

THROUGH THESE DOORS WALK ONLY THE FINEST PEOPLE – THE CITIZENS OF ESCAMBIA COUNTY. DECISIONS ARE MADE IN THIS ROOM AFFECTING THE DAILY LIVES OF OUR PEOPLE. DIGNIFIED CONDUCT IS APPRECIATED.

CHAMBER RULES

1. IF YOU WISH TO SPEAK, YOU WILL BE HEARD.
2. YOU MUST SIGN UP TO SPEAK. SIGN-UP SHEETS ARE AVAILABLE AT THE BACK OF THE ROOM.
3. YOU ARE REQUESTED TO KEEP YOUR REMARKS BRIEF AND FACTUAL.
4. BOTH SIDES ON AN ISSUE WILL BE GRANTED UNIFORM/MAXIMUM TIME TO SPEAK.
5. DURING QUASI-JUDICIAL HEARINGS (I.E., REZONINGS), CONDUCT IS VERY FORMAL AND REGULATED BY SUPREME COURT DECISIONS.
6. SEE ORDERLY CONDUCT OF MEETINGS. POLICY.

**PLEASE NOTE THAT ALL BCC MEETINGS ARE RECORDED AND TELEVISED**

AGENDA

Board of County Commissioners

Special Meeting – November 12, 2020 – 9:00 a.m.

Ernie Lee Magaha Government Building – First Floor

1. Call to Order.

**(PLEASE TURN YOUR CELL PHONE TO THE VIBRATE, SILENCE, OR OFF SETTING)**

2. Was the Meeting Properly Advertised?
3. Are there any items to be added to the agenda?

Recommendation: That the Board adopt the Agenda as prepared (**or duly amended**).

4. Recommendation Concerning Approval and Appropriation of CARES Funding for OpenGov Budget Software - Amber M. McClure, Chief Budget Officer, Management and Budget Services

That the Board take the following action:

A. Approve the OpenGov Software Service Agreement for Budgeting & Planning and Reporting & Transparency platforms; and

B. Authorize the Chairman, County Administrator and/or Chief Budget Officer to prepare and sign all documents necessary to effectuate this action once legal has reviewed.

5. Recommendation Concerning Approval of Expenses Through the CARES Act Funding Program - Janice P. Gilley, County Administrator

State and Federal deadlines are quickly approaching:

- **Thursday, November 12** - Spending plan must be finalized and sent to FDEM to receive 100% of funds.
- **Monday, November 16** - 100% of Phase 1 and Phase 2 backup documents (Agreements, Invoices, Receipts, etc.) must be uploaded to the FL CARES portal, showing that all of Phase 1 and Phase 2 funds have been spent (**Total of \$25,778,383**).
- **Thursday, December 3** - 100% of Phase 3 Requests for Reimbursements must be submitted into the FL CARES portal. These are not reimbursements, but encumbrances with the spending plan.
- **Wednesday, December 30** - The last day expenses can be incurred. Treasury has clarified that for a cost to be considered to have been incurred, performance or delivery **MUST** occur during the covered period. **Final** reporting due.

That the Board take the following action:

A. Eliminate the “FEMA Reimbursement” Category – FEMA approval has not been received in time to be able to utilize the 12.5% Local cost reimbursed by December 30 through CARES. The allocation of \$60,389 *will be reallocated to the “COVID Ops & Oversight” category;*

B. Increase the funding for the “COVID Ops & Oversight” category to \$400,000 as employees will be needed in an overtime capacity until the end of November to complete the Family Cares applications;

C. Finalize spending for the remaining \$16,370,698.50 that has been set aside in the “Public Health and Safety” bucket under Fire, Correctional and Detention Officers Payroll; and

D. Discuss the considerations for new asks:

**1. Medical Examiner Expenses for Escambia County:**

- COVID-19 Expenses \$107,195.88
- Medical Examiner Salaries \$51,454.02

**2. Clerk of Court Human Resource Information System (HRIS) - Implementation of a Human Resource Information System (HRIS) for the Clerk - \$134,300**

**3. Escambia County Sheriff increase in inmate transportation services from \$23 to \$28 per hour starting July 1.**

**4. City of Pensacola - Coronavirus Aid, Relief and Economic Security Act CARE Act Ask:**

- i. Public Facilities - \$2,600,000
- ii. Employee Health and Safety - \$2,100,000
- iii. Public Health and Safety - \$725,000
- iv. Total ask - \$5,425,000**

- **City of Pensacola has been included in the following:**

- Rent and Mortgage CARES
- Family CARES grant
- Business CARES grant
- Rapid Testing programs
- Feeding the Gulf Coast and food distribution programs
- Broadband Survey
- City of Pensacola OT - \$15,934.12
- City of Pensacola August and September FEMA Expenses - \$162,202.62
- Visit Pensacola Advertising
- City of Pensacola COVID-19 Paid Leave - \$663,214.40

6. Recommendation Concerning the Employee Leave Incentive Program/Leave Buyback - Jana Still, Human Resources Department Director

That the Board take the following action concerning the Employee Leave Incentive Program:

A. Approve the employee buyback program for this fiscal year for eligible participating employees of the Board of County Commissioners and other elected officials; and

B. Waive the BCC Annual Leave Incentive Policy - Section II, C27 and the Human Resources Policy found in Section 9.3(d)-(e), which states that the amount of hours remaining after the sale of leave must be a minimum 240 hours and the maximum amount of hours sold back annually not exceed 40 hours, and allow eligible employees to sell back a maximum of 80 hours of qualifying leave with a minimum remaining balance of 100 hours of combined qualifying leave.

[Funding Source: Various Funds]

7. Recommendation Concerning Approval and Appropriation of CARES Funding for Kronos software to include HRIS, Benefits, Timekeeping, and Payroll systems - Jana Still, Human Resources Department Director

That the Board take the following action:

A. Approve the appropriation of CARES funding for Kronos for HRIS, Benefits, Timekeeping, and Payroll systems; and

B. Authorize the Chairman, County Administrator and/or Chief Budget Officer to prepare and sign all documents necessary to effectuate this action.

8. Adjourn.



**BOARD OF COUNTY COMMISSIONERS**  
Escambia County, Florida

**Special BCC Meeting**

4.

**Meeting Date:** 11/12/2020

**Issue:** Approval and Appropriation of CARES Funding for OpenGov Budget Software

**From:** Amber McClure, Chief Budget Officer

**Organization:** Asst County Administrator

**CAO Approval:**

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**Information**

**RECOMMENDATION:**

Recommendation Concerning Approval and Appropriation of CARES Funding for OpenGov Budget Software - Amber M. McClure, Chief Budget Officer, Management and Budget Services

That the Board take the following action:

A. Approve the OpenGov Software Service Agreement for Budgeting & Planning and Reporting & Transparency platforms; and

B. Authorize the Chairman, County Administrator and/or Chief Budget Officer to prepare and sign all documents necessary to effectuate this action once legal has reviewed.

**BACKGROUND:**

The budget process in Escambia County has been in person and for the most part non-electronic paper-based. The current budgeting process does not allow for online submission, electronic review, automated modification or remote approval. To solve this dilemma, the implementation of OpenGov Budgeting & Planning software (OpenGov) will automate the budget prep and amendment processes to allow for remote work as needed. In addition, the software will allow for reliable and timely financial reporting, capital planning and workforce planning – all of which have been impossible or cumbersome with the existing processes and systems. This improvement in budgeting and increased efficiencies in financial reporting will provide for transparency and increasing public trust. On average, Budgeting & Planning customers have reduced budget development time by 50%, achieved 80% time savings on reporting and have re-allocated up to 1% of their budgets for more strategic outcomes. Staff proposes utilizing CARES funds to upgrade the budget process to use OpenGov software.

**Why OpenGov**

During the review process, six software programs were thoroughly researched and vetted. OpenGov stands apart from its competition for the following reasons:

- Produce interactive budgets and real time reports on the County's website with the ability to drill into the data. Allows for reporting of, for example, COVID impacts on the governments financials, (for examples, please refer to <https://stories.opengov.com/kalamazoocity/published/t8Yn6NmVF> or <https://stories.opengov.com/ukiahca/published/IIFlcl2xA>)
- Provide updates on capital projects and solicit feedback internally and externally (for example, please refer to <https://stories.opengov.com/cloudcity/published/xbZlyyNpy>)
- Offers dashboards designed for the end user with the ability to drill into the data – including but not limited to Commissioners, Administration and Directors
- A competitive fee structure that provides unlimited user access

### **Systems integration**

OpenGov will integrate daily and unilaterally with the Clerk of the Court's general ledger accounting software, eFin Plus and has the ability to integrate with any future software programs selected such as Human Resource Information Systems (HRIS). The quote also includes a secondary general ledger software integration if completed within the initial contract phase.

### **Timeline**

Implementation timeframe is approximately eight weeks. If approved by the Board November 12th, the software can be implemented in time for the launch of Fiscal Year 2022, budget planning process. This will also allow for transparency in reporting and capital planning beginning in March 2021.

### **References**

OpenGov is used by more than 1,000 governments nationwide with more than 50 Florida clients including:

- Florida Department of Financial Services (DFS) - \$92 billion annual budget
- Florida Division of Emergency Management
- City of Tampa - \$1.25 billion annual budget
- Collier County - \$1.55 billion annual budget
- Pompano Beach - \$311 million annual budget
- Pasco County - \$1.4 billion annual budget

### **CARES Act Eligibility**

The federal Coronavirus Aid, Relief, and Economic Security Act (the "CARES Act") provides funding through the Coronavirus Relief Fund for state and local governments to pay costs incurred in responding to the COVID-19 outbreak. The specific guidance as to eligible expenditures under the CARES Act must meet the following three conditions. 1. Necessary expenditures incurred due to the COVID-19 public health emergency; 2. Not budgeted as of March 27, 2020, when the CARES Act was enacted; and 3. Incurred on or after March 1, 2020, up to December 30, 2020. Justification for the use of CARES Relief Funds for the purchase of OpenGov Software is this is a necessary expenditure due to COVID-19 in order to automate the budgeting process to reduce paper processes that go through multiple hands and provide access if and when remote operations are deemed essential; the software purchase was not budgeted as of March 27, 2020, and costs will incur between March 1, 2020, and December 30, 2020.

**BUDGETARY IMPACT:**

The financial impact of the OpenGov software totals \$536,538 over a 5-year period starting 11/12/2020 and ending 11/11/2025. This includes a one-time fee of \$98,910 for product configuration, setup, and training. The annual subscription is \$79,199.55 for year one \$83,159.53 for year two, \$87,317.50 for year three \$91,683.38 for year four and \$96,267.55 for year 5. The implementation and year 1 annual subscription fee will be funded by CARES and subsequent years will be included in the General Fund operating budget.

**LEGAL CONSIDERATIONS/SIGN-OFF:**

Legal sign-off required prior to implementation.

**PERSONNEL:**

N/A

**POLICY/REQUIREMENT FOR BOARD ACTION:**

Increases and decreases in revenue must be approved by the Board per F.S. 129-06 - Execution and amendment of budget.

**IMPLEMENTATION/COORDINATION:**

The Chief Budget Officer will manage and oversee the implementation in coordination with county administration, departments, the county IT department and Clerk's office.

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**Attachments**

[Executive Summary](#)

[Carahsoft Quote](#)

[Statement of Work](#)

[Premium Service](#)

[Commissioner's Dashboard](#)

[Public Works Dashboard](#)

[Public Safety Dashboard](#)

[Engineering Dashboard](#)

[Capital Plan Dashboard](#)

[Chart and Table](#)

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# OpenGov and Escambia County, FL

## Executive Summary

### **Matt Stull**

Account Executive

(813) 895-4324

[mstull@opengov.com](mailto:mstull@opengov.com)



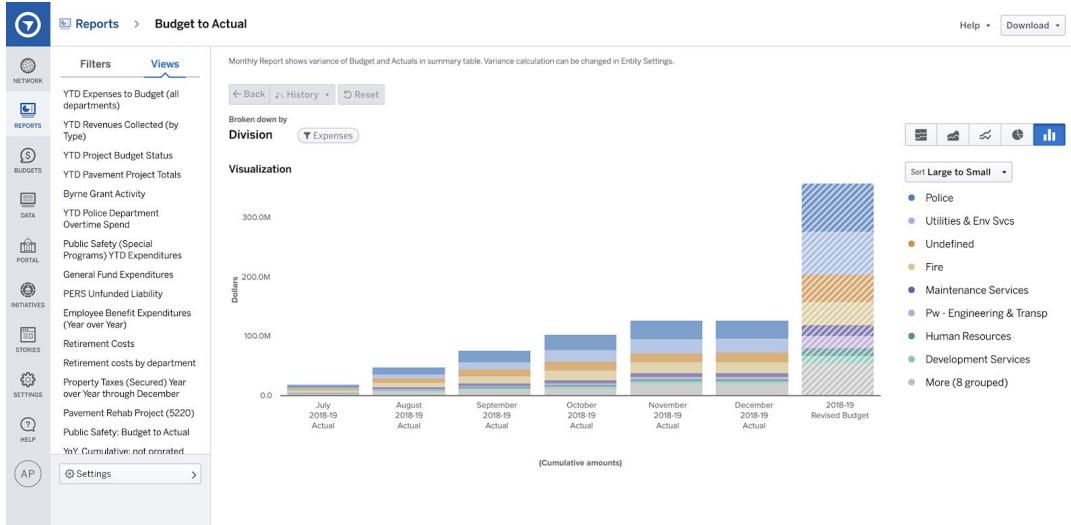


# Executive Summary

OpenGov is proposing the **Budgeting and Planning suite and the Reporting and Transparency platform** for consideration.

- **OpenGov Budgeting & Planning** is a modern, full-featured cloud budgeting solution designed to meet the unique needs of public sector planning and analysis. Trusted by hundreds of forward-thinking institutions, Budgeting & Planning is the industry's most collaborative experience for budget process automation, managerial reporting, and public transparency -- driving more effective planning and strengthening public trust. On average, Budgeting & Planning customers have reduced budget development time by 50%, achieved 80% time savings on reporting and have re-allocated up to 1% of their budgets for more strategic outcomes.





## Budgeting and Planning Use Cases

- Collaborative budgeting
- Capital planning
- Online budget book publication
- Workforce calculations
- Budgetary reporting
- Financial projections
- Operating budgets
- What-if scenario analysis
- Strategic initiative tagging

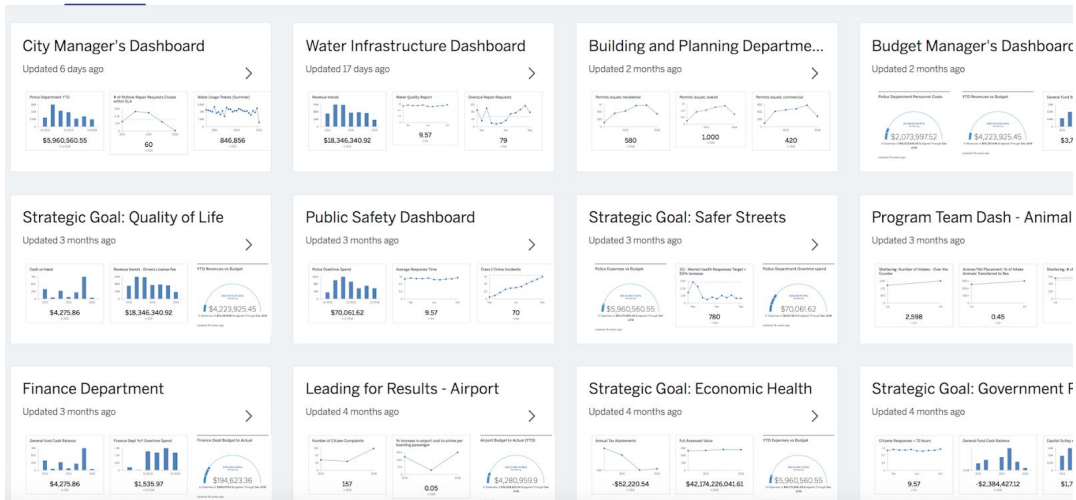
## Save Time

Through a simple and intuitive user interface, you can see your budget, receive commentary from your team, and get your plans approved. Easily seed the budget by importing last year's actuals, then adjust, add, or compare proposal line items in real time.



## Reporting

Reports Dashboards Reports (New)



City of Ashland

# BN 2019/21 Adopted Budget

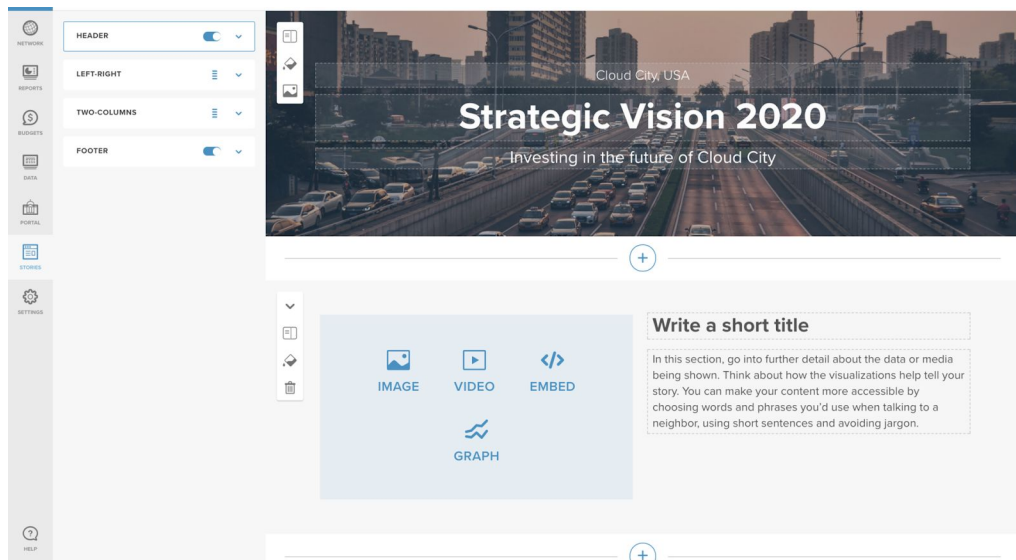
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  - a. **Proposed Budget Changes adopted by City Council**
2. **General Fund Balancing Proposal**
3. **Fund Analysis:**
  - a. **General Fund Revenue**

- **The Reporting and Transparency Platform:** Build trust by simplifying and streamlining the collection, analysis, and communication of complex information with the OpenGov Reporting and Transparency platform. Our platform's solutions reduce manual reporting, data scrubbing, and formatting by providing on-demand access to dynamic, interactive reports and dashboards. Simple, self-service tools empower anyone with access to the platform to perform analysis without burdening technical teams, making it easier to discover trends, provide historical context, and quickly identify anomalies.



*Simple, visual page builder with drag-and-drop components and customizable themes.*

➔ **Capture feedback online, at meetings, or on-the-go.**

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.



*Agency-branded surveys and online forums.*

## Additional Features

- ➔ **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- ➔ **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- ➔ **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.

## Why OpenGov?

### → A trusted partner.

More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.

### → Solutions designed for transparency and collaboration.

Our intuitive solutions streamline the collection, analysis, and communication of complex information for all stakeholders -- helping eliminate silos, accelerate workflows, and increase civic engagement -- allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes.

### → A platform built to grow with you.

Modern cloud architecture allows us to innovate at an unmatched pace, ensuring all of your users have access to the latest features while reducing your IT burden. OpenGov invests more than 40% of our operating costs into R&D based on customer feedback, helping future-proof your investment.

**GOVERNMENT - PRICE QUOTATION**

**CARASOFT TECHNOLOGY CORP**



11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190  
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH  
 WWW.CARASOFT.COM | SALES@CARASOFT.COM

**TO:** Amber McClure  
 County of Escambia  
 PO Box 1591 440  
 Pensacola, FL 32501 USA

**FROM:** Phillip Carroll  
 Carahsoft Technology Corp.  
 11493 Sunset Hills Road  
 Suite 100  
 Reston, Virginia 20190

**EMAIL:** ammclure@myescambia.com

**EMAIL:** Phillip.Carroll@carahsoft.com

**PHONE:** (850) 595-4960

**PHONE:** (703) 673-3506      **FAX:** (703) 871-8505

**TERMS:** Contract Number: 43230000-NASPO-16-ACS  
 NASPO Master Contract Number: AR2472  
 Contract Term: 07/01/2017 to 09/15/2026  
 Shipping Point: FOB Destination  
 Credit Cards: VISA/MasterCard/AMEX  
 Remit To: Same as Above  
 Payment Terms: Net 30 (On Approved Credit)  
 Sales Tax May Apply

**QUOTE NO:** 24319669  
**QUOTE DATE:** 10/23/2020  
**QUOTE EXPIRES:** 11/22/2020  
**RFQ NO:**  
**SHIPPING:** ESD  
**TOTAL PRICE:** \$178,109.55

**TOTAL QUOTE:** \$178,109.55

LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
1	AR2472-OPE002-042020-055	Budgeting and Planning - Between \$300-500 Million - 5Y OpenGov, Inc. - OG-SWBA-B300500M-AR-5Y	\$79,199.55	COOP 1	\$79,199.55
2	AR2472-OPE002-042020-2013	Custom Professional Services Deployment - Fixed Fee - All Tiers - 0Y OpenGov, Inc. - OG-PSBH-ALTR-OT-0Y	\$210.00	COOP 471	\$98,910.00
<b>SUBTOTAL:</b>					\$178,109.55
<b>TOTAL PRICE:</b>					\$178,109.55
<b>TOTAL QUOTE:</b>					\$178,109.55

# GOVERNMENT - PRICE QUOTATION

CARASOFT TECHNOLOGY CORP

carahsoft.

11493 SUNSET HILLS ROAD | SUITE 100 | RESTON, VIRGINIA 20190  
PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH  
WWW.CARASOFT.COM | SALES@CARASOFT.COM

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LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE	QTY	EXTENDED PRICE
		<b>Year 2 Subscription Term - \$83,159.53</b>			
		<b>Period of Performance (11/12/2021 to 11/11/2022) Billing Frequency: Annually in Advance</b>			
		<b>Year 3 Subscription Term - \$87,317.50</b>			
		<b>Period of Performance (11/12/2022 to 11/11/2023) Billing Frequency: Annually in Advance</b>			
		<b>Year 4 Subscription Term - \$91,683.38</b>			
		<b>Period of Performance (11/12/2023 to 11/11/2024) Billing Frequency: Annually in Advance</b>			
		<b>Year 5 Subscription Term - \$96,267.55</b>			
		<b>Period of Performance (11/12/2024 to 11/11/2025) Billing Frequency: Annually in Advance</b>			
		<b>Opengov Terms of Service</b>			
		<b>Annual invoices will be delivered by the start of each consecutive annual period. Payment of invoices shall be annually in advance. Customer's use of the OpenGov Services is pursuant to the the Terms and Conditions - Software Service Agreement (Purchase through an OpenGov Authorized Reseller) set forth at <a href="https://opengov.com/terms-of-service">https://opengov.com/terms-of-service</a>.</b>			



# Statement of Work

County of Escambia, FL

Created by: TJ Isselhard  
Creation Date: 10/20/2020  
Document Number: DD-01371  
Version Number: 1

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# 1. Overview

## 1.1. Preamble

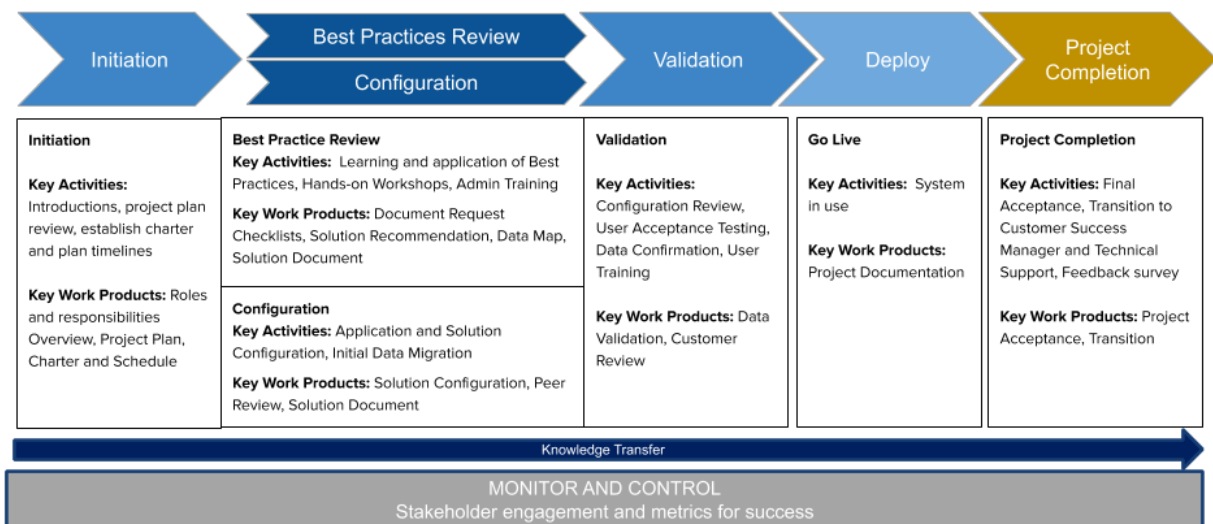
This Statement of Work (“SOW”) identifies services that OpenGov, Inc. (“OpenGov” or “we”) will perform for the County of Escambia, FL (“Customer” or “you”) pursuant to the order for Professional Services agreed to by the parties (“Order Form”) which references the Software Services Agreement or other applicable agreement entered into by the parties (the “Agreement”).

## 1.2. OpenGov’s Modern Cloud ERP

OpenGov is the leader in modern cloud ERP software for our nation’s cities, counties, and state agencies. On a mission to power more effective and accountable government, OpenGov serves agencies across the U.S. Built exclusively for the unique budgeting, financial management, and citizen services needs of the public sector, the OpenGov ERP Cloud enables organizations to plan more strategically and collaboratively, streamline mission-critical processes, and communicate with stakeholders more transparently.

- **Cloud ERP for local government.** OpenGov offers transformative solutions for budgeting, financial management, and citizen services with the market-leading reporting and transparency platform--allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.
- **A trusted and dedicated partner.** Governments nationwide partner with OpenGov to drive more effective and accountable operations and strengthen public trust. Built exclusively for state and local government, OpenGov’s software, services, and expertise are backed by years of employee experience in the public sector.
- **A platform built to grow with you.** Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

### OpenGov Implementation Methodology



## 2. Methodology

OpenGov's deployment methodology, often referred to as the OpenGov Way ("OG Way"), delivers on OpenGov's mission to power more effective and accountable governments. It is an innovative, modern, and iterative approach that leads our customers to successfully deploy our products and help them successfully achieve their vision. The OG Way differentiates itself in the market by its foundation of customer empowerment. We rely on our years of experience working with governments, leading in governments, and leveraging best practices from the public and private sector in order to coach our customers through the change management needed to leverage our best practices and quality software. This methodology requires a degree of focus and engagement to ensure collaboration between both parties to produce the desired results in a timely manner. We look forward to our partnership and can't wait to show you how The OG Way will improve the way you do business and the services you're able to provide to your citizens!

### Project Initiation

During project initiation, we will introduce project resources, review the products and services purchased, establish a project charter, finalize project timelines, and conduct the kickoff meeting. Both OpenGov and Customer are responsible for assigning their Project Managers for the project. We will hold a planning meeting to review all project documents OpenGov has received to date. We'll also provide additional worksheets that need to be included. We'll set-up meetings to finalize the project plan, project charter, and ensure there is a centralized location for these documents to be stored for collaboration. Lastly, we'll determine the date for the larger kickoff meeting and discuss the agenda for this critical meeting.

### Best Practice Review

- OpenGov will provide your team with access to OG University and OpenGov's Resource Center so that you can start learning.
- Provided checklists with samples of data and information that we'll need completed. We will obtain all data and integration information at this time in our standard format.
- We will review your agency-specific documents to make sure we understand your business requirements.
- We will then coach you on our best practices by showing you how our tool works in the most effective manner.
- Based on our best practices review, we'll make solution recommendations based on our domain expertise.
- We'll align with your team based on our understanding of your operating processes based on technical requirements and product functionality.

- We will review all data and integration requirements. A data map will be mutually agreed upon and signed off on by Customer.
- We will present a solution document to be mutually agreed upon prior to starting the configuration.

## Configuration

- We will set-up the base configuration based on the mutually agreed upon solution document.
- We will mutually configure the use cases based on the mutually agreed upon solution document.
- We will migrate your data based on our mutually agreed upon data map.

## Validation

- Review the completed work performed during configuration.
- The appropriate members of the Customer project team will confirm that the solution has been configured correctly based on the solution and data mapping documents by testing the use of the solution.
- Training will be provided based on the selected package, or as set forth herein.
- Any items that were configured or migrated incorrectly based on the data map and solution document will be tracked via an issue log. We will work with your team to identify deployment critical issues that will be resolved prior to launch. If the item is not included in the mutually agreed upon data map and solution document, a mutually agreed upon change order will be discussed as defined in Section 10 Change Management of this SOW.
- The exit criteria for this phase is the sign off by the Customer's Project Manager of the configuration based on the mutually agreed upon solution and data map as defined in Section 9 Acceptance of this SOW.

## Deploy

- The solution is usable by Customer.

## Project Completion

- Customer is sent a project acceptance form to sign as defined in Section 9 Acceptance of this SOW.
- Customer will be asked to respond to a brief survey to provide feedback about the experience.
- Customer is introduced to Customer Support and educated on how to engage with customer support based on Customer's procured package.

### 3. Project Schedule

OpenGov will schedule resources for this project upon signature of the order form. Unless specifically noted, the OpenGov assigned project manager (as identified below or such alternate designated by OpenGov, the “OpenGov Project Manager”) will work with Customer Project Manager to develop the project schedule for all requested deliverables under this SOW. OpenGov reserves the right to adjust the schedule based on the availability of OpenGov resources and/or Customer resources, and the timeliness of deliverables provided by the Customer.

### 4. Roles and Responsibilities

#### 4.1. Roles and Responsibilities Matrix

OpenGov	
Role	Role Description
<b>Executive Sponsor (“ES”)</b>  <b>Name: Eric Diprospero</b>	Responsible for ensuring alignment on project value proposition and vision. Escalation point for Customer Executive Sponsor to mitigate any risks that the project team cannot resolve. Executive Sponsor attends monthly (or other frequency) executive meetings to review deployment status, documented issue list, status and closure summary.
<b>Project Manager (“PM”)</b>	Responsible for the delivery of the professional services based upon the agreed upon contract and SOW within the budgeted hours and timeframe. Ensures the project is properly forecasted, assigns tasks/resources, and tracks toward project completion. Holds executive steering committee meetings and/or quarterly business reviews as appropriate to ensure project issues are properly escalated and success is achieved. Facilitates the transition to support.
<b>Analyst (“IA”)</b>	Responsible for helping Customer configure OpenGov’s product suites as assigned. The Analyst is the primary consultant, guiding Customer through configuration working sessions to put together successful workflows.
<b>Subject Matter Expert (“SME”)</b>	OpenGov Subject Matter Experts (“SMEs”) will engage in strategy, design, and execution discussions internally and with Customer during the deployment. The SME has a specific area of expertise, and depending on the scope of the project more than

	one SME may engage. The SME will not be on all working sessions, but will be involved per the direction of the OpenGov Project Manager.
<b>Integration Engineer (“IE”)</b>	Responsible for migrations, conversions, and integrations as assigned. Responsible for providing clear direction on specifications to ensure proper delivery of migration, conversions, and integrations. Clear data mapping and data validation to be provided with customer sign-offs obtained by the OpenGov Project Manager.
<b>Account Executive (“AE”)</b>	The Account Executive is responsible for the sales cycle. Aligning on program vision, value proposition, and contract terms. The Account Executive will facilitate project kickoff along with the OpenGov Project Manager. The Account Executive will be engaged with the customer throughout their journey with OpenGov, post-deployment and beyond.
<b>Customer Manager (“CM”)</b>	The Customer Manager (“CM”) is the primary customer relationship holder post-Deploy. The “Air Traffic Controller” or “Quarterback” of OpenGov resources with focus on long term success of Customer’s partnership with OpenGov. The CM will engage with Customer to discuss adoption strategy and conduct periodic reviews to ensure Customer’s key stakeholders understand all OpenGov offerings and how they align to key Customer priorities. The CM will be introduced at deployment kick-off, but will not be an active participant in deployment working sessions. As the deployment approaches closure, the CM's engagement will ramp-up, and the OpenGov Project Manager to CM meeting with Customer will occur prior to Project Completion.
<b>Customer</b>	
<b>Role</b>	<b>Role Description</b>
<b>Budget Owner (“BO”)</b>	The Customer Budget Owner commits the funds to the project deployment, assesses the value to the cost (ROI), and approves changes orders. In some cases, the Budget Owner and Executive Sponsor are the same person.
<b>Executive Sponsor (“ES”)</b> <b>Name: Amber McClure</b>	Responsible for ensuring Customer team is aligned to core project value proposition and goals. Able to intervene if the project goes off track, and has ability to make decisions on timeline and budget when decisions are stalled. The Executive Sponsor is not expected to regularly attend deployment working sessions. Executive Sponsors, attend monthly (or other

	frequency) executive meetings to review deployment status, documented issue list, status and closure summary.
<b>Project Manager (“PM”)</b>  <b>Name: Sharon Harrell</b>	Serves as the primary contact for OpenGov Project Initiation, Best Practice Review, Configuration, Validation, Deploy, Project Completion. Coordinates meetings and schedules. Controls communication between the Customer and OpenGov project teams.
<b>Project Lead (“PL”)</b>	Is an internal SME in the functional area of deployment. Attends working sessions, trainings, and responsible for reviewing configurations. Primary OpenGov counterpart will be the Analyst.
<b>Data and SystemsLead (“DSL”)</b>	Responsible for mapping out data infrastructure and validating migration, conversion, integration requirements. Someone who is able to connect OpenGov team with any of Customer’s third-party data sources and vendors as needed to fulfill SOW requirements.

## 4.2. OpenGov Roles and Responsibilities RACI

Phases	Frequency	OpenGov				Customer			
		ES	PM	IA	IE	ES	PM	PL	DSL
Project Initiation	One-time	I	R	I	I	I	A	C	I
Best Practice Review	Iterative	I	R	C	I	I	A	C	I
Configuration	Iterative	I	A	R	R	I	A	A	C
Validation	Iterative	I	A	C	C	I	A	R	C
Deploy	Iterative	I	A	A	I	I	A	R	I
Project Completion	One-time	I	R	C	I	I	R	A	C

R = Responsible to perform the task  
A = Accountable for the task being completed  
C = Consulted with prior to the activity being performed

I = Informed that the task has been completed

## 5. Governance

Project Governance provides the foundation and framework to manage deployments by assessing progress and addressing questions and challenges during the course of deployment. OpenGov follows three guiding principles for governance to maximize the deployment value with our customers:

- **Regular communication** aligned to the agreed upon project plan and timing will occur. OpenGov expects our customers to raise questions or concerns as soon as they arise. OpenGov will do the same, as we can only address items when known.
- **Executive involvement** is expected from both OpenGov and Customer. Not only may Executives be called upon to clarify expectations and/or confusion, but also to steer strategic items to maximize the value through the deployment.
- **Commitment to the direction** outlined in this SOW and critical assessment change orders to ensure they drive value.

### 5.1. Regular Communication Components

Meeting		Frequency	Purpose	Participants	
				OpenGov	Customer
Quarterly Management Review (“QMR”)	Engagement Review	Quarterly	Overview of Program Status, Value Realization, trends, savings reports, SLA, program improvement, technology, and discuss program adjustments	PM, ES, others as necessary	PM, PL, ES, others as necessary
	Statement Committee	Bi-Annually	Review of milestones per commercial agreement, review budget and fiscal matters.	PM, ES, AE, CM	PM, BO. ES



			Discuss strategic direction from deployment, alignment of OpenGov with Customer's 3-year roadmap, evaluate potential shift in strategy and impact to relationship		
Executive Sponsor Meeting	Monthly / Bi-Monthly	Discuss deployment: - Strategic impacts: timing, scope, process - Value prop changes, confusion - Project specific: items that need guidance, support and/or clarity	PM, ES, plus others as necessary	PM, ES, plus others as necessary	
Weekly Deployment Updates	Weekly	Summary of project actions against project plan.  Risks and achievements highlighted in addition to asks of leadership.	Project Team + ES(s)	Project Team + ES(s)	

## 5.2. Commitment to Project Direction and Goals

This SOW is the direction agreed upon by Customer and OpenGov. Transparency of the plan is paramount for our Customers to attain the value the SOW or any subsequent change order outlines.

Should direction of the deployment become disconnected, OpenGov and Customer Project Managers will outline the gaps as they understand them and communicate the gaps to their respective Executive Sponsor(s) (or Project Teams) for discussion and resolution.

The communication path for this engagement will be outlined in the kick off meeting, documenting both phone numbers and email. The general path is:

OpenGov Project Manager → Professional Services Sr. Manager / SVP → Executive Sponsor

## 6. Escalation Process

The purpose of this section is to define the escalation process, should it be needed, to support closing issues that are raised, discussed to move forward with the deployment. OpenGov and Customer agree to raise concerns and follow the escalation process, resource responsibility, and documentation.

### 6.1. Process

- Identification of an issue impeding deployment progress, outcome or capturing the value proposition, that is not acceptable.
- Customer or OpenGov Project Manager summarizes the problem statement and impasse.
- Customer and OpenGov Project managers will outline solution, acceptance or schedule Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.
- Resolution will be documented and signed off following Executive review in accordance with SLA as defined in Section 7 General Project Assumptions.

### 6.2. Escalation Requirements

- OpenGov and Customer Project Managers will summarize impasse and recommendation to present at scheduled or ad hoc executive meetings. Unless otherwise noted in this SOW, Customer Project Manager can approve how hours are used, but not where funding is required.
- Executive Sponsors attend monthly (or other frequency) executive meetings to review deployment status, documented issue list, status, and closure summary.
- Steering Committees, where applicable, will be the arbitrator to direction and issue closure. Unless otherwise noted in this SOW, the Customer Executive Sponsor must approve change orders that result in additional cost.
- Customer or OpenGov Subject Matter Experts may be requested to provide input to the issue and assist in closure. Both Customer and OpenGov will make best effort to enable those Subject Matter Experts to be available and participate.

### **6.3. Documentation**

- Issue Escalation: Problem Statement with clear impact to the deployment and/or engagement.
- Acceptance Document: Detail including change order or other process adjustments required and summary of the resolution.
- Notes from Project Meetings, Executive Reviews, and Steering Committee meetings, as appropriate.

## **7. General Project Assumptions**

OpenGov is excited to work with Customer on the implementation of our OpenGov ERP Cloud. In order to ensure we are able to meet the project timeline and ensure Customer is successful in this , OpenGov asks that Customer abide by the General Assumptions detailed in this SOW.

- This SOW is limited to the Implementation of the OpenGov Cloud as defined in the Project Scope. Any additional services or support will be considered out of scope.
- Customer will commit and provide access to all necessary stakeholders and subject matter experts necessary to implement the solution defined in this SOW.
- Customer is responsible for internal change management associated with the purchase of new software.
- Service-level Agreement (“SLA”)
  - OpenGov and Customer commit to responding to inquiries, updates, or any other project-related matters in no less than 10 business days throughout the course of this project. If Customer is delayed in its response, Customer acknowledges that: a) the delay may impact the project schedule; and b) any fees for Professional Services due to OpenGov after such delay shall become due and OpenGov may invoice Customer for such prepayment.
- Professional Services Offer Expiration:
  - This SOW is valid for up to 90 days from the Creation Date, or as agreed to in writing by OpenGov and Customer.

# 8. Project Scope

## 8.1. OpenGov Reporting & Transparency Platform

### 8.1.1. OpenGov Reporting & Transparency Platform Project Deliverables

Deliverable	Description
<b>OpenGov Reporting &amp; Transparency Platform</b>	Cloud based Reporting & Transparency Platform that includes: <ul style="list-style-type: none"> <li>• Stories</li> <li>• Open Town Hall</li> <li>• Reporting</li> <li>• Dashboards</li> </ul>

### 8.1.2. Project Tasks

The tasks listed below are required for OpenGov and Customer to successfully complete the OpenGov Reporting & Transparency Platform implementation.

#### 8.1.2.1. Initiate

Functionality	Description
<b>Provisioning R&amp;T Platform</b>	OpenGov will provision Customer’s OpenGov entity and verify Customer has access to all purchased modules.
<b>OpenGov University Platform Training</b>	OpenGov will provide access to OpenGov University online training courses intended to teach users on the basics of the Reporting & Transparency Platform.
<b>Stories and Open Town Hall Examples</b>	OpenGov will build out an example of a Story: <ul style="list-style-type: none"> <li>• One standard story based on available templates in OpenGov.</li> </ul> OpenGov will build out an example of a topic in Open Town Hall.
<b>Initial Data Migration</b>	OpenGov will upload any applicable datasets to the OpenGov Platform. <ul style="list-style-type: none"> <li>• Base Budget File</li> <li>• Historical Budget and Transactions Files, including beginning balances</li> <li>• Budget Reference Year data files</li> </ul> OpenGov will accept flat files such as CSV, Text, and/or Excel

### 8.1.2.2. Best Practices

Functionality	Description
<b>Overview of Best Practice</b>	OpenGov assesses and identifies how best to configure and map data to ensure success based on materials provided by Customer.
<b>Stories and Open Town Hall Review</b>	The Implementation Analyst will conduct a review of the examples created.
<b>Solution Document</b>	OpenGov will present a solution document to be mutually agreed upon prior to beginning configuration.

### 8.1.2.3. Configuration

Functionality	Description
<b>Chart of Accounts</b>	OpenGov will review and give feedback on Customer’s general ledger chart of accounts OpenGov will provide a functional build of the proposed OpenGov Chart of Accounts, and gain sign off on acceptance from Customer. OpenGov will configure OpenGov Chart of Accounts in OpenGov system
<b>Standard Reports</b>	OpenGov will: <ul style="list-style-type: none"> <li>• Set up 3 sStandard reports (Annual, Budget to Actuals, and Transactions)</li> <li>• Configure 3 departmental dashboards with up to 3 tiles each</li> </ul>

### 8.1.2.4. Validation

Functionality	Description
<b>Chart of Accounts</b>	Once built in OpenGov system, Customer will validate and sign off of transformed Chart of Accounts
<b>Data</b>	Customer will validate and sign off on the datasets uploaded as part of the implementation.

### 8.1.2.5. Deploy

Functionality	Description
<b>Training Stories</b>	OpenGov will review configured story and train Customer on how to: <ul style="list-style-type: none"> <li>● Create new stories</li> <li>● Update/Maintain current stories</li> <li>● Publish internally and externally</li> </ul>
<b>Training Open Town Hall</b>	OpenGov will present configured Open Town Hall site and theme. OpenGov will train Customer on Open Town Hall functionality
<b>Training Standard Reports</b>	OpenGov will review configured Standard Reports. OpenGov will train Customer on Report: <ul style="list-style-type: none"> <li>● Configuration</li> <li>● Update/Maintenance</li> <li>● Publishing internally and externally</li> </ul>
<b>Training Dashboards</b>	OpenGov will review configured Dashboards OpenGov will train Customer on Dashboard: <ul style="list-style-type: none"> <li>● Configuration</li> <li>● Update/Maintenance</li> <li>● Publishing internally and externally</li> </ul>
<b>Platform Training</b>	OpenGov will review configured COA and uploaded data. OpenGov will train Customer on Platform maintenance:: <ul style="list-style-type: none"> <li>● Users</li> <li>● Uploading data</li> <li>● Maintaining COA</li> </ul>
<b>Sign Off</b>	Customer will sign off that they have: <ul style="list-style-type: none"> <li>● Configured Story</li> <li>● Configured Open Town Hall</li> <li>● Configured Standard Reports</li> <li>● Configured Dashboard</li> <li>● Been trained on Stories, Open Town Hall, Standard Reports, Dashboards</li> </ul>

## 8.2. OpenGov Budgeting & Planning

### 8.2.1. Operating Budget, Capital Budget, Workforce Planning, and Online Budget Book Project Deliverables

Functionality	Description
<b>OpenGov Budgeting &amp; Planning Suite</b>	Budgeting & Planning Suite, includes: <ul style="list-style-type: none"> <li>● Operating Budget</li> <li>● Workforce Planning</li> <li>● Capital Improvement Project Budgeting</li> <li>● Online Budget Book</li> <li>● Budget Reporting</li> </ul>

### 8.2.2. Project Tasks - Budget and Planning

The tasks and responsibilities listed below are required for OpenGov and Customer to successfully complete the OpenGov Budgeting and Planning Suite implementation.

#### 8.2.2.1. Initiate

Functionality	Description
<b>Documentation Receipt</b>	Customer to provide OpenGov: <ul style="list-style-type: none"> <li>● Budget export</li> <li>● Examples of the documentation currently provided to department,</li> <li>● Budget schedule,</li> <li>● Management budget reports example</li> </ul>
<b>OpenGov University Budget Training</b>	During the initial phase, OpenGov will provide system training to administrators. Training will include: <ul style="list-style-type: none"> <li>● How to create               <ul style="list-style-type: none"> <li>○ a budget</li> <li>○ a proposal</li> <li>○ a worksheet</li> <li>○ add a line item</li> <li>○ reselect line items</li> <li>○ submit a budget</li> </ul> </li> <li>● Reporting overview</li> <li>● Stories overview</li> </ul>

	<ul style="list-style-type: none"> <li>● Open Town Hall overview</li> <li>● Workforce Planning Overview</li> </ul>
<p><b>Budget and Workforce Solution Examples</b></p>	<p>OpenGov will build out examples of best practices for budgeting solutions:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> <li>● 2 POC budget instances in OpenGov</li> <li>● 2 POC proposals for each budget instance (Traditional and OpenGov)</li> <li>● 3 POC budget reports             <ul style="list-style-type: none"> <li>○ Operating Budget Development</li> <li>○ Operating Budget Details</li> <li>○ Operating Budget Categories</li> </ul> </li> <li>● 1 POC budget story for review</li> </ul> <p><i>Capital</i></p> <ul style="list-style-type: none"> <li>● 1 POC budget instances in OpenGov</li> <li>● 2 POC proposals</li> <li>● 3 POC budget reports             <ul style="list-style-type: none"> <li>○ Capital Budget Development</li> <li>○ Capital Budget Details</li> <li>○ Capital Budget Categories</li> </ul> </li> <li>● 1 POC capital story for review</li> </ul> <p>Workforce Planning Shell</p> <ul style="list-style-type: none"> <li>● 4 Standard cost elements             <ul style="list-style-type: none"> <li>○ Wages</li> <li>○ Insurance</li> <li>○ Retirement</li> <li>○ Taxes</li> </ul> </li> </ul>
<p><b>Online Budget Book Examples</b></p>	<p>OpenGov will build out:</p> <ul style="list-style-type: none"> <li>● Look and feel of Online Budget Book</li> <li>● Best practice templates for:             <ul style="list-style-type: none"> <li>○ Table of Contents</li> <li>○ Budget message</li> <li>○ Introduction</li> <li>○ Revenue and Expenditure Assumptions</li> <li>○ Budget Summary</li> <li>○ Departmental Information</li> <li>○ Debt</li> </ul> </li> </ul>



### 8.2.2.2. Best Practices

Functionality	Description
<b>Overview of Best Practice</b>	OpenGov assesses and identifies how best to configure and map data to ensure success based on materials provided by Customer.
<b>Budget and Workforce Solution</b>	The Implementation Analyst will conduct a review of the examples created and work with the customer to confirm a budget format on which to move forward.
<b>Online Budget Book Solution</b>	The Implementation Analyst will conduct review of Online Budget Book templates and work with Customer to confirm format and approach.
<b>Solution Document</b>	OpenGov will present a solution document to be mutually agreed upon prior to beginning configuration.

### 8.2.2.3. Configure

Functionality	Description
<b>Base Budget File</b>	OpenGov will configure and upload Customer’s base budget file into OpenGov.
<b>Budget Configuration</b>	<p>Based on the Review and Confirmation phase OpenGov OpenGov will set up Customer’s preferred budget format:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> <li>• 1 Budget instance</li> <li>• 2 Proposals (Department)</li> <li>• Corresponding worksheets (single, fund, division, or function)</li> <li>• 1 Standard Budget Story Template</li> </ul> <p><i>Capital</i></p> <ul style="list-style-type: none"> <li>• 1 Budget instance</li> <li>• 2 Proposals (Department or Project)</li> <li>• Corresponding worksheets (single, fund, division, or function)</li> <li>• 1 Standard Capital Story Template</li> </ul> <p>Based on the review of the Workforce Planning Shell and with the guidance of the Implementation Analyst, Customer will:</p> <ul style="list-style-type: none"> <li>• Buildout remaining cost elements</li> <li>• Populate position template</li> <li>• Validate Workforce calculation</li> </ul>

<p><b>Budget Configuration Working Sessions</b></p>	<p>OpenGov will hold working sessions between the Implementation Analyst and Customer for the purpose of validating, reviewing, and iterating upon draft budget instances. Session will focus on:</p> <ul style="list-style-type: none"> <li>● Set up</li> <li>● Structure</li> <li>● Workflow</li> <li>● User access</li> </ul>
<p><b>Administrator Budget Management Training</b></p>	<p>OpenGov will provide 1 of 60-minute training sessions to enable Customer’s Budget Administrators to manage and maintain their OpenGov budgets including:</p> <ul style="list-style-type: none"> <li>● User access</li> <li>● Approval workflow</li> <li>● Cloning</li> <li>● Phases</li> <li>● Proposal status</li> </ul>
<p><b>Dataset and View Configuration</b></p>	<p>OpenGov will set up 1 export and dataset view to enable budget reports</p>
<p><b>Budget Report(s)</b></p>	<p>OpenGov will set up 8 standard reports to include:</p> <p><i>Operating</i></p> <ul style="list-style-type: none"> <li>● Operating Budget Milestones</li> <li>● Operating Budget Development</li> <li>● Operating Budget Details</li> <li>● Operating Budget Categories</li> </ul> <p><i>Capital</i></p> <ul style="list-style-type: none"> <li>● Capital Budget Development</li> <li>● Capital Budget Details</li> <li>● Capital Budget Categories</li> <li>● Capital Plan Report</li> </ul>
<p><b>Budget Exports and Reporting Training</b></p>	<p>OpenGov will provide 1 of 60-Minute training sessions to enable Customer to own, manage and maintain their OpenGov Budget Data and Reports including:</p> <ul style="list-style-type: none"> <li>● Exports</li> <li>● Dataset views</li> <li>● Reports</li> </ul>
<p><b>Online Budget Book Configuration and Training</b></p>	<p>OpenGov will setup 3 OpenGov standard Online Budget Book templates chosen from examples defined above, including 1 completed story from 1 template</p> <ul style="list-style-type: none"> <li>● Administrator training</li> </ul>

<b>Session</b>	<ul style="list-style-type: none"> <li>○ One 60-Minute session for training:             <ul style="list-style-type: none"> <li>■ Using and Copying Templates</li> <li>■ How Datasets and Reports work in Stories</li> <li>■ How the Online Budget Book works with Transparency Portal</li> <li>■ Preparing for updating and ongoing use</li> </ul> </li> <li>● OpenGov will provide working sessions for OpenGov to consult with Customer on Online Budget Book, scheduled as needed. <i>(Not to exceed more than 10 sessions unless agreed upon by openGov Project Manager and Customer.)</i></li> </ul> <p>Customer administrators will set up additional project story shells and corresponding project users, and admins/users will add content</p>
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**8.2.2.4. Validation**

Functionality	Description
<b>Validation of Configured Budgets</b>	The OpenGov Project Manager and Analyst will confirm with Customer’s Project Lead that all budget proposals are configured properly based on the agreed upon format.

**8.2.2.5. Deploy**

Functionality	Description
<b>Internal Budget User Training</b>	OpenGov will provide 1 of 60-Minute training sessions to enable Customer’s internal users to understand budgeting requirements.
<b>Sign Off</b>	Customer will provide written sign off that all Budgets and standard reports have been configured based on agreed upon formats.

**8.3. Financial and Non-Financial Integrations**

**8.3.1. Financial and Non-Financial Integration Deliverables**

Functionality	Description
<b>Financial Integration</b>	OpenGov will work with Customer’s IT Staff and Project Team to setup a one way data integration from Central Square to OpenGov

### 8.3.2. Financial Integration Tasks

The tasks listed below are required for OpenGov and Customer to successfully complete the Financial Integrations with OpenGov.

#### 8.3.2.1. Initiate

Functionality	Description
<b>Solution Review</b>	<p>OpenGov will review the proposed solution with Customer</p> <ul style="list-style-type: none"> <li>● Functionalities to be Integrated               <ul style="list-style-type: none"> <li>○ Actuals (Transaction)</li> <li>○ Budget</li> </ul> </li> <li>● Integration Approach               <ul style="list-style-type: none"> <li>○ Database Connect / Agent Install</li> <li>○ SFTP (File Transfer)</li> </ul> </li> <li>● OpenGov Assumes:               <ul style="list-style-type: none"> <li>○ The data will be linked to the Customer's COA.</li> <li>○ Integration is unidirectional from the Customer's accounting software into OpenGov.</li> </ul> </li> </ul>
<b>Data Files [SFTP]</b>	<p>Customer will provide the data in the required format associated with the functionalities</p> <ul style="list-style-type: none"> <li>● Data Files for Historical Years</li> <li>● Data Files for Current Year</li> <li>● Automate the file transfers into the OpenGov SFTP location</li> </ul>
<b>Data Analysis</b>	<p>OpenGov will perform the data analysis</p> <ul style="list-style-type: none"> <li>● To align with the required functionalities</li> <li>● To align with the COA</li> </ul>

#### 8.3.2.2. Configuration

Functionality	Description
<b>Integration Setup</b>	<p>OpenGov will perform the following</p> <ul style="list-style-type: none"> <li>● Installation of Agent (Database Integrations)</li> <li>● Database View Deployment ( Database Integrations)</li> <li>● SFTP Setup (SFTP Data Migrations)</li> <li>● Sample File Format (SFTP Data Migrations)</li> <li>● OpenGov Assumes:               <ul style="list-style-type: none"> <li>○ OpenGov will require assistance from Customer to understand source system specific customizations and configurations when building the data extract. When OpenGov is not able to access or extract data as per</li> </ul> </li> </ul>

	<p>requirements, Customer should provide the data files in CSV format into OpenGov FTP Location.</p> <ul style="list-style-type: none"> <li>○ When the source accounting software is hosted by a third party vendor on behalf of Customer, Customer is responsible for brokering OpenGov’s access to Customer’s data residing at the vendor’s premises in accordance with OpenGov’s data formatting requirements.</li> </ul>
<b>Configuration and Testing</b>	<p>OpenGov will perform the Configuration to</p> <ul style="list-style-type: none"> <li>● Extract, Transform (when required) and load the data</li> <li>● Build Reports for the required functionalities</li> <li>● Initial validation of data</li> </ul>

### 8.3.2.3. Validation

Functionality	Description
<b>Data Validation</b>	<p>OpenGov team to work with Customer to</p> <ul style="list-style-type: none"> <li>● Validate the historical data</li> <li>● Validate the current year data</li> <li>● OpenGov Assumes: <ul style="list-style-type: none"> <li>○ Customer will provide data to validate against (PDF Export). Data should be received prior to the start of the integration.</li> <li>○ OpenGov will perform the validation for data accuracy for the Integration, working jointly with Customer team to approve the Financial Integration data.</li> </ul> </li> </ul>

### 8.3.2.4. Deploy

Functionality	Description
<b>Deployment and Wrap Up</b>	<p>OpenGov will perform the Configuration to</p> <ul style="list-style-type: none"> <li>● Schedule the current year data load</li> <li>● Train the administrators</li> <li>● Monitor the data load</li> </ul>
<b>Sign Off</b>	<p>Customer will complete OpenGov-provided sign off document acknowledging</p>

	<ul style="list-style-type: none"><li>• Accuracy of the data for historical years and current year associated with the functionalities</li><li>• Accuracy Reports associated with the functionalities</li><li>• Adequately trained on the Integration Functionalities</li></ul>
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## 9. Acceptance

### 9.1. Acceptance Process

All Deliverables require acceptance from the Customer Project Manager(s) following the completion of Deliverables and upon Project Closure. Customer is responsible for conducting any additional review or testing of such deliverable pursuant to any applicable acceptance criteria agreed upon by the parties for such deliverable. Upon completion of these phases, the OpenGov Project Manager shall notify the Customer Project Manager(s) and provide the necessary documents for review and sign off.

The following process will be used for accepting or acknowledging Deliverables and Project Closure:

- OpenGov shall submit the completed deliverables to Customer to review or test against the applicable acceptance criteria. Customer shall notify OpenGov promptly of its acceptance or rejection in accordance with the agreed upon acceptance criteria.
- Customer must accept all deliverables that meet the applicable acceptance criteria. OpenGov Project Manager will provide the Customer Project Manager with the OpenGov Acceptance form to sign off on the deliverable and project. Once all deliverables required to meet a particular phase have been accepted or are deemed accepted, the phase shall be deemed complete.
- Upon completion of the phase or project, OpenGov allows Customer 10 business days to communicate that the particular Deliverable(s) does not meet Customer's requirements. Failure to communicate that the particular Deliverable(s) does not meet Customer's requirements will be deemed as acceptance and any further work provided to remedy Customer's complaint might incur additional cost.
- Customer shall provide to OpenGov a written notice detailing the reasons for rejection and the nature of the failure to meet the acceptance criteria. OpenGov shall make best effort to revise the non-conforming Deliverable(s) to meet the acceptance criteria and re-submit it to Customer for further review and testing.
- If the acceptance form is not received in accordance with SLA as defined in Section 7 General Project Assumptions, the project phase and/or project will be considered accepted and automatically closed.

## 9.2. Acceptance Requirements

- All acceptance milestones and associated review periods will be tracked on the project plan.
- The Customer Project Manager will have decision authority to approve/reject all project Deliverables, Phase Acceptance and Project Acceptance.
- Any open issues shall be resolved or decisions made in accordance with OpenGov's SLA as defined in Section 7 General Assumptions of this SOW following the Validation Acceptance review, or as mutually agreed upon between the parties, for resolution prior to advancing on in the project.
- Both OpenGov and Customer recognize that failure to complete tasks and resolve open issues may have a negative impact on the project.
- For any tasks not yet complete, OpenGov and/or Customer will provide sufficient resources to expedite completion of tasks to prevent negatively impacting the project.

## 10. Change Management

This SOW and related effort is based on the information provided and gathered by OpenGov. Customer acknowledges that changes to the scope may require additional effort or time, resulting in additional cost. Any change to scope must be agreed to in writing or email, by both Customer and OpenGov, and documented as such via a:

- *Change Order* - Work that is added to or deleted from the original scope of this SOW. Depending on the magnitude of the change, it may or may not alter the original contract amount or completion date and be paid for by Customer. Changes might include:
  - Hours allocated from one use to another one
  - Impact of that movement (benefit summary to exchange)
  - Timeline for completion
  - Sign off process
  - Cost of change and Invoice timing
  - Signed by OpenGov and Customer Executives approving funds.

Change documentation will be mutually signed in accordance with OpenGov's SLA as defined in Section 7 General Assumptions of this SOW. Should that not occur, the change will be added to the next Executive Sponsor agenda for closure.

Example of Changes that might arise during a deployment:

- Amending the SOW to correct an error.

- Extension of work as the complexity identified exceeds what was expected by Customer or OpenGov.
- Change in type of OpenGov resources to support the SOW. For example Subject Matter Experts to address simplifying Chart of Account structure.



# Premium Support

## The Leader in Cloud-Based Solutions for Government

The OpenGov Cloud™ is the only integrated cloud solution for budgeting, performance, communications and reporting. This multi-tenant Software-as-a-Service (“SaaS”) solution connects stakeholders to the budget process, engages them for real-time feedback, accurately forecasts personnel costs, and integrates with key government systems, resulting in improved outcomes, enhanced internal efficiencies, and more time for strategic planning.

OpenGov offers Premium Services to help organizations on their journey to more efficient budgeting, management reporting, and citizen engagement. Customers can use Premium Services hours for hands-on configuration, trainings, and consultations to provide you with the additional structure, support and guidance needed to use the OpenGov software most effectively. Premium Services also fast-tracks Support team responses, ensuring white glove treatment and speedy resolutions.

“Many companies can do the tools and tech; however, it is rare to find a company like OpenGov who does so while staying in touch with its customers, truly listening to its customers’ needs, and adding the appropriate staffing at all levels of management and function to improve both the product offerings and the customers’ experiences.”

**Lisa Desmarais**  
 IT Director of Kenton County, KY

Benefits	Premium
Unlimited Number of Support Cases per Year*	✓
Unlimited Access to OpenGov Resource Center	✓
Unlimited Online access to the Support Request Portal	✓
Access to Live Chat 8:00 AM to 5:00 PM US Local Time	✓
Access to Phone/Text Support	✓
Designated Technical Account Manager	✓
Post Deployment Services for Configuration, Training, and Consultations	36 Hours Annually
Monthly Welcome Virtual Training for New Hires	✓
Designated Contacts	15
Increased Response Times	✓

Response Times by Severity Level	Initial Response Time**
Urgent	One (1) Calendar Hour
High	One (1) Business Hour
Normal	Two (2) Business Hours
Low	One (1) Business Day

\* Support Cases are defined as issues related to the OpenGov products. These calls are included at no charge for up to 30 minutes per issue. Any time over the included 30 minutes will be deducted from Premium Services hours, or charged our then-current rates for support services.

\*\* OpenGov will use commercially reasonable efforts to respond (via OpenGov’s Normal Support Channels) to each support issue reported by the Customer within the applicable response time described in the table above, depending on the applicable severity level. “Business Days” are Monday-Friday, excluding holidays. “Business Hours” are 8:00 AM - 5:00 PM Local Time during Business Days.

**Mission-Driven**  
Powering more effective and accountable government

**Trusted**  
Over 2,000 public agencies leverage OpenGov technology

**Innovative**  
Easy-to-use, best-in-class, and intuitive cloud software

**Experts**  
300+ years of public sector experience on staff

## Support Philosophy

You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.

### Sample Technical Services and Consultation Uses:

Stories Support	Guide customers to create effective, content-rich Stories.
Budget Year 2+ Assistance	Provide budget configuration guidance for post-deployment customers.
Chart of Accounts Updates	Update the Chart of Accounts including categorizing codes per customer guidance.
Additional Reports and Dashboards	Guide the customer to create additional reports (both financial and non-financial) that are not included in the deployment package.
Manual Data Update	Upload financial or non-financial data to a non-integrated dataset.
Building Upload Templates	Create templates for files that require data transformation for uploads.
Other Technical Tasks within OpenGov Platform	Customers may reach out to their Technical Account Manager to request assistance with technical tasks across the platform.
Extended 1-Hour Training Sessions	Train entity admins on use of OpenGov products.
Workflow Optimization	Re-configure record type workflows to streamline operations, improve internal communication, and enhance the citizen experience.
Form Re-design	Streamline record type forms to allow for a more fluid application process for the public while also making sure the community has all the necessary information in order to review applications.
Fee Updates	Assist communities with updating all of their fees when necessary in order to ensure that the calculation is 100% accurate and citizens are not overcharged for their work.
Online Content	Re-vamp communities online portal in order to make it more appealing and easy-to-navigate for citizens who may not be comfortable submitting online applications.

## Why OpenGov?

- **The only modern cloud ERP for local government.** OpenGov offers transformative solutions for budgeting, financial management, and citizen services with the market-leading reporting and transparency platform -- allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.
- **A trusted and dedicated partner.** More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations and strengthen public trust. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 years of employee experience in the public sector.
- **A platform built to grow with you.** Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to modular implementation, seamless maintenance, user-level configurability, and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

**"As I had questions or ran into stumbling blocks, my Customer Success representatives were incredibly responsive, knowledgeable, and helpful. It was nearly always only a matter of minutes before I got help. Also, I love that there always seem to be new developments that keep information from seeming static and stale. We have had lots of great feedback since we launched – people like and actually continue to use the site, which of course is the whole point! OpenGov ROCKS!"**

**Mona Brooks**  
Accountant, Loveland, CO



CITY OF  
**MINNEAPOLIS**



CITY OF  
**RICHMOND**



STATE OF  
**IDAHO**



STATE OF  
**OKLAHOMA**



COUNTY OF  
**SUFFOLK**

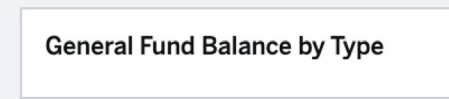
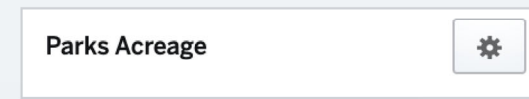
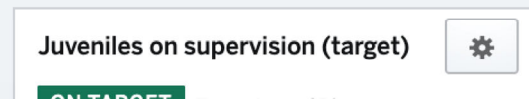
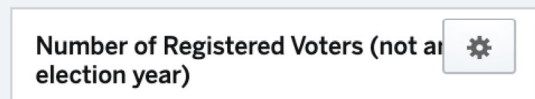
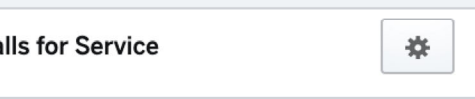
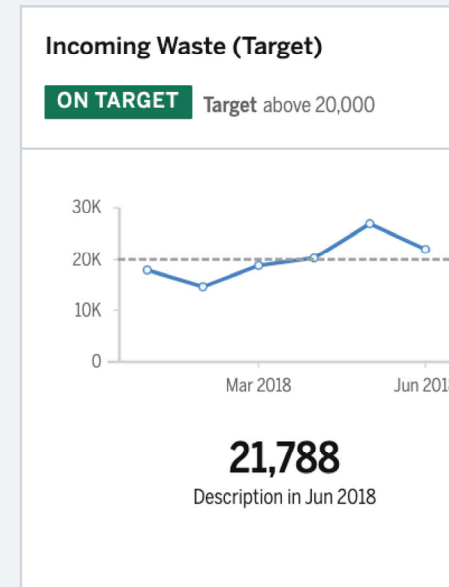
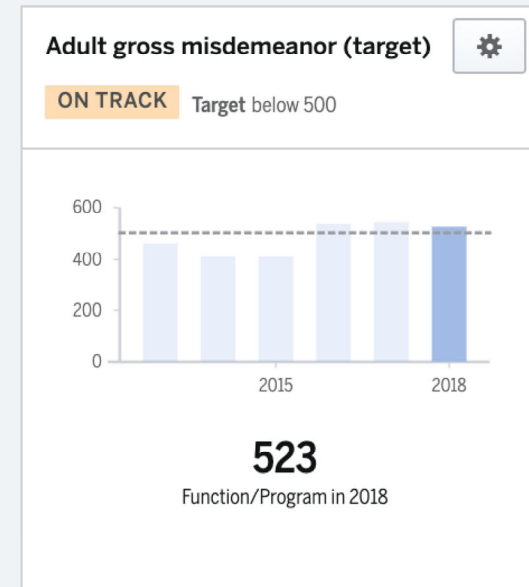
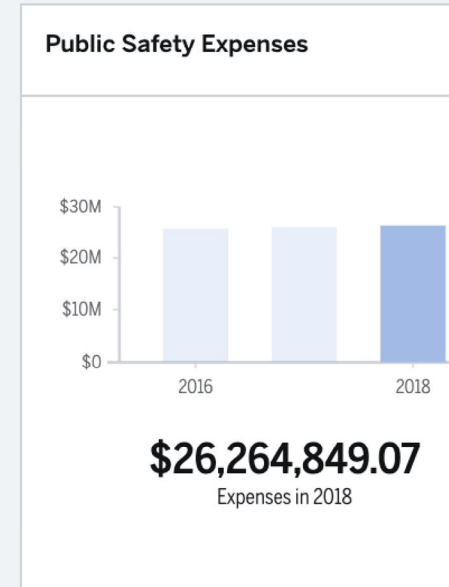
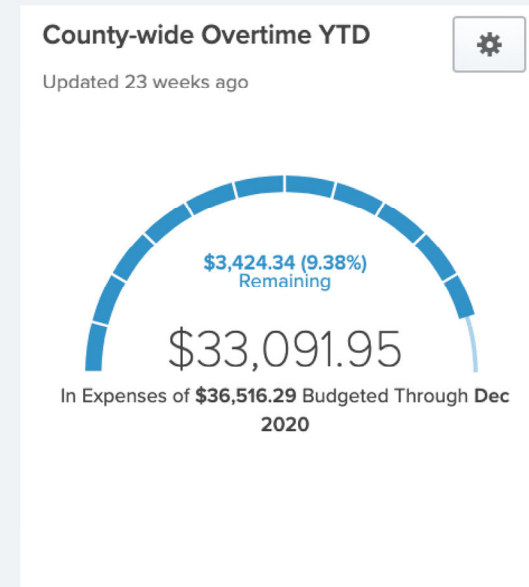
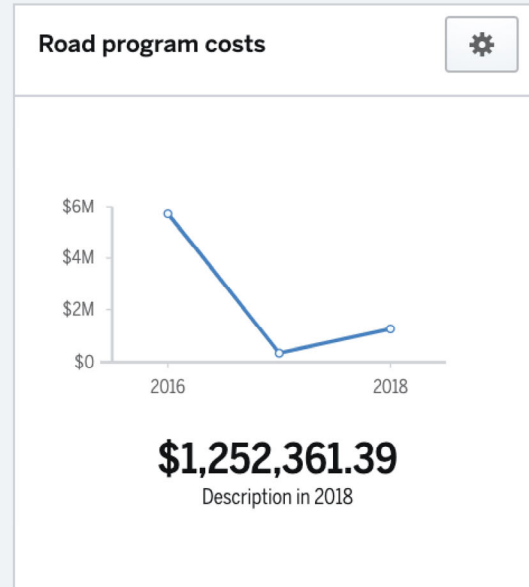
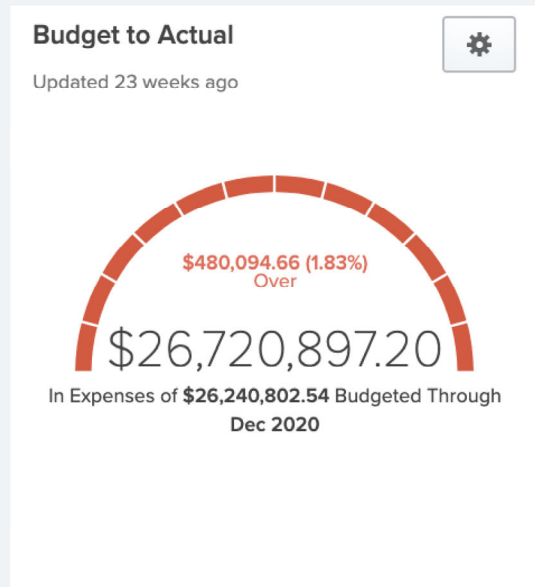
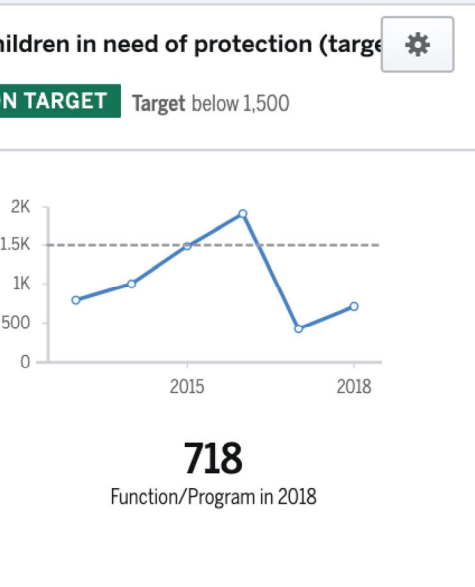


COUNTY OF  
**MONO**

# Commissioner's Dashboard

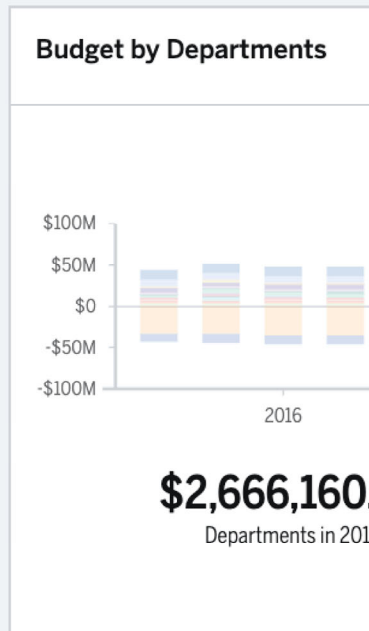
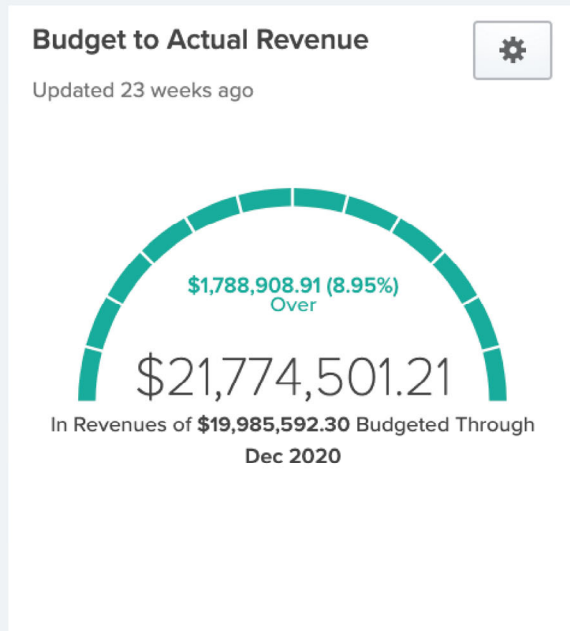
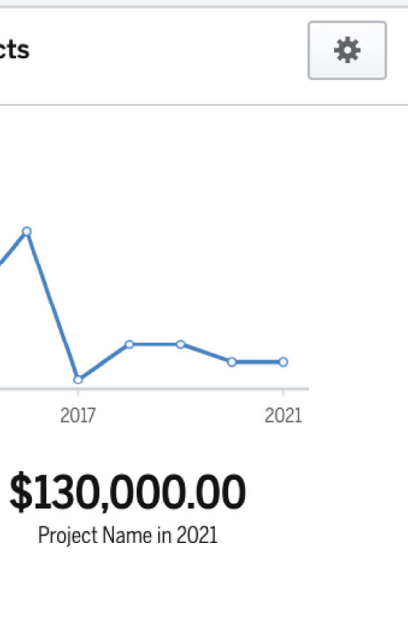
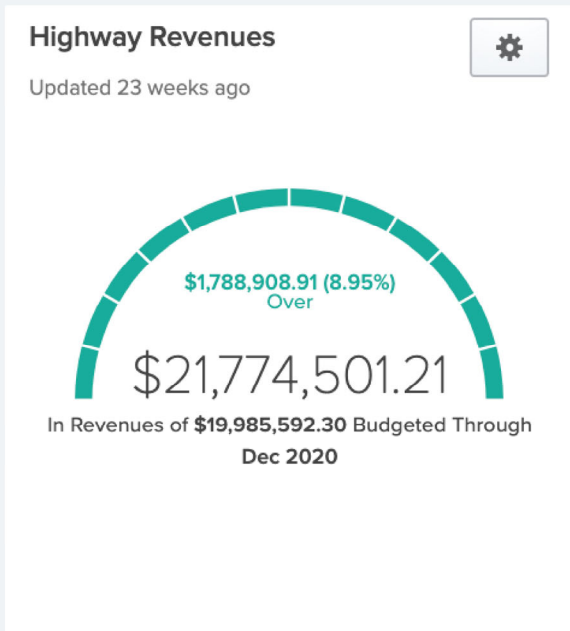
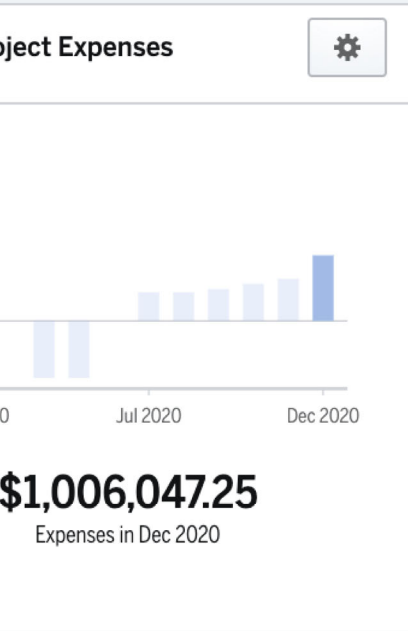
responsibly serve the community with integrity and innovation.

Print



# Public Works/Roads

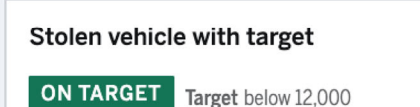
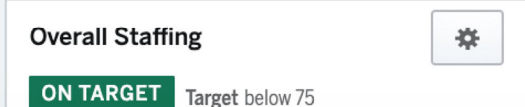
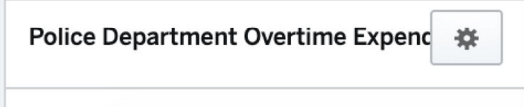
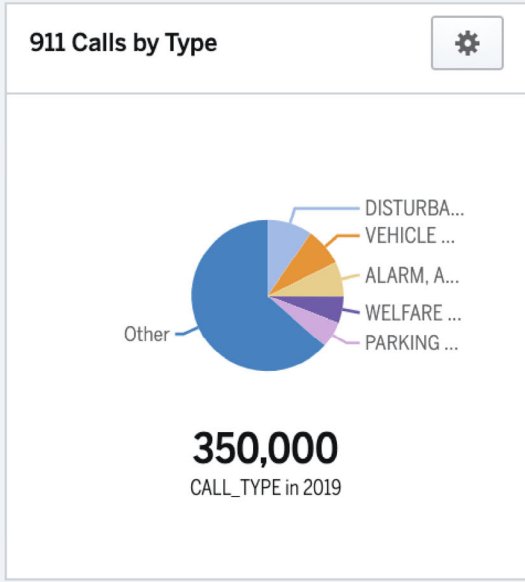
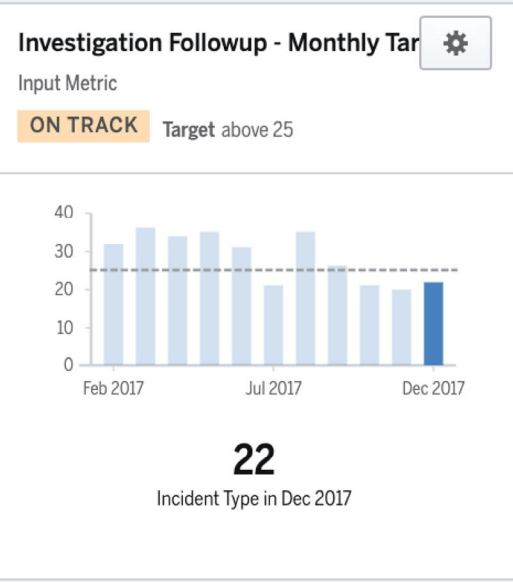
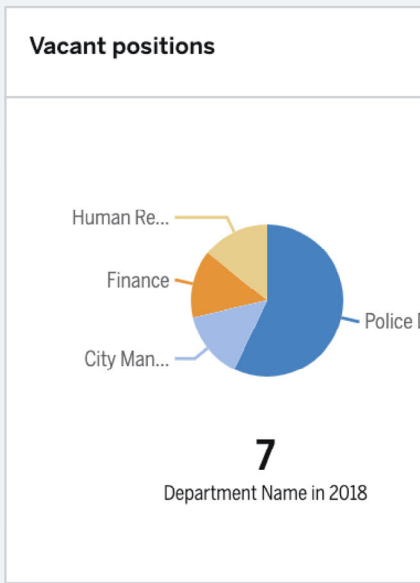
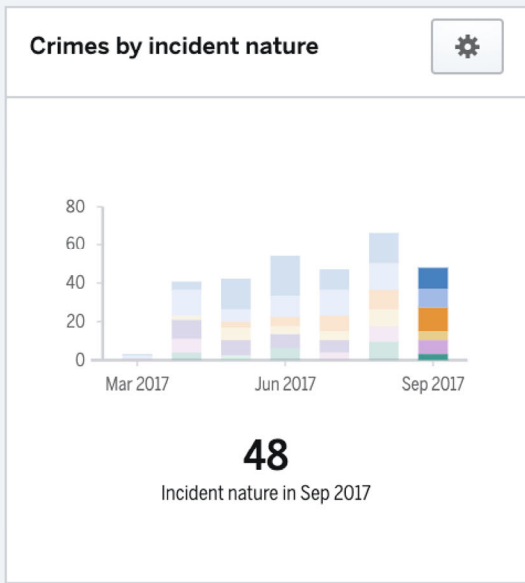
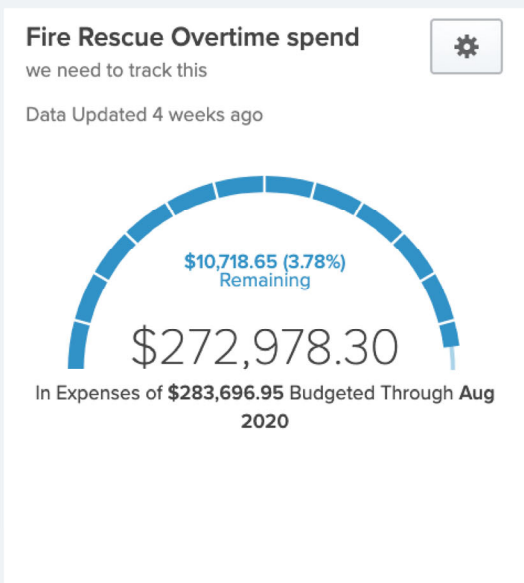
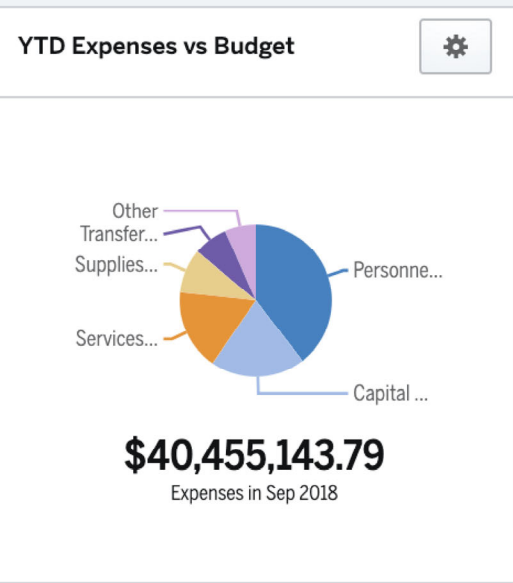
health, safety and welfare of the citizens of Cloud County through superior engineering, operations and administrative services related to roads and drainage facilities.



# Public Safety Dashboard

Indicators of overall community efforts tied to improve public and citizen safety

Print





# Engineering/Water Infrastructure Dashboard

...ative here!

Prin

### Report

Target below 9

**9.57**  
Response Split in Oct 2017

### YTD Revenues vs Budget

Data Updated 34 weeks ago

**\$35,292,962.10**  
In Revenues of **\$41,914,705.00** Budgeted Through Sep 2018

\$6,621,742.90 (15.80%) Remaining

### Revenue trends

Data Updated 4 weeks ago

**\$37,078,786.11**  
Revenues in 2020

[Click to explore data](#) →

### Overdue Repair Requests

**NEEDS FOCUS** Target below 55

**79**  
Closed Status in Sep 2017

### Financial summary

**-\$5,423,388.00**  
Revenues Less Expenses in 2016

### Expenses

**\$42,502,174.11**  
Expenses in 2020

### YTD Expenses vs Budget

Data Updated 34 weeks ago

**\$40,455,143.79**  
In Expenses of **\$55,128,343.86** Budgeted Through Sep 2018

\$14,673,200.07 (26.62%) Remaining

### Standard View: Ytd Overtime by month

**\$89,335.09**  
Expenses in Dec 2018

### Summer usage trends

**846,856**  
Season in 2015

### Sewer expenses budget to actual

Data Updated 34 weeks ago

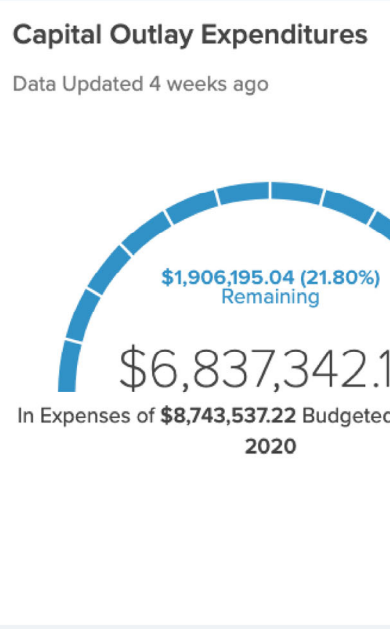
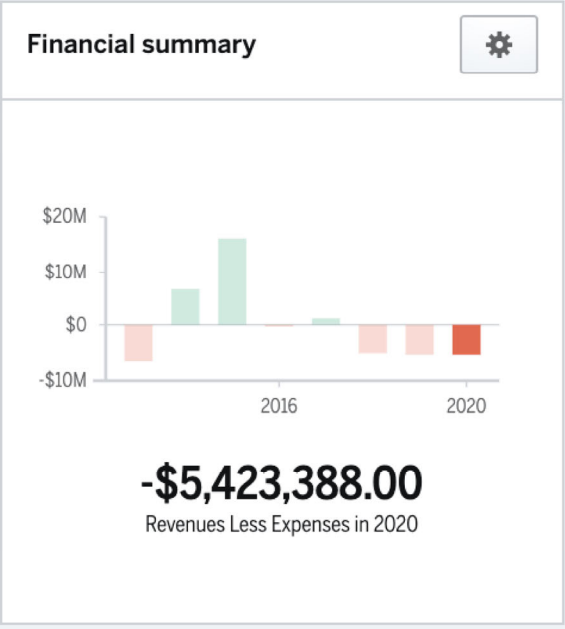
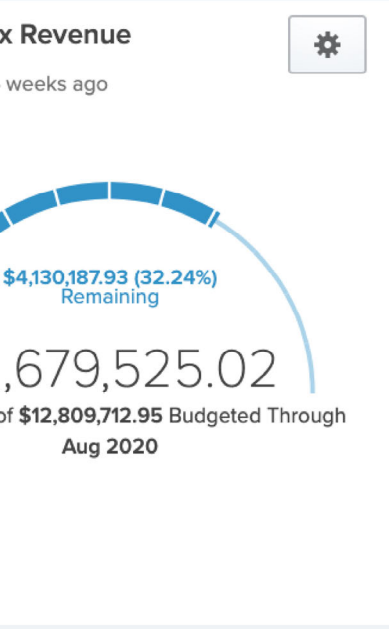
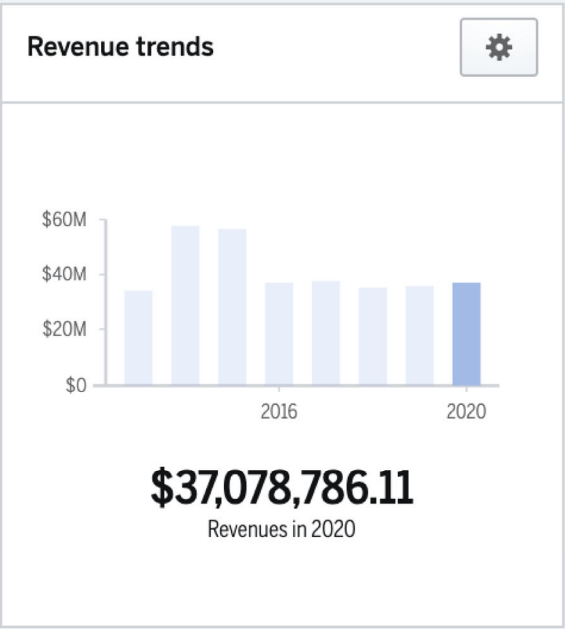
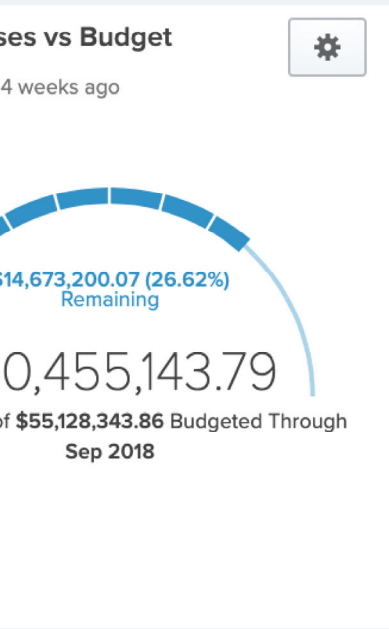
**\$1,207,014.50**  
In Expenses of **\$1,133,792.00** Budgeted Through Sep 2018

\$73,222.56 (6.46%) Over

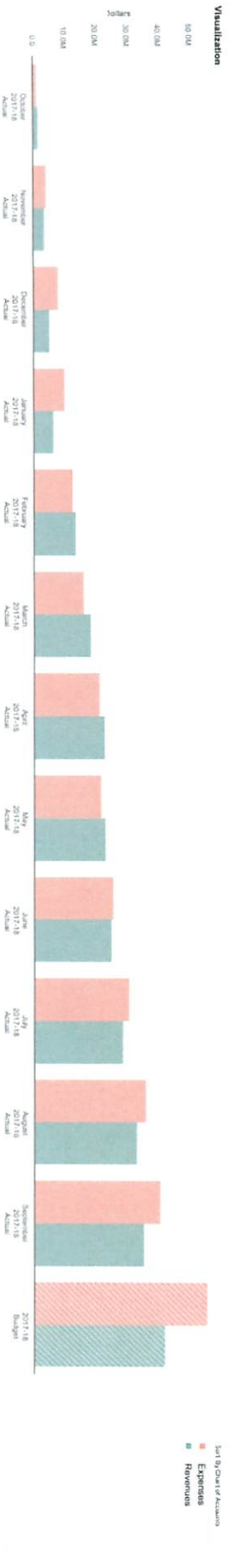
# Capital Plan

The federal budget commits to restraint while prioritizing funding to rebuild our national defense and strengthen America's borders

Print



## (2) Monthly Budget to Actual



Category	October 2017-18 Actual	November 2017-18 Actual	December 2017-18 Actual	January 2017-18 Actual	February 2017-18 Actual	March 2017-18 Actual	April 2017-18 Actual	May 2017-18 Actual	June 2017-18 Actual	July 2017-18 Actual	August 2017-18 Actual	September 2017-18 Actual	2017-18 Budget	2017-18 Variance	2017-18 Variance %
<b>Revenue</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>\$1,944,302</b>	<b>0.00%</b>
Revenue	198,000	180,000	170,000	160,000	150,000	140,000	130,000	120,000	110,000	100,000	90,000	80,000	1,944,302	0	0.00%
Expenses	100,000	95,000	90,000	85,000	80,000	75,000	70,000	65,000	60,000	55,000	50,000	45,000	1,211,839	-732,463	-37.7%
Other Revenue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Taxes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Franchise Fees	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Licenses & Permits	1,866	77,837	116,128	217,351	222,795	480,523	638,349	872,953	989,529	1,181,116	1,111,576	1,184,705	1,040,000	141,705	13.6%
Charges For Service	1,744,191	3,004,417	73,792	0	0	0	0	0	0	0	0	0	13,163,667	-12,419,470	-92.5%
Miscellaneous	28,879	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Transfers In	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Earnings On Investments	0	4,204	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Fines & Forfeits	60,007	96,541	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Sale of Assets	0	66,250	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Expenses	1,506,000	4,333,822	6,178,755	8,182,714	10,127,212	12,540,100	16,166,733	21,083,374	27,623,247	35,482,096	40,455,144	55,128,344	27,662,348	27,662,348	100.0%
Personal Services	1,307,891	2,818,032	4,182,714	5,718,235	7,058,309	8,122,867	10,413,087	12,013,255	15,088,511	19,211,731	23,533,358	31,068,150	11,692,218	11,692,218	37.6%
Supplies & Equipment	87,984	564,388	910,201	968,798	1,271,762	1,436,405	1,777,700	2,211,395	2,568,135	2,874,812	3,156,802	3,788,080	3,106,150	123,061	3.9%
Capital Outlay	13,442	344,418	1,243,016	1,433,217	1,666,428	2,048,640	2,357,407	2,558,279	3,184,069	4,673,812	6,508,038	8,156,435	8,571,255	415,817	4.8%
Indirect Cost Allocation	0	0	0	0	0	0	0	0	0	0	0	0	0	-154,078	-15.4%
Other Charges	0	4,616	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Services & Charges	177,272	773,693	1,523,285	1,698,503	2,306,229	2,828,549	3,519,031	4,328,851	5,326,851	6,341,687	7,428,875	8,897,203	7,382,875	1,514,807	17.1%
Transfers Out	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Expenses	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Revenue Less Expenses	\$522,916	\$537,728	\$2,268,848	\$3,188,680	\$3,988,097	\$4,996,057	\$6,168,874	\$7,465,904	\$8,915,250	\$10,917,302	\$12,917,444	\$15,917,444	\$15,917,444	\$15,917,444	100.0%

Data derived from Tides and reported on October 27, 2020. Credit only/Gender





**BOARD OF COUNTY COMMISSIONERS**  
Escambia County, Florida

**Special BCC Meeting**

5.

**Meeting Date:** 11/12/2020

**Issue:** Approval of Expenses Through the CARES Act Funding Program

**From:** Janice Gilley, County Administrator

**Organization:** County Administrator's Office

**CAO Approval:**

---

**Information**

**RECOMMENDATION:**

Recommendation Concerning Approval of Expenses Through the CARES Act Funding Program  
- Janice P. Gilley, County Administrator

State and Federal deadlines are quickly approaching:

- **Thursday, November 12** - Spending plan must be finalized and sent to FDEM to receive 100% of funds.
- **Monday, November 16** - 100% of Phase 1 and Phase 2 backup documents (Agreements, Invoices, Receipts, etc.) must be uploaded to the FL CARES portal, showing that all of Phase 1 and Phase 2 funds have been spent ( **Total of \$25,778,383**).
- **Thursday, December 3** - 100% of Phase 3 Requests for Reimbursements must be submitted into the FL CARES portal. These are not reimbursements, but encumbrances with the spending plan.
- **Wednesday, December 30** - The last day expenses can be incurred. Treasury has clarified that for a cost to be considered to have been incurred, performance or delivery **MUST** occur during the covered period. **Final** reporting due.

That the Board take the following action:

A. Eliminate the "FEMA Reimbursement" Category – FEMA approval has not been received in time to be able to utilize the 12.5% Local cost reimbursed by December 30 through CARES. The allocation of \$60,389 *will be reallocated to the "COVID Ops & Oversight" category;*

B. Increase the funding for the "COVID Ops & Oversight" category to \$400,000 as employees will be needed in an overtime capacity until the end of November to complete the Family Cares applications;

C. Finalize spending for the remaining \$16,370,698.50 that has been set aside in the "Public Health and Safety" bucket under Fire, Correctional and Detention Officers Payroll; and

D. Discuss the considerations for new asks:

**1. Medical Examiner Expenses for Escambia County:**

- COVID-19 Expenses \$107,195.88
- Medical Examiner Salaries \$51,454.02

**2. Clerk of Court Human Resource Information System (HRIS) - Implementation of a Human Resource Information System (HRIS) for the Clerk - \$134,300**

**3. Escambia County Sheriff increase in inmate transportation services from \$23 to \$28 per hour starting July 1.**

**4. City of Pensacola - Coronavirus Aid, Relief and Economic Security Act CARE Act Ask:**

- Public Facilities - \$2,600,000
- Employee Health and Safety - \$2,100,000
- Public Health and Safety - \$725,000
- Total ask - \$5,425,000**

● **City of Pensacola has been included in the following:**

- Rent and Mortgage CARES
- Family CARES grant
- Business CARES grant
- Rapid Testing programs
- Feeding the Gulf Coast and food distribution programs
- Broadband Survey
- City of Pensacola OT - \$15,934.12
- City of Pensacola August and September FEMA Expenses - \$162,202.62
- Visit Pensacola Advertising
- City of Pensacola COVID-19 Paid Leave - \$663,214.40

**BACKGROUND:**

Escambia County has been impacted by the COVID-19 Pandemic. Through the CARES Act, the County has received \$14,321,164 from the Florida Division of Emergency Management, which represents 25% of the County's potential allocation of \$57,285,296.

**BUDGETARY IMPACT:**

The funding source is the CARES Act allocation to Escambia County, Fund 119

**LEGAL CONSIDERATIONS/SIGN-OFF:**

The County Attorney's Office is reviewing Funding Program Agreements.

**PERSONNEL:**

No additional impact to personnel with this Recommendation.

**POLICY/REQUIREMENT FOR BOARD ACTION:**

Board Policy II.A.

**IMPLEMENTATION/COORDINATION:**

County Administration will coordinate and implement.

---

**Attachments**

COC HRIS CARES Funding Request

City of Pensacola CARES Request

City of Pensacola CARES Act Funding Letter

City of Pensacola Funding

DOMES CARES Act Reimbursable Costs

Escambia County CARES Act Summary Page

Compensation for Transportation Services

Escambia County CARES Act PROPOSED Summary Page

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## **COC HRIS CARES FUNDING REQUEST**

**Issue:** Approve funding allocation from the Escambia CARES Act for the implementation of a Human Resource Information System (HRIS)

**From:** Pam Childers

**Organization:** Clerk

### **RECOMMENDATION:**

That the Board discuss and approve a funding allocation from the Escambia CARES Act in the amount of \$134,300 for the implementation of a Human Resource Information System (HRIS) for the Clerk.

### **BACKGROUND:**

The COVID-19 pandemic has elevated the need to enable remote work and improve business continuity for both Human Resources (HR) and Payroll. The current paper document workflows used in Payroll and HR make information inaccessible or slow to obtain for remote staff and for the public. The paper processes and legacy technology systems used today have proved to be inefficient, impede the ability to properly track FMLA leave, and exacerbate the departments' ability to operate effectively during the pandemic.

Both the Clerk and the BCC recognize the need for an improved HRIS system, and both have agreed to use the Kronos Dimensions™ products for Human Resources, Payroll, Time Keeping, Leave Manager, Accruals, and Performance Management.

The Kronos Dimensions™ products are a cloud-based Software-As-A-Service (SAAS) with an annual subscription cost per active employee. The requested amount of \$134,300 would cover the initial implementation costs, the first year subscription cost for the Clerk's 180 employees, and integration cost between the Kronos Dimensions™ and other Clerk applications.

### **LEGAL CONSIDERATIONS/SIGN-OFF:**

The CARES Act funding of a Human Resource Information System (HRIS) meets the criteria set forth in the U.S. Treasury's "Coronavirus Relief Fund, Guidance for State, Territorial, Local, and Tribal Governments, Updated September 2, 2020" document in that the HRIS system:

1. Is a necessary expenditure incurred due to the public health emergency with respect to the Coronavirus Disease 2019 (COVID-19)
2. Is an expenditure incurred during the period that begins on March 1, 2020, and ends on December 30, 2020.
3. Is an expense to improve telework capabilities for public employees to enable compliance with COVID-19 public health precautions.
4. Is an expense of providing paid sick and paid family and medical leave to public employees to enable compliance with COVID-19 public health precautions.
5. Is an expenditure related to a State, territorial, local, or Tribal government payroll support program.

*Reference: <https://home.treasury.gov/system/files/136/Coronavirus-Relief-Fund-Guidance-for-State-Territorial-Local-and-Tribal-Governments.pdf>*

**PERSONNEL:**

Clerk Payroll, Human Resources, Finance, and Information Technology departments.

**POLICY/REQUIREMENT FOR BOARD ACTION:**

Unknown.

**IMPLEMENTATION REQUIREMENTS:**

Implementation prior to December 30, 2020.

**COORDINATION WITH OTHER AGENCIES/PERSONS:**

Clerk will coordinate with the BCC Human Resources and BCC Information Technology departments during implementation.

# City of Pensacola

## Coronavirus Aid, Relief and Economic Security Act

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City of Pensacola, Florida

Funding Request

July 22, 2020

## **INTRODUCTION**

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The City of Pensacola understands that a portion of \$57.3 million awarded to the County from the State of Florida through the Coronavirus Aid, Relief, and Economic Security (CARES) Act Federal stimulus package will be allocated to the municipalities and townships located within Escambia County. In an effort to provide the County with an idea of the City's needs to prevent, prepare for and respond to COVID-19, the needs below have been identified. Funding will be utilized by the City to cover COVID-19 response-related costs which:

1. Are necessary expenditures incurred due to COVID-19
2. Were not accounted for in the budget most recently approved as of March 27, 2020
3. Were incurred during the period that began March 1, 2020 and ends December 30, 2020

## **PUBLIC FACILITIES ~ \$2,600,000**

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This category is designated to manage, control, and reduce the immediate threats to public health and safety by ensuring public facilities remain safe for the community. Based on the availability of funds, programs and services may include but are not limited to:

- A. Enhanced sanitizing, disinfecting and safety protocols in City owned buildings and public venues
- B. Permanent safety improvements, reconfigurations, barriers, temperature scanners, hand sanitizing machines, air sanitizing systems and like items
- C. Design, translation and promotion of COVID-19 messaging to ensure building safety protocols are known
- D. Equipment purchases to make public events available for citizens in a safe environment through social distancing measures

## **EMPLOYEE HEALTH/SAFETY ~ \$2,100,000**

---

This category is designated to manage, control, and reduce the immediate threats to public health and safety by providing a safe work environment for the City of Pensacola employees. Based on availability of funds, programs and services may include but are not limited to:

- A. Establishment of permanent telework programs including equipment

- B. Purchase of software to move towards electronic forms and training
- C. Purchase of personal protective equipment and personal cleaning supplies
- D. Increased staff to oversee COVID-19 project sending and accounting
- E. Increased in-house nursing staff
- F. Enhanced mental health services for first responders
- G. Training for police and fire personnel to deal with COVID19 responses
- H. Single person active shooter simulator
- I. Additional pay to employees who must work with the public in face-to-face settings putting them at higher risk for infection
- J. Reimbursement of payments for the Emergency Paid Sick Leave Act (EPSLA) and Emergency Family Medical Leave Act (EFMLA) resulting for COVID-19

## **PUBLIC HEALTH/SAFETY ~ \$725,000**

---

This category is designated to manage, control, and reduce the immediate threats to public health and safety by providing a safe environment for the City of Pensacola citizens. Based on availability of funds, programs and services may include but are not limited to:

- A. Increase cost of police services to enforce laws and regulations that requires the general public to wear mask within City of Pensacola limits
- B. Enhanced sanitation services to keep up with the additional yard waste
- C. Rental/purchase of public hand wash stations to be placed in public areas
- D. Purchase of personal protective equipment for use by public at public facilities
- E. Public awareness campaigns
- F. Provide free grab-and-go meals for any child under the age of 18 with no income restrictions
- G. Data collection and reporting through the Emergency Support Function program



## **ECONOMIC RECOVERY AND HUMAN SERVICES ~ \$5,075,000**

This category is dedicated to restoring the economy, maintaining the workforce and assisting individual households recover from the effects of COVID-19. Based on availability of funds, programs and services may include but are not limited to:

- A. Payment of delinquent rent or mortgage and utilities to avoid foreclosure or eviction through the expansion of the City's Housing Assistance Program
- B. Funding to small business through the City of Pensacola, Florida Small Business COVID-19 Recovery Grant Fund administered through the University of West Florida Foundation, Inc.
- C. Construction of Homeless Shelter



Office of the Mayor

August 11, 2020

Board of County Commissioners, Escambia County, Florida  
221 Palafox Place  
Suite 400  
Pensacola, FL 32502

Dear Chairman Barry:

Thank you for allowing me to address the County Commission to request CARES Act funding last week. I appreciated very much that during that discussion the Commissioners said the City would be allowed to be reimbursed for COVID-19 expenses incurred to date as well as projects eligible under the CARES Act.

Attached please find a subrecipient agreement along with the City's Suprecipient Expenditure Plan (SEP). This includes the costs that the City intends to spend using the CARES Act funding we discussed. Since the CARES Act funding only covers expenditures incurred through December 30, 2020, we would respectfully request that the subrecipient agreement be placed on the Board's agenda for the meeting on September 3<sup>rd</sup> for approval.

Thank you very much for your time and attention to this matter. If you have any questions, please do not hesitate to give me a call.

Sincerely,

A handwritten signature in blue ink, appearing to read "Grover C. Robinson IV". The signature is stylized and includes a small mark at the end that resembles a checkmark or a similar symbol.

Grover C. Robinson IV  
Mayor, City of Pensacola Florida

c: The Honorable Board of County Commissioners  
Janice Gilley, County Administrator

## ATTACHMENT B SUBRECIPIENT EXPENDITURE PLAN

	<u>EST EXP/ENC THRU 12/30/20</u>
<b>PUBLIC FACILITIES</b>	
A. Enhanced sanitizing, disinfecting and safety protocols in City owned buildings and public venues	500,000
B. Permanent safety improvements, reconfigurations, barriers, temperature scanners, hand sanitizing machines, air sanitizing systems and like items	1,950,000
C. Design, translation and promotion of COVID-19 messaging to ensure building safety protocols are known	100,000
D. Equipment purchases to make public events available for citizens in a safe environment through social distancing measures	50,000
<b>SUBTOTAL PUBLIC FACILITIES</b>	<u>2,600,000</u>
<b>EMPLOYEE HEALTH/SAFETY</b>	
A. Establishment of permanent telework programs including equipment	369,500
B. Purchase of software to move towards electronic forms and training	232,000
C. Purchase of personal protective equipment and personal cleaning supplies	275,300
D. Increased staff to oversee COVID-19 project spending and accounting	-
E. Increased in-house nursing staff	100,000
F. Enhanced mental health services for first responders	320,000
G. Training for police and fire personnel to deal with COVID 19 responses	150,000
H. Single person active shooter simulator	350,000
I. Additional pay to employees who must work with the public in face-to-face settings putting them at higher risk for infection	27,000
J. Reimbursement of payments for the Emergency Paid Sick Leave Act (EPSLA) and Emergency Family Medical Leave Act (EFMA) resulting for COVID-19	276,200
<b>SUBTOTAL EMPLOYEE HEALTH/SAFETY</b>	<u>2,100,000</u>
<b>PUBLIC HEALTH/SAFETY</b>	
A. Increase cost of police services to enforce laws and regulations that requires the general public to wear mask within City of Pensacola limits	480,000
B. Enhanced sanitation services to keep up with the additional yard waste	50,000
C. Rental/purchase of public hand wash stations to be placed in public areas	25,000
D. Purchase of personal protective equipment for use by public at public facilities	25,000
E. Public awareness campaigns	10,000
F. Provide free grab-and-go meals for any child under the age of 18 with no income restrictions	50,000
G. Staff redirected to work on COVID 19.	85,000
<b>SUBTOTAL PUBLIC HEALTH/SAFETY</b>	<u>725,000</u>
<b>TOTAL</b>	<u><u>5,425,000</u></u>

These amounts represent estimated project cost, savings in one line item may be used to supplement overages in other line items as long as total cost does not exceed total amount of funding as identified in Section 4 of the Agreement.

DISTRICT ONE MEDICAL EXAMINER SUPPORT, INC. (DOMES)  
6495 Caroline St. Suite M  
Milton, FL 32571

CORPORATION MEMBERS

Janice P. Gilley  
Escambia County

Dan Schebler  
Santa Rosa County

John Hofstad  
Okaloosa County

Melissa Thomason  
Walton County

The below table contains a summary of the funds expended this year after March 1<sup>st</sup> which are eligible for reimbursement to each member county's General Fund from available county CARES Act funding.

	Costs
ME Procedures and LabCorp - 1	\$70,451.74
ME Procedures and LabCorp - 2	\$9,119.00
Personnel Costs - COVID Added Staffing	\$1,752.29
Additional supplies and materials	\$23,507.20
Mileage	\$296.00
Additional lab charges	<u>\$2,069.65</u>
	\$107,195.88

Based upon the FY19-20 split for DOMES funding the following specific amounts apply to the respective counties:

Escambia (48%)	\$51,454.02
Santa Rosa (14%)	\$15,007.42
Okaloosa (29%)	\$31,086.81
Walton (9%)	\$9,647.63

Documentation received from the District One Medical Examiner's Office is attached. If additional documentation is required, please coordinate directly with the District One Medical Examiner's Office (Jeff Martin or Robin Wiggins).



Daniel J. Schebler

President, DOMES, Inc.

ESCAMBIA COUNTY APPROVED CARES ACT BUCKETS AS OF 11.05.2020

Fund 119	CARES Program	Initial Allocation (25%)	Second allocation (20%)	Remaining Allocation (55%)	Total Allocated	PAID	Remaining Balance
110181	Family CARES EFA	\$3,500,000.00	\$5,000,000.00	\$8,000,000.00	\$16,500,000.00	\$3,684,000.00	\$ 12,816,000
110182	Business CARES EFA	\$2,080,300.00	\$1,000,000.00	\$0.00	\$3,080,300.00	\$1,130,500.00	\$ 1,949,800
110183	Rapid Testing	\$94,403.00	\$877,059.00	\$278,538.00	\$1,250,000.00	\$147,703.94	\$ 1,102,296
110184	Escambia Serves	\$21,485.00	\$1,000,000.00	\$1,268,421.00	\$2,289,906.00	\$14,390.00	\$ 2,275,516
110185	Public Health & Safety	\$7,525,136.00	\$2,849,098.00	\$21,710,466.00	\$32,084,700.00	\$6,528,434.39	\$ 25,556,266
110186	Government Response & Compliance	\$1,000,000.00	\$650,902.00	\$169,098.00	\$1,820,000.00	\$734,159.40	\$ 1,085,841
110187	FEMA Reimbursement	\$0.00		\$60,389.00	\$60,389.00	\$0.00	\$ 60,389
110188	COVID 19 Operations & Oversight	\$100,000.00	\$80,000.00	\$20,000.00	\$200,000.00	\$192,135.34	\$ 7,865
110189	Replenishment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ -
	<b>Total</b>	<b>\$14,321,324.00</b>	<b>\$11,457,059.00</b>	<b>\$31,506,912.00</b>	<b>\$57,285,295.00</b>	<b>\$12,431,323.07</b>	<b>\$ 44,853,972</b>

MAILING ADDRESS  
P. O. Box 18770  
Pensacola, Florida 32523  
(850) 436-9630



LOCATION  
1700 W. Leonard St.  
Pensacola, Florida 32501  
www.escambiaso.com

ESCAMBIA COUNTY SHERIFF'S OFFICE  
David Morgan, Sheriff

June 24, 2020

MEMORANDUM

TO: County Administrator Janice P. Gilley  
FROM: Lieutenant Steve Cappas Warrants Unit  
SUBJECT: Compensation for transportation services

COPY

When the ECSO separated from the jail we took certain transportation services for inmates. We currently compensate the Reserve Deputies who provide the transports at the rate of \$23 dollars an hour which was the off duty rate. Since then, the rate has risen and is now currently \$28 dollars an hour. On July 1<sup>st</sup> the ECSO intends to raise the rate to \$28 dollars an hour so our drivers are compensated properly.

The transports provided by ECSO are still considerably cheaper than the alternative of using a transportation company. Due to Covid most companies are limiting services and their rates have risen considerably.

I'm trying to maintain the drivers I have and recruit new drivers so we can continue to provide these services at a reduced cost to the county. If you have any questions please contact me by phone 436-9747 or email [scappas@escambiaso.com](mailto:scappas@escambiaso.com)

Respectfully,

LT Steve Cappas

Approved 29 June 2020  
*Sherry*  
Send to Henrique/CFO

FLORIDA



ACCREDITED



ESCAMBIA COUNTY PROPOSED CARES ACT BUCKETS AS OF 11.12.2020

Fund 119	CARES Program	Initial Allocation (25%)	Second allocation (20%)	Remaining Allocation (55%)	Total Allocated	PAID	Remaining Balance
110181	Family CARES EFA	\$3,500,000.00	\$5,000,000.00	\$8,000,000.00	\$16,500,000.00	\$3,684,000.00	\$ 12,816,000
110182	Business CARES EFA	\$2,080,300.00	\$1,000,000.00	\$0.00	\$3,080,300.00	\$1,130,500.00	\$ 1,949,800
110183	Rapid Testing	\$94,403.00	\$877,059.00	\$278,538.00	\$1,250,000.00	\$147,703.94	\$ 1,102,296
110184	Escambia Serves	\$21,485.00	\$1,000,000.00	\$1,268,421.00	\$2,289,906.00	\$14,390.00	\$ 2,275,516
110185	Public Health & Safety	\$7,525,136.00	\$2,849,098.00	\$21,570,855.00	\$31,945,089.00	\$6,528,434.39	\$ 25,416,654
110186	Government Response & Compliance	\$1,000,000.00	\$650,902.00	\$169,098.00	\$1,820,000.00	\$734,159.40	\$ 1,085,841
110187	FEMA Reimbursement	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 0.00
110188	COVID 19 Operations & Oversight	\$100,000.00	\$80,000.00	\$220,000.00	\$400,000.00	\$192,135.34	\$ 207,865
110189	Replenishment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 0.00
	<b>Total</b>	<b>\$14,321,324.00</b>	<b>\$11,457,059.00</b>	<b>\$31,506,912.00</b>	<b>\$57,285,295.00</b>	<b>\$12,431,323.07</b>	<b>\$ 44,853,972</b>



**BOARD OF COUNTY COMMISSIONERS**  
Escambia County, Florida

**Special BCC Meeting**

6.

**Meeting Date:** 11/12/2020

**Issue:** Employee Leave Buyback Program

**From:** Jana Still, Department Director

**Organization:** Human Resources

**CAO Approval:**

---

**Information**

**RECOMMENDATION:**

Recommendation Concerning the Employee Leave Incentive Program/Leave Buyback - Jana Still, Human Resources Department Director

That the Board take the following action concerning the Employee Leave Incentive Program:

A. Approve the employee buyback program for this fiscal year for eligible participating employees of the Board of County Commissioners and other elected officials; and

B. Waive the BCC Annual Leave Incentive Policy - Section II, C27 and the Human Resources Policy found in Section 9.3(d)-(e), which states that the amount of hours remaining after the sale of leave must be a minimum 240 hours and the maximum amount of hours sold back annually not exceed 40 hours, and allow eligible employees to sell back a maximum of 80 hours of qualifying leave with a minimum remaining balance of 100 hours of combined qualifying leave.

[Funding Source: Various Funds]

**BACKGROUND:**

Since 2012, the Board has annually authorized the employee leave buyback program, allowing current employees to sell, or redeem, a set amount of leave back to the County at their current hourly rate of pay. Sick leave and ELB do not currently qualify for the buyback program and are not considered when determining the remaining leave balance. This Recommendation includes a draft of the Form, which explains the terms of the buyback to a participating employee to be used if this action is approved.

The majority of the program's estimated cost of \$1,000,000 would be borne by the General Fund. This estimate is based on Fiscal Year 2019, buyout cost of \$865,000 and Fiscal Year 2020, buyout cost of \$768,000. Also, if the Board does elect to participate in the leave buyback program, the Human Resources Department will negotiate with each



Union prior to any participation by bargaining unit employees.

**BUDGETARY IMPACT:**

The estimated cost of the program is \$1,000,000, with the majority of the cost borne by the General Fund.

**LEGAL CONSIDERATIONS/SIGN-OFF:**

N/A

**PERSONNEL:**

N/A

**POLICY/REQUIREMENT FOR BOARD ACTION:**

Board Policy: Annual Leave Incentive Policy - Section II, C27  
Civil Service Board Rule, Section 8.3, Leave Incentive Plan  
Human Resources Policy Section 9.3

**IMPLEMENTATION/COORDINATION:**

Human Resources will work in conjunction with each department and the Clerk's Office to ensure that the leave is appropriately paid out.

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**Attachments**

2020 Leave Redemption Election Form

2019 Board Action

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ESCAMBIA COUNTY  
HUMAN RESOURCES DEPARTMENT

2020 Leave Redemption Election Form

The Board of County Commissioners approved a leave redemption program at the November 12, 2020, meeting whereby employees may redeem up to eighty (80) hours of their leave (excluding sick leave).

I elect to redeem \_\_\_\_\_ hours from leave balances as follows:

Annual Leave	_____ hours
Compensatory Time	_____ hours
Paid Time Off (PTO)	_____ hours
MOB	_____ hours

I understand that:

- I must be a full-time employee to participate;
- I may redeem a minimum of 10 hours and a maximum of 80 hours;
- Hours shall be redeemed in whole hour increments i.e. no fractions of hours;
- Once redeemed, the leave shall be permanently deducted from my balance;
- I must maintain a balance of 100 hours of annual leave and/or compensatory time and/or PTO and/or MOB after the redemption;
- The program will be based on my balance as of December 11, 2020, as reported on the December 25, 2020, pay;
- This request must be submitted to my Department Timekeeper no later than December 25, 2020;
- Payment for my leave shall be included on the January 8, 2021, pay; and
- The redemption of my leave is strictly voluntary.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Timekeeper

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee ID#

MINUTES – NOVEMBER 18, 2019

COUNTY ADMINISTRATOR'S REPORT – Continued

II. BUDGET/FINANCE CONSENT AGENDA – Continued

14. Recommendation: That the Board take the following action concerning an employee leave buyback program:

- A. Approve an employee buyback program this fiscal year for eligible participating employees of the Board of County Commissioners and other elected officials; and
- B. Waive the Human Resources Policy found in Section 9.3(d)-(e), which states that the amount of hours remaining after the sale of leave must be a minimum 240 hours and the maximum amount of hours sold back annually not exceed 40 hours, and allow eligible employees to sell back a maximum of 80 hours of qualifying leave with a minimum remaining balance of 100 hours of combined qualifying leave.

[Funding Source: Various Funds \$1,800,000 (estimated maximum)]

<b>Motion:</b> So moved
<b>Made by:</b> Commissioner May
<b>Seconded by:</b> Commissioner Bender
<b>Disposition:</b> Carried 4-1, with Commissioner Underhill voting "no"

III. FOR DISCUSSION

- 1. Recommendation: That the Board take the following action regarding the acquisition of property located at 6400 North "W" Street and two adjoining vacant lots on Stumpfield Road:
  - A. Authorize the purchase of real property located at 6400 North "W" Street (2.08 acres) and two adjoining vacant lots on Stumpfield Road (1.28 acres), owned by Beach Community Bank, for the Escambia County Tax Collector, for \$1,580,000, which is the average of the two County-obtained appraisals;
  - B. Approve, or deny, the Contract for Sale and Purchase for the acquisition of real property located at 6400 North "W" Street (2.08 acres) and the two adjoining vacant lots on Stumpfield Road (1.28 acres), from Beach Community Bank, for \$1,580,000;
  - C. Accept, for information, the Public Disclosure of Interest Form provided by Beach Community Bank; and

(Continued on Page 20)





**BOARD OF COUNTY COMMISSIONERS**  
Escambia County, Florida

**Special BCC Meeting**

7.

**Meeting Date:** 11/12/2020

**Issue:** Approval and Appropriation of CARES Funding for Kronos Software

**From:** Jana Still, Department Director

**Organization:** Human Resources

**CAO Approval:**

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**Information**

**RECOMMENDATION:**

Recommendation Concerning Approval and Appropriation of CARES Funding for Kronos software to include HRIS, Benefits, Timekeeping, and Payroll systems - Jana Still, Human Resources Department Director

That the Board take the following action:

A. Approve the appropriation of CARES funding for Kronos for HRIS, Benefits, Timekeeping, and Payroll systems; and

B. Authorize the Chairman, County Administrator and/or Chief Budget Officer to prepare and sign all documents necessary to effectuate this action.

**BACKGROUND:**

The County does not currently have a Human Resources Information System (HRIS), nor does it have a consistent timekeeping and payroll system that is used throughout the County. Additionally, there are certain departments that are using non-electronic, paper-based methods for tracking of employee time and personnel information. Furthermore, the current benefits system does not readily integrate with the Clerk's Office's current payroll system, eFin Plus, which creates very cumbersome, frequent auditing to ensure the information is accurate in both systems. The use of multiple systems and paper-based tracking requires a lot of manual entering of data between systems, which is very time-consuming and leaves room for more error, thus creating an inefficient and unreliable process.

This Kronos software will give Escambia County, the Human Resources Department, and the Clerk of Court Payroll Department real-time reporting capabilities, a more effective workflow, a powerful tracking system, and a way to capture and maintain history of positions and employees. The implementation of the Kronos software will automate most personnel processes for the County and provide more reliable tracking of County assets, such as assigned County computers, cell phones, etc. Additionally, this

would be a cost saving program because the County would consolidate the existing software and programs, eliminating the multiple, separate Agreements with different vendors.

The review of Kronos software was done in conjunction with the Clerk's Office to ensure that any system purchased would readily integrate with their system.

It is recommended that the County utilize CARES funds to purchase the Kronos Dimensions software.

### **Why Kronos**

During the review process, many software programs were thoroughly researched and vetted. Kronos proved to be the best system to meet the needs of the County in multiple ways. The full Kronos Dimensions System has a system and process to effectively manage the following personnel areas:

- Scheduling
- Leave
- Payroll
- Benefits
- Compensation
- Time
- Human Resources
- Reporting
- Performance Management
- Recruitment
- Onboarding
- Engagement

### **System Integration**

Kronos will integrate daily and unilaterally with the Clerk of Court's general ledger accounting and payroll software, eFin Plus, and has the ability to integrate with any future software programs selected. Additionally, the Clerk of Court Payroll section plans to implement the Kronos Payroll module; therefore, the County and Clerk's Office will be using the same system for payroll, making for a seamless process between the two entities.

### **References**

Kronos has 2.3 million users and 130 local governments using their systems in Florida, to include:

- Polk County
- Lee County
- Marion County
- City of Tampa
- City of Tallahassee
- City of West Palm Beach
- City of Fort Lauderdale

- Boca Raton
- St. Petersburg

**CARES Act Eligibility**

The federal Coronavirus Aid, Relief, and Economic Security Act (the "CARES Act") provides funding through the Coronavirus Relief Fund for state and local governments to pay costs incurred in responding to the COVID-19 outbreak. Specific guidance as to eligible expenditures under the CARES Act. Eligible uses must meet the following three conditions:

1. Necessary expenditures incurred due to the COVID-19 public health emergency;
2. Not budgeted as of March 27, 2020, when the CARES Act was enacted; and
3. Incurred on or after March 1, 2020, up to December 30, 2020.

Justification for the use of CARES Relief Funds for the purchase of Kronos is this is a necessary expenditure due to COVID-19, in order to streamline the HRIS, Benefits, Timekeeping, and Payroll processes. Additionally, it will allow for the ability to readily assign and communicate with employees regarding emergency assignments during emergency declarations such as COVID-19. The software purchase was not budgeted as of March 27, 2020, and costs will incur between March 1, 2020, and December 30, 2020.

**BUDGETARY IMPACT:**

CARES Act Fund: 119

Kronos HRIS Pricing	\$313,632.00	
PlanSource	\$250,000.00	
NeoGov- Recruiting	\$23,500.00	
NeoGov- OnBoarding	\$23,500.00	
Kronos: Software Upgrades	\$25,000.00	
<b>Savings by implementing HRIS</b>	<b>(\$8,368.00)</b>	

**LEGAL CONSIDERATIONS/SIGN-OFF:**

Legal will review any Contract before signing.

**PERSONNEL:**

N/A

**POLICY/REQUIREMENT FOR BOARD ACTION:**

N/A

**IMPLEMENTATION/COORDINATION:**

The Human Resources Department will coordinate with Legal, the Office of Purchasing, I.T., and the Clerk's Office.

## Attachments

*No file(s) attached.*

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