OpenGov

Statement of Work

Lake Havasu City, AZ

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OpenGov Statement of Work

1. **Project Scope and Understanding**
    This Statement of Work ("SOW") outlines the Professional Services OpenGov will provide to Lake Havasu City, AZ ("Customer") under the applicable Order Form. Professional Services or technical requirements not listed in this SOW are out of scope.

2. **Exhibits**
    The following exhibits are incorporated by reference and are part of this SOW:
    2.1.   Exhibit 1: Implementation Activities
        2.1.1.   Procurement & Contract Management
    2.2.   Exhibit 2: Technical Requirements
        2.2.1.   Procurement & Contract Management

3. **OpenGov Responsibilities**
    OpenGov will provide a framework for planning, communication, progress tracking, and coordination for activities in Exhibit 1. In collaboration with Customer, OpenGov will develop and maintain the Project Plan. The "Project Plan" is a detailed, living document that defines how the project will be executed, including tasks, timelines, milestones, and team assignments. OpenGov will monitor progress against the Project Plan, coordinate adjustments to tasks and schedules as needed, and conduct status meetings as agreed to by the parties. OpenGov will provide weekly status reports, a Project Charter, and a RAID register (Risks, Actions, Issues, and Decisions). The "Project Charter" is a high-level document outlining the project's purpose, goals, key stakeholders, success criteria, and major milestones.

    OpenGov acknowledges that the success of this project is contingent on its full participation. OpenGov must provide data within ten (10) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary OpenGov resources and time to support deliverables and meet agreed-upon timelines.

4. **Customer Responsibilities**
    The Customer will appoint a primary point of contact ("Customer's Project Manager"). This person will coordinate gathering binding authorizations from appropriate resources, any other internal resources, assign subject matter experts ("SMEs"), and oversee implementation. Responsibilities include attending status meetings, making timely decisions, providing requested information, escalating issues internally, and collaborating on the Project Plan and Change Order process, if applicable.

Customer acknowledges that the success of this project is contingent on its full participation. Customer must provide data within ten (10) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary Customer resources and time to support deliverables and meet agreed-upon timelines.

Any failure by Customer to meet its responsibilities under this SOW (each, a "Customer Delay") will automatically suspend the affected obligations of OpenGov for the duration of the Customer Delay and for a reasonable restart period thereafter. All affected milestones, delivery dates, and service-level commitments will be extended on a day-for-day basis (or as otherwise reasonably necessary) to account for the Customer Delay, and may result in an adjustment of the fees if OpenGov incurs additional time, materials, or other costs as a result. Under no circumstances will any consequence of a Customer Delay constitute a breach by OpenGov of this SOW or of the Agreement, nor will OpenGov be liable for any failure to meet a performance obligation that is caused, in whole or in part, by a Customer Delay.

5. **Project Delivery**

OpenGov will perform services under this SOW remotely. OpenGov may use a combination of OpenGov personnel and OpenGov-trained implementation partners to deliver the services described in this SOW.

6. **Estimated Schedule**

The estimated duration of this work is 5 months. The specific timeline, including order of delivery of the suite(s), will be determined during the project planning activities in the Initiate Phase. Services are estimated to begin within two (2) weeks and no later than four (4) weeks from agreement signature. OpenGov reserves the right to adjust the schedule based on the availability of Customer or OpenGov resources, and the timeliness of deliverables provided by the Customer.

7. **Acceptance Procedure**

OpenGov will submit completed deliverables to the Customer's Project Manager for review. Within ten (10) business days of receipt, the Customer's Project Manager will either provide written acceptance or a list of requested revisions. In the event there are requested revisions, the subsequent review period for acceptance will follow the same timeline until final acceptance. If Customer does not respond within this period, the deliverable will be deemed accepted. Once a deliverable is accepted, any requested changes will require a paid Change Order.

Acceptance milestones and review timelines will be tracked in the Project Plan. Both parties acknowledge that delays in task completion or unresolved issues may impact the project timeline. If OpenGov determines in good faith that Customer is not fulfilling its responsibilities under this SOW, OpenGov may place services on hold following a minimum of five (5) business days' written notice. If Customer determines in good faith that OpenGov is not fulfilling its responsibilities under this SOW, Customer may place the project on hold following a minimum of ten (10) business days' written notice. The notice will specify the actions needed to progress the project. During the hold period, Customer will not be responsible for resulting delays."reallocate resources without penalty and will not be responsible for resulting delays.The notice will specify the actions needed to progress the project. During the hold period, OpenGov may reallocate resources without penalty and will not be responsible for resulting delays.

8. **Modifications**

The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications must be documented in a written Change Order and signed by both parties ("Change Order"). Examples of changes include revisions to the project timeline, deliverables, or resource allocation.

9. **Communication and Escalation Procedure**

OpenGov and Customer agree to maintain regular communication in alignment with the Project Plan to ensure progress, resolve questions promptly, and minimize risk. Both parties will raise any issues or concerns in a timely manner. If challenges are not resolved through standard project discussions, Customer and OpenGov Project Managers will escalate to their respective executive leadership teams to jointly determine a resolution and align on a path to successful implementation.

Exhibit 1: Implementation Activities

OpenGov Implementation Methodology Overview
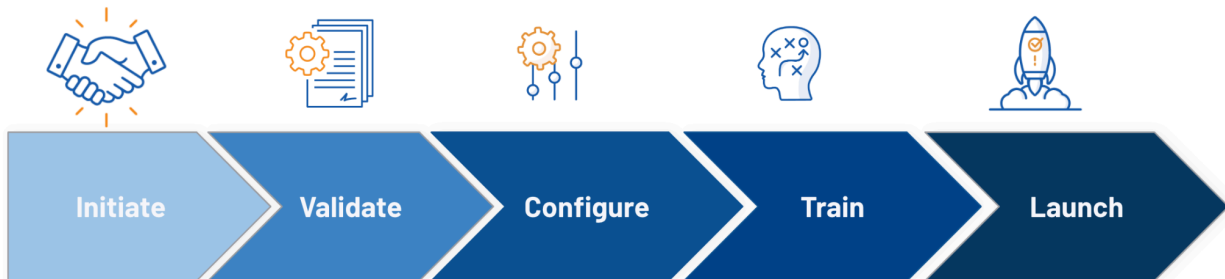
Every OpenGov implementation follows a five-phase hybrid methodology designed to ensure a structured and collaborative deployment. The phases are:

1. Initiate – OpenGov provisions access and performs initial system setup.
2. Validate – OpenGov works with the Customer to confirm requirements and review initial configurations.
3. Configure – OpenGov completes system configuration as outlined in this SOW.
4. Train – OpenGov provides training to system administrators and/or end users, as applicable.
5. Launch – OpenGov provides post-go-live support and transitions the Customer to OpenGov's Customer Success Team.

Each implementation is structured around these phases. Deliverables, sign-offs, and completion criteria are aligned to the relevant phase.

Procurement & Contract Management:

Use Cases Build for Procurement:
- Solicitation Development
- Supplier Engagement, Evaluation and Awards
- Request Management

<u>Initiate</u>

Provisioning Procurement Website Instance

OpenGov will:
- Configure customer portal and upload Customer's logo.

Customer will:
- Provide logo.
- Confirm access to the Portal.

Completion Criteria
- Customer verifies access to the site.

Validate

Technical Project Review

OpenGov will:
- Provide up to one (1) two-hour working session at the beginning of the project to:
    - o Confirm list of templates
    - o Review technical requirements
    - o Provide documentation on requirements and processes

OpenGov Assumptions:
- Boilerplate language will be provided within two (2) weeks immediately following the kick-off meeting.

Customer will:
- Identify relevant participants for attendance.
- Confirm deliverables.
- Gather and provide relevant data for the project.

Completion Criteria
- Customer sign-off on the project plan.

Configure

Supplier Engagement, Evaluation and Award Configuration

Vendor Portal

OpenGov will:
- Provide the Customer with iframe code and documentation to create the Vendor Portal.
- Import the list of vendors provided by Customer.

OpenGov Assumptions:
- Customer will provide a complete and accurate vendor list for import to OpenGov. OpenGov clean up/correction of imported files are not included in the scope of this project.

Customer will:
- Allocate resources to create the Vendor Portal.
- Provide vendor email list and send vendor email/letter.
- Ensure that Vendor Portal will be active before OpenGov begins configuration of templates or the Solicitation Development phase.

Completion Criteria
- Customer sign-off that Vendor Portal has been configured.

Generic Template

OpenGov will:
- Deploy generic template.
- Provide OpenGov's "Paper to Paperless Language Transition Guide" to assist transition from paper to electronic.

Customer will:
- Provide a copy of the next solicitation document.
- Provide information to complete the generic solicitation upload template including forms and an example recent solicitation.
- Provide the category code set used by the agency (NIGP, NAICS, or UNSPSC).

Completion Criteria
- Customer sign-off that the Generic Template has been configured.

Solicitation Template Development Solution

OpenGov will:
- Review and confirm the Solicitation Templates and documents provided by the Customer.
- Configure up to two (2) total Solicitation Template(s) from customer provided templates:
  - One (1) Non-Construction Solicitation Template will be built based on examples collected from the customer up to one hundred (100) pages in length.
  - One (1) Construction Solicitation Template will be built based on examples collected from the customer up to two hundred (200) pages in length.
- Work with Customer to design and get sign off on the template(s).

OpenGov Assumption:
- If templates were not provided by the Customer prior to the creation of the SOW and the customer provides templates during the project that exceed the assumptions above, the Change Order Process will be followed.

Customer will:
- Provide templates.
- Provide forms associated with solicitation templates.
- Provide admin documents.
- Select the first solicitation type (usually ITB or RFP), to work with OpenGov for the design
- Test the configuration of each template by creating test projects and provide feedback.
- Validate and provide signoff on Solicitation Templates.

Completion Criteria
- Customer sign-off that the Solicitation template(s) have been configured.

Request Management

OpenGov will:
- Configure Request Management settings for up to three (3) workflows.
- Provide up to ten (10) hours of working sessions covering:
  - Configuration Review
  - Process Walkthrough(s)
  - User Acceptance Testing support

Customer will:
- Provide Request Management Approvers.
- Provide Departments.
- Provide a purchasing policy.
- Review, Test, and Sign off on configuration.
- Attend all working sessions.

OpenGov Assumptions:
- OpenGov assumes that the customer is responsible for testing its workflows, automations, integrations, and configurations and will update the configurations as part of its testing and training activities.

Completion Criteria
- Customer sign-off that Requisitions have been configured.

Admin Documents and Checklist Configuration

OpenGov will:
- Review & configure up to four (4) standard Admin Documents :
  - Proposal Viewer Agreement
  - Interview Invitation
  - Non-Award Letter
  - Notice of Intent to Award

Customer will:
- Provide Admin Documents.

Completion Criteria
- Admin Documents and Checklist have been configured.

Single Sign On (SSO) Implementation

OpenGov will:
- OpenGov implement identity provider initiated SSO for Microsoft ADFS, Microsoft Azure AD, or Okta.

Customer will:
- Complete the SSO enablement form.
- Provide the information from the identity provided required to establish SAML or HTTPS certification.
- Add OpenGov as a new application in Customer identity provider.

Completion Criteria
- Single Sign On has been configured.

Train

Procurement Training

OpenGov will:
- Provide training on system functionality. Topics include:
    - Supplier Engagement
        - Creating Bids with Generic Templates
        - Live Bid Management & Vendor Experience
        - Evaluation and Awarding
    - Solicitation Development
        - Writing Solicitations using templates
    - Request Management

Customer will:
- Attend training sessions as scheduled by the Project Manager and agreed to in the Project Plan.

Completion Criteria
- Training has been conducted.

Working Sessions

OpenGov will:
- Assign practice exercises to Customer to gain familiarization.
- Assist Customer during first real-life solicitation posting, and opening (if during deployment).
- Respond to questions regarding configured system functionality.

Customer will:
- Complete practice exercises to gain familiarization.
- Identify internal Admin Users & security permissions for all other users.

Completion Criteria
- Working sessions have been conducted.

Launch

HyperAdopt

OpenGov will:
- Provide up to eight (8) hours of remote working session(s) to answer any questions following solution acceptance.
- Send Solution Acceptance Document
- Transition for project team to Customer Success.

Customer will:
- Identify issues and attend sessions.
- Sign Solution Acceptance Document

Completion Criteria
- Customer sign-off that the project has been completed.

Exhibit 2: Technical Requirements

Procurement Technical Requirements

Logo
- .png or .jpg file
- At least 300KB but not larger than 500KB

Vendor List
- Single Flat file
- .csv or .xlsx format

Sample Documents or Boilerplate Templates
- PDF or Word format, including all related attachments and documents.

Templates
- All templates are assumed to be samples unless specified as a boilerplate. A boilerplate template document that can be reused more than once without any substantive change.
- All templates assume up to 50 pages in length each unless otherwise specified in Exhibit 1. Page count includes all attachments, forms, notices, and other documentation
- All templates are assumed to be non-construction unless otherwise specified in Exhibit 1. A "Construction" template refers to templates inclusive of requirements, specifications, and conditions for construction projects: including any of the following examples but not limited to: regulations, codes, and standards, risk management, insurance management, dispute resolution mechanisms, phases, tasks, dependencies, materials, equipment, construction methods, liability and warranty periods.

Admin Documents
- PDF or Word format

Exhibit 3: Checklist

Procurement Sourcing - Checklist		
Existing System	Vendor System (Place an "X" if system has feature)	Comments
New System Description		
Procurement Sourcing is a standalone application that can interface with existing enterprise resource planning (ERP) and other third-party procurement systems to enhance procurement processes.	N	There is an API available for "contract spend" information only, at this time. OpenGov is in the early stages of planning and exploring Third-Party integrations with interested customers.
The system is intended to be scalable to support the needs of small to large organizations.	X	
The new system must be able to follow the Procurement Sourcing Process described below.	X	
Procurement Sourcing Process		
Procurement sourcing refers to the process of identifying, evaluating, and selecting suppliers to provide goods or services that the City needs. It is a strategic function that ensures the City has access to the right resources at the right time and cost.	X	
1. Request Management: A City worker or contractor requests goods or services.	X	
2. Solicitation Development: Finding potential suppliers who can meet the City's requirements. After someone makes a request but before directly engaging with suppliers, the Solicitation Development typically includes these key steps:	X	
Define Requirements: Clearly outline the specifics of what is being requested, such as goods, services, or works. This step ensures the procurement aligns with organizational needs.	X	
Develop a Procurement Plan: Establish the approach for solicitation, including timelines, budget considerations, and approval pathways. This often involves understanding whether the procurement is through a competitive bidding process or another method.	X	
Research and Select a Solicitation Method: Decide on the solicitation type (e.g., Request for Proposals (RFP), Invitations to Bid (IFB), or Request for	X	

Quotations (RFQ)) based on the complexity and nature of the procurement.		
Draft the Solicitation Document: Create detailed documents that include:	X	
o Scope of work or specifications.	X	
o Evaluation criteria.	X	
o Terms and conditions.	X	
o Instructions for submission.	X	
o Deadlines for questions and proposal submission.	X	
Internal Review and Approval: Seek feedback and approval from stakeholders or relevant departments to ensure the solicitation document is accurate, complete, and aligned with policies or regulatory requirements.	X	
Advertise or Publish the Solicitation: Share the solicitation in appropriate channels to reach potential suppliers. This could be through online procurement portals, public notices, or direct communication (if applicable under procurement policies).	X	
3. Supplier Engagement, Evaluations, and Awards: Assessing suppliers based on criteria like quality, cost, reliability, and compliance.	X	
Data migration from existing third-party cloud system	N	Migration of Contract Management metadata and attachments is available, only. Contract Management is **not** included in this scope.
Establishing favorable terms and conditions with suppliers.	X	
Building and maintaining strong relationships with suppliers for long-term collaboration.	X	
4. ~~Contract Management~~: ~~Drafting and managing agreements to ensure both parties fulfill their obligations. This is currently managed by the ERP Oracle Cloud system. Integration is needed to the ERP Oracle Cloud system.~~	N	Contract Management is **not** included in this scope.
Procurement Sourcing Software Implementation Schedule		
The City requests a three-phased implementation approach to develop 17 templates total. A procurement template is a standardized document designed to streamline and formalize the procurement process. It serves as a framework or guide for creating procurement-related documents, ensuring consistency, compliance, and efficiency across procurement activities.		The current scope of work includes 2 solicitation templates. We provide training so that you can create an unlimited number of templates your City would need. Additional template configuration can be added on at an additional cost.
Key Components of a Procurement Template:		
Title and Introduction:		

o Clearly state the document type (e.g., Request for Proposal (RFP), Request for Quotation (RFQ), etc.).	X	
o Briefly describe the purpose of the procurement.	X	
Project Description:		
o Provide an overview of the project or procurement need, including objectives and scope.	X	
Requirements/Specifications:		
o Outline detailed technical or functional specifications for goods, services, or works to be procured.	X	
Submission Guidelines:		
o Include instructions for submitting proposals or bids, such as format, deadlines, and submission methods.	X	Assuming that the City will provide this key component, or language, within their template(s), in a "ready-to-build" format.
Evaluation Criteria:		
o Detail the criteria and process for evaluating submissions (e.g., price, quality, timeline, experience).	X	
Terms and Conditions:		
o State contractual terms, legal requirements, and any compliance policies.	X	Assuming that the City will provide this key component, or language, within their template(s), in a "ready-to-build" format.
Contact Information:		
o Provide a point of contact for queries or clarifications.	X	
Attachments:		
o Attach any relevant forms, reference materials, or supporting documents (e.g., price quote sheets, bid forms).	X	
Procurement Sourcing Templates A procurement template is a standardized document designed to streamline and formalize the procurement process. It serves as a framework or guide for creating procurement-related documents, ensuring consistency, compliance, and efficiency across procurement activities.		
Phase I Template Implementation Schedule: first and second quarter FY2026		OpenGov Implementation is scheduled to be completed in 5 months from the date of project kickoff meeting.
1. Invitation for Bid for Construction Services (Solicitation Builder & Sourcing)	X	One construction solicitation template is in scope for this implementation.
2. ~~Construction Services Change Orders (Contract Builder)~~		There are no contract templates in scope for this implementation.
3. Invitation for Bid for Products (Solicitation Builder & Sourcing)	X	One non-construction solicitation template is in scope for this implementation.
4. ~~Request for Proposal for Consulting Services (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.

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Phase II Template Implementation Schedule: last quarter FY2026 through first quarter FY2027		OpenGov Implementation is scheduled to be completed in 5 months from the date of project kickoff meeting.
~~5. Request for Proposal for Consulting Services (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~6. Request for Statement of Qualifications – A/E/CMS (Design); (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~7. Request for Statement of Qualifications – CMAR (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~8. Invitation for Bid for Services (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~9. Request for Proposal for Other (Complex Eq or Technical Serv) (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~10. Request for Letter of Interest (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
Phase III Template Implementation Schedule: FY2027		OpenGov Implementation is scheduled to be completed in 5 months from the date of project kickoff meeting.
~~11. Request for Informal Quote for Product (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~12. Request for Informal Quote for Services (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~13. Request for Informal Quote for Construction Services (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~14. Request for Sole Source Authorization (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.

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~~15. Request for Specialized Services Quote (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~16. Contract Amendment (Contract Builder)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
~~17. Request for Budgetary Quote (Solicitation Builder & Sourcing)~~		A total of 2 solicitation templates are in scope (Invitation for Bid for Construction Services & Invitation for Bid for Products). Additional template configuration can be added at an additional cost.
User Environments. Dev, QA/Test, Production (Prod) Environment		
· The system will operate in a web-based environment accessible from major web browsers (e.g., Chrome, Firefox, Edge).	X	
· It will be hosted on secure cloud servers and accessible via the internet.	X	
· The system will offer DEV, QA/Test, and PROD environments for the development, testing and training, and promotion to production of new changes.		OpenGov will provide one (1) PROD environment. Testing activity can be deleted, and feasible changes will be made in the same environment.
Functional Requirements		
Supplier Database Management		
o The system shall allow users to add, update, and delete supplier information, including contact details, product offerings, and historical performance data.		The City will be able to invite a new vendor with an email address. The City will not be able to update a vendor profile as the system has a "vendor self-service" portal which requires the vendor to be responsible for, and maintain their own profile. The City will not be able to delete a vendor's account, but can block a vendor if needed.
o The system shall provide a searchable database of suppliers, enabling users to filter and sort suppliers based on various criteria.	X	
Supplier Assessment		
o The system shall allow users to define assessment criteria, including cost, quality, delivery time, compliance, and other relevant factors.	X	
o The system shall enable users to evaluate suppliers based on these criteria, assigning ratings to each criterion.	X	
o The system shall store historical assessment data for future reference and trend analysis.	X	
Supplier Selection		

o The system shall provide a scoring mechanism to rank suppliers based on assessment results, with customizable weightings for different criteria.	X	
o The system shall allow users to select suppliers based on their rankings and generate RFPs, IFB, RFQs.	X	Awarding a vendor does not result in an RFP, Awarding an RFP results in Vendor selection.
o The system shall support the creation and management of purchase orders (POs) with selected suppliers.		This is available to OpenGov Financial Management customers. Financial Management is not included in this scope.
Supplier Management		
o The system shall track supplier performance metrics, including on-time delivery rates, product quality scores, and responsiveness to issues.		This functionality is only included in the Contract Management module which is not scoped with this implementation.
o The system shall generate reports on supplier performance, highlighting areas for improvement and recognizing top-performing suppliers.		Contract management is not in scope. In the contract management module, you can track vendor performance on a contract by contract basis. This is not reportable.
o The system shall enable users to integrate data from supplier contracts, track contract expiration dates, and set reminders for renewals.		This functionality is only included in the Contract Management module which is not scoped with this implementation.
Non-Functional Requirements		
Performance Requirements		
o The system shall handle unlimited supplier records efficiently, ensuring quick search and retrieval times.	X	The supplier side is self service. You can search your vendor database efficiently with key word search.
o The system shall generate assessment and performance reports.		Contract management is not in scope. In the contract management module, you can track vendor performance on a contract by contract basis. This is not reportable.
Usability Requirements		
o The system shall have an intuitive user interface designed for ease-of-use by procurement professionals, with clear navigation.	X	The system has an intuitive user interface with clear navigation, and was designed with input from public procurement professionals'.
o The system shall provide online help and tutorials, including video guides and FAQs, to assist users in performing key tasks.	X	OpenGov not only provides OpenGov University for on demand training videos and articles, but also an in app chat feature available M-F 4am-7pm PT.
Security Requirements		
o The system shall allow secure Single Sign-On (SSO) user authentication and authorization, ensuring that only authorized personnel have access to procurement data and system features.	X	
o Security Access Requirements: Phase 1 will require 28 users (6 of these are Procurement Staff), Phase 2 will require 73 users (6 of these are Procurement Staff), and Phase 3 will require 124 Sourcing Module licenses.	X	The platform offers unlimited users

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o The system shall encrypt sensitive supplier data to protect it from unauthorized access.	X	
Other Requirements		
Compliance Requirements		
o The system shall comply with City IT policies, including data protection and privacy regulations.	X	
o The system shall support audit trails for recording critical user actions and changes to supplier data for accountability.	X	
External Interface Requirements		
User Interfaces		
The system shall provide a web-based interface accessible from web browsers.	**X**	
The interface shall include dashboards with real-time analytics and key performance indicators (KPIs) related to procurement activities.	**X**	
Software Interfaces		
The system shall integrate with existing ERP system (Oracle Cloud), enabling seamless data exchange and synchronization of supplier information, POs, and performance metrics.		There is an API available for "contract spend" information only, at this time. OpenGov is in the early stages of planning and exploring Third-Party integrations with interested customers.
The system shall integrate with DemandStar, the Global Supplier Registration and E-Procurement software.		OpenGov will replace Demandstar
The system shall support data import and export functionalities, allowing users to upload and download supplier data in common formats (e.g., CSV, XML).	**X**	
System Constraints		
The system shall comply with corporate IT policies and procurement regulations, ensuring alignment with organizational standards and legal requirements.	**X**	
The system shall operate with the company's existing Oracle Cloud ERP, leveraging current software investments to minimize implementation costs.		There is an API available for "contract spend" information only, at this time. OpenGov is in the early stages of planning and exploring Third-Party integrations with interested customers.