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

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 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. 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.

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.

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 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. If Customer determines in good faith that OpenGov is not fulfilling its responsibilities under this SOW, Customer may place 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.

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 ten (10) business days' written notice. 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

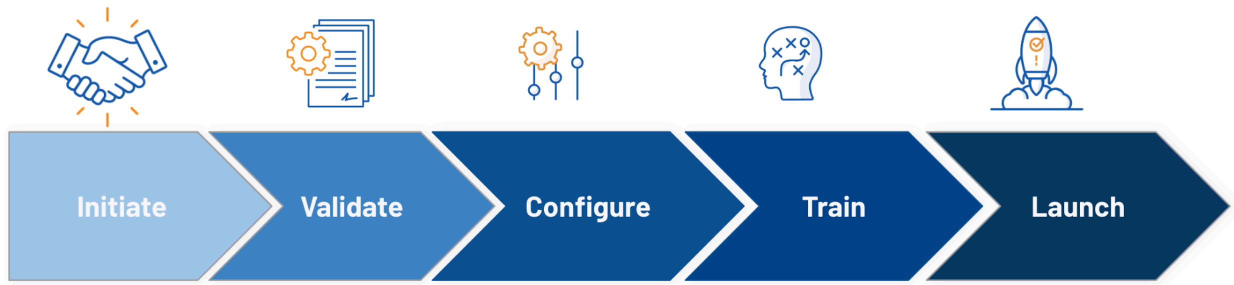
The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications 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 standardized five-phase 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.

Government App Builder

Project Oversight

Overview of Activity

Provide end-to-end project management to coordinate scope, schedule, risks, and communications across OpenGov and Lake Havasu City teams.

OpenGov Responsibilities

- Assign a dedicated Project Manager; run status meetings; manage timeline and resources.
- Maintain RAID log, decision log, and shared documentation.
- Provide weekly written updates and milestone reviews.

Customer Responsibilities

- Designate a Project Manager; ensure stakeholder participation.
- Review updates and provide timely decisions.
- Signal changes in priorities, staffing, or constraints that affect delivery.

Boundaries & Assumptions

- Governance occurs via the agreed project plan and meeting cadence.
- Scope changes are controlled through the Change Order Process.

Phase Completion Criteria

- Active workstreams tracked under a unified plan; artifacts current; close-out review completed.

Initiate

Overview of Activity

Kick off the project, confirm objectives and roles, provision GAB access, and establish a shared workspace and initial configuration backlog.

OpenGov Responsibilities

- Conduct a formal kickoff; confirm goals, scope, roles, and communication plan.
- Provision Government App Builder environment and initial admin access.
- Facilitate a working session to gather any final requirements and draft the configuration backlog.

Customer Responsibilities

- Identify stakeholders and ensure attendance; confirm access and role assignments.
- Provide existing grant process docs (award letters, budget structures, reporting calendars).
- Review and approve the configuration backlog and baseline schedule.

Boundaries & Assumptions

- Customer provides user details and process documentation within five (5) business days of request.
- Standard OpenGov templates and intake methods will be used unless otherwise agreed.

Phase Completion Criteria

- Kickoff completed with documented actions; system access confirmed; backlog baselined; workspace launched.

Validate

Overview of Activity

Checkpoint to confirm readiness: access/permissions, data approach, workflow logic, reporting needs, and dependency alignment before build begins.

OpenGov Responsibilities

- Conduct a validation session; walk through backlog, plan, and resourcing.
- Validate user access, environments, and technical readiness.
- Update outstanding deliverables based on Customer feedback.

Customer Responsibilities

- Attend with decision-makers; confirm tool access; provide feedback and sign-off.
- Resolve internal dependencies (e.g., finance contacts for integrations, reporting owners).

Boundaries & Assumptions

- Customer provides feedback within two (2) business days to maintain schedule.
- New requirements added here may affect scope/schedule and require a change order.

Phase Completion Criteria

- Customer sign-off on backlog and plan; access validated; no blockers to start Configure.

Configure

Forms Configuration

Overview of Activity
Configure post-award forms/tables for: awards and amendments, budget allocations/funding sources, disbursement and reimbursement requests, deliverables/milestones, performance measures, and close-out artifacts. (Designed for recipient tracking; grantor intake is excluded unless added via change order.)

OpenGov Responsibilities

- Build forms with field validation, conditional logic, and role-based visibility.
- Configure calendars for reporting deadlines, drawdowns, and key milestones.
- Facilitate review sessions and implement feedback.

Customer Responsibilities

- Provide field-level requirements and examples (e.g., reimbursement package checklist).
- Validate permissions/logic and approve final layouts.

Boundaries & Assumptions

- Designs leverage standard GAB capabilities; accessibility/translation needs identified up front.

Phase Completion Criteria

- Forms configured and tested; internal/external visibility confirmed; Customer approval received.

Reports & Dashboards

Overview of Activity
Create operational and compliance views (tables, charts, calendars, and—if desired—map views) to track spend, disbursements, milestones, and audit evidence; support export for FEMA/HUD/ARPA templates as feasible. System will allow for multiple different fiscal year reporting. This handles reporting for different agencies based on their individual fiscal year.

OpenGov Responsibilities

- Configure reports with filters and groupings; ensure exportability.
- Provide how-to on modifying parameters.

Customer Responsibilities

- Identify KPIs (e.g., % reimbursed, drawdown cycle time, on-time report rate) and compliance needs; review and sign off.

Boundaries & Assumptions

- Reports rely on data captured in configured tables; custom grantor templates beyond exports may require change order.

Phase Completion Criteria

- Approved, permissioned reports available and export tested.

Workflow / Process Automation

Overview of Activity

Automate approvals, alerts, tasking, and escalations across the grant lifecycle (e.g., award setup → budget allocation → reimbursement routing → close-out checks).

OpenGov Responsibilities

- Configure stages, approvers, SLA reminders, conditional routes, and audit trails.

- Test with Customer SMEs; document routes and notifications.

Customer Responsibilities

- Provide current manual steps, approvers, SLAs, escalation logic; participate in UAT; approve final logic.

Boundaries & Assumptions

- Uses standard workflow engine; complex cross-system orchestration requires separate scope.

Phase Completion Criteria

- Workflows live with functioning notifications and documented routes.

ERP/Finance Integration (Export or API/Flat-File)

Overview of Activity

Enable financial alignment via export or basic API/flat-file exchange to reconcile grant budgets, encumbrances, and reimbursements with the City's ERP/financial system (specific ERP TBD by Customer).

OpenGov Responsibilities

- Map fields; configure export(s) and/or inbound flat-file/API for essential identifiers and amounts; handle validation and error logs; coordinate security/access with IT.

Customer Responsibilities

- Provide sample files/specs, test data, and contacts; review mappings; approve integration flow; support connectivity.

Boundaries & Assumptions

- Scope covers one primary exchange pattern (e.g., nightly export of reimbursements and budget drawdowns). Complex, bi-directional, multi-entity or real-time integrations are out of scope unless added via change order.

Phase Completion Criteria

- Data exchange tested in production; data maps documented; Customer approval obtained.

Data Migration (Historical & Active)

Overview of Activity

Import a defined dataset (e.g., current active grants + limited history) from spreadsheets or legacy tools to seed awards, budgets, and reporting calendars.

OpenGov Responsibilities

- Provide templates; perform mapping/normalization; conduct sample loads and iterate; finalize load and record counts.

Customer Responsibilities

- Provide clean, complete files; validate mappings and samples; approve final dataset. (OpenGov is not responsible for data cleansing.)

Boundaries & Assumptions

- Scope assumes a finite dataset (volume agreed during Validate). Additional sources or deep archival loads require change order.

Phase Completion Criteria

- Approved historical/active data visible and accurate in the system.

Optional Add-Ons (Out of Scope unless added via Change Order)

- **Subrecipient/Pass-Through Portal** for City-as-grantor programs (application intake, scoring).

- **Performance linkages** to budget/KPI publishing (ties to OpenGov Performance & Capital modules for strategic outcomes reporting).

- **Spend & Approval Management** alignment to FAWs and encumbrance tracking.

Train

Administrative User Training

Overview of Activity
Hands-on enablement for admins/key users (forms, reports, workflows, permissions), delivered virtually with recordings and job aids.

OpenGov Responsibilities

- Deliver training; provide materials and recordings; assign practice exercises.

Customer Responsibilities

- Attend sessions; complete exercises; confirm readiness to administer.

Boundaries & Assumptions

- Virtual delivery; participants available as scheduled.

Phase Completion Criteria

- Admins can perform core tasks; Customer confirms post-training readiness.

Public/User How-To Collateral (If City exposes any external forms)

Overview of Activity
Create plain-language user guides (PDF/web) with screenshots and FAQs for any externally exposed workflows (if applicable).

OpenGov Responsibilities / Customer Responsibilities / Boundaries & Assumptions / Completion Criteria

- As defined in Exhibit 1 templates (draft, review, finalize; City distributes via its channels).

Launch

Overview of Activity

Provide hypercare during go-live, resolve issues, and transition to Customer Success with acceptance sign-off.

OpenGov Responsibilities

- Monitor performance, triage questions/defects, complete final stakeholder review, and transition support.

Customer Responsibilities

- Gather user feedback, report issues, attend final review, and sign solution acceptance.

Boundaries & Assumptions

- Named City contacts available during hypercare; post-launch changes handled via change order or support.

Phase Completion Criteria

- Hypercare window closed; open issues resolved or documented; formal acceptance received.

Exhibit 2: Customer Grants Management System Checklist

Grants Management System - Checklist for Vendors		
Existing System	**Vendor System (Place an "X" if system has feature)**	**Comments**
Functional Requirements		
Application Management & Award Notice		
The system shall allow users to create and submit grant applications to outside funders.		Not currently available
The system shall track the status of submitted applications.	X	
The system shall provide notifications for application deadlines and updates.	X	
The system shall support submitting grant applications and uploading required documentation.		We can store grant applications, but can't submit to the grant website within OpenGov.
The system shall allow users to transition applications from “submitted” status to “awarded” or “not awarded” based on grantor feedback. **Note: when a grant is awarded, a notification must be generated and sent to Finance with the following information: (1)**	X	

Award Date, (2) Copy of Fully Executed Agreement, and (3) the Award Letter.		
Agreement Confirmation		
The system shall allow users to confirm work agreements with grantors.	X	
The system shall store confirmed agreements for future reference.	X	
The system shall notify users of agreement requirements and deadlines.	X	
The system shall provide functionality for signing grant agreements digitally.	X	
The system shall initiate notifications to relevant departments, including Administrative Services Department (ASD), upon agreement confirmation, providing the award date, fully executed agreement, and award letter.	X	
Project Management		
The system shall allow users to create and manage project plans for grant-funded projects including grantor information, contact details, grant name, funding amount, grant start and end dates.	X	Full project management capabilities are within the Capital Planning and Project Management use case. Depending on the Project Management functionality required, this is available and would be an add on.
The system shall track project milestones, deliverables, and metrics.	X	
The system shall generate reports on project progress and financial status for both internal and public facing purposes.	X	
Audit & Compliance Tracking		
The system shall validate application data against state and federal requirements, once it is manually entered inside the system, or an interface moves the data automatically if that is available.	X	
The system shall maintain detailed log of compliance checks against Federal and State reporting requirements, capturing the date, description, outcome, responsible party, and supporting documentation to ensure transparency, audit readiness, and accountability. This log entry serves as proof that the requirement was met. (See for example,	X	

OMB Circular A-133 audit requirements.)		
Financial Audit Requirements. **Grants Management Software will be a repository for the following documents:** Certified Payrolls (Public Works Program Management) Performance Reporting (Various Departments issue these) Budget Docs and Budget Narrative which was Submitted to Grantor (Various Depts. or Grants Dept.) Reimbursement Requests (Finance Access through various portals) Detailed Expense Reports (Finance Access through Oracle)	X	
The system shall maintain an audit trail of all system activities, including user actions, financial transactions, and communication logs.	X	
The system shall allow users to upload and organize documentation required for grant audits, such as invoices, receipts, and progress reports.	X	
The system shall notify users of upcoming audit deadlines, required documentation, and legal document retention schedule.	X	
Communication Module		
If available through API, webservices, SFTS, or EDI, the system shall enable messaging between City officials and grantors. This is not a mandatory requirement.	X	The system doesn't contain instant messaging, but the system has the ability to configure a messages log for communication between City officials and the grantors
The system shall archive all communication for auditing purposes.	X	
Reporting		
The system shall generate periodic reports on grant statuses.	X	
The system shall provide financial tracking reports.	X	
The system shall allow users to compare input data over time and generate usable for public consumption.	X	

The system shall generate performance reports comparing actual outcomes to grant objectives, including budget utilization and project milestones.	X	
The system shall support customizable dashboards for insights into grant performance and financial health.	X	
Financial Management		
The system shall notify ASD when a grant is awarded, providing the award date, a copy of the fully executed agreement, and the award letter.	X	
The system shall track awarded funds, including allocations, expenditures, and remaining balances. **Note**: from a practical stand-point need to figure out how to make this work.	X	
The system shall allow the grants department to prepare and submit reimbursement requests, with notifications sent to impacted departments.	X	
The system shall ensure financial data is linked to specific grants and accessible for compliance audits and reporting purposes.	X	
The system shall provide automated alerts for approaching reimbursement deadlines or financial reporting requirements.	X	
The system shall generate financial summary reports, including expenditures, balances, and forecasted needs, to support grant lifecycle management.	X	
Post-Award Management		
The system shall provide tools to manage post-award grant modifications, such as budget revisions or extensions.	X	
The system shall track performance metrics and outcomes as required by grantors, ensuring alignment with grant objectives.	X	
Risk Management		
The system shall provide risk assessment tools to identify potential issues (e.g.,	X	

underspending, delays) that could impact compliance or project success.		
The system shall allow users to document and track mitigation strategies for identified risks.	X	
Non-Functional Requirements		
Performance		
The system shall support at a minimum of 20 with a possibility to add more users. **Note**: inquire about enterprise licensing.	X	All OpenGov suites have unlimited users
The system shall be available all days of the week and year, with planned outages reported to the users prior to the system being inaccessible.	X	
Security		
The system shall encrypt all sensitive data in transit and at rest.	X	
The system shall implement role-based access control to ensure that only authorized users can view or modify specific data.	X	
The system shall have Single Sign On (SSO), this is a mandatory requirement.	X	
Usability		
The system shall provide an intuitive and user-friendly interface for grant managers and associates using the software daily.	X	
The system shall include comprehensive user documentation and training materials.	X	
The system shall include helpdesk support and a knowledge base for troubleshooting and best practices.	X	
Scalability		
The system shall be scalable to accommodate growth in grant applications.	X	
The system shall support integration with additional external systems as needed.	X	
Interface Requirements		

User Interfaces		
The system shall provide a web-based interface accessible via standard browsers.	X	
The system shall provide an executive dashboard summarizing key metrics and application statuses.	X	
The system shall allow multiple departments (e.g., finance, grants, and project teams) to collaborate on grant activities through shared workspaces and communication tools.	X	The system doesn't contain instant messaging, but the system has the ability to configure a messages log for communication between City officials and the grantors
External Data Interfaces		
If available, the system shall interface with state and federal grantor systems via APIs, web services, SFTP, or EDI import files. This is not a mandatory requirement.	X	
The system shall integrate with the City's financial management system (Oracle Fusion Cloud) for grant tracking.	X	OpenGov will require City staff to support the configuration of the financial integration with Oracle. Specifically, our Professional Services team will require access to the Oracle environment, API keys, and possibly the need to communicate with Oracle staff, which would need to be brokered by the City
The system shall enable external collaboration with grantors, contractors, and other relevant stakeholders, including document sharing and status updates, and secure communication to streamline grant-related processes.	X	
System Architecture		
The system shall follow a modular architecture to facilitate maintenance and upgrades.	X	
The system shall use a relational database to store application and user data.	X	
The cloud system database shall have a direct connection or API to retrieve data.	X	