

## **STATEMENT OF WORK #20230701**

This Statement of Work (“SOW”) describes services to be performed by Origami Risk LLC (“Origami”) for DeKalb County, Georgia (“Client”). This SOW is subject to all the terms and conditions of the Software Subscription Agreement between Origami and Client (the “Agreement”), into which it will now be integrated as Exhibit B. Capitalized terms used herein shall have the meanings set forth in the Agreement.

### **OVERVIEW**

This SOW sets forth the Professional Services to conduct the implementation of the Service. The term of this SOW shall begin on the Effective Date of the Agreement and continue until Go-Live of the Service (as defined below).

This SOW does not include subscriptions to the Service. All subscriptions and associated fees are set forth in a separate Order Form between the parties that is attached as Exhibit A to the Agreement.

### **IMPLEMENTATION**

#### **Implementation Process**

Implementation is the process of configuring the Service for use by Client including system settings, supporting Client in loading data, training users, and other work identified in this section of the SOW. The implementation phase is completed when Client is able to utilize the Service platform for the purposes contemplated by the implementation tasks set forth below in this SOW, referred to by Origami as being Live in the system. Origami will manage the overall implementation process, including scheduling and leading meetings, communicating with the team, follow up documentation, and maintaining the project schedule through the Go-Live date. Upon Go-Live, Origami will move Client from its staging environment to its live production environment, and continued use of Origami’s staging environment after Go-Live will incur additional hosting fees.

Client’s provision of timely and accurate specifications, direction and feedback is essential to the implementation. Both parties understand that time is of the essence with regard to the implementation and agree to use reasonable and good faith efforts to promptly complete the implementation.

Origami provides fixed price implementations based on (i) reasonable estimates from Client to complete the deliverables as scoped in this SOW and (ii) Client’s continued and uninterrupted effort toward Go-Live. Any voluntary project interruptions or stoppages ordered by Client outside of the project plan or any failures by Client to meet the obligations above will result in the conversion of the implementation to a time and expense engagement, effective upon email notice from Origami to Client and billed monthly as incurred at Origami’s bundled hourly rate set forth below after crediting Client for any remaining unused portion of the fixed price.

The priorities focus on the following areas:

#### **(i) Workflows**

Origami will work with Client to setup and deploy the standard workflows to empower Client’s professionals at locations and/or business units to contribute in order to improve the efficiency and quality of Client’s process. This standard functionality within the system includes the ability to assign responsible parties and distribute emails with links instructing users in the field to fill in appropriate information.

#### **(ii) Configure dashboards and analytics needed**

Origami’s standard dashboard widgets will be configured to reflect the appropriate queries for the initial planned use. Client’s users will subsequently add and modify analytics using the Service’s on-screen analytics tools

### **Service Implementation**

Based on conversations with the Client, Origami estimates that it will need to provide 341 hours of professional services

for the implementation deliverables set forth in this SOW. If there are any changes to the scope of such deliverables, the parties will agree to meet and negotiate in good faith an amendment to this SOW to resolve any issues and to address any additional requirements. The implementation services will include the following:

## **System Configuration**

Origami will provide professional services for configuration as follows:

### EHS:

- Iterative Project Management
- System Needs Analysis
- User Security configuration with user provisioning
- Configure Portal for Incident Intake
- Configure Portal for Incident Intake
- Configure Incident Forms
  - Near Miss
  - Safety Observation
  - Update Existing Incident Types to accommodate Investigation Processes
- Root Cause Analysis configuration
  - RCA Investigation
  - 5 Why
- Configure CAPA/Task Management
- Deploy All Standard Audit/Inspection/Observations
  - No Revisions to Standards Included in Project
- Deploy Safety Meetings
  - Audit Review Board
  - Trainings
  - Safety Talks
- Configure Workflows (up to [25] hours)\*
- Configure Dashboards (up to [20] hours)\*
- Documentation
- UAT Support
- Go Live Support

\*In the event that additional hours in excess of the hours allocated herein are needed to complete the implementation deliverable, the parties may enter into a separate amendment or statement of work to purchase such additional hours.

### Client will:

- Provide specifications, direction, and feedback as needed by Origami in a timely manner.
- Configure additional default dashboards, fields, forms, user roles, distribution lists, reports and other features as needed by Client.

## **Training**

### Origami will:

- Provide up to 16 hours of training to Client during the implementation period set forth in this SOW. Client Support hours will be eroded for training following this implementation period. Training will be provided at Client offices or online at Client's request. Training can be provided in one session or several on mutual agreement between Client and Origami. Travel & Expenses associated with any on-site training will be pre-approved by Client and billed as incurred.

### Client will:

- Provide Origami with guidance about the employees to be trained and any training requirements or a preferred approach. Based on Client's direction, training hours can be train the trainer (SA) and/or train the end users.
- If training is to be provided in Client office, provide appropriate meeting space and internet access so Origami can perform the training and also provide for transportation and other expenses for Client employees who attend the training.

## **Project Management**

Origami is founded on a set of **ITERATIVE** processes from top to bottom. These contemporary tenets are the foundation of Origami's ability to deliver better service and faster and more accurate implementations. Origami also maintains a set of best practices, tools and experts for our clients who require a more **TRADITIONAL** approach to managing their implementation project. The selection below indicates the project management model included within this SOW:

This SOW includes:

**[Included]** Iterative Project Management

**[Not Included]** Traditional Project Management

### **Iterative Project Management - Included**

Origami will:

- Schedule and lead initial kickoff call or meeting
- Maintain schedule with key deliverables and expected dates
- Lead status calls twice per month
- Maintain project status document containing priority list, open items and changes which may impact timeline
- Coordinate all activity within Origami to complete Origami's tasks on the project schedule and assign project management as shared role of team members
- The Service's administrative tools and screens serve as documentation of the implementation for Client's System Administrator to reference.

Client will:

- Participate in status calls and working meetings
- Coordinate all activity within Client's organization to complete Client's tasks on the project schedule
- Coordinate all activity of Client's 3<sup>rd</sup> party providers required to complete tasks on the project schedule

### **Traditional Project Management – Not Included**

If included, in addition to the responsibilities listed in Iterative Project Management above, Origami will designate a Project Manager to provide a specified number of hours of project management during the Implementation. This Project Manager will (1) manage the Origami tasks listed in Iterative Project Management above, (2) coordinate meetings and discussions with stakeholders as needed to maintain project progress, and (3) maintain a library of written artifacts and documentation including:

- |  |  |
|--|--|
| ○ Formal project kickoff agenda                      | ○ On site agendas  |
| ○ Communication plan                                 | ○ Change control management  |
| ○ Formal stakeholder analysis                        | ○ Executive steering committee status call agenda (as needed)                          |
| ○ Project charter                                    | ○ Origami governance decision management document                                      |
| ○ Collaboration website                              | ○ UAT test plan for critical items (dependent on Client input and test cases provided) |
| ○ Detailed work breakdown structure                  | ○ Executive project dashboard  |
| ○ Weekly project status calls, agenda, meeting notes | ○ Lessons learned analysis   |
| ○ Detailed issues and risks log                      |  |
| ○ Action items list                                  |  |
| ○ Detailed project plan                              |  |

## **Client Roles and Responsibilities**

- Client will designate, prior to the start of the implementation, a single point of contact who shall be responsible to coordinate and manage all activities required within Client’s organization and make decisions on behalf of Client. This single point of contact may be changed at any time upon Client’s notice to Origami.
- Client will designate, prior to the start of this engagement, at least one System Administrator (“Client SA”) who will be responsible for working with Origami to implement the Service and maintain the Service thereafter, and who will provide ongoing production support to Client’s users, both internal and external. Client SAs will be responsible for setting up and assigning security rights and maintaining user IDs for all users. Client SAs will have sufficient knowledge, skills and abilities to perform their identified project roles.
- Client will provide requested information within a reasonable timeframe as agreed upon by Client and Origami; if providing the requested information is not achievable or will take longer than preferred, Client will promptly inform Origami of the situation and alternative solutions will be determined.
- Client will help resolve project issues and assist with bringing issues to the attention of the appropriate persons within the organization, as required.
- Client will be primarily responsible for obtaining information and resolving any issues pertaining to third party products or services used by Client, if necessary.
- Client agrees generally to provide other reasonable assistance and cooperation to see that services are successfully completed.
- For any deliverables that Origami provides to Client for approval, Client will confirm approval or provide necessary details on any requested remediation promptly unless otherwise agreed between the parties.
- Client will be responsible for testing and quality assurance related to the implementation to ensure that all configurations and customizations operate as intended (including functionality, usability and data access rights), and Origami shall not be responsible for any damages caused by any such configurations or customizations.
- Client will have final responsibility for decisions regarding all configurations and customizations (such as forms, dashboards, interfaces, reports, workflows and data flows) created by or for Client or Client’s users in the Service.

## **Marketing Terms**

- A. Unless expressly prohibited in writing by Client, Origami may use Client’s name, logo, and any testimonials/quotes in Marketing and Sales materials (including the Origami website).
- B. Upon Origami’s request, Client will cooperate in good faith with Origami in conducting case studies or in drafting a press release.

## **PRICING AND INVOICE SCHEDULE**

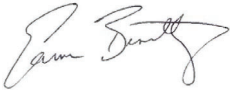
Origami will invoice Client \$69,052.50 for the professional services detailed in this SOW. Such payment shall be invoiced by Origami and due by Client immediately upon signature of this SOW by both parties.

If needed, additional professional services can be purchased through a separate statement of work. All fees are subject to state sales tax, where applicable. All travel costs and expenses will be pre-approved by Client in writing and billed to Client as incurred.

# STATEMENT OF WORK APPROVAL

The undersigned agree to this Statement of Work.

## ORIGAMI RISK LLC

By:  \_\_\_\_\_  
LEGAL  
Origami Risk  
LLC

Name: Earnest Bentley  
(Print Name)

Title: President, Risk Solutions

Date: May 9, 2023

## DEKALB COUNTY, GEORGIA

By:  \_\_\_\_\_

Name: Larry Jacobs  
(Print Name)

Title: Asst. Finance Director

Date: May 12, 2022