portland	Elaboration Workshops	Infor recommends this session be held on-site at the Portland Bureau of Environmental Services.
US – Portland	System Integration Test	Infor recommends this session be held partially on-site at the Portland Bureau of Environmental Services.
US – Portland	User Acceptance Test	Infor recommends this session be held on-site at the Portland Bureau of Environmental Services.
US – Portland	End-User Training	Infor recommends this session be held on-site at the Portland Bureau of Environmental Services.
US – Portland	Go-Live	Infor recommends this session be held on-site at the Portland Bureau of Environmental Services.

Organizational and Geographic Scope Assumptions and Obligations:

1. Customer will coordinate and support communication with all Customer locations and/or business units as necessary.
2. Implementation effort for any locations not listed in the above table are out of scope.
3. Project and documentation language is English only.
4. The Services are provided exclusively in compliance with current legal requirements (e.g., COVID 19).

5 Reports, Interfaces, Conversions, Extensions ("RICE") Scope

5.1 RICE Definitions

"Complexity" means the assumed Complexity of the task as of the Effective Date and is generally based on the highest category (Low to High) in which one of the assumptions of such category below applies.

"Reports" mean the access to Infor and non-Infor Customer data for presentation, analysis and distribution. If a standard report or data access is not available, report Complexity is defined as follows:

a) Low: Changes are cosmetic or involve minimal enhancements to business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.

b) Medium: Reports are analytical in nature using standard delivered cubes and data models. Changes to or additions of complex business logic are required. Functional requirements are complicated and require periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.

c) High: The configuration involves multiple interrelated business processes and complex logic. Transactional reports that use relational database. Functional requirements are very complicated and require clarification and refinement throughout the development process. A substantial number of objects are created.

"Interfaces" mean those objects that allow data to move either into or out of the installed applications, either in batch, real-time or near-real time. Infor conducts Impact Event: Technical Development Kick-off during Construction Phase of the Project. Interfaces are defined by the business processes they

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

facilitate, the points during those processes where data is exchanged, the frequency in which data is exchanged, and the method by which the data is exchanged. Interface Complexity is defined as follows:

a) Low: The interface uses a batch method with a one-to-one relationship between legacy system and Infor tables. Field mapping is straight forward with little, or no data translation or transformation required and limited to one table with a maximum of 20 fields. Standard Infor methods are available to facilitate the data import. No synchronization or validation tables are required.

b) Medium: The interface may involve the batch method with a one-to-many or many-to-one relationship between the legacy system and Infor tables. Synchronization is not required. Requires the use of FTP. Some complexities exist with respect to field mapping and data translation. Multiple cross- system validation tables are required. Medium complex interfaces: (a) have a maximum of two systems, three tables, and thirty fields; (b) utilize Simple Data Transformation, e.g., xml parsing; (c) have fixed length for all records; and (d) standard Infor objects are available to facilitate the data import with minimal programming required.

c) High: The interface method may be batch, real time, or near-real time. There is system Interdependency and systems must be always in sync. High Complexity includes many-to-many relationships between the legacy system and Infor tables. Multiple cross system validation tables are required. Other features of High Complexity are: (a) a maximum of three systems, five tables, and fifty fields;(b) requires very complex field mapping and data translation;(c) uses complex queries/conditions/calculations and/or data transformation;(d) contain files with varying lengths per record; and (e)standard Infor methods are not available to facilitate the data import-- requires complex programming, including any or all the following: use of web services, batch jobs, updates to Infor security.

“Data Conversion” means the efforts associated with the analysis, cleansing, transformation/mapping, loading, and reconciling of current or historical data from prior Infor or non-Infor systems into current/new Infor systems, whether by manual or programmatic methods. Data Conversion Complexity is defined as follows:

a) Low: One-to-one relationship between legacy system and Infor tables. Field mapping is straightforward with little, or no data translation required. Standard Infor methods are available to facilitate the data import.

b) Medium: One-to-many or many-to-one relationship between legacy system and Infor tables. Some complexities exist with respect to field mapping and data translation. Standard Infor methods are available to facilitate the data import or minimal custom programming is required.

c) High: Many-to-many relationship between legacy system and Infor tables. Very complex field mapping and data translation required. Standard Infor methods are not available to facilitate the data import requiring complex custom programming.

“Extensions” mean the development of new objects to extend Infor functionality using Infor-provided tools (e.g., Workflows and Forms). Extensions do not amend source code and are considered upgrade tolerant. Extension Complexity is defined as follows:

a) Low: Changes are cosmetic or involve minimal enhancements to presentation or business logic. Functional requirements are simple and easy to understand. Downstream processes are not impacted.

b) Medium: Changes to or additions of complex presentation or business logic are involved. Functional requirements are complicated and requires periodic clarification. Downstream processes may be affected and need to be tested in conjunction with the configuration.

c) High: The configuration involves multiple interrelated business processes and complex logic. Functional requirements are very complicated and requires clarification and refinement throughout the development process. A substantial number of objects are created.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

5.2 Reports Scope

The list of Reports for which Infor has development responsibility is included in Exhibit 1, RICE.

Report development Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Reporting Strategy	Define Reports strategies and requirements	R	C		Reporting Strategy (REP-010)
Reporting Requirements	Customer analyzes and documents Reports business requirement(s)	C	R		Reporting Requirements Catalog (REP-020)
Functional and Technical Design specification	Functional specifications are instructions on how the Report object should function. Technical specifications are instructions on how the Report is developed	R	C	Party responsible for Report development develops functional and technical specifications.	Report Specification (REP-060)
Develop Report	Report developed in accordance with functional and technical specifications.	R	C	Party responsible develops Report and documentation.	Custom Extensions (DES-030)
Report Validation	Customer performs final test of Report to confirm operability and accuracy.	C	R	Customer documents Report results and refers changes to party responsible for Report development.	

5.3 Interfaces Scope

The list of Interfaces for which Infor has development responsibility is included in Exhibit 2, RICE.

Interface development Deliverables for which Infor has responsibility are as follows:

Deliverables are as follows:

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Define Interface strategies and requirements	Analyzes and documents Interface requirement(s)	R	C		Integration Strategy and Governance (TAR-030)
Functional and Technical Design specification	Describe all of the in-scope integration requirements.	R	C	Party responsible for Interface development develops functional and technical specification.	Integration Requirements (TAR-035)
Technical Design Specification	Technical specifications are instructions on how the Interface is developed	R	C	Party responsible for Interface development develops functional and technical specification.	Integration Specification (TAR-040)
Develop Interface	Interface developed in accordance with functional and technical specifications. Customer responsible for building the third-party side of interfaces; if applicable	R	C	Party responsible develops Interface	Developed Interface
System Test	Test of Interface to confirm operability.	R	C	Party responsible follows unit test specification to test Interface and document results.	Unit Test Results (TES-070)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
				.	
System Integration Test	Customer performs system integration test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	
UAT	Customer performs system user acceptance test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	
Production	Customer performs final test of Interface to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for Interface development.	

5.4 Data Conversion Scope

The list of Data Conversions for which Infor has responsibility is included in Exhibit 2: Data Conversions.

Data Conversion Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
Data Conversion Preparation Workshop	Infor-led workshop to review data conversion scope, process, schedule, and responsibilities.	Customer Project team members responsible for data cleanup, mapping, validation to attend.	R	C	Data Acquisition, Conversion and Data Quality Strategy (DCO-020)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
Data Cleansing	Customer is responsible for all data cleanup necessary for the conversion (date formats, missing nulls, etc.).		C	R	
Data Conversion Strategy	Document the strategy to meet the defined Data Conversion Requirements and includes the approach for data acquisition, conversion, and quality.		R	C	Data Conversion Strategy (DCO-020A)
Data Mapping	Detailed conversion mapping from the source legacy system to the target application is developed, along with an extract file layout to be used for extraction of the data from the source system. Tables are completed that show to which table and column legacy system data fields map. The data map is the basis for the conversion design, build, and execution tasks.	Infor mapping tools and upload templates are used where applicable.	R	C	Data Mapping (DCO-040)
Data Validation Preparation Workshop	Infor-led workshop to discuss conversion mapping and manual conversion procedures.	Customer Project team members responsible for data cleanup, mapping, validation to attend.	R	C	Manual Conversion Procedures (DCO-050)
Data Conversion – System Test (Unit Test Build)	All data fields are reviewed by Infor and Customer business owner(s) to ensure that data is accurate and meets the business requirements.	Infor CloudSuite data conversion tools and templates are used.	R	C	Unit Test Results (TES-070)
Data Conversion-System integration Test	All data fields are reviewed by Customer business	Infor CloudSuite data conversion	C	R	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Assumption(s)	Infor	Customer	Document Controlling Deliverable Completion
	owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle. Customer business owners test the critical business processes after each testing cycle.	tools and templates are used.			
Data Conversion-UAT	All data fields are reviewed by Customer business owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle. Customer business owners test the critical business processes after each testing cycle.	Infor CloudSuite data conversion tools and templates are used.	C	R	
Data Conversion-Production	All data fields are reviewed by Customer business owner(s) to ensure that data is accurate and meets the business requirements after each testing cycle Customer business owners test the critical business processes after each testing cycle.	Infor CloudSuite data conversion tools and templates are used.	C	R	

5.5 Extensions Scope

The list of Extensions for which Infor has development responsibility is included in Exhibit 3, RICE.

Exhibit 3 identifies the following as 'Extensions':

- Configuration – Means configuration of the Infor Public Sector Suite application using the product-based configuration capabilities
- Form – Means configuration of product pages that contain customer specific data to support the business need
- Workflow – Means the configuration of product-based formulas to drive functionality to meet the business need, written in VB.NET

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Extension development Deliverables for which Infor has responsibility are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption(s)	Document Controlling Deliverable Completion
Functional and Technical Design specification	Functional specifications are instructions on how the Extension should function. Technical specifications are instructions on how the Extension is developed	R	C	Party responsible for Extension object develops functional and technical specification.	Analysis Specification (ANA-050) Design Specification (DES-020)
Develop test script(s)	Configuration developed in accordance with functional and technical specifications.	C	R	Party responsible develops scripts for testing as required.	Client responsible for Test Scripts.
System Test	Confirm operability.	R	C	Party responsible follows unit test specification to test and document results.	Unit Test Results (TES-070)
System Integration Test	Customer performs System Test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	
UAT	Customer performs system user acceptance test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	
Production	Customer performs final test to confirm operability.	C	R	Customer documents test results and refers changes to party responsible for configuration.	

RICE Scope Assumptions and Obligations:

1. A listing of all in scope RICE with assigned responsible party and Complexity will be stored in the Project document repository.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

2. Customer will develop, manage, and execute a test plan for RICE in accordance with Project Schedule.
3. Customer is responsible for ensuring that all Customer-responsible development items are accurate and is responsible for data validation efforts associated with all testing.
4. Customer provides access to any environment, data, and systems as necessary to test RICE.
5. Customer co-ordinates with third party vendors to coordinate with testing schedule.

6 Organizational Change Management Scope

"Organizational Change Management" or "OCM" means the effort related to managing the organizational and people aspects of the Project related to changes in organizational structures, processes, systems and culture, or changes from an existing state to a future state. OCM is a critical Project success factor.

Portland Bureau of Environmental Services has hired a 3rd party OCM vendor to manage this portion of the project. The scope includes consulting hours for Infor Technical Consultants and the Infor Project Manager to support this process.

6.1 Project Team Education Scope

"Project Team Education" means Infor-led instruction to prepare Project team members to participate in the Project. Project Team Education begins in Inception Phase and concludes in Elaboration Phase of the Project. Infor Project Team Education may include Public or Private Education events, Self-Directed Learning (SDL) and Private Training Workshops. The following sections outline the in-scope Project Team Education.

6.2 Private Training Workshops Scope

The following table lists in scope Private Training Workshop Education events.

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees
Birst: Foundations – Administrator*	2	Private Education Event	14
Birst: Foundations – Analyst*	2	Private Education Event	14
Infor OS: Foundation*	5	Private Education Event	14
Infor OS: Advanced Data Lake*	2	Private Education Event	14
Core Team Workshop 1	3	Consultant Led Workshop	14
Core Team Workshop 2	3	Consultant Led Workshop	14

Infor Education Assumptions and Obligations:

1. The Project Team Training plan is finalized during Inception Phase of the Project.
2. Customer provides participants of Customer-site Infor Private Education events with meeting/training accommodations and facilities including a computer workstation for every attendee, a computer workstation for the instructor, internet access on all workstations for access to Infor training environment or Customer environment (as applicable), printer access from each workstation, white board and flipchart with markers, and a computer projector.
3. Attendees will receive a Course Workbook for the courses that have *.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

4. For Core Team Workshop 1 end-users can reference documents at docs.infor.com. See Public Sector -
   Infor Public Sector User and Administration Documentation Library (Cloud)

4. Recording is not permitted during any Project Team Education event and/or Private Training Workshop unless otherwise approved and conducted by Infor.

6.3 End User Training Scope

"End User Training" or "EUT" means the efforts related to designing, developing, and delivering training to Customer end users impacted by the Project. EUT is conducted during Transition Phase of the Project.

The Deliverables in the table below outline the minimum requirements to deliver EUT.

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Assumption	Document Controlling Deliverable Completion
EUT strategy	End User Training Strategy Workshop during Inception Phase of the Project.	R	C	Customer to assign a training lead to lead all EUT efforts.	End User Training Strategy (TRN-040A)
Project Team Training Strategy	Contains the learning requirements for the Project Team based on the project vision, objectives, and scope, cross referenced with course and logistical data, creating a plan to deliver appropriate standard and custom classes.	R	C		Project Team Training Strategy (TRN-010)
Project Team Training Checklist	A checklist that includes a prepared learning environment	R	C		Project Team Training Checklist (TRN-020A)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Assumption	Document Controlling Deliverable Completion
	and training materials for Project Team Training,				
EUT materials design/development	Design and development of (Training Quick Guides & Custom IPS Process Guides in Microsoft Word) content for End Users.	R	C		End User Training Environment and Materials (TRN-050)
EUT Roster	Develop Rosters for EUT Sessions.	C	R		End User Training Roster (TRN-060A)
Project Team Training Tracking	The purpose of this document is to ensure that all Project Team Members attend the required Project Team Training.	C	R		TRN-030A Project Team Training Tracking (TRN-030A)
End User Training Evaluation	Develop EUT Questionnaire for End-Users to respond to after training.	R	C		End User Training Evaluation (TRN-060B)
Training delivery	Delivery of EUT to Customer End Users using EUT training materials	R	C	Infor will conduct training.	Skilled Users (TRN-060)
Training Recommendations	A report of recommendations for training staff members of various levels and roles post-project.	R	C		Training Recommendations (TRN-070)

7 Technical Infrastructure and Security Scope

Infor Technical Lead Services are included in this Work Order to coordinate and oversee Project-related technical plans, activities and resources as directed by the Infor Project Manager. The Infor Technical Lead assists the Infor Project Manager in completion of Infor-responsible technical tasks in accordance with the Project schedule.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

7.1 Technical Infrastructure Scope

“Technical Infrastructure” refers to the systems and tools that support the solutions as part of the project scope. Infor’s Cloud Team manage the supporting infrastructure for subscription software.

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Software Release Management Plan	Manage release planning and identify and document Customer responsibilities	R	C	Software Release Management Plan CMA-040

Technical Infrastructure Scope Assumptions and Obligations:

1. System technology related fees and activities including Software provisioning and tenant support during the Project are covered by the agreement under which access to the Subscription Software is provided to Customer and are not included in the scope of this Work Order.

   Customer will provide all required hardware and software not provided by Infor (e.g., printers, scanners, handheld devices, servers, etc.) and is responsible for ensuring that hardware and software procurement is completed in accordance with the Project schedule to prevent delays in the Project.

2. Customer is responsible for LAN and WAN administration at Customer's sites.

7.2 Security Scope

“Security” means the use of software, hardware, and procedural methods to protect applications from external threats and enforce internal data access policies.

7.2.1 Cloud Security/Identity Management

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Security planning	Security planning and discussions pertaining to the integration with a Customer-owned Identity Provider ("IdP") and the use of Certificate Authority ("CA")-signed certificates.	R	C	
Security Federation	Security Federation of certified IdP with Ming.le CE.	R	C	
Security Federation	Configuration of IdP. Configuration of service provider.	C	R	
User Provisioning	Identification of the IdP or 3rd party System for Cross-domain Identity Management ("SCIM") 2.0-compliant application to be configured for SCIM. Setup and configure SCIM to be used for synching of user accounts between Customer Identity Store (i.e., Active Directory) and Ming.le CE ("Cloud MT").	R	C	

7.2.2 User Security

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Functional Security Overview Workshop	Infor conducts Customer workshop to provide standard set of Security roles and classes and discuss Customer Security model. Participants: Key Customer stakeholders	R	C	Define Functional Security (MCO-080)
Security development	Customer to map users to delivered Security roles and classes. Customer to ensure Security design meets or exceeds Customer Security, regulatory and audit requirements.	C	R	Define Functional Security (MCO-080)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Security deployment	Customer to set-up IPS Security roles to system users.	I	R	Define Functional Security (MCO-080)
Security maintenance	Ongoing user Security maintenance and administration of user IDs. (i.e., changes, additions, removal of users.	I	R	

Security Scope Assumptions and Obligations:

Security requirements included in scope are limited to the standard capabilities of Infor Software.

Infor-delivered security roles will be used in all cases and not vary for different parts of Customer's organization. For example, a user, given a security role, will have the same access in all areas of Customer's organization as defined by Customer's business processes.

8 Testing Scope

Infor Deployment Method testing encompasses a key set of testing tasks that span across multiple Infor Deployment Method Phases and include but is not limited to the following:

- test planning
- Infor creating unit/system test scripts
- supporting of client test script development for system integration testing and user acceptance and supporting testing execution of test scenarios/scripts

The following tasks will be completed for System Integration Testing and User Acceptance Testing:

- defects are logged by Infor or Customer; the responsibility party who found the defect reports it
- defects are logged in the Defect Tracking System
- the schedule outlines the turnaround on defects
    - If a defect is critical and testing is roadblocked the defect will be addressed immediately to determine the best approach to move forward.
- triage and documentation of test results
- test sign-off (testing criteria will be mutually agreed upon by Infor and Customer)
    - All test scripts for System Integration and User Acceptance have been executed. Test scripts are either marked passed or failed.
    - Failed test scripts should have a defect associated to them and documented with the results, including the steps.
    - Outstanding defects should be prioritized and a plan to address them.

The following table describes the testing in scope for this Project, along with test-related roles and responsibilities:

RCI Matrix Codes

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Deliverable Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Testing Strategy	Test strategy and approach for the Project.		R	C	Testing Strategy (TES-010)
System Test	"System Test" or "ST" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts.		R	C	Performed by Infor to validate system and conversions prior to System Integration Testing
System Integration Test	"System Integration Test" or "SIT" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts. Customer validates end to end business processes function as required. 1 test iteration		C	R	Client Responsible for Test Scripts & Testing
User Acceptance Test	"User Acceptance Test" or "UAT" means formal testing of in scope Software business processes with other Infor and non-Infor systems using prepared test scenarios and scripts to confirm Software is ready to deploy into production. UAT is performed by Project Team and Customer End Users after predecessor testing tasks are complete and functionality and required business		C	R	Client Responsible for Test Scripts & Testing

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Deliverable Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
	processes validated by Customer. 1 test iteration				

Testing Scope Assumptions and Obligations:

1. Infor provides knowledge transfer to develop the overall test strategy and plans.
2. Infor conducts test preparation workshops prior to each testing cycle to describe the testing process, including roles and responsibilities, acceptance criteria, documentation requirements and issue resolution.
3. Customer Project team is responsible for reviewing the results from the executed test scripts and validation of acceptance criteria.
4. Customer and Infor jointly document issues.

9 Go-Live Support Scope

“Go-Live Support” means the work required to complete the cutover, Go-Live, and post Go-Live tasks. “Go-Live” means the first-time Customer uses the Subscription Software to process data in Customer’s live production environment.

Deliverables are as follows:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Cutover Preparation Workshop	Infor conducts Cutover Preparation Workshop during Project Transition Phase to verify Customer is prepared for production. Participants: Key Customer Stakeholders	R	C	Cutover Preparation Workshop (TRS-060)
Cutover Strategy	Defines the process to transition from the legacy system to the new system.	R	C	Cutover Strategy (TRS-010A)
Cutover Preparation	Finalize plan and schedule for cutover	R	C	Cutover Plan (TRS-020B)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Cloud Readiness Review and Report	Verify production readiness by completing a Cloud Readiness Review and subsequent Report.	R	C	Cloud Readiness Review Report (IPM-135B)
CloudSuite Solution Specific Readiness Checklist	To be used in conjunction with Cloud Readiness Review and Report.	R	C	CloudSuite Solution Specific Readiness Checklist (IPM-135D)
Cutover Checklist	Production Start-Up Go-Live Checklist	R	C	Cutover Checklist (TRS-060B
Project Go-Live	Deployment to production as per Project Cutover Plan.	C	R	
Go-Live Support	Customer to provide front-line support to users. Infor will assist with escalations where required.	C	R	
Lessons Learned Log	Collects and documents lessons learned during project implementation.	R	R	Lessons Learned Log (SUS-050)
Lessons Learned Workshop	Review Lesson Learned Log.	R	C	Lessons Learned Workshop (IPM-210A)
Post Go Live Assessment	Guide the client in planning on-going system user training activity.	R	C	Post Go Live Assessment (IPM-170C)
Customer Transitioned	Information to successfully transition to Support.	R	C	Customer Transitioned (SUS-020)
Services to Support Handover Workshop	Workshop conducted following completion of Post-live support. Hand-over to Infor support. Participants: Key Project Stakeholders	R	C	Services to Support Handover (SUS-040B)
Project Close Workshop	Workshop conducted following completion of Post-live support for Project. Participants: Key Project Stakeholders	R	C	Project Close-out (IPM-160A)

Go-Live Support Scope Assumptions and Obligations:

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

1. If Customer is not ready to Go-Live upon completion of the Services described in this Work Order additional Services and training and associated fees may be required in accordance with the Project Change Control Process as defined in this Work Order.
2. There is approximately 1-month Go Live Support. Infor recommends fixes being deployed to Production on a weekly basis during the first month. The specific Go-Live Support plan will be outlined in the Cutover Strategy and Cutover Plan.
3. The following Roles have 40 hours allocated for Week 1 After-Hours Go-Live Support: Solution Architect, Principal Consultant, Senior Consultant and GDS. Infor will provide Support during the hours outlined below Go-Live Week. A rotating schedule of the consultants will be set-up prior to Go-Live Week.
    - US Consultants 7:30 AM – 11:00 PM Pacific
    - GDS Consultants 6:30 PM – 4:30 am Pacific

10 Project Governance

"Project Governance" means the framework, functions and processes that guide Project management activities.

10.1 Partnership

Recognizing that the Project success can only be achieved through full collaboration, the parties agree to share Project responsibilities as defined herein. Each party will perform its assigned responsibilities and tasks. Customer shall support Infor in the execution of the contract free of charge to Infor. In particular, the parties shall provide the necessary documents and information and perform all other Project activities agreed upon or required between the parties in accordance with the Project schedule.

10.2 Project Sponsorship and Executive Involvement

Customer assigns a Project Sponsor and designates a Customer Steering Committee for the Project. "Steering Committee" means minimally the Customer Project Sponsor, Customer Project Manager and Customer Core Team Members responsible for or directly impacted by the Project. The Infor Project Manager will participate in Steering Committee meetings and Technology Oversight Committee Meetings, as needed. The Project Sponsor and Steering Committee provide Project leadership and decision-making, including:

1. set goals and scope of Project
2. communicate Project directives and objectives to the Project Team as well as to internal and external Project Stakeholders
3. resolve issues escalated by the Project Managers and Project Stakeholders.
4. designate and assure commitment of resources throughout the Project from Infor and Customer.
5. establish Project priorities and approve/reject changes to Project scope.

10.3 Project Management

"Project Management" means the application of knowledge, skills, tools, and techniques to Project activities to meet the Project requirements. Customer and Infor each assign Project Managers to plan and execute the Project in accordance with the terms of this Work Order and provide Project

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

leadership, Project Team support and decision-making. Customer and Infor Project Managers co-chair the Project Team which meets either weekly or as agreed upon by the parties. The "Project Team" means minimally the Customer business and technical process owners/leads and Infor business and technical leads. Specific Project Roles are defined in the Project Roles section.

Project Management Assumptions:

- Infor will highlight Weekly Infor Project Plan changes and send Portland Bureau of Environmental Service's Project Manager (PM). If needed, changes can be discussed during meetings.
- Portland Bureau of Environmental Service's and Issue Logs will be the Parent Logs; the Infor logs will remain to track Infor Risks and Issues.

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Task	Infor	Customer
Manage, monitor, and control the Project budget and scope	R	R
Develop and maintain the Project Management Plan.	See Project Management Plan below	See Project Management Plan below
Assign and schedule respective party's Project resources	R	R
Oversee respective party's Project activities and deliverables	R	R
Report Project-related status and activities as required by the respective parties	R	R
Manage City of Portland risk and issue resolution process	C	R
Manage Infor risk and issue resolution process	R	C
Review and accept Project deliverables.	C	R

10.3.1 Recommended Meeting Schedule

Governance Committee	Weekly	Monthly	Recommended Agenda Topics
Steering Committee		X	• Project follow-up • Project budget validation • Change order validation (if required) • Arbitration

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

			• Key decisions
Project Team	X		• Project review and bi-monthly status reports • Activities and scheduling validation • Key decisions • Change order management and validation • Issues and risks follow-up • Resources follow-up (issues, allocation, training) • Escalation process management

10.3.2 Project Management Plan

"Project Management Plan" ("PMP") means a formal approved document (IPM-070) that defines how the Project is executed, monitored, and controlled and is composed of baselines and subsidiary plans. A PMP is developed collaboratively by the Infor and Customer Project Managers. It is agreed upon in writing by the parties and maintained and updated weekly or as otherwise necessary, and mutually agreed upon in writing throughout the course of the Project. The following PMP Deliverables are in scope:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Project Launch Agenda	Outlines the items that introduces the customer to key Infor contacts, including the Project Manager.	R	C	Project Launch Agenda (IPM-035B)
Project Launch Meeting	Introduces the customer to key Infor contacts, including the Project Manager.	R	C	Project Launch Meeting (IPM-035A).
Project Team Introductions Workshop	Completed when staff project team members have been oriented on the project, the client and their roles.	R	I	Project Team Introductions Workshop (HRM-050B)
Communications Management Plan	Specifies how the project will approach, perform, and control project communications. This work product will be included directly as a section within the Project Management Plan.	C	R	Project Management Plan (IPM-070)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Project Controls Checklist	Infor Deployment Checklist	R	C	Project Controls Checklist (IPM-070B)
Project Method & Approach	Document describes the project methodology and approach	R	C	Project Method & Approach (IPM-060A)
Deliverables Tracker	Encapsulates all project deliverables that are submitted to the client.	R	C	Deliverables Tracker (IPM-120A)
RACI Matrix	List all the Infor Deployment Method Tasks and Work Products Artifacts, Deliverables and Outcomes)	R	C	RACI Matrix
Project Charter	Completed when the Project Manager reviews and confirms the client-created charter that gives formal internal authorization to the project.	R	C	Project Charter (IPM-050)
Scope Management Plan	Specifies how the project scope will be defined, executed, controlled, accepted, and closed. This work product will be included directly as a section within the Project Management Plan,	R	C	Project Management Plan (IPM-070)
Cost & Financial Management Plan	Documents how Project cost and financial management is performed, controlled, and closed. Provide updates as required.	R	C	Project Management Plan (IPM-070)
Communications Management Plan	Documents how the Project approaches, performs, and controls Project communications based on the information needs and requirements of Customer, Project Team members and Project Stakeholders.	C	R	Project Management Plan (IPM-070)
Issue Management Plan	Documents how the Project identifies, assesses, manages, and controls Project issues. Manage and update the issue log as required	C	R	Project Management Plan (IPM-070)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Deliverable	Deliverable Definition	Infor	Customer	Document Controlling Deliverable Completion
Stakeholder Management Plan	Documents how the Project approaches, manages, and controls Project Stakeholder engagement based on Project Stakeholder interest and potential impact on Project success.	C	R	Project Management Plan (IPM-070)
Project Document Management & Version Control Plan	Documents how the Project manages version control and stores the various documents created by the Project.	C	R	Project Management Plan (IPM-070)
Project Schedule (Smartsheet Format)	Baseline Project schedule. Plans the Project schedule throughout the Project. Provide updates as required.	R	C	Project Schedule (SCH-040)
Risk Management Plan	Documents how the Project identifies, assesses, manages, and controls Project risks. This work product will be included directly as a section within the Project Management Plan,	R	C	Project Management Plan (IPM-070)
Issue Definition & Escalation Process	Outlines basic rules that need to be considered and, as far as possible, adhered to when creating the issue log entry. This work product will be included directly as a section within the Project Management Plan,	R	C	Issue Definition & Escalation Process (ISS-010A)
Issue Log	Log to track internal Infor issues.	R	C	Issue Log (On-Going, As Needed) (IPM-090A)
Risk Log	Log to track internal Infor risks.	R	C	Risk Log(On-Going, As Needed) (IPM-090B)
Risk Manager	Spreadsheet Tool to track risks.	R	C	Risk Manager (On-Going, As Needed) (RSK-010A)
Project Status Report	Project's progress towards meeting the project objectives.	R	C	Project Status Report (Bi-Monthly) (IPM-130A)

10.4 Project Change Control Process

Project Change Control Process: Changes that arise during the proposed Project will be managed using this "Project Change Control Process". Changes may include, but are not limited to, changes in costs, schedule/timeline, scope, or deliverables.

The Project Change Control Process will be followed before any unplanned or out of scope work is performed. Any additional effort/costs shall be established by following this Project Change Control Process:

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

If either party believes that a change to this Work Order is necessary, such party shall issue to the other party a written change request (IPM-140) ("Change Request"). In the case of a customer-initiated Change Request, Infor will evaluate the feasibility of the Change Request as soon as practical following receipt and will determine the impact to the Project cost and timelines. If Resources Roles needed for the contemplated additional Services are not included in the Service Fees specified in **Service Fees** section of this Work Order and are requested by Customer, the rate for such Resource Roles will be established at that time based on Infor's then current rates.

Infor shall provide Customer a written statement ("Change Response") describing in detail:

1. Any additional Services to be performed because of the Change Request.
2. The estimated fee associated with such additional Services.
3. Any other information relating to the Change Request that may reasonably be requested by Customer.

Customer shall respond promptly to any Infor-initiated Change Request. If Customer approves an Infor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a "Change Order." Any duly executed Change Order shall be deemed an amendment to this Work Order. The Infor effort required to prepare and process the Change Order is not billable to Customer.

The Infor Project Manager and the Customer Project Manager shall administer any approved Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Customer rejects an Infor-initiated Change Request, or any Change Response, Infor and Customer shall proceed to fulfill their obligations as originally agreed under this Work Order.

Governance Assumptions and Obligations:

Infor may conduct onsite quality assurance reviews over the course of the Project at no charge to Customer. Customer is invited to participate in the reviews if they are conducted. Infor will provide verbal debriefs to Customer following each review.

10.5 Project Deliverables

"Deliverable" means any product, service or result specifically defined herein that must be completed to finish the Project.

The Deliverables for the following Project Scope areas are found in their respective sections in this Work Order.

Project Scope Area	Work Order Section
Project Management	Project Management
RICE	Reports, Interfaces, Conversions, Extensions (RICE) Scope
End User Training	End User Training Scope

The Artifacts and Deliverables listed below by Infor Deployment Method Phase are included in the Project scope:

RCI Matrix Codes

Responsible: The project resources who perform the work to complete a task or work product.
Consulted: The project resources whose opinions are sought through two-way communication.
Informed: The project resources who are notified about the completion of the task or work product.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Inception Phase Overview The purpose of this phase is to initiate the implementation work of the project and confirm customer in-scope business requirements. Project tasks include activities: confirming and prioritizing requirements and defining project strategy.						
Artifact	IPM-005C Cloud Sales-to-Services Transition Checklist (Internal to Infor)	The purpose of this work product is to position the Project Manager for success by providing them information and materials from the sales process.	Signed Work Order	R	I	IPM-005C Cloud Sales-to-Services Transition Checklist
Artifact	IPM-005D Cloud Project Startup Checklist (Internal to Infor)	The purpose of this work product is to position the Project Manager for success by providing them information and materials from the sales process.	Signed Work Order	R	I	IPM-005D Cloud Project Startup Checklist (Internal to Infor)
Artifact	IPM-035B Project Launch Agenda	Outlines the items that introduces the customer to key Infor contacts, including the Project Manager.	Signed Work Order	R	C	IPM-035B Project Launch Agenda
Artifact	IPM-035A Project Launch Meeting	Introduces the customer to key Infor contacts, including the Project Manager.	Signed Work Order	R	C	IPM-035A Project Launch Meeting
Artifact	SCH-040A Project Schedule (Smartsheet)	The schedule for the project.	Signed Work Order	R	C	SCH-040A Project Schedule (Microsoft Project Plan)
Artifact	HRM-050B Project Team Introductions Workshop	Completed when staff project team members have been oriented on the project, the client and their roles.	Signed Work Order	R	C	HRM-050B Project Team Introductions Workshop
Artifact	COM-010A Communications Management Plan	Specifies how the project will approach, perform, and control project communications. This work product will be included directly as a section	Signed Work Order	C	R	IPM-070A Project Management Plan

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
		within the Project Management Plan.				
Artifact	IPM-070B Project Controls Checklist	Infor Deployment Checklist	Signed Work Order	R	C	IPM-070B Project Controls Checklist
Artifact	IPM-060A Project Method & Approach	Document describes the project methodology and approach	Signed Work Order	R	C	IPM-060A Project Method & Approach
Artifact	IPM-120A Deliverables Tracker	To track all deliverables to ensure they're completed.	Signed Work Order	R	I	IPM-120A Deliverables Tracker
Artifact	RACI Matrix	List all the Infor Deployment Method Tasks and Work Products Artifacts, Deliverables and Outcomes).	Signed Work Order	R	C	RACI Matrix
Deliverable	IPM-050 Project Charter	Completed when the Project Manager reviews and confirms the client-created charter that gives formal internal authorization to the project.	Signed Work Order	R	C	IPM-050 Project Charter
Deliverable	IPM-070A Project Management Plan	Formally document the basis and approach for the management of all project work.	Signed Work Order	R	C	IPM-070A Project Management Plan
Artifact	Scope Management Plan	Specifies how the project scope will be defined, executed, controlled, accepted, and closed. This work product will be included directly as a section within the Project Management Plan,	Signed Work Order	R	C	IPM-070A Project Management Plan

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Deliverable	RSK-020 Risk Management Plan	Specifies how the project will identify, assess, manage, and control project risks.	Signed Work Order	R	C	Project Management Plan (IPM-070)
Artifact	ISS-010A Issue Definition & Escalation Process	Outlines basic rules that need to be considered and, as far as possible, adhered to when creating the issue log entry. This work product will be included directly as a section within the Project Management Plan,	Signed Work Order	R	C	IPM-070A Project Management Plan
Artifact	IPM-090A Issue Log	To track Infor issues that will be escalated to BES..	Signed Work Order	R	C	IPM-090A Issue Log
Artifact	IPM-090B Risk Log	To track Infor risks that will be escalated to BES.	Signed Work Order	R	C	IPM-090B Risk Log
Artifact	RSK-010A Risk Manager	A spreadsheet tool to track risks.	Signed Work Order	R	C	RSK-010A Risk Manager
Artifact	IPM-140 Change Request Form	To track changes that occur during the project.	Signed Work Order	R	C	IPM-140 Change Request Form
Artifact	IPM-130A Project Status Report (Bi-Monthly)	To update the client of the current status of the project.	Signed Work Order	R	C	IPM-130A Project Status Report (Bi-Monthly)
Artifact	OCH-050B Project Kick-Off	Formal start of Project activities. Introduce Project participants and align them with the Project.	The following items should be delivered before Kick-Off: SCH-040A Project Schedule (Microsoft Project Plan) IPM-070A Project Management Plan	R	C	OCH-050B Project Kick-Off

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	IPM-120B Phase Kick-Off - Inception	Review activities, tasks, work products, and templates, that are used in the phase.	Project Kick-Off	R	C	IPM-120B Phase Kick-Off - Inception
Deliverable	Core Team Training	To train the Subject Matter Experts on the functionality of IPS.	Scheduled after Kick-Off and prototype IPS Build should be completed.	R	C	Core Team Training
Deliverable	Infor OS: Foundation	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Foundation
Deliverable	Infor OS: Administering Homepages	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Administering Homepages
Deliverable	Infor OS: Configuring and Administering Infor Document Management	To train the Subject Matter Experts on the functionality of Infor OS.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Infor OS: Configuring and Administering Infor Document Management
Deliverable	Birst: Foundations - For Administrator	To train the Subject Matter Experts on the functionality of Birst Reporting.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Birst: Foundations - For Administrator
Deliverable	Birst: Foundations - For Business User	To train the Subject Matter Experts on the functionality of Birst Reporting.	SaaS Environment Provisioned and Core Team Training Completed.	R	C	Birst: Foundations - For Business User
Deliverable	Reporting Strategy (REP-010)	Defines the reporting strategy for the implementation.	Core Team Training and Birst Training Completed.	R	C	Reporting Strategy (REP-010)
Artifact	Project Kick-off	Formal start of Project activities. Introduce Project participants and align them with the Project.	Signed Work Order	R	C	Prepared Project Team (OCH-050)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
		Refer to Organizational Change Management Scope section of this Work Order.				
Deliverable	Testing Strategy	Test strategy and approach for the Project. Refer to Testing Scope section of this Work Order.	Project Management Plan (IPM-070)	R	C	Testing Strategy (TES-010)
Deliverable	Training Strategy	Training strategy and approach for the Project.	Project Management Plan (IPM-070)	R	C	Training Strategy (TRN-040A)
Elaboration Phase Overview Elaboration Phase is characterized by Project Team Training, the initial Business Blueprint, using the base application setup.						
Artifact	IPM-120B Phase Kick-Off - Elaboration	Review activities, tasks, work products, and templates, that are used in the phase.	Inception Trainings Completed	R	C	IPM-120B Phase Kick-Off - Elaboration
Artifact	BRE-100A MoSCoW Requirements Traceability Matrix	Prioritized business requirements and categorizes them based importance as identified by the stakeholders.	Subject Matter Expert Training Completed.	R	C	BRE-100A MoSCoW Requirements Traceability Matrix
Artifact	ANA-010 Gap Resolutions	Documents the resolution options for satisfying each gap.	ANA-050 Analysis Specification	R	C	ANA-010 Gap Resolutions
Artifact	MCO-040 Conference Room Plan	Defines the plan for the Conference Room Pilots.	Subject Matter Expert Training Completed.	R	C	MCO-040 Conference Room Plan

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	MCO-050 Conference Room Pilots	Walk-through of the IPS out-of-the-box functionality with converted OWAM Data: The pilots will cover the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	Subject Matter Expert Training Completed.	R	C	MCO-050 Conference Room Pilot
Deliverable	ANA-050 Analysis Specification	Business Requirements for the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	MCO-050 Conference Room Pilots	R	C	ANA-050 Analysis Specification
Artifact	DES-020 Design Specification	Configuration Design for the following areas: • Assets • Services Requests • Work Management • Resources • Inventory	MCO-050 Conference Room Pilots	R	I	DES-020 Design Specification
Deliverable	GIS Sync Training	Train GIS Team on how to implement GIS SYNC.	Core Team Training Completed	R	C	
Deliverable	Map Drawer Training	Train GIS Team on how to implement Map Drawer.	Core Team Training Completed	R	C	
Deliverable	DCO-020A Data Conversion Strategy	Defines conversion background and standards.	Core Team Training Completed	R	C	DCO-020A Data Conversion Strategy
Deliverable	DCO-040A Data Mapping Specification	Defines the data mapping and requirements for the data conversion.	Data Sources from BES; see complete list of Data Sources in	R	C	DCO-040A Data Mapping Specification

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
			Data Conversion Exhibit			
Deliverable	TAR-030 Integration Strategy & Governance (Interfaces)	Describes the Interface Strategy & Governance.	Data Sources from BES; see complete list of Data Sources in RICE Exhibit	R	C	TAR-030 Integration Strategy & Governance (Interfaces)
Deliverable	TAR-035 Integration Requirements (Interfaces)	Describe all of the in-scope interface requirements.	Data Sources from BES; see complete list of Data Sources in RICE Exhibit	R	C	TAR-035 Integration Requirements (Interfaces)
Deliverable	TAR-040 Integration Requirements & Specifications Review	Defines the data mapping and requirements for the interfaces.	Data Sources from BES; see complete list of Data Sources in RICE Exhibit	R	C	TAR-040 Integration Requirements & Specifications Review
Artifact	Reporting Requirements Catalog (REP-020)	Contains all the reporting requirements and prioritizes work.	Reporting Strategy (REP-010) Completed	C	R	Reporting Requirements Catalog (REP-020)
Deliverable	Report Specifications (REP-060)	Documents specific report requirements.	Reporting Requirements Catalog (REP-020) Completed	R	C	Report Specifications (REP-060
Deliverable	TRN-040A End User Training Strategy	Outlines the requirements to create a Training Program.	Core Team Training Completed	R	C	TRN-040A End User Training Strategy
Construction Phase Overview Construction Phase is characterized by Project team configuration of the confirmed business processes from the Conference Room Pilot and, initial data conversion. Also, user security setup and RICE development.						
Artifact	IPM-120B Phase Kick-Off - Construction	Review activities, tasks, work products, and templates, that are used in the phase.	Inception Trainings Completed	R	C	
Artifact	TES-070 Configuration Unit Test Results	Records the IPS Configuration unit test results.	IPS Configuration completed for: • Assets • Services Requests • Work Management • Resources	R	I	TES-070 Configuration Unit Test Results

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
			• Inventory			
Deliverable	Business Processes Configuration	IPS configuration, detail pages, content manager changes and workflows configured from ANA-050 Analysis Specification and DES-020 Design Specification.	TES-070 Configuration Unit Test Results	R	C	IPS Unit Test Environment
Artifact	MCO-080 Define Functional Security	Defining the IPS Access Control.	IPS Configuration In-Progress	C	R	IPS Environment
Deliverable	Mobile Configuration	Configured the Mobile requirements.	IPS Configuration In-Progress	R	C	IPS Mobile Configuration
Artifact	Data Conversion - TES-070 Unit Test Results	Records the IPS Data Conversion unit test results.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	Data Conversion - TES-070 Unit Test Results
Deliverable	Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit	Data Conversion - TES-070 Unit Test Results	R	C	IPS Unit Test Environment
Artifact	TES-070 Interface Unit Test Results	Records the IPS Interface unit test results.	Interfaces completed per Data Sources outlined in RICE Exhibit	R	I	TES-070 Interface Unit Test Results
Deliverable	Interfaces	Source data interfaced into IPS per Data Sources in RICE Exhibit	Interfaces completed per Data Sources outlined in RICE Exhibit	R	C	IPS Unit Test Environment
Deliverable	GIS	Implement GIS functionality in IPS using GIS SYNC and Map Drawer.	IPS Configuration In-Progress	C	R	IPS Unit Test Environment
Deliverable	Develop Reports/Custom Extensions (DES-030)	Develop Reports.	Reporting Requirements Catalog (REP-020) and IPS Configuration In-Progress	R	C	Develop Reports/Custom Extensions (DES-030)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	TRN-010 Project Team Training Strategy	Contains the learning requirements for the Project Team based on the project vision, objectives, and scope, cross referenced with course and logistical data, creating a plan to deliver appropriate standard and custom classes.	TRN-040A End User Training Strategy	R	C	TRN-010 Project Team Training Strategy
Artifact	TRN-020A Project Team Training Checklist	A checklist that includes a prepared learning environment and training materials for Project Team Training,	TRN-010 Project Team Training Strategy	R	C	TRN-020A Project Team Training Checklist
Artifact	TRN-020B Project Team Training Roster	The purpose of this document is to ensure that all of the necessary pieces are in place for a smooth delivery of Project Team Training including but not limited to proper classroom reservation and setup, complete and appropriate training material preparation, product line and data creation, and related scheduling activities.	TRN-010 Project Team Training Strategy	R	C	TRN-020B Project Team Training Roster
Artifact	TRN-030A Project Team Training Tracking	The purpose of this document is to ensure that all Project Team Members attend the required Project Team Training.	TRN-010 Project Team Training Strategy	C	R	TRN-030A Project Team Training Tracking
Artifact	TRN-030B Project Team Training Evaluation	Develop EUT Questionnaire for End-Users to respond to after training.	TRN-010 Project Team Training Strategy	R	C	TRN-030B Project Team Training Evaluation
Artifact	TRN-040B End User Training Matrix	Tracks Training Courses to be conducted	TRN-010 Project Team	R	C	TRN-040B End User Training Matrix

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
			Training Strategy			
Deliverable	TRN-050C End User Training Aid (Training Quick Guides	Develop out-of-box IPS Training Quick Guides.	TRN-040A End User Training Strategy	R	C	TRN-050C End User Training Aid (Training Quick Guides
Deliverable	TRN-050C End User Training Aid (Training Material)	Design and development of (Training Quick Guides & Custom IPS Process Guides in Microsoft Word) content for End Users.	TRN-010 Project Team Training Strategy	R	C	TRN-050C End User Training Aid (Training Material)
Transition Phase Transition Phase is System Integration Test, User Acceptance Test (UAT), End User Training, and conducting production readiness assessment, and Go-Live.						
Artifact	IPM-120B Phase Kick-Off - Transition Phase	Review activities, tasks, work products, and templates, that are used in the phase.	TES-070 Configuration Unit Test Results	R	C	IPM-120B Phase Kick-Off - Transition Phase
Artifact	TRS-060A Cutover Preparation Workshop	Formally verify that the organization's systems, infrastructure, and personnel are prepared for production.	Unit Testing Completed	R	C	TRS-060A Cutover Preparation Workshop
Deliverable	TRS-010A Cutover Strategy	Document how the new system will be introduced to trained users, to include data conversion processes.	TRS-060A Cutover Preparation Workshop	R	C	TRS-010A Cutover Strategy
Deliverable	TRS-020B Cutover Plan	Checklist to confirm all functionality to be moved to Production.	TRS-060A Cutover Preparation Workshop	R	C	TRS-020B Cutover Plan
Artifact	TES-070 Unit Test Results - System Integration Test Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	TES-070 Unit Test Results - System Integration Test Data Conversion

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Deliverable	System Integration Test Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	TES-070 Unit Test Results – System Integration Test Data Conversion	R	C	IPS System Integration Test Build
Deliverable	IPM-135B Cloud Readiness Review	Formally document the production readiness of the system.	IPS System Test Build	R	C	IPS System Test Build
Artifact	IPM-135D CloudSuite Solution Specific Readiness Checklist	It appends to IPM-135B Cloud Readiness Review.	IPS System Test Build	R	C	IPM-135D CloudSuite Solution Specific Readiness Checklist
Deliverable	System Integration Testing Completed	BES to System Integration Test IPS according to Test Scripts developed by BES to cover the following functionality: IPS Configuration, Data Conversion, Interfaces and Reports	IPS System Integration Test Build	C	R	System Integration Testing Completed/SCP-060A Deliverable Acceptance Form
Artifact	TES-070 Unit Test Results - User Acceptance Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	I	TES-070 Unit Test Results - User Acceptance Data Conversion
Artifact	CMA-040 Software Release Management Plan	Infor to document IPS Configuration changes made after System Test.	CMA-040 Software Release Management Plan	R	I	CMA-040 Software Release Management Plan
Artifact	UAT preparation	Customer to create the UAT Plan & UAT scripts. Customer leverages the CRP and SIT scripts and expand as needed to include RICE, security and data conversions	SIT Report SIT Scripts Functional Security Setup Information (MCO-080) Test Strategy (TES-010)	C	R	User Acceptance Test Plan

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Deliverable	UAT	UAT conducted according to the scope defined in Testing Scope section of this Work Order. Test cases are completed to record results of UAT. Customer and Infor jointly review UAT Report to determine any discrepancies in business process design. Customer is responsible for any manual entry for data correction.	UAT Plan SIT Report SIT Scripts	C	R	User Acceptance Test Report
Deliverable	User Acceptance Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	Data Conversion completed per Data Sources in Data Conversion Exhibit	R	C	User Acceptance Build
Deliverable	User Acceptance Testing Completed	BES to UAT IPS according to Test Scripts developed by the BES to cover the following functionality: IPS Configuration, Data Conversion, Interfaces and Reports	IPS User Acceptance Build	C	R	User Acceptance Testing Completed/SCP-060A Deliverable Acceptance Form
Artifact	TRN-060A End User Training Roster	BES's end-users who need to attend training.	User Acceptance Testing Completed	C	R	TRN-060A End User Training Roster
Artifact	TRN-060B End User Training Evaluation	Create a questionnaire for end-user to complete after training.	End-User Training Completed	R	C	TRN-060B End User Training Evaluation
Deliverable	End-User Training	Infor to conduct end-user Training as outlined in this document. OWAM SME(s) in attendance to	User Acceptance Testing	R	C	End-User Training Completed/SCP-060A Deliverable Acceptance Form

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
		expand/explain business process issues as needed.				
Artifact	TRN-070 Training Recommendations	Report of recommendations for training staff members of various levels and roles post-project.	End-User Training	R	C	TRN-070 Training Recommendations
Artifact	TRS-060B Cutover Checklist	Follow the checklist as the Production Build is prepared.	TRS-020B Cutover Plan	R	C	TRS-060B Cutover Checklist
Artifact	TES-070 Unit Test Results - Production Data Conversion	Source data converted into IPS per Data Sources in Data Conversion Exhibit	Production Build	R	I	Production Build
Artifact	CMA-040 Software Release Management Plan	Infor to document IPS Configuration changes made after User Acceptance Test.	Production Build	R	C	CMA-040 Software Release Management Plan
Deliverable	Production Build Completed	IPS Configuration, Data Conversion, Interfaces and Reports are completed.	TES-070 Unit Test Results - Production Data Conversion	R	C	Production Build SCP-060A Deliverable Acceptance Form
Artifact	Cutover Preparation	Finalize plan and schedule for cutover	Cutover Strategy (TRS-010)	R	C	Cutover Plan (TRS-020) Cutover Checklist (TRS-060B)
Optimize Overview Optimization Phase is the period immediately after Go-Live when the Project Team supports the Customer End Users as they assume full ownership of the system, plan for the future, and close the Project.						
Artifact	IPM-120B Phase Kick-Off - Optimize Phase	Review activities, tasks, work products, and templates, that are used in the phase.	Go-Live	R	C	IPM-120B Phase Kick-Off - Transition Phase

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Artifact Or Deliverable Item	Item	Item Definition	Item Prerequisites	Infor	Customer	Document Controlling Deliverable Completion
Artifact	Post Live Support	Post Go-live support completed as defined in Go-Live Support Scope section of this Work Order.	System in Production (TRS-070)	R	C	
Artifact	SUS-050 Lessons Learned Log	Build organizational knowledge on the system and application aspects of the project implementation.	System in Production (TRS-070)	R	C	SUS-050 Lessons Learned Log
Artifact	IPM-210A Lessons Learned Workshop	To review the Lessons Learned Log and provide feedback.	SUS-050 Lessons Learned Log	R	C	IPM-210A Lessons Learned Workshop
Artifact	IPM-170C Post Go Live Assessment	Documents the status of the system at Go-Live.	Go-Live	R	C	IPM-170C Post Go Live Assessment
Artifact	SUS-020 Customer Transitioned	Successfully transition to Support.	Go-Live	R	C	SUS-020 Customer Transitioned
Artifact	SUS-040B Cloud Services-to-Support Handover	To review the functionality implemented at BES with Infor's Support Team.	System in Production (TRS-070)	R	C	SUS-040B Cloud Services-to-Support Handover
Deliverable	Accepted Product Solution (Project Complete)	Accept IPS is running in Production and Go-Live Support is completed.	System in Production (TRS-070) and Go-Live Support Complete	C	R	SCP-060A Deliverable Acceptance Form
Artifact	IPM-170B Go-Live Report (Internal to Infor)	Document the closure of the project.	Accepted Product Solution (Project Complete)	R	I	IPM-170B Go-Live Report (Internal to Infor)

11 Project Roles

Infor and Customer will complete a detailed Project staffing plan during Inception Phase of the Project.

11.1 Customer Project Roles

The following table lists **Recommended** Customer Project Roles in accordance with Customer-responsible tasks and deliverables as defined in this Work Order. Refer to **Project Roles** section of this Work Order for Project Roles assumptions and obligations. Refer to **Project Deliverables** section of this Work Order for Customer-responsible tasks/deliverables.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Customer Project Role	Role Description	Team
Project Sponsor	• Executive responsible for Project. Chairperson of the Customer Steering Committee which meets monthly or as agreed upon by the parties. Refer to **Governance** section of this Work Order for further details.	Steering Committee
Project Manager	• Person assigned by Customer to lead the Customer team and collaborate with the Infor Project manager to execute the Project in accordance with the terms of this Work Order. Refer to **Governance** section of this Work Order for further details.	Project Team
Business Process Owner	• Plans and designs enterprise-wide solution in conjunction with Infor Solution Architect • Provides support to other Project Team members • Provides in-depth knowledge of functional and/or technical area. • Responsible for business process design, configuration and testing. • Validates business processes meet Customer business requirements. • Documents and communicates business process changes, including policies and procedures. • Works with Education Program Manager to conduct or assist with EUT. • Works with OCM Lead to ensure change adoption within area of responsibility.	Project Team
Subject Matter Expert (“SME”)	• Provides in-depth knowledge of specific business processes and/or technical areas. • Validates and tests business process design, configuration and system performance. • Deliver technical and functional specifications for RICE when Customer responsibility • Develops and tests RICE when Customer responsibility • Works with Education Program Manager to conduct or assist with EUT. • Works with OCM Lead to ensure change adoption within area of responsibility.	Project Team
IT Operations Staff	• Responsible for user security, administration and support. • Works with Infor Cloud Operations in accordance with the Infor Software as a Service (SaaS) Delivery Guide. • Manages and maintains on-premise servers and infrastructure where applicable	Project Team
OCM/EUT Lead	• Leads all OCM work and associated deliverables • Works with Project Manager to integrate OCM activities with other Project tasks and identify, track, and mitigate OCM-related risks. • Ensures EUT training deliverables are met and EUT training is properly coordinated and executed	Project Team

11.2 Infor Project Roles

The following table lists the Infor Project Roles that may be included in the Project in accordance with **Infor-responsible** tasks and deliverables as defined in this Work Order. Refer to **Project Roles** section of this Work Order for Project Roles assumptions and obligations. Refer to **Project Deliverables** section of this Work Order for Infor-responsible tasks/deliverables.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Infor Project Role	Role Description	Team
Delivery Executive	Infor Executive Sponsor with Project oversight. May participate in Steering Committee Meetings. Refer to Governance section of this Work Order for further details.	Steering Committee
Project Manager	Person assigned by Infor to lead the Infor team and collaborate with Customer Project Manager to fulfill the Project Deliverables defined in this Work Order. Refer to Governance section of this Work Order for further details.	Project Team
Project Manager (Technical)	Leads technical strategy and execution in conjunction with Customer Technical Lead	Project Team
Solution Architect	Plans and leads solution configuration in conjunction with Customer Project Team. Provides guidance to other Project Team members.	Project Team
Consultant (Technical)	Defines requirements, configures in scope business processes to validate configuration in conjunction with Customer Business Process Owners and SMEs. Interprets functional specifications in conjunction with Customer Business Analyst/Core Team Member, SME and IT Operations Staff. Designs, develops and tests Infor-responsible RICE objects.	Project Team
EUT Consultant	Leads all Infor-responsible EUT work and associated deliverables in conjunction with Customer OCM/EUT Lead. EUT Consultant will ensure full integration with implementation planning activities. Work with Project Manager to integrate EUT activities with other Project tasks and identify, track, and mitigate EUT-related risks.	Project Team

11.3 Project Roles Assumptions and Obligations:

1. All Project timelines set forth herein are subject to timely provision of Customer resources and performance of obligations.
2. Infor-responsible Project tasks are performed primarily remotely. Customer shall ensure Infor has adequate remote access to Customer's network and systems as necessary to perform such Project activities.
3. As deemed necessary by the Infor Project Manager and Customer Project Manager, the Project Team, including Infor and Customer team members, shall be co-located at a single Customer location for all onsite Project work. Customer will provide adequate office facilities to all Project team members assigned to the Project team for any onsite work.
4. Customer will assign highly experienced resources for all in scope business, geographic, functional and technical areas for the duration of the Project. These resources are authorized to define requirements for their respective areas and empowered to make process and policy decisions, including deliverable signoffs, and engage other Customer SME's as needed. Customer will ensure these resources are identified in advance and are available to participate in meetings, workshops and test events as defined in the Project schedule.
5. Infor's staffing requirements are determined solely by Infor. Infor may also, at its sole discretion, use subcontractors in performing Services under this Work Order, and in all cases will remain subject to the obligations hereunder. If Customer is not satisfied with a resource, please escalate to Infor Project Manager and Director. Infor and the Customer will work together to resolve the issue.
6. If Customer decides to assign non-Customer personnel to the Project team, Infor will be able to rely upon these team members to represent Customer and have authority from Customer to make decisions on behalf of Customer; provided, however, Customer shall cause all such non-Customer personnel, prior to obtaining access to the Subscription Software, to execute a non-disclosure

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

agreement that protects Infor's Confidential Information to the same extent as Customer is bound to Infor for protection of such Confidential Information. Customer is responsible for any breach of such confidentiality agreement by such non-Customer personnel as if Customer committed such breach.

7. Customer will coordinate facilities and availability of Customer resources for all required testing of the Subscription Software prior to deployment.
8. Customer will be responsible for logging incidents with Infor Support.

12 General Project Assumptions and Obligations

"Software" as used herein means the computer software programs to which Infor has granted access or a license to Customer via an Infor Software Agreement. "Infor Software Agreement" as used herein means the agreement under which access to the Subscription Software is granted to Customer or for which a license to on premise Software has been provided to Customer.

1. Software referenced herein is subject to the terms of the Infor Software Agreement between the parties and nothing herein shall serve to modify such terms or expand the scope of the Software granted thereunder.
2. Software must be purchased through an Infor Software Agreement.
3. Customer will have an Infor Software Agreement for the duration of the Project for all in scope Software referenced in this Work Order.
4. Customer acknowledges that any delays or changes caused by Customer, Customer's employees, equipment, contractors, or vendors may require an extension in the Project schedule and cause an increase in the fees required under this Work Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Customer has supplied to Infor; (b) failure by Customer to perform any of its respective responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Customer.
5. Customer warrants that it has the legal right to use all third-party products used by the Project Team, and to permit Infor to use those third-party products to the extent necessary to provide services, and that all support/maintenance agreements for those products are in good standing.
6. Customer must be active on Infor support for all Infor Software being implemented.
7. Customer provides Infor Project Team member's access to any Customer software required to perform Infor's work on the Project at no additional cost to Infor.

13 Service Fees

Billing and payment are not dependent or conditioned on delivery or acceptance of deliverables contemplated herein or any other deliverables. Infor will invoice Customer for all fees and expenses due hereunder ("Service Fees") in accordance with the details below. All Service Fees are in US Dollars.

All Service Fees are exclusive of any applicable taxes, which are added to each invoice, unless otherwise specified.

13.1 Service Fees Summary

Service	Service Fee (USD)
Time and Materials	$ $4,079,040
Education	$55,320

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Service	Service Fee (USD)
Total	$4,134,360
Estimated Travel	7-11% of Total

13.2 Time and Materials Service Fees

Estimated time and costs for Time and Materials Service Fees listed in this Work Order represent an estimate only, and actual Project time and cost may vary from the estimates provided. Infor will invoice Customer for all Services and applicable charges on a **monthly** basis, as Infor renders the Services or Customer incurs the charges as applicable.

The Service Fee hourly rates in the table below are effective until July 31st, 2023, at which time Infor reserves the right to increase Service Fee hourly rates by no more than the applicable index within the following Consumer Price Index: CPI-W West Region Class Size.

“Resource Model” means the combination of consulting resources to be deployed based on skill set and availability to execute the Services contracted in the Work Order.

The hours and rates listed aside the resource role(s) in the table below represent the “Resource Model” and estimated fees for this Work Order. Should conditions change due to scope, revised skills requirements, and/or any other reason that impacts the availability of the resources fulfilling the role(s) listed in the Resource Model, Infor offers, via the Change Order Process, alternative resource role(s) as applicable to meet the revised requirements and/or Project schedule.

Service Fee Estimate			
Resource Role	**Estimated Hours**	**Rate**	**Estimated Total**
Project Director	840	**$295**	$247,800
Project Manager	3,800	**$255**	$969,000
Global Delivery Project Manager	400	**$95**	$38,000
Solution Architect	4,437	**$240**	$1,064,880
Principal Consultant	671	**$235**	$157,685
Senior Consultant	3,230	**$225**	$726,750
Global Delivery Senior Consultant	4,609	**$95**	$437,855
Birst Solution Architect	320	**$265**	$84,800
Birst Senior Consultant	320	**$250**	$80,000
Birst Global Delivery Senior Consultant	2866	**$95**	$272,270

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

13.3 Project Placed on Hold

Any action taken by Customer that stops, halts, significantly redirects or places the Project "on hold" will trigger the following actions by Infor:

1. Any non-disputed outstanding Service Fee invoices will become immediately due and payable per the terms and conditions of the Agreement.
2. Invoice Dispute. Contractor will not exercise its suspension or termination rights with respect to non-payment by Customer if Customer reasonably disputes the applicable fees within 10 days of Customer's receipt of the invoice in writing and in good faith and is cooperating diligently to resolve the dispute. If the parties are unable to resolve such a dispute within 20 days, each party shall have the right to seek any remedies it may have under this Agreement irrespective of any terms that would limit remedies on account of a dispute. Placing a project "on hold" must be done in writing by Customer.
3. Placing a project "on hold" for more than ninety (90) days may require the parties to negotiate a new Work Order.

13.4 Education Service Fees

13.4.1 Project Team Training Service Fees

Customer shall pay such Service Fees for Infor Project Team Training as set forth below:

Infor Project Team Training

Course Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees	Fee
Birst: Foundations - Administrator	2	Private Education Event	14	$6,000
Birst: Foundations - Analyst	2	Private Education Event	14	$6,000
Infor OS: Foundation	5	Private Education Event	14	$15,000
Infor OS: Advanced Data Lake	2	Private Education Event	14	$6,000

13.4.2 Project Team Workshops Service Fees

Customer shall pay such Service Fees for Infor Project Team Workshops as set forth below:

Workshop Title	Standard Duration (Days)	Proposed Delivery Mode	Number Attendees	Fee
Core Team Workshop	3	Consultant Led Workshop	14	$11,160
Core Team Workshop	3	Consultant Led Workshop	14	$11,160

Service Fees Assumptions and Obligations:

1. Payment Terms: Customer will pay Infor the amount due in each invoice within 30 days of the date on the invoice. This payment obligation is non-cancelable, and the amounts are non-refundable.
2. Travel and Living Expenses: The parties agree that travel and living expenses incurred by Infor in connection with providing the Services, if applicable, are not included in the Service Fees stated herein and are in addition to such Service Fees and are billed separately as they are incurred and in accordance with the terms and conditions of the contract. Customer agrees to pay such travel and living expenses in accordance with (1) above and the Services Agreement.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

3. Change Order Billing: Any amendments to this Work Order must be outlined in a Change Order in accordance with the Project Change Control Process as defined in this Work Order. Services Fees for consulting deemed outside the scope of this Work Order will be billed on a time and materials basis at current list rates.
4. Staff and Mobilizing the Project Team: After the parties' execution of this Work Order, it typically takes two (2) to four (4) weeks to schedule and mobilize applicable Infor resources for the Project. Actual time for this effort varies depending on the number and type of consultants required, and scheduling and mobilization usually includes, but is not limited to, the following activities: (a) developing an estimated Project schedule; (b) further defining and confirming resource loads; (c) reviewing proposed Project staffing and estimated hours with Customer's Project Sponsor; and (d) confirming and scheduling Project kick-off. The foregoing will be taken into consideration when the parties are agreeing upon the scheduling of the start date of the Project.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Signature

THE PARTIES have executed this Work Order through the signatures of their respective authorized representatives.

INFOR:	CUSTOMER:
Signature: DocuSigned by: Jonathan Toomey C2BF7E5FFFF2413...	Signature: _____
Printed Name: Jonathan Toomey	Printed Name:
Title: Sr Operations Director	Title:
Address:	Address:
Address:	Address:
Signature Date: 13 April 2023 | 16:27:58 EDT	Signature Date: _____

Invoices MUST be mailed to:	Delivery Address: If different from above
Company Name*: _____	Company Name: _____
Contact Name: _____	Contact Name: _____
Address:_____	Address: _____
Address: _____	Address: _____
Phone: _____	Phone: _____
Email Address: _____	Email Address: _____

***If billing entity is different from "Customer", then, for the avoidance of doubt, Customer agrees that it remains responsible for the payment of all fees agreed in this Work Order in the case of nonpayment by billing entity.**

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Exhibit 1: RICE – Reports

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
1	Agreement ID Work Orders and Costs	Find work orders and cost information by agreement ID.	X						X		NA	View
2	All Inspections	Master Inspection report. Allows users to search for all Inspection and link to asset specific Inspection reports.	X					X			NA	
3	Asset Groups	Hansen Asset Groups Report	X					X				
4	AssetGroupDetail	Sub report which displays a list of assets in an asset group. Used on Asset Groups report.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
5	AssetInspectionSMH	Sub report which displays an asset's Inspection information. Used on AssetSewerManhole report.	X					X			NA	
6	AssetInspectionSMN	Sub report which displays an asset's Inspection information. Used on AssetSewerMain report.	X					X			NA	
7	AssetInspectionSSL	Sub report which displays an asset's Inspection information. Used on AssetSewerServiceLine report.	X					X			NA	
8	AssetInspectionSTCH	Sub report which displays an asset's Inspection information. Used on AssetStormChannel report.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
9	AssetInspectionSTIN	Sub report which displays an asset's Inspection information. Used on AssetStormInlet report.	X					X			NA	
10	AssetInspectionSTMH	Sub report which displays an asset's Inspection information. Used on AssetStormManhole report.	X					X			NA	
11	AssetInspectionSTMN	Sub report which displays an asset's Inspection information. Used on AssetStormMain report.	X					X			NA	
12	AssetInspectionSTSL	Sub report which displays an asset's Inspection information. Used on AssetStormServiceLine report.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
13	Assets	Master Asset report. Allows users to search for all assets and link to asset specific asset reports.	X					X			NA	
14	AssetSafetyMessageALL	Sub report which display an asset's Safety information. Used on asset specific asset reports.	X					X			NA	
15	AssetsByAlternateID	Find Hansen assets by Alternate ID	X					X			NA	View
16	AssetsByAsBuilt	Find Hansen assets by As-built field	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
17	AssetSewerMain	Hansen Sewer Main Asset report	X					X			NA	Has sub reports
18	AssetSewerManhole	Hansen Sewer Manhole Asset report	X					X			NA	Has sub reports
19	AssetSewerMiscellaneous	Hansen Sewer Miscellaneous Asset report	X					X			NA	Has sub reports
20	AssetSewerServiceLine	Hansen Sewer Service Line Asset report	X					X			NA	Has sub reports

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
21	AssetStormChannel	Hansen Storm Channel Asset report	X					X			NA	Has sub reports
22	AssetStormInlet	Hansen Storm Inlet Asset report	X					X			NA	Has sub reports
23	AssetStormMain	Hansen Storm Main Asset report	X					X			NA	Has sub reports
24	AssetStormManhole	Hansen Storm Manhole Asset report	X					X			NA	Has sub reports

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
25	AssetStormMiscellaneous	Hansen Storm Miscellaneous Asset report	X					X			NA	Has sub reports
26	AssetStormServiceLine	Hansen Storm Service Line Asset report	X					X			NA	Has sub reports
27	AssetWorkOrders	Sub report which displays an asset's Work Order information. Used on asset specific Asset reports.	X					X			NA	
28	City Sumps No UICDEQID	Find City Sump with no UICDEQID in the Alternate ID grid.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
29	Customer Service	Hansen Customer Service report	X					X			NA	Has sub reports
30	Customer Service Log	Sub report which displays Hansen Customer Service Log information. Used on Customer Service Report.	X					X			NA	
31	Customer Service Log Search	Find Customer Service Records by Log	X					X			NA	
32	Customer Service Secondary Call	Sub report which displays Hansen Customer Service Secondary Call information. Used on Customer Service Report.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
33	Closed WOs with No Closed By	Work Orders with Closed Date but not Closed By	X					X			NA	
34	Data Entry Issues for Assets	Find asset and property related Hansen issues.	X							X	NA	USP_DATA_ENTRY_ISSUES_ASSETS - Hits non-Hansen database. View, uses User!UserID
35	Inconsistent Dates AI	Check to find Inspections with logically inconsistent dates.	X					X			NA	
36	Inconsistent Dates WO	Check to find Work Orders with logically inconsistent dates.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
37	Open WO on Aban or Expired Asset	Checks for open Work Orders on abandoned or expired assets.	X					X			NA	
38	Service Request Expired Property ID	Finds Service Requests with expired Property IDs. Update Service Request with valid Property ID.	X					X			NA	
39	WO Count by Date Added	Get count of Work Orders using by the date the Work Order was added	X						X		NA	Has graph
40	WO Count by Date Completed	Get count of Work Orders using by the date the Work Order was completed.	X						X		NA	Has graph

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
41	Group Projects	Hansen Group Project report	X					X			NA	
42	Inspections Incomplete Check	Find potential incomplete sewer and storm main inspections	X					X			NA	
43	Sag and Debris Latest Sewer Main Insp	Sag and Debris details, with MAU, for latest sewer main inspections.	X						X		NA	USP_RPT_SMN_SAG_LATEST_INSP. View
44	Work Orders by MAU	Summary or detailed view of Work Orders grouped by MAU	X							X	NA	Two tablix, three groups, 5 parameters. What makes something complex? Not sure.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
45	Most Recent Main Inspections	Find most recent sewer and storm main inspections	X						X		NA	
46	ObservationsDetail	Sub report which displays Hansen Observation information. Used on asset specific Inspection reports.	X					X			NA	
47	Customer Service Odor Ongoing Monitoring	Finds odor Service Requests that are completed but that need ongoing monitoring.	X						X		NA	
48	Customer Service Odor QC List	List view of Odor QC report used by Odor Committee	X					X			NA	Uses an image that acts like a button to link to another report

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
49	Customer Service Odor QC Print	Print view of Odor QC report used by Odor Committee	X						X			
50	Customer Service Odor Unresolved Referred	Finds odor Service Requests that are unresolved and have a Referred log type	X					X			NA	
51	Customer Service Odor within two miles of CBWWTP	Finds odor Service Requests that occurred within two miles of the CBWWTP	X							X	NA	Hit non-Hansen database
52	Odor Device Present	Find asset logs with type OdorDevice	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
53	Post Inspection Work Orders	Finds work orders, by compkey, that were added or completed after asset was last inspected.	X						X		NA	View
54	RatingsDetail	Sub report which displays Hansen Inspection Index Ratings. Used on asset specific Inspection reports.	X					X			NA	
55	Review	Joke report	X					X			NA	Do not need.
56	Root Treatment Asset Finder	Find assets by Root Treatment Information	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
57	SED MH Asset Search	Find Sed MHs added after a specified date	X					X			NA	USP_RPT_NEW_SEDIMENTATION_MH, View
58	Customer Service Release Agency Action	Sewer releases due to someone's actions.	X					X			NA	
59	Customer Service Release by Incident Date	Search for sewer releases by Incident Date range	X						X		NA	Formatting expressions
60	Customer Service Release KPI by Call Date	Sewer Releases by Call Date for KPI Report	X							X	NA	Multiple tablix, row groups, column groups, 6 params (two hidden)

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
61	Customer Service Release KPI by Incident Date	Sewer Releases by Incident Date for KPI Report	X							X	NA	Multiple tablix, row groups, column groups, 6 params (two hidden)
62	Customer Service Release QC report	A list of selected fields allowing for QC of Hansen Sewage Release information	X						X		NA	Formatting expressions
63	Customer Service Release Response Times	Report showing how fast a crew responded to a reported release.	X					X			NA	
64	Customer Service Releases to Waterways	Find releases to waterways by incident date.	X						X		NA	Formatting expressions

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
65	Monthly Release Report to DEQ	DMR Report	X						X		NA	Formatting expressions
66	Unresolved Sewer Release Service Requests	Find unresolved sewer releases	X					X			NA	
67	SMHInspectionDetail	Hansen Sewer Manhole Inspections report	X					X			NA	Has sub reports
68	SMNInspectionDetail	Hansen Sewer Main Inspections report	X					X			NA	View

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
69	Asset Groups with Latest History	Report to find assets' latest cleaned and inspected date by Asset Group.	X					X			NA	
70	CMOM Performance Measures	Summary of work performed grouped by Maint Type or Program	X						X		NA	USP_RPT_CMOM_PERFORMANCE_MEASURES
71	CMOM Planned Unplanned	Summary of Planned and Unplanned work	X						X		NA	
72	Collection System Pipe and Manhole Attributes	Collection system breakdown by diameter and material.	X							X	NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
73	Collection System Inventory Report	Annual report for official collection system numbers	X							X	NA	Hit non-Hansen database. Hits a copy of database created July 1st.
74	CSO Cleaned Inspected Report	Footage of pipe cleaned and inspection for Annual CSO report	X					X			NA	
75	ESD KPI Work Started On Time	ESD Work Orders on time comparing Initiated Date to Started Date	X						X		NA	View
76	ESD Work Orders Summary	Summary of ESD work by district and employee.	X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
77	Group Project WO Count	Report giving counts of open and closed Work Orders by Group Project	X					X			NA	
78	Inspection lookup by Observation	Find inspections by observation code	X						X		NA	View
79	Liner Work Order Counts	Summary report giving counts and cost of liner work orders.	X						X		NA	View
80	Pipe Grade by Year Installed	Asset Install Date, Length and Structural Rating	X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
81	Priority SMN Inspections	Find priority sewer main inspections for review.	X					X			NA	
82	RDII Reduction Program Status Report with Details	RDII Summary information and details for Tryon, DNRV, Burlingame, and Fanno basins	X							X	NA	Hits non-Hansen database
83	Repair Work Orders with no post CCTV	Find completed repair Work Orders with no follow-up TV inspection	X						X		NA	View
84	Scheduled Accelerated Cleaning Counts	Summary report giving counts for assets in the Scheduled Accelerated Cleaning program.	X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
85	Scheduled Accelerated Maintenance	Find Asset Groups that have Group Maintenance Schedules	X						X		NA	View
86	Sed Manholes To Be Cleaned	Report allowing users to find Sed Manholes that need to be cleaned based on the last time the manhole was cleaned.	X					X			NA	View
87	SEWCLN and TVSEWS Work Orders	Find SEWCLN and TVSEWS Wos by Completed Date with Summary or list	X						X		NA	View
88	SMF Work Orders and Inspections	Find WOs and Inspections by SMFID	X					X			NA	View

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
89	STCH Inspection Lookup by Asset	Find Storm Channel inspections by asset, with Observation information.	X						X		NA	
90	STCH Inspection lookup by Observation	Storm Channel Inspections by Observation	X						X		NA	
91	STIN Inspection Lookup by Asset	Find storm inlet inspections by asset, with observations.	X						X		NA	
92	STMH Inspection Lookup by Asset	Find storm manhole inspections by asset, with observations.	X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
93	Storm System Pipe and Manhole Attributes	Storm system breakdown by diameter and material	X							X	NA	
94	Tier 2 Sewer Manholes	Asset and Inspection information for brick, monolithic concrete, or Unknown material sewer manholes.	X					X			NA	USP_RPT_SMH_TIERII_MANHOLES
95	Work Orders by Problem	Default finds Water Bureau Breaks in the last 14 days	X					X			NA	
96	Work Orders Completed and Modified Previous Day	Find open Work Orders that were modified the previous day and have Detail page information.	X					X			NA	View

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
97	Spill Control Valves Report	VLVGTs in Sewer and Storm Miscellaneous inventory	X					X			NA	View
98	STCHInspectionDetail	Hansen Storm Channel Inspections report	X					X			NA	Has sub reports
99	STINInspectionDetail	Hansen Storm Inlet Inspections report	X					X			NA	Has sub reports
100	STMHInspectionDetail	Hansen Storm Manhole Inspections report	X					X			NA	Has sub reports

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
101	STMNInspectionDetail	Hansen Storm Main Inspections report	X					X			NA	View, Has sub reports
102	UIC Asset Search	Find UIC assets by date added or date last modified.	X					X			NA	
103	UIC Duplicates	Find Hansen assets with duplicate UICDEQIDs	X					X			NA	View
104	WO Clean Insp Repair Summary	Finds Cleaning, Inspection, and Repair work orders and groups them into Open, Closed, and Overdue categories.	X						X		NA	USP_RPT_WO_CLEANINSPREPAIR_SUMMARY

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
105	WO Roots	Repair and Cleaning Root Work Orders with Costs	X						X			
106	WOActivityTask	Sub report which displays Work Order activity task information. Used on asset specific Work Order reports.	X					X			NA	
107	WOCosts	Sub report which displays Work Order cost information. Used on asset specific Work Order reports	X					X			NA	
108	WOOverdue	Finds overdue or soon to be overdue work orders.	X						X		NA	Has link to "Reviews" report which can be deleted.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
109	Work Order Completed	Work Order report that includes completed work order information.	X					X			NA	View, Has Sub reports, WOSecondaryAccomplishment sub report needs to be fixed to go to rough new QTAYTABLE table (Fix for COP to do)
110	Work Orders	Master Work Order report. Allows users to search for all work orders and link to asset specific Work Order reports.	X					X			NA	
111	Work Orders by Asset Group	Finds Work Orders by Asset Group ID	X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
112	WOSecondaryAccomplishment	sub report for Hansen WO	X					X			NA	Needs correction - should point through QTYTABLE (COP fix)
113	WOSewerMain	Hansen Sewer Main Work Order report	X					X			NA	Has sub reports
114	WOSewerManhole	Hansen Sewer Manhole Work Order report	X					X			NA	Has sub reports
115	WOSewerMiscellaneous	Hansen Sewer Miscellaneous Work Order report	X					X			NA	Has sub reports

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
116	WOSewerServiceLine	Hansen Sewer Service Line Work Order report	X					X			NA	Has sub reports
117	WOStormChannel	Hansen Storm Channel Work Order report	X					X			NA	Has sub reports
118	WOStormInlet	Hansen Storm Inlet Work Order report	X					X			NA	Has sub reports
119	WOStormMain	Hansen Storm Main Work Order report	X					X			NA	Has sub reports

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
120	WOStormManhole	Hansen Storm Manhole Work Order report	X					X			NA	Has sub reports
121	WOStormMiscellaneous	Hansen Storm Miscellaneous Work Order report	X					X			NA	Has sub reports
122	WOStormServiceLine	Hansen Storm Service Line Work Order report	X					X			NA	Has sub reports
123	WOTrees	Sub report for WO Storm Channel	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
124	WRP Contractor Charge Details	Use a variety of search parameters to find WRP Contractor Charges	X						X		NA	View
125	WRP Contractor Labor Cost Compare	Compare costs on Watershed Reveg work orders.	X						X		NA	View
126	WRP Contractor WO Costs	Find Contractor WO Charges by Charge Date	X						X		NA	View
127	WRP Green Street Review	Review Green Street work order and inspections by GRST asset groups	X						X		NA	Views

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
128	WRP Green Street with Latest GRSTLAI2	Find green street facilities by most recent GRSTLAI2 closed date	X						X		NA	
129	WRP Group Projects	Group Project report for the Watershed Reveg Program	X							X	NA	
130	WRP Tree Pruning	Find trees pruned by WRP by Work Order Completed date.	X					X			NA	
131	WRP Tree Replacement	Find trees replaced by WRP by Work Order Completed date.	X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
132	Unmapped Sewer Releases	Sewer Releases that could not be mapped duetoan incorrect PropertyID field	X							X	NA	USP_returnUnmapped_Releases. Stored procedure stored in separate database
133	Sewer Cleaning Inspection Prioritization	Prioritization of sewer mains by MAU for cleaning.	X							X	NA	USP_RPT_SELECT_ALL_PIPES_RAWDATA. SP stored in separate database.
134	CLNSMP Last Five Years	Summary of work done under the CLNSMP activity code where the work was completed in the last 5 years	X					X				
134	WRP Repair Rehab Review		X					X				

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
136	MIP Asset List by Asset		X						X			
137	MIP Asset List by Category		X						X			
138	MIP Assets by Program		X					X				
139	MIP Assets with Unresolved Items		X						X			

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
140	MIP Count of Assets Inspected		X						X			
141	MIP Count of Properties		X						X			
142	MIP Inspected Assets		X						X			
143	MIP Property List by Category		X						X			
144	MIP Property List by Property		X						X			
145	MIP Property Mailing Labels		X					X				

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
146	MIP Property Mailing Labels Vegetated		X					X				
147	MIP Reinspection Check		X					X				
148	Release by Cause FY Dashboard		X					X				
149	Various/numerous reports for foundational records QAQC (assets, accounts, stock codes, vendors, building, PM templates, employees, etc.)		X							X	NA	
150	Various/numerous reports for asset cost and performance		X							X	NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
151	Various/numerous reports for work history review (asset, employee, financial, workorder, processes, etc.)		X							X	NA	
152	Various/numerous reports for timekeeping entry, review, approval, QA/QC		X							X	NA	
153	Various/numerous reports for performance metrics		X							X	NA	
154	various/numerous reports for monitoring deferred maintenance and backlog		X							X	NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
155	Various/numerous reports for asset condition assessment		X							X	NA	
156	Various/numerous reports for materials management/replenishment, procurement		X							X	NA	
157	ActivityLogByEmployee		X						X		NA	Self-service report for users to run as needed.
158	ActivityLogForAsset		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
159	ActivityLogForProject		X						X		NA	Self-service report for users to run as needed.
160	ActivityLogForWorkOrder		X						X		NA	Self-service report for users to run as needed.
161	BOM Available Parts		X						X		NA	BOM: Bill of Materials (parts list) self-service report for users to run as needed.
162	FailureCodingByAssetDescription		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
163	FailureCodingForAsset		X						X		NA	Self-service report for users to run as needed.
164	FailureCodingForBuilding		X					X			NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed.
165	FinishCommentsByEmployeeName		X					X			NA	Self-service report for users to run as needed.
166	FinishCommentsByWorkType		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
167	FinishCommentsForAsset		X					X			NA	Self-service report for users to run as needed.
168	FinishCommentsForBuilding		X					X			NA	'Building' is to select & filter is for assets in a location, not for the building structure. Self-service report for users to run as needed.
169	FinishCommentsForProjectNo		X					X			NA	Self-service report for users to run as needed.
170	FinishCommentsForWorkOrderNo		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
171	EmployeeListByName		X					X			NA	Self-service report for users to run as needed.
172	EmployeeListByUSERNAME		X					X			NA	Self-service report for users to run as needed.
173	EmployeesByCraft		X					X			NA	Self-service report for users to run as needed.
174	EmployeesByCrew		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
175	WorkSchedules		X					X			NA	Self-service report for users to run as needed.
176	ColumbiaBlvdAssets		X					X			NA	Self-service report for users to run as needed.
177	FindingAssetByDescAndBldg		X					X			NA	Self-service report for users to run as needed.
178	PumpStationAssets		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
179	PumpStationAssets_LOTO_inventory		X						X		NA	Self-service report for users to run as needed.
180	TryonCreekAssets		X					X			NA	Self-service report for users to run as needed.
181	ProjectListByDescription		X					X			NA	Self-service report for users to run as needed.
182	ProjectListByProjectNo		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
183	PurchaseOrderItemsByEmployeeForBuilding		X						X		NA	Self-service report for users to run as needed.
184	PurchaseOrderItemsByWBS		X						X		NA	Self-service report for users to run as needed.
185	PurchaseOrderItemsCostSummaryForBuilding		X						X		NA	Self-service report for users to run as needed.
186	PurchaseOrderItemsForAllMasterCosts		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
187	PurchaseOrderItemsForAsset		X						X		NA	Self-service report for users to run as needed.
188	PurchaseOrderItemsForBuilding		X						X		NA	Self-service report for users to run as needed.
189	PurchaseOrderItemsForProjectNo		X						X		NA	Self-service report for users to run as needed.
190	StockIssuesByEmployeeForBuilding		X					X			NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
191	StockIssuesByEmployeeForProject		X					X			NA	Self-service report for users to run as needed.
192	StockIssuesCostSummaryForBuilding		X					X			NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed.
193	StockIssuesForAsset		X					X			NA	Self-service report for users to run as needed.
194	StockIssuesForBuilding		X					X			NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
195	StockIssuesForProjectNo		X					X			NA	Self-service report for users to run as needed.
196	StockIssuesForWOnumber		X					X			NA	Self-service report for users to run as needed.
197	OvertimeDetails_AllProjects		X					X			NA	Self-service report for users to run as needed.
198	OvertimeDetailsCallOuts		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
199	OvertimeDetailsForFunctions		X						X		NA	Self-service report for users to run as needed.
200	OvertimeDetailsForNonProjectWork		X						X		NA	Self-service report for users to run as needed.
201	OvertimeEqualizationInfoForElectrians&InstTechs		X							X	NA	Self-service report for users to run as needed.
202	OvertimeEqualizationInfoForOperations		X							X	NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
203	OvertimeEqualizationInfoForPS_Mechs		X							X	NA	Self-service report for users to run as needed.
204	PumpStationMillwrightsOT		X						X		NA	Self-service report for users to run as needed.
205	LO_DetailsForNonProjectWork		X						X		NA	Self-service report for users to run as needed.
206	TL_DetailsForNonProjectWork		X							X	NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
207	TL_PremiumDetailsForProjectWork		X							X	NA	Self-service report for users to run as needed.
208	AssetLaborDetailsByCraft		X						X		NA	Self-service report for users to run as needed.
209	AssetLaborDetailsByWorkType		X						X		NA	Self-service report for users to run as needed.
210	FunctionLaborDetails		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
211	ProjectLaborDetails_All_WorkByCraft		X						X		NA	Self-service report for users to run as needed.
212	ProjectLaborDetails_RegularAndPremiumWork		X						X		NA	Self-service report for users to run as needed.
213	AssetLaborSummarybyAssetIDandCraft		X						X		NA	Self-service report for users to run as needed.
214	AssetLaborSummarybyAssetIDandWorkType		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
215	AssetLaborSummaryByBldgAndCraft		X						X		NA	Self-service report for users to run as needed.
216	BuildingLaborSummaryByCraft		X						X		NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed.
217	BuildingLaborSummaryByWorkType		X						X		NA	'Building' is to select & filter for assets in a location, not for the building structure. Self-service report for users to run as needed
218	ProjectLaborDetailsWithSubSummaries		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
219	ProjectLaborSummaryByCraft		X						X		NA	Self-service report for users to run as needed.
220	CallOuts		X					X			NA	Self-service report for users to run as needed.
221	EmergencyWorkAllStatuses		X					X			NA	Self-service report for users to run as needed.
222	EmergencyWorkGroupedByDept		X					X			NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
223	EmergencyWorkUnfinished		X					X			NA	Self-service report for users to run as needed.
224	LaborChargedToUnfinishedTask		X					X			NA	Self-service report for users to run as needed.
225	PreventivePredictiveWorkAllStatuses		X						X		NA	Self-service report for users to run as needed.
226	PreventivePredictiveWorkUnfinished		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
227	RegularRepairWorkAllStatuses		X						X		NA	Self-service report for users to run as needed.
228	RegularRepairWorkUnfinished		X						X		NA	Self-service report for users to run as needed.
229	SafetyWorkAllStatuses		X						X		NA	Self-service report for users to run as needed.
230	SafetyWorkCompleted		X						X		NA	Self-service report for users to run as needed.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
231	SafetyWorkUnfinished		X						X		NA	Self-service report for users to run as needed.
232	B1-ActiveAssetCount		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
233	B2-PM_MasterCount		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
234	B3-AverageHoursLaborChargedToTask-AllCrews-NoInspectTypeREU		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
235	C1-WorkRequests-Waiting		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
236	C2-TypeREU-ActivePlanningWorkorders-NoLaborCharged-ByDepartment		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
237	C3-BroadOTReport-with$		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
238	K1-CallOutsOvertimeDetails		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
239	K2-PM_WO-ProjectedCount_FromPM-MasterCount		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
240	K3-AverageHoursLaborChargedToTask-AllCrews-NoInspectTypeP		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
241	K4-Completed-P_TypeWorkCounts-NoFinishDateRange		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
242	K5-Completed-RandE_TypeWorkCounts-NoFinishDateRange		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
243	K6-P_TypeWorkHours		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
244	PM_MasterDetailsForConditionAssessment		X							X	NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
245	AssetClass		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
246	AssetLifetimeCost		X							X	NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
247	Cancelled-RejectedStatus-StatusDateRange		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
248	Completed-WorkCounts-No$		X					X			NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
249	ConditionAssessment		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
250	FailureCoding		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
251	InventoryListWithQuantities		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
252	LeaveRequests_byCreatedDate		X					X			NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
253	WorkRequests		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
254	L1_LaborCostsWBS		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
255	L2_LaborCostsAsset		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
256	M1_POItemsWBS		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet.
257	M2_StockIssueWBS		X					X			NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
258	M3_POItemsAsset		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
259	M4_StockIssueAsset		X					X			NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
260	S1_POItemsWBS		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
261	S2_POItemsAsset		X						X		NA	Report formatted for export to Excel. Run by Analyst. Actions and formulas applied to export to meet customer data request.
262	Stores-Fill_Rate_Percentage		X						X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
263	Inventory_Listing_Report_for_COOP		X						X		NA	
264	Stores-Hazardous_Indicator_Stock_Codes		X					X			NA	
265	Stores-On_Demand_Review_for_Work_Orders		X						X		NA	
266	Stores-ActiveInventoryListforExcel		X					X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
267	STOCK REVIEW		X						X		NA	
268	DailyTimekeepingEntries_All_Employees		X						X		NA	For timekeeping entry, review, approval, QA/QC
269	Timekeeping-AbsencesQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
270	Timekeeping-BillBackStationsQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
271	Timekeeping-C3_AccrualsQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
272	Timekeeping-CallOutsQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
273	Timekeeping-StandbyQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
274	Timekeeping-HazardQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
275	Timekeeping-LeadTimeQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
276	Timekeeping-OvertimeQAQC		X						X		NA	For timekeeping entry, review, approval, QA/QC
277	TimesheetApprovalDetailsForDeadlines		X						X		NA	For timekeeping entry, review, approval, QA/QC
278	TimekeepingEntriesWithCommentLine		X						X		NA	For timekeeping entry, review, approval, QA/QC

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
279	VerifySupvPremReviewRpt		X						X		NA	For timekeeping entry, review, approval, QA/QC
280	Timekeeping-PremiumDetails_AllGroups		X						X		NA	For timekeeping entry, review, approval, QA/QC
281	Certifications_WG		X					X			NA	For timekeeping entry, review, approval, QA/QC
282	SV_TimesheetLog		X						X		NA	For timekeeping entry, review, approval, QA/QC

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

283	Code Table Report	This report is a listing of all Code Tables and the Code Values as defined in the Code Table and Codes module. Code Tables are used throughout the system to validate entries into specific fields. Code Tables are uniquely identified by a Code Table Number and accompanied by a Code Table description. Within each Code Table is a list of Codes (and their descriptions). Selection criteria includes: Table Number, Table Number range, and Type. This report provides the Table Number, Type, Code Length, Table Description, Code Value, and Code Value Description.	X							X	NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

284	Business Rule Report	This report is a listing of all Business Rules as defined in the Business Rule module. Selection criteria includes: Rule ID, Type, and Description.This report provides the Rule ID, Type, Style, Last Changed Date, Rule Description, Comments, Key Names, Key Values, and Key Descriptions.	X							X	NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

285	Procedures Report	This report is a listing of the Procedures as created within the Procedures module. A Procedure is a list of step-by-step directions, grouped together by a unique Procedure Number. Selection criteria includes: Procedure Number, Type, Category, and Title. This report provides the Procedure Name, the Type, Category, the last date Updated, the Filename (if linked to the Document Control module, Resource subsystem), the Step(s) involved, the Label or "name" for the step(s), a Description, the Estimated Duration, and a Total Estimated Duration.	X						X		NA	report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

286	Specification Report	This report is a listing of Specification and its attributes as created within the Specification module. A Specification is a detailed description of requirements, dimensions, materials, and so on. For each Specification record, the list of Attributes (e.g., weight) is drawn from the Specification Template. You then enter the Specification Value (e.g., 273.5 lbs.) for each Attribute. Once defined, Specifications may be attached to Assets and Component IDs. Selection criteria includes: Specification Number, Type, Category, and Description. This report provides the Specification Number, Type, Category, Description,	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

		Sequence Number, Attribute, and Value.											

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

286	Vendor Listing Report	This report is a listing of Vendor information as created within the Vendor module. Selection criteria includes: Vendor Code, Vendor Name, City, State, Zip/Postal Code, and Status. This report provides the Vendor Code, Vendor Name, Address, City, State, Zip/Postal Code, Contact, Phone and Facsimile Numbers, Expedite Contact, Expedite Contact's Phone Number, Status, and Minimum Order Dollar.	X					X			NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

287	Physical Inventory Listing Report	This report is a listing of the physical inventory generated by inventory number. Selection criteria includes: Physical Inventory Number and Storeroom. This report provides Physical Inventory Number, Storeroom, Stock Code, Bin, Unit of Issue, On Hand Quantity at Count, Inspection Quantity at Count, Discrepant Quantity at Count and Manual Quantity at Count.	X							X	NA	Report provided by Oracle
288	Physical Inventory Variance Report	This report is a listing of stock items where the quantity counted is different than the quantity on-hand.	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

289	Work Order Package Report	This report is a complete Work Order package. Selection criteria includes: Work Order Number, Task Number, Project ID, Subproject ID, and Assigned To. This report provides the Work Order Number, Task Number, Work Type, Estimated Start Date, Required Date, Crew, Priority, Task Status, Assigned To, Task Description, Asset Type and ID, Asset Description, Building, Location, Task Note Type & Notes; infor on Scheduling Resources, Materials, Attachments (Specifications & Procedures as defined in the Resource subsystem will print on the report; for Document Control items, you must choose	X							X	NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

		the "Print Attachments" button on the selection to launch the appropriate external application), and Permits; Completion Comments, Failure Codes, Compatible Units and Other Requirements.										

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

290	Purchase Order Report	This report is the document that can be sent to Vendors. Purchase Orders are created in the Purchase Order module. Selection criteria includes: Purchase Order Number range, Status, Vendor Code, Issue Date range, and Required Date range. This report provides the Purchase Order Number, Blanket/Release Number, Purchase Order Date, Page Number, Vendor Code, Contact, Contact's Phone Number, FOB, Ship Via, Due Date, Terms, Confirmation (YES/NO), Line Item Number, Quantity, Unit of Purchase (UOP), Stock Code, Description, Manufacturer, Manufacturer Part Number, Vendor Part Number, Unit Price, Extended Price, Subtotal,	X							X	NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

		Local Tax, State Tax, Federal Tax, and Purchase Order Total.										

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

291	Requisition Report	Requisitions are created in the Requisition module. Selection criteria includes: Requisition Number, Vendor Code, and Required Date range. This report provides the Requisition Number, Blanket/Release Number, Request Date, Page Number, Vendor Code, Contact, Contact's Phone Number, FOB, Ship Via, Due Date, Terms, Confirmation (YES/NO), Line Item Number, Quantity, Unit of Purchase (UOP), Stock Code, Description, Manufacturer, Manufacturer Part Number, Vendor Part Number, Unit Price, Extended Price, Subtotal, Local Tax, State Tax, Federal Tax, and Requisition Total.	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

292	Work Order Backlog Detail Report	This report is a detailed summary of Work Order Task information. Selection criteria includes: Task Status, Asset Type and ID, Work Order Number, Task Number, Crew, Backlog Group, and Required Date range. This report provides the Work Order Number, Task Number, Task Status, Assigned to Name, Asset Type and ID, Asset Description, Crew, Backlog Group, Estimated Start Date, Required Date, Downtime Indicator (Y/N), Held for Parts Indicator (Y/N), Priority, Task Description, Component ID and Description, Storeroom, Stock Code, Description, Vendor, Estimated Quantity, Actual Quantity, Craft, Estimated Hours,	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

		Actual Regular Hours, and Actual Overtime Hours.											

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

293	PM Route Report	This report is a listing of PM Route information. A PM Route (or path) is built by creating a series of "Stops" in a sequential order. Selection criteria includes: PM Route Number, Route Type, Schedule Date range, Department, Area, and Asset Type and ID. This report provides the Route Number, Scheduled Date, Route Type, Craft, Work Order Number, Sequence Number, Type, Points, Method, Quantity, Last Completed Date, Interval (Days), Critical Number, Duration, Asset Type and ID, Asset Description, Task Description, and Part.	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

294	Bill of Material Report	This report is a listing of Bill of Material information as created within the Bill of Material module. A Bill of Material is a list of parts (stock codes) that may be referenced on an Asset and/or Component ID, identifying the parts that comprise that Asset or Component ID. Selection criteria includes: Bill of Material ID, Description, Asset Type, and Manufacturer. This report provides the Bill of Material ID, Description, Asset Type, Manufacturer Name, Manufacturer Part Number, Stock Code, Type, Description, Unit of Issue (UOI), and Quantity. (The Drawing Number, Vendor, Vendor Part Number, Manufacturer,	X						X		NA	Report provided by Oracle

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description	RICE TYPE					Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
		Manufacturer Part Number, and Service may also be provided.)										

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Exhibit 2: RICE – Interfaces

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
1	REQ/PO	This Interface creates a Purchase Order (PO) and Requisition(REQ). Data is exchanged between IPS and SAP.		X					X		NA	
2	Work Order Info	This Interface uses work order numbers for validation in timekeeping between IPS and SAP.		X				X			NA	
3	SCADA	This Interface generates meter runtimes in IPS , to allow for PM work orders.		X					X		NA	
4	Vendor Master Data	This Interface sends Vendor Information to IPS from SAP.		X					X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
5	Labor Costing/Time entry	This Interface sends regular time to SAP. (Total cost of regular hours) No leave or other time.		X						X	NA	
6	Cost Object (Budget #)	This Interface sends budget numbers (Cost Object) from SAP to IPS.		X				X			NA	
7	Inventory Transactions	This Interface sends credit and debit transactions associated with a work order.		X					X		NA	
8	TRIM Interface - Document Management	Infor Document Management system to Interface with HP Document Management (TRIM).		X						X	NA	
9	Invoicing	This Interface sends Invoicing data between IPS and SAP.		X						X	NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
10	Standard Work Schedule	This Interface sends employee Information to SAP for employee work schedules.		X						X	NA	
11	HR Interface	HR related data or special benefit tracking. New employees from SAP Employee information to be interfaced such as :Classification, Position, Rate/Wage, Work Schedule.		X						X	NA	
12	Linko CTS	Shift and Lift.		X				X			NA	
13	PropTaxID (USP_PropertyAutoUpdate)	Re-write using IPS Web Services instead of stored procedure.		X						X	NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
14	TRACK-IT	Replacement Interface will be implemented in IPS.		X					X		NA	
15	Infoworks by Innovyze	Previously known as Modeling.		X				X			NA	
16	HMS	Implement in Cloud if Selectron HMS becomes Cloud compliant.		X				X			NA	
17	Survey123 Inlet Inspection	Shift and Lift.		X				X			NA	
18	Survey123 Stream Inspection	Shift and Lift.		X				X			NA	
19	CUES	Shift and Lift.		X				X			NA	
20	Neptune	Use IPS Batch Manager Job to call Web Service to pull data into IPS.		X					X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
21	Janus	Use IPS Batch Manager Job to call Web Service to pull data into IPS.		X					X		NA	
22	Hansen8 Lite	Replace with Data Link.		X				X			NA	
23	ODBC Bond	Replace with Data Link.		X				X			NA	
24	BES Collection System	Replace with Data Link.		X				X			NA	
25	Loftware	Barcoding Labeling Software		X				X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Exhibit 3: RICE – Extensions

#	RICE Name	RICE Description	Report	Interface	Configuration	Form	Workflow	Complexity			Project Wave	Notes
								Low	Medium	High		
1	Define Inspection Types	Each Asset Inspection which will have data stored in IPS must be present in the cloud instance.			X	X	X		X		NA	
2	Work Activities to be used for new and historical work orders must be defined.	Activities to be utilized must be defined for migrated data as well as new work going forward.			X	X		X			NA	
3	Request Types to be utilized for historical or new Service Request must be defined in IPS.	Request Types required to create Service Requests must be available in the cloud instance.			X	X		X			NA	
4	Define Asset Types	Each Asset Type defined in OWAM must be present in the cloud instance. Create Configured Assets as required to supplement the default assets.			X	X		X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
5	Configure Forms	Form configurations to address the specific field needs to maintain required attributes.			X	X	X		X		NA	
6	Implement Filter Codes and Business Object Filters	Consider the implementation of Filter Codes and Business Object filters to limit data visible to individual users. Implement filters between OWAM and current BES IPS Work Management Codes.			X	X	X		X		NA	
7	Implement Single Sign On	Implement Single Sign system-wide to simplify admin and user processes.			X				X		NA	
8	Asset Hierarchy Restructure	Restructure asset hierarchies as current structure is inadequate.			X		X		X		NA	
9	Approve Timesheets	Supervisor Employee Time Approvals			X	X	X		X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
10	Employee Leave Approval	Employee Leave approval			X	X	X		X		NA	
11	Ability to define Specifications	Ability to define asset specifications separately and associate to assets			X	X	X		X		NA	
12	Ability to define standard work steps (Procedures)	Ability to define standard work sets and associate them to PMs			X	X	X	X			NA	
13	Maintain versioning for Procedures	Maintain version of procedures used on work orders when master procedure definition is changed			X	X	X		X		NA	
14	Ability to define BOM's	Ability to define BOM's and associate them with assets			X	X	X		X		NA	
15	PO Approvals	Manage PO Approvals			X	X	X		X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
16	Manage Requisitions	Manage Requisitions from Work Orders			X	X	X		X		NA	
17	Project Tracking	Manage Project Tracking to define crafts and budget numbers to be used			X	X	X		X		NA	
18	Implement Standard Configuration	Implement Standard Configuration When implementing standard configuration, Infor will work with current IPS end-users and OWAM end-users to ensure all end-user requirements are met if a change needs to be made to existing requirements.			X	X	X		X		NA	
19	Implement Workflows	Implement Workflows When implementing workflows, Infor will work with current IPS end-users and OWAM end-users to ensure all end-user requirements are met if a change needs to be made to existing requirements.					X		X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

#	RICE Name	RICE Description						Complexity			Project Wave	Notes
			Report	Interface	Configuration	Form	Workflow	Low	Medium	High		
20	Manholes	Changing Manholes to Maintenance. Holes			X			X			NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

Exhibit 4: Data Conversions

#	Migration Name	Migration Description	Legacy System	Years of History To Be Converted	Complexity			Project Wave	Notes
					Low	Medium	High		
1	OWAM	Oracle Utilities Work Order & Asset Management Database	Yes	All		X		NA	

DocuSign Envelope ID: AD67C4B9-BCCC-4E38-8694-C44264FF4481

This page has been intentionally left blank.