



Application Maintenance & Support for DeKalb County GOV CX City 311 (Statement of Work)

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Specialized
Healthcare
Siebel CRM
Rightnow CX Cloud Service
Oracle SOA Suite
Oracle Business Intelligence Foundation
Oracle Business Intelligence Applications

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1. Executive Summary

Speridian presents this Statement of Work ("SOW") for services associated with the maintenance & operational (M&O) support to DeKalb County for the Oracle Sales Cloud applications.

Speridian is an Oracle Platinum Partner, and a world leader in the Oracle CX technologies and their applications in ERP, CRM, and HR. Operating one of the largest CX practices in the world, Speridian is a one-stop full-solution provider for Oracle CX with a long-track record of successful project implementations, support, and maintenance leveraging industry best-practice and proven delivery methodologies.

Speridian has extensive experience implementing and supporting projects in an onshore-nearshore, and offshore model to bring the best in economies-of-scale and bring-forward the knowledge of Speridian's Center of Excellence (COE) to its customers.

Speridian supports Oracle Service Cloud for multiple customers globally, and this has helped us establish a methodology for providing sustained benefits to any customer, through the entire engagement lifecycle. Through the usage of the Speridian Managed Service we can ensure the highest quality of service with the lowest possible risk to our customers and partners.

The following is a list of advantages in using our Managed Services:

- A framework that provides a clear entry and exit strategy for support service
- Robust transition processes
- Preserving knowledge through robust knowledge acquisition, preservation & management
- Transparent approach to management control, tracking, and reporting
- Leverage Speridian skill sets and COE to build team.

In the past 18 years, Speridian has delivered over 100 customer experience focused projects & solutions and today has over 1,100 IT employees and 300 sub-contractors delivering services world-wide. In 2016, we achieved the highest level of quality based as per CMMi. Speridian is also ISO 9001 certified for Quality Management, and ISO 27001 for Information Security Management.

ISO 9001



ISO/IEC 27001



These certifications give you the assurance that we have continuously monitored, improved, and expanded our capabilities and maturity in how we facilitate, train, and execute projects. And that we employ the highest industry-recognized levels of reliable quality, security, and value.

2. Project Background

As part of the One DeKalb initiative, DeKalb County has replaced its Oracle EBS CRM licenses to Oracle Service Cloud, a modern customer experience (CX) solution that will help DeKalb Co. provide better quality citizen engagement and multichannel customer service (i.e., web/mobile, phone, social media) to its citizens.

Speridian has implemented our GOV CX City 311 accelerated solution for DeKalb Co, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

In additional phases of the GOV CX City 311 project, Speridian will be implementing the application changes in order to support additional departments that will start using the 311 platform for their operations with citizens, while providing application support and maintenance for the functionality in Production.

3. Term of SOW

This SOW shall be effective from the date of the SOW from March 1, 2023, through February 29, 2024 (the "Term"). After the Initial Term, this SOW may be renewed for successive terms of twelve (12) months each ("Renewal Term"), and cost of professional services may be adjusted in agreement with DeKalb as a result of additional departments or functionality in scope.

4. Project Scope

The project involves:

- a) Production Support (break/fix) for the departments enabled in the 311 application, and up to 20hrs/month for minor enhancements, that can be used during the support year (240 hours per year), not cumulative for subsequent years. Application enhancements that exceed the 240 hours per year will be implemented via Change Order, prior estimation from Speridian and approval from DeKalb.

Speridian will provide capacity-based services, where we will provide the following:

Service Element (Oracle Sales Cloud Support)	Included
Track and report on Jira issues status	✓
Custom Application Bugs/fixes, including unit testing and functional testing	✓
Liaise with Oracle Support for product bugs, enhancements	✓
Oracle quarterly release testing following coordination of DeKalb IT*	✓
Documentation - Update configuration document, functional specifications, technical specifications, installation & test scripts for changes to configuration/specification made as part of application support fixes	✓
Develop and manage agreed upon enhancements/changes and deploy to test and production environments.	✓
Communicate release assessment document with new features summary	✓






*Speridian will provide testing of in-scope applications after each Oracle quarterly update or per agreed update frequency.

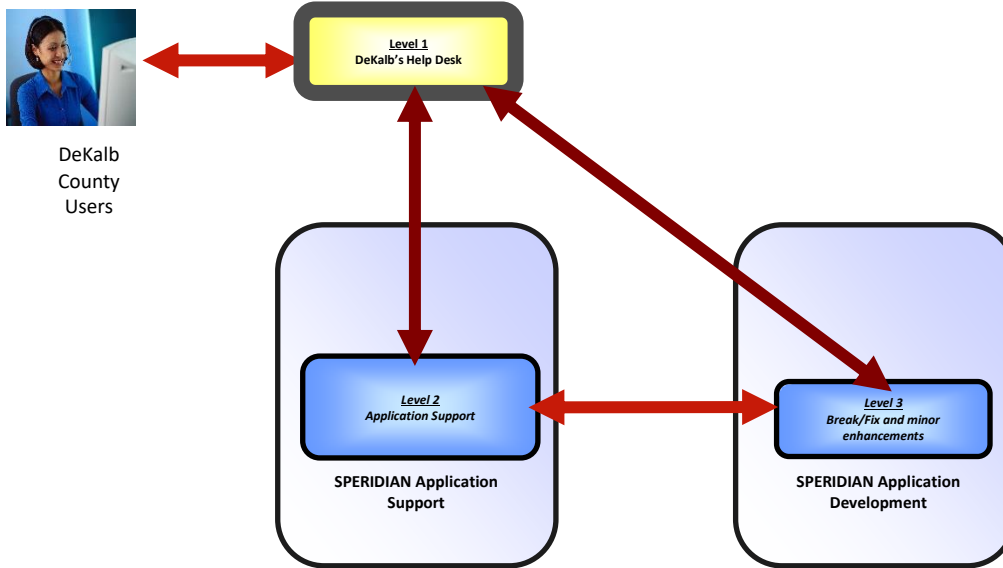
- Quarterly or Yearly updates - patch and maintenance
 - Maintenance update release notes review and assessment
 - Patch and fix analysis for impact to Oracle Cloud functionality
 - Regression test script updates and maintenance for critical functionality
 - System integration testing (SIT) of implemented Oracle Cloud application functionality
 - Resolve issues that arise from the user acceptance testing (UAT)
 - Ensure successful deployment
- Quarterly or Yearly updates - new functionality
 - Review release notes
 - Perform new functionality high level assessment; identify impacts to existing configuration, integrations, and reports
 - Conduct impact review - collaborate, facilitate scope decisions
 - Ensure successful deployment

5. Speridian Managed Services

Speridian Managed Services Support will encompass the full spectrum of services and capabilities for managing and maintaining the DeKalb 311 application.

Main Features

-  Tailored and Customizable Services Offering including consulting services
-  Support, maintenance and monitoring to prevent potential problems and enhance operational reliability
-  Constant support for fixing critical issues across different time zones
-  Certified Consultants and Developers supporting technologies
-  Service Level Agreements, Service dashboards, Monthly and weekly KPI tracking and reporting



6. Performance Commitment

Speridian is committed to maintaining the highest levels of support and to ensuring DeKalb’s satisfaction throughout the term of this contract. Speridian’s intent is that our support will meet DeKalb’s expectations throughout the term of this SOW.

Throughout the term of the contractual arrangement, Speridian shall provide qualified personnel to perform all support services as defined in this SOW.

Incident Response Target

Severity	First acknowledgment	Update frequency target
1	Within one (1) hour of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (1) hour
2	Within three (3) hours of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (3) hours
3	Within two (2) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client
4	Within one (1) week or five (5) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client

Incident Resolution Target

Severity	Description	Impact/urgency	Commitment to Resolution time target
1	Critical, severe impact, the application is not operational, all critical data inaccessible or has severely restricted functionality or degradation.	Major outage that impacts all a large group of Users or a complete business function and the application is not accessible.	8 hours (on-call for application availability related issues and Mon. – Fri.: 8am - 6pm EST)
2	The application is operational but has restricted functionality or degradation that is impacting Users' operations.	Major impact to one or many Users, partial service disruption to business.	1 Business Days (Mon. – Fri.: 8am - 6pm EST)
3	The application is operational with low, intermittent, circumvented errors not impacting the Users' operations.	Bug fix or non-priority Incident or reasonable work-around exists.	Commitment to Resolution time will be assessed in conjunction with the client – 5 Business Days
4	Questions with the application usage, implementation or "nice to have"/suggested adjustments in the application that can be considered in a future release or project		For generic questions not critical for business continuity – 3 Business Days Other "nice to have" suggestions that can be considered in a future release: – 10 Business Days for estimation

Weekly Reporting Sample View

Dashboard

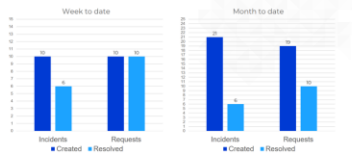
- ✓ % of tickets responded on time for Sev 1, 2, 3 and 4: 100%
- ✓ % of tickets with a response time commitment provided on time for Sev 1, 2, 3 and 4: 100%
- ✓ Number of tickets that breached an SLA: 0

SLA tracking detail						
Severity	First Acknowledgement			Resolution Commitment		
	SLA	# Requests	# fails	SLA	# Requests	# fails
1	1	0	0	8	0	0
2	3	1	0	8	0	0
3	15	4	0	40	1	0
4	40	1	0	80	1	0

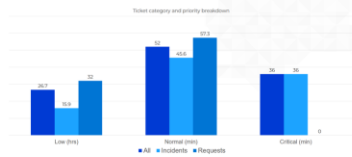
Active Cases - Overview



View of cases created/resolved



SLA (Avg Resolution Time)



Incidents breakdown

Summary	Issue Key	Status	Priority	Created	SLA (Remaining time to be resolved)
an assessment template pushed to prod	050-04	Additional information required	High	2020-08-27	2:24
Health page error	050-03	Change implemented	High	2020-08-27	2:25
Push to Prod - more critical	050-23	Change implemented	High	2020-08-26	3:00
Service - Dashboard - data format is not correct	050-04	Under investigation	Medium	2020-08-26	6:12
doing data base	050-25	Change implemented	Medium	2020-08-21	4:37
broken previous runs - update status properly	050-30	Under investigation	Low	2020-08-26	48:30
Service health - notification change after blocking an event	050-02	Additional information required	Low	2020-08-26	24:15
User management assessment	050-29	Change implemented	Low	2020-08-26	24:52
User management	050-36	Change implemented	Low	2020-08-26	47:30
How user study page	050-15	Ready for UAT	Low	2020-08-24	6:55
Filter issue	050-30	Ready for UAT	Low	2020-08-24	8:34
Review page - Results	050-27	Change implemented	Low	2020-08-22	43:10
Search/View filter not working	050-12	Change implemented	Low	2020-08-18	6:05
Push to Prod interface	050-18	Awaiting Client Approval	Lowest	2020-08-13	44:48

7. Project Cost and Compensation

Working closely with the DeKalb project team throughout the project lifecycle, Speridian will perform this project task order based upon the monthly fixed-fee cost of **\$17,720 USD**. This amount will be invoiced on a monthly basis. The total value of this annual Maintenance SOW is **\$212,640 USD**, and may be renewed in an annual basis, where the cost of professional services may be adjusted in agreement with DeKalb as a result of additional departments, expanded functionality or additional scope.

8. SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed: _____

Name: _____

Title: _____

Date: _____

DeKalb County

Signed: _____

Name: _____

Title: _____

Date: _____