

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**

AGENDA ITEM SUMMARY

Meeting Date: March 13, 2018	<input checked="" type="checkbox"/> [X]	Consent	<input type="checkbox"/> []	Regular
	<input type="checkbox"/> []	Ordinance	<input type="checkbox"/> []	Public Hearing

Department: Risk Management
Submitted By: Risk Management
Submitted For: Employee Safety/Loss Control Division

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to receive and file:


Executed Amendment to the Memorandum of Understanding (MOU) between the Palm Beach County Clerk and Comptroller (Clerk) and Palm Beach County Board of County Commissioners regarding addition of the PeopleSoft Health and Safety Module.

Summary: The Board previously delegated authority to the County Administrator to execute MOU No. R-2014-1880, which allowed County employees to access the benefits module of the Clerk's PeopleSoft program. Staff recently learned that the PeopleSoft program also includes a health and safety module that can be activated to allow for the tracking of incident-related data to identify trends that will guide efforts in loss prevention and control. In order to provide staff with access to this module, it was necessary for the County Administrator to amend the MOU with the Clerk. The module will be added **at no additional cost to the County.** Countywide (HH)

Background and Justification: On May 20, 2014, the Board approved a letter of agreement between the Clerk and the County (R-2014-0698) that allowed the County to reimburse the Clerk for the purchase of licenses for County employees to utilize the Clerk's PeopleSoft Benefits Administration Program. That agenda item also included the Board's authorization for the County Administrator to execute an MOU with the Clerk allowing the County's use of the PeopleSoft program. The MOU was subsequently executed by the County Administrator and received and filed on December 2, 2014 (R-2014-1880). The amended MOU will provide staff with a module that will improve the ability to automate incident reporting, consolidate data, identify trends and properly assist departments with loss control services that can be used to reduce overall losses to the County.

Attachments:

1. Executed Amendment to the MOU with Walkthrough Memo
2. R-2014-1880 (Agenda Item 3Z-2), Agenda Dated December 2, 2014.
3. R-2014-0698 (Agenda Item 3Z-1), Letter of Agreement Dated May 20, 2014

Recommended By:		2/15/18
	Department Director	Date
Approved By:		2/27/18
	Assistant County Administrator	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Capital Expenditures	_____	_____	_____	_____	_____
Operating Costs	_____	_____	_____	_____	_____
External Revenues	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
Net Fiscal Impact	<u> * </u>	_____	_____	_____	_____
# ADDITIONAL FTE POSITIONS (Cumulative)	<u> 0 </u>	<u> 0 </u>	<u> 0 </u>	<u> 0 </u>	<u> 0 </u>

Is Item Included In Current Budget?

Yes X No

Does this item include the use of federal funds?

Yes No X

Budget Account Exp No.: Fund _____ Dept _____ Unit _____ Obj _____
Rev No.: Fund _____ Dept _____ Unit _____ Obj _____

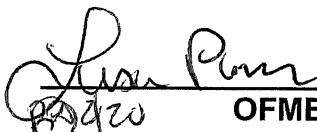
B. Recommended Sources of Funds/Summary of Fiscal Impact:


C. Departmental Fiscal Review:



III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

 2/20/18
OFMB 2/20/18

 2/23/18
Contract Dev. and Control 2/23/18

B. Legal Sufficiency:


Assistant County Attorney

C. Other Department Review:

Department Director

REVISED 9/03

ADM FORM 01

(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.)



Risk Management Department

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Fax: (561) 233-5420

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**Palm Beach County
Board of County
Commissioners**

Melissa McKinlay, Mayor

Mack Bernard, Vice Mayor

Hal R. Valeche

Paulette Burdick

Dave Kerner

Steven L. Abrams

Mary Lou Berger

County Administrator

Verdenia C. Baker

MEMORANDUM

TO: Verdenia C. Baker, County Administrator
Board of County Commissioners

THRU: Nancy L. Bolton, Assistant County Administrator
Board of County Commissioners

FROM: Scott Marting, Department Director
Risk Management Department

DATE: January 18, 2018

RE: Amendment to the Memorandum of Understanding
between the Clerk and Comptroller and Palm Beach
County Board of County Commissioners regarding
PeopleSoft.

A handwritten signature in blue ink, appearing to be "NLB", enclosed in a hand-drawn oval.

A handwritten signature in blue ink, appearing to be "SM", written over the printed name of Scott Marting.

On May 20, 2014, the Palm Beach County Board of County Commissioners approved Agenda Item 3Z-1 which allowed the County to enter into an agreement with the Clerk & Comptroller regarding the PeopleSoft Benefits Administration Program. This included the purchase of user licenses, associated annual maintenance, and a Memorandum of Understanding (MOU) to be executed by the County Administrator or their designee for the use of their system.

Risk Management recently learned that PeopleSoft also has a Health and Safety module that can be supplied at no additional cost to the County. This module will improve our ability to automate incident reporting, consolidate data, identify trends and properly assist departments with loss control services that can be used to reduce overall losses to the County.

We have been working with the Clerk on this project and have reached the point where it is necessary to expand our original MOU to include the Health and Safety module. County ISS is aware of our plans and has performed a courtesy review of the MOU.

In accordance with County PPM CW-O-051, this agreement will also be submitted as a "Receive and File" once the MOU has been executed.

If additional information is needed, please contact Jean Heald at (561) 233-5432.

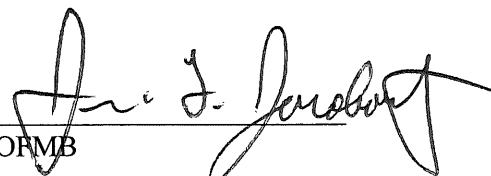
"An Equal Opportunity
Affirmative Action Employer"

printed on sustainable
and recycled paper

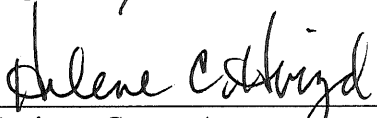
Approved by:



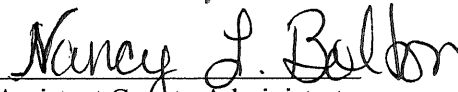
Department Director



OFMB



Assistant County Attorney



Assistant County Administrator

Attachments:

1. Amendment to the MOU for execution that includes the Health and Safety Module.
2. Reference copy of Agenda Item 3Z-1 – May 20, 2014
3. Previously executed MOU Agenda Item 3Z-2 – December 2, 2014

Contract No. 14-52.18.1

**AMENDMENT TO THE MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

The Clerk & Comptroller's (Clerk) office and Palm Beach County Board of County Commissioners (County) are partnering to implement the PeopleSoft Health and Safety Module. This project is named the PeopleSoft County Health and Safety Module Implementation Project, and the system is Oracle PeopleSoft, which is provided to the Clerk by Mythics Inc. and Oracle Corporation (collectively, the "Licensor"). This amendment to the Memorandum of Understanding (MOU) as referenced in Clerk contract number 14-52, and County R-2014-1880, will add the Health and Safety Module Implementation as an additional part to the existing MOU.

Health and Safety Module Implementation

1. Implementation will occur in multiple phases pursuant to statements of work (SOW) similar to the phase one SOW attached hereto as Appendix A, which sets forth the time frame and identifies the individuals fulfilling each role on behalf of the parties. All terms of the SOW are subject to the MOU as amended.
2. Roles:
 - a. Clerk:

The Clerk will serve as the project manager and Oracle PeopleSoft system owner.
 - b. County:

The County will be a project partner and will dedicate resources and time sufficient to meet the obligations of County as documented in an agreed-upon project plan.
3. Responsibilities:
 - a. Clerk:
 - i. Implement the Health and Safety Module functionality of PeopleSoft
 - ii. Participate on the PeopleSoft County Health and Safety Module Implementation Project Steering Committee and Leadership Committee; please see Organizational Chart in Appendix B
 - iii. Facilitate all training sessions as necessary
 - iv. Work with the County to establish a project plan and timeline identifying the responsibilities of each party and the deadline for each required action
 - v. Approve and sign off on the project plan and timeline for all the PeopleSoft County Health and Safety Module Implementation Project requirements. All Clerk & Comptroller assigned duties will be documented on the project plan. The project plan will be approved and sign-off will be obtained from the Clerk's Project Manager and Chief Information Officer on behalf of the PeopleSoft County Health and Safety Project Leadership Committee
 - vi. Require participation at expert user level at scope and fit/gap sessions sufficient to clearly identify all Clerk requirements pertaining to the County project. Identify during the fit/gap analysis any gaps in the solution. Obtain Clerk Chief Information Officer Approval and sign-off on functional and technical requirements, scope of work and fit/gap requirements and solutions following scoping and fit/gap analysis sessions
 - vii. Timely review and approval or rejection, (via email to Clerk Project Manager) of deliverables within the timeline established in the project plan
 - viii. Provide assistance to complete necessary testing of the PeopleSoft County Health and Safety Module
 - b. County:
 - i. Participate on the PeopleSoft County Health and Safety Module Implementation Project Steering Committee
 - ii. Participate in all training sessions as necessary to be prepared for implementation
 - iii. Work with the Clerk to establish a project plan and timeline identifying the responsibilities of each party and the deadline for each required action

Drafted November 2017

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ATTACHMENT 1

**AMENDMENT TO THE MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

- iv. Approve and sign off on the project plan and timeline for all County project requirements, at the County Administrator, Director, and Risk Management level and agree to complete County identified and agreed project requirements on time as set forth in the project plan
 - v. Require participation at expert user level at scoping and fit/gap sessions sufficient to clearly identify all County functional and technical requirements pertaining to this project. Identify during the fit/gap analysis any gaps in the solution. Sign-off on requirements, scope of work and fit/gap requirements and solutions following scope and fit/gap analysis sessions. Accept standardized baseline PeopleSoft County Health and Safety Module solution processes and products for requirements/gaps
 - vi. Prepare and deliver interface requirements by project plan deadline date. Participate in all necessary testing of the PeopleSoft County Health and Safety Module and applicable inbound/outbound interfaces
 - vii. Provide and maintain the network, facilities and communications systems to support the system
4. Project Communication and Management: Communications with regard to this agreement will be in writing via email or memo. A Project Plan will be developed to set forth a detailed list of specific communications and level of communication. The Steering-Committee will meet at least every three weeks, based on a schedule to be set at the beginning of the project, during the implementation period. The Clerk will maintain minutes of such meetings. During such meetings, all material outstanding issues relating to implementation will be raised, and any pending sign-off or approval may be given. Meetings may be cancelled only by agreement of the project managers. Meetings will be in person unless the project managers agree otherwise. After the implementation period, meetings of the Steering Committee will be scheduled on a quarterly basis.
5. Required sign-offs and approvals: Unless otherwise specified in the Project Plan, this agreement requires prompt sign-offs and approvals, which shall be due no later than 10 calendar days following receipt of a written document (or email with attached document(s)) requesting approval. Failure to sign-off or object within the 10 calendar days will be deemed approval and/or acceptance.
6. Personnel Resources:
- a. Clerk:
 - i. A project manager
 - ii. A project team consisting of PeopleSoft user experts
 - iii. Information technology staff and Finance Systems functional staff, as required, to timely fulfill all Clerk obligations identified in the Project Plan
 - b. County
 - i. A project manager
 - ii. Expert staff required to participate in training, scoping, fit/gap analysis, and testing sufficient to identify County requirements for PeopleSoft Health and Safety Module.
 - iii. Director level staff to sign off on required approvals, scoping and fit/gap requirements.
 - iv. Information Technology staff and functional staff, as required, to timely fulfill all County obligations identified on the project plan. Such requirements include completing required interface, providing required technical documentation or requirements, system, integration, and parallel testing, and any other tasks assigned to County in the project plan.
7. Reporting
- a. Access to PeopleSoft Health and Safety data, for reporting, will be in accordance with County PPM CW-P-072, HIPAA and any other applicable State and Federal laws.
 - b. Query access to Health and Safety data can be provided in the PeopleSoft application.


AMENDMENT TO THE MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION


Signatures

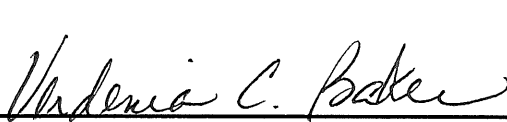
Approved as to Form and Legal Sufficiency

Approved as to Terms and Conditions

By: 
Assistant County Attorney
Palm Beach County Board of County
Commissioners

By: 
Scott Marting, Director, Risk Management
Palm Beach County Board of County
Commissioners


Sharon R. Bock, Esq.
Clerk & Comptroller
Clerk & Comptroller, Palm Beach County
Date: 1/16/18


Verdenia Baker
County Administrator
Palm Beach Board of County Commissioners
Date: 1/31/18

APPROVED
By HCP-Legal Services at 2:02 pm, Jan 11, 2018

APPROVED
By Laura Burke at 10:09 am, Jan 04, 2018

Attachments / Appendix

- A. PeopleSoft Health and Safety Implementation Phase 1 Statement of Work
- B. Project Organizational Chart



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Clerk & Comptroller
Palm Beach County

PeopleSoft Health & Safety Module - Phase 1 Deliverables

1. General Information

Project / Program Name:	PeopleSoft Health and Safety Module Implementation Phase 1 – Risk Management
Project ID:	CTY0269
Originating Dept. / Division:	Finance Systems & Project Management
Project Manager:	Radcliffe Brown and Brandon McCray
Start Date:	05/08/2017
Finish Date:	Estimated 02/28/2018
Project Site URL:	Clerk SharePoint - Risk Management Health and Safety

2. Overview

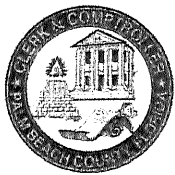
In partnership with Palm Beach County Risk Management, the Clerk & Comptroller’s office (Clerk) will incorporate administration and processing of County Health and Safety information within the Clerk’s PeopleSoft Application. The PeopleSoft Health and Safety module implementation project will enable Risk Management to integrate various health and safety reporting processes into one system allowing for more efficient and streamlined workflow and reporting.

3. Executive Summary

Risk Management currently uses a variety of manual processes and unrelated systems to record County accidents/incidents, liability claim information, safety inspections and various health and safety programs performed. There is no integration with the data reported or the ability to generate comprehensive reports to effectively analyze the data collected. Implementing the PeopleSoft Health and Safety module will provide Risk Management one system to record data collected, the ability to generate reports and identify safety trends, and document and track corrective action processes.

4. Scope

The implementation of the PeopleSoft Health and Safety module to provide Risk Management a single system of record with the ability to generate reports to review and analyze the data collected identifying trends and documenting corrective actions will require fit gap activities, requirements gathering, design, user acceptance testing and deployment. A requirements phased approach will be used to maximize the delivery of functionality and features within the system. This document will focus on the items that will be delivered as part of phase one. Details of the first phase are outlined below.



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Palm Beach County

PeopleSoft Health & Safety Module - Phase 1 Deliverables

4.1. In Scope for Phase 1

4.1.1. Phase I Deliverables

- ☐ Documented Phase One System Requirements (See Risk Health and Safety Functional Requirements)
- ☐ Fit Gap analysis and options for resolution
- ☐ "Out of the box" system to explore
- ☐ Historical data review with mapping work sessions
- ☐ PeopleSoft Health and Safety configured in TRAIN for exploration
- ☐ Data conversion if necessary from FoxPro and Workers Comp spreadsheet
- ☐ Ability to input Vehicle Accident/Incident data (Form1), Property & Liability Accident/Incident data (Form2) and Employee Injury/Illness data (Form 3) into the system.
- ☐ Ability to add attachments
- ☐ Ability to Report on and Query data based on inputs from Forms 1, 2, & 3
- ☐ Training on the PeopleSoft Health and Safety module
- ☐ User Acceptance Testing (UAT) sessions
- ☐ Production system for Go-Live

4.2. Out of Scope

- ☐ Property & Liability and Worker's Compensation managed by the selected 3rd party Administrator will not be automatically interfaced into PeopleSoft.
- ☐ Work Orders for repairs will continue to be generated through Maximo by the department responsible for the repair.
- ☐ Inspections will be in a later phase of this project
- ☐ Programs will be in a later phase of this project
- ☐ Assessments will be in a later phase of this project
- ☐

5. Sponsor(s) and Key Stakeholders

Sponsor / Stakeholder	Organization / Division	Project Role
Scott Marting	Risk Management	Sponsor
Jean Heald	Risk Management	Stakeholder
Jacqueline Binns	Risk Management	Stakeholder



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Clerk & Comptroller
Palm Beach County

PeopleSoft Health & Safety Module - Phase 1 Deliverables

6. Project Planning

6.1.Responsibility Matrix

Phase / Task	Responsible party's name	Location	Department
Project Planning	Radcliffe Brown	Clerk's Office	FSPM
Project Planning	Brandon McCray	Clerk's Office	Clerk IT
Requirements / Specifications	Crystal Rand	Clerk's Office	FSPM
Technical Architecture & Design	Jatni Blandon	Clerk's Office	Clerk IT
Development Lead	Jacqueline Lawson	Clerk's Office	Clerk IT
Functional Quality Assurance & Testing	Jean Heald	County	Risk Management
Functional Quality Assurance & Testing	Jacqueline Binns	County	Risk Management
Training and Training Materials	Linda Kirk	Clerk's Office	FSPM

6.2.High-Level Risks

Risk Description	Probability / Impact (H/M/L)	Impact Description	Mitigation Plan
Fox Pro database and Worker's Comp spreadsheet historical content data conversion is to be determined	H	Historical data mapping level of effort may be significant and could impact the timeline of the project. Risk Management and technical resources need to be available to complete the data mapping requirements.	Overtime and 3 rd party resources will be enlisted to help mitigate risk
Availability of staff to develop and test system	H	Delay in project if staff cannot complete requirements within the project timeline	Overtime and 3 rd party resources will be enlisted to help mitigate risk



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Palm Beach County

PeopleSoft Health & Safety Module - Phase 1 Deliverables

6.3.Constraints

Constraint Description	Impact Description
Business critical reports will be identified and developed for Phase I. Other reports will be prioritized to be developed post go live or as part of Phase II.	Proper identification and prioritization of the business critical reports is necessary. Overtime and/or additional resources may be required for development.

6.4.Assumptions

- Risk Management will be able to use the new system with minimal to no customization once Phase I is complete.
- Risk Management is open to change their business process to allow for efficient use of the new system.
- Risk Management will review and approve the list for locations and departments provided from the existing PeopleSoft Payroll data. Risk Management will add to the list other departments and/or locations considered necessary for business.

7. Project Resources

7.1.Hardware

Equipment	Specification
N/A	

7.2.Software

Title	Version / Edition	Count of licenses / seats
PeopleSoft HCM	9.2	6425

7.3.Other

N/A

8. Sponsor and Stakeholder Approval

Name	Signature (Approved per e-mail date)
Scott Marting	
Jean Heald	
Radcliffe Brown	
Jatni Blandon	



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Clerk & Comptroller
Palm Beach County

PeopleSoft Health & Safety
Module - Phase 1 Deliverables

9. References

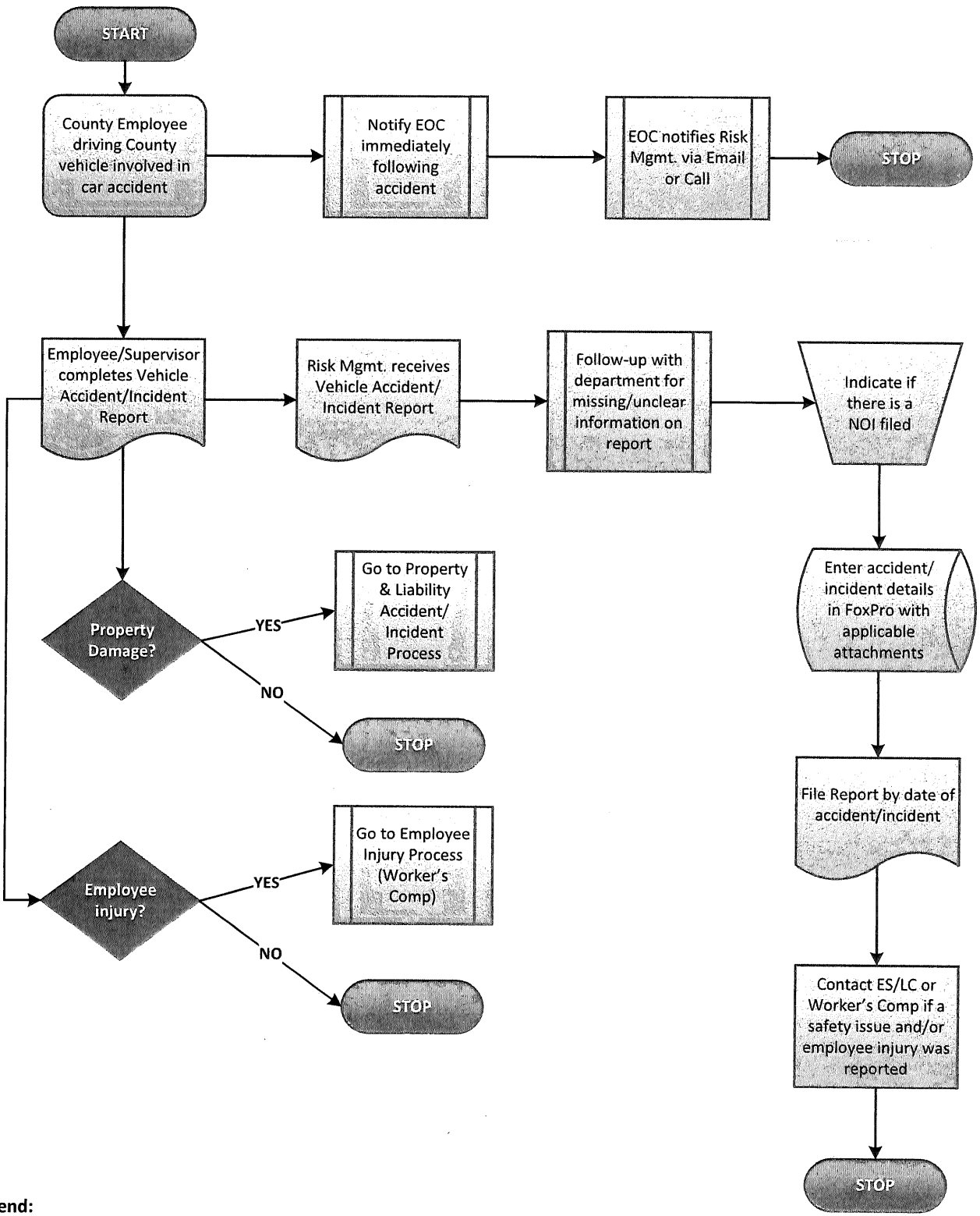
- 9.1. Health and Safety Processes Flowcharts
- 9.2. Health and Safety Phase 1 Project Timeline
- 9.3. Health and Safety Functional Requirements Checklist

10. Document History

Version No.	Date	Description	Updated by
0.1	5/25/2017	Initial Draft	Crystal Rand
0.2	8/29/2017	Streamlined document	Radcliffe Brown
0.3	10/13/2017	Updated dates and accepted changes	Brandon McCray
0.4	10/17/2017	Finalized for Risk Management review	Brandon McCray
0.5	11/29/2017	Finalized for legal review	Brandon McCray

Vehicle Accident/Incident Process

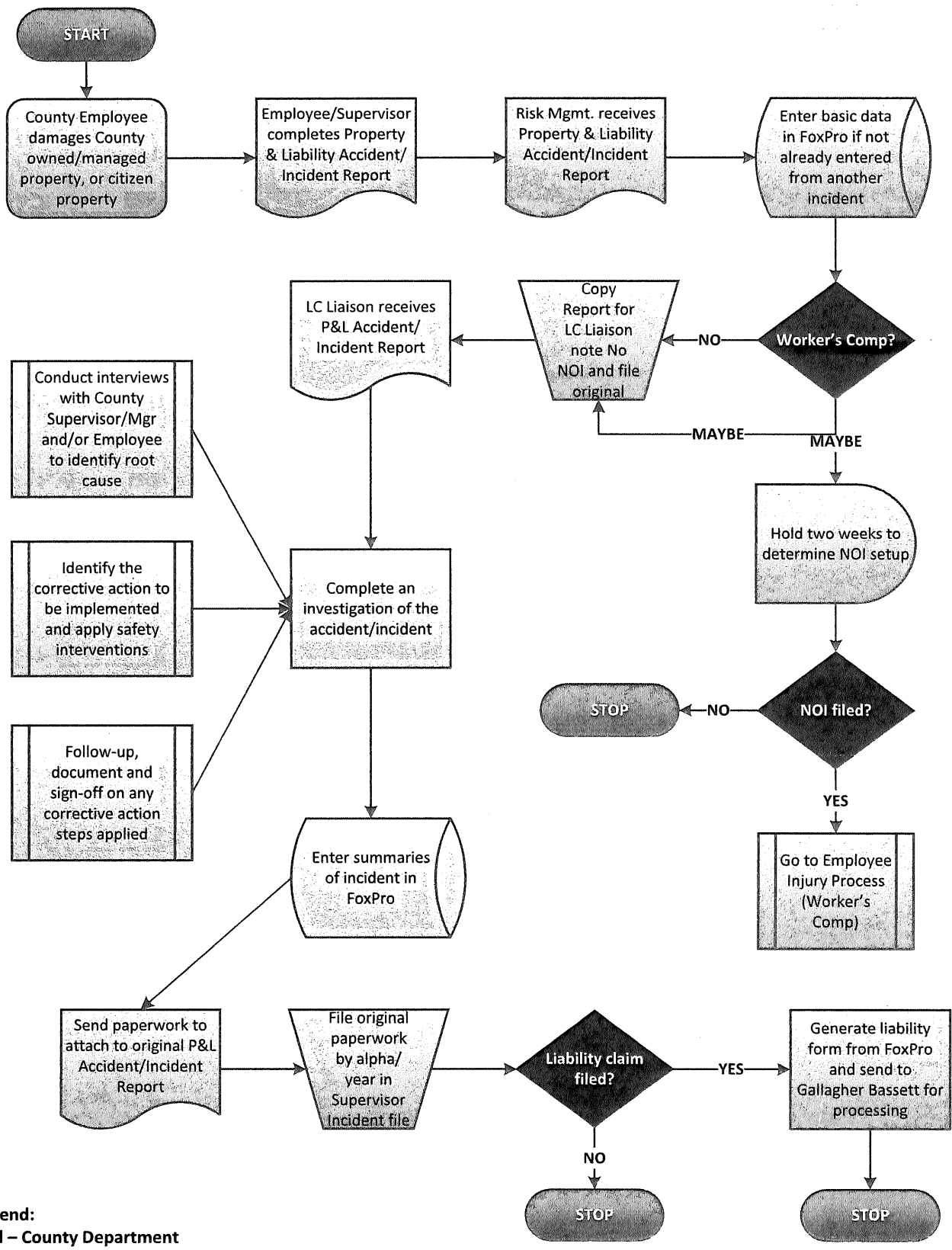
Phase 1 SOW - Reference 9.1



Legend:
Red – County Department
Green – EOC
Blue – Eva Risk Management

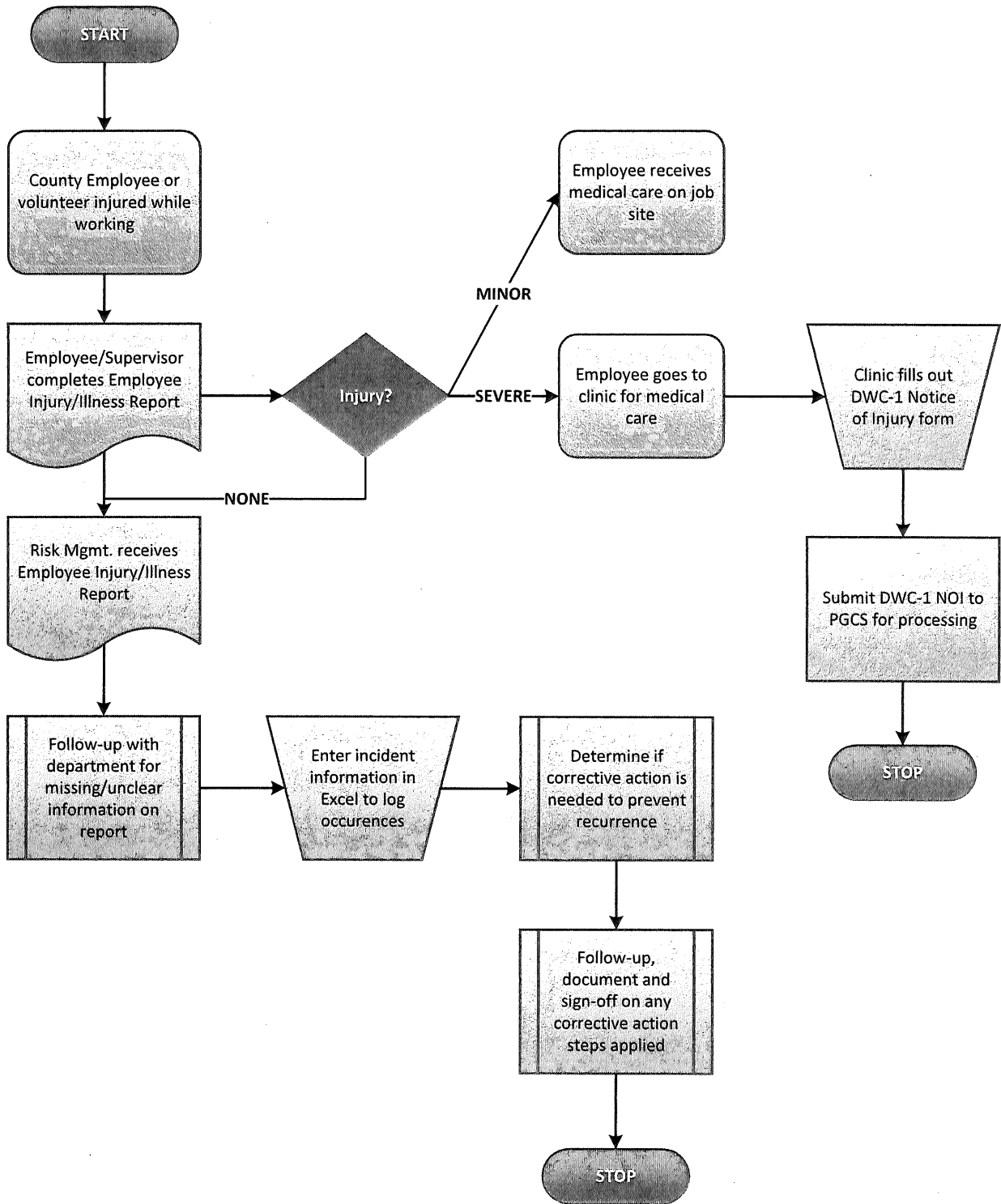
Property & Liability Accident/Incident Process

Phase 1 SOW Reference 9.1



Legend:
Red – County Department
Blue – Eva Risk Management
Yellow – Loss Control Liaison

Employee Injury/Illness (Worker's Comp) Process **Phase 1 SOW Reference 9.**



Legend:
Red – County Department
Green – Clinic
Blue – Eva Risk Management

9.2 Summary

ID	ID	Task Name	% Complete	Duration	Start	Finish	Resource Names
1	1	MASTER PROJECT PHASE 1 - PeopleSoft - Risk Management Health & Safety Module	41%	232 days	Thu 5/18/17	Mon 4/9/18	
2	2	Phase 1 - Incident, Claims & Workers Comp Forms & Reporting	41%	232 days	Thu 5/18/17	Mon 4/9/18	
3	3	Step 1 - Requirements Gathering & Fit Gap	99%	33 days	Thu 5/18/17	Mon 7/3/17	Clerk; Risk Management
15	15	Step 2 - Review Results of Fit Gap Analysis	83%	128 days	Wed 7/5/17	Fri 12/29/17	Clerk; Risk Management
32	32	Step 3 - Test Case Documentation	0%	20 days	Wed 12/27/17	Tue 1/23/18	Clerk; Risk Management
34	34	Step 4 - Module Configuration	0%	43 days	Wed 12/27/17	Fri 2/23/18	Clerk
56	56	Step 5 - Data Conversion (Historical Data)	0%	25 days	Fri 12/15/17	Thu 1/18/18	Clerk
63	63	Step 6 - Configure Ability to Add Attachments	10%	35 days	Thu 12/14/17	Wed 1/31/18	Clerk
70	70	Step 7 - Reporting & Queries	0%	25 days	Mon 1/8/18	Fri 2/9/18	Clerk
80	80	Step 8 - Internal End-to-End Validation of Configuration	0%	5 days	Mon 2/26/18	Fri 3/2/18	Clerk
82	82	Step 9 - User Acceptance Testing	0%	20 days	Mon 3/5/18	Fri 3/30/18	Risk Management
86	86	Phase 1 Production Cut-Over Planning	0%	6 days	Mon 3/19/18	Mon 3/26/18	Clerk; Risk Management
89	89	Go Live if approved	0%	6 days	Mon 4/2/18	Mon 4/9/18	Clerk; Risk Management

Object #2 Detail

Page 1

Phase 1 SOW - Reference 8.2 Detail

ID	ID	Task Name	% Complete	Duration	Start	Finish	Resource Names
16	16	Compile Feedback of 'Out of the Box' System from Risk Management	100%	1 day	Wed 7/5/17	Wed 7/5/17	IT
17	17	Review findings	100%	3 days	Thu 7/6/17	Mon 7/10/17	JL; JB; RB; BM; CR
18	18	Review Gaps and provide options	100%	3 days	Thu 7/6/17	Mon 7/10/17	JL; JB; RB; BM; CR
19	19	Provide estimates	100%	3 days	Thu 7/6/17	Mon 7/10/17	JL; JB; RB; BM; CR
20	20	Prioritize Next Steps if needed	100%	3 days	Thu 7/6/17	Mon 7/10/17	JL; JB; RB; BM; CR
21	21	Update Requirements	100%	3 days	Tue 7/11/17	Thu 7/13/17	JL; JB; RB; BM; CR
22	22	Review Feasibility with IT Teams	100%	3 days	Wed 8/16/17	Fri 8/18/17	JL; JB; RB; BM; CR
23	23	User Interface Demo	100%	7 days	Thu 8/3/17	Fri 8/11/17	JL; JB; RB; BM; CR
24	24	Finalize Requirements	100%	2 days	Mon 8/14/17	Tue 8/15/17	JL; JB; RB; BM; CR
25	25	Reprioritize Requirements & Phases	100%	1 day	Mon 8/21/17	Mon 8/21/17	JL; JB; RB; BM; CR
26	26	Update Timelines	100%	1 day	Tue 8/22/17	Tue 8/22/17	JL; JB; RB; BM; CR
27	27	INTERNAL MEETING: Prep for Proposed Configs	100%	1 day	Tue 8/22/17	Tue 8/22/17	JL; JB; RB; BM; CR
28	28	MEETING: Present proposed configurations and estimates to Risk Management	100%	1 day	Wed 8/23/17	Wed 8/23/17	JL; JB; RB; BM; CR; JH,Risk Management
29	29	Aquire Licenses	100%	49 days	Thu 8/24/17	Tue 10/31/17	RB
30	30	Legal review and hand-off of Phase 1 Requirements (MOU and SOW)	38%	13 days	Wed 11/29/17	Fri 12/15/17	Clerk
31	31	Phase 1 Requirements Sign Off from Risk Management Team	0%	10 days	Mon 12/18/17	Fri 12/29/17	Clerk; Risk Management
32	32	Step 3 - Test Case Documentation	0%	20 days	Wed 12/27/17	Tue 1/23/18	Clerk; Risk Management
33	33	Build / Create Test Case Scenarios	0%	20 days	Wed 12/27/17	Tue 1/23/18	Risk Management,CR

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Figure 9.2 Detail

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Phase 1 SOW - Reference 9.2 Detail

ID	ID	Task Name	% Complete	Duration	Start	Finish	Resource Names
54	54	Enable fields for Auditing	0%	5 days	Tue 1/16/18	Mon 1/22/18	JL; SB;Risk Management
55	55	Technical Validation of Configuration	0%	5 days	Mon 2/19/18	Fri 2/23/18	CR; JL
56	56	Step 5 - Data Conversion (Historical Data)	0%	25 days	Fri 12/15/17	Thu 1/18/18	Clerk
57	57	Planning/Mapping/Development (Required Data)	0%	20 days	Fri 12/15/17	Thu 1/11/18	
58	58	Define location/department cross walk reference (old and new departments to be loaded)	0%	5 days	Fri 12/15/17	Thu 12/21/17	CR; Risk Management
59	59	Create fields and tables	0%	5 days	Fri 12/22/17	Thu 12/28/17	NS; PR
60	60	Create load/data parsing programs	0%	5 days	Fri 12/29/17	Thu 1/4/18	NS; PR
61	61	Run load/data parsing programs in QA	0%	5 days	Fri 1/5/18	Thu 1/11/18	NS; PR
62	62	Technical Validation & Documentation of Historical Data	0%	5 days	Fri 1/12/18	Thu 1/18/18	CR;NS;PR
63	63	Step 6 - Configure Ability to Add Attachments	10%	35 days	Thu 12/14/17	Wed 1/31/18	Clerk
64	64	Planning / Development	11%	30 days	Thu 12/14/17	Wed 1/24/18	JL
65	65	Identify and setup file server (FP# 62682)	50%	10 days	Mon 12/18/17	Fri 12/29/17	JL; GS; TT
66	66	Set up security for access to file server	50%	10 days	Mon 12/18/17	Fri 12/29/17	JL; GS; TT
67	67	Identify and configure pages to use attachments	0%	25 days	Thu 12/21/17	Wed 1/24/18	JL
68	68	Consult Risk Management for required document types and sizes (add the solution to the requirments doc)	0%	10 days	Thu 12/14/17	Wed 12/27/17	CR; Risk Management
69	69	Technical Validation & Documentation of Attachments	0%	5 days	Thu 1/25/18	Wed 1/31/18	JL;CR
70	70	Step 7 - Reporting & Queries	0%	25 days	Mon 1/8/18	Fri 2/9/18	Clerk
71	71	Planning/Development (Critical Reports)	0%	20 days	Mon 1/8/18	Fri 2/2/18	

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Phase 1 SOW - Reference 8.2 Detail

ID	ID	Task Name	% Complete	Duration	Start	Finish	Resource Names
72	72	Analyze reporting requirements (include historical)	0%	5 days	Mon 1/8/18	Fri 1/12/18	CR;NS;PR
73	73	Develop corporate reports	0%	15 days	Mon 1/15/18	Fri 2/2/18	NS;PR
74	74	Setup Query Manager for Ad Hoc reporting	0%	10 days	Mon 1/15/18	Fri 1/26/18	NS;PR
75	75	Provide security to Query Manager	0%	5 days	Mon 1/29/18	Fri 2/2/18	sb
76	76	Technical Validation & Documentation	0%	5 days	Mon 2/5/18	Fri 2/9/18	
77	77	Validation & Documentation of corporate Reports	0%	5 days	Mon 2/5/18	Fri 2/9/18	CR;NS;PR
78	78	Validation & Documentation of Query Manager reports	0%	5 days	Mon 2/5/18	Fri 2/9/18	CR;NS;PR
79	79	Rework and Re-Test	0%	5 days	Mon 2/5/18	Fri 2/9/18	CR;NS;PR
80	80	Step 8 - Internal End-to-End Validation of Configuration	0%	5 days	Mon 2/26/18	Fri 3/2/18	Clerk
81	81	Internal End-to-End Validation of PeopleSoft Health and Saftey Configuration	0%	5 days	Mon 2/26/18	Fri 3/2/18	Clerk
82	82	Step 9 - User Acceptance Testing	0%	20 days	Mon 3/5/18	Fri 3/30/18	Risk Management
83	83	Testing	0%	10 days	Mon 3/5/18	Fri 3/16/18	Risk Management
84	84	Rework and Re-Test	0%	10 days	Mon 3/19/18	Fri 3/30/18	Clerk; Risk Management
85	85	Provide Training (including Query Manager)	0%	5 days	Mon 3/5/18	Fri 3/9/18	Clerk
86	86	Phase 1 Production Cut-Over Planning	0%	6 days	Mon 3/19/18	Mon 3/26/18	Clerk; Risk Management
87	87	Conduct Readiness Assessment	0%	5 days	Mon 3/19/18	Fri 3/23/18	Clerk; Risk Management
88	88	Create Deployment/Communication Plan	0%	1 day	Mon 3/26/18	Mon 3/26/18	Clerk
89	89	Go Live if approved	0%	6 days	Mon 4/2/18	Mon 4/9/18	Clerk; Risk Management
90	90	Proposed Production Setup Dates	0%	2 days	Mon 4/2/18	Tue 4/3/18	Clerk; Risk Management

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Contract No. 14-CE-18

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Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1-5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
AC003	Accident/Incident	Reporting	Ability to generate analysis reports of accidents/incidents	High	Must Have	Phase 1 (One)	5-Included in Base Product	There are various 'out of the box' reports available. Specific reports can be generated with additional configuration.	
AC004	Accident/Incident	Reporting	Ability to generate claim transmittal to 3rd party administrator. This can be in the form of a form/letter and/or interface file.	High	Must Have	Phase 1 (One)	5-Included in Base Product	Available with additional configuration. Phase 1 will be a report.	
AC005	Accident/Incident	Reporting	Ability to generate letters, State or other Government forms, from the data provided	Medium	Must Have	Phase 1 (One)	2-Accommodate via Customization	Specific state or government letters or forms have not been submitted to review. Need additional information to customize.	
AC006	Accident/Incident	Workflow	Ability for workflow to reject and return to prior individual in the chain or to the beginning of the process	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	The system can notify a user(s) when necessary. Workflow is not provided in this module.	
AC007	Accident/Incident	Workflow	Ability to have corrective action steps documented as completed and route for additional follow-up	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	The system can notify a user(s) when necessary. Workflow is not provided in this module.	
AC008	Accident/Incident	Workflow	Ability to link an incident to a 3rd party administrator claim number	High	Must Have	Phase 1 (One)	5-Included in Base Product	The user has the ability to enter the 3rd party administrators claim number on the 'Open Claim' page	
AC009	Accident/Incident	Workflow	Ability to link multiple forms to an incident	High	Must Have	Phase 1 (One)	5-Included in Base Product	One Incident number is assigned, and if there are multiple types of incidents it is linked to the one incident number	
AC010	Accident/Incident	Workflow	Ability to link multiple types of forms to an incident	High	Must Have	Phase 1 (One)	5-Included in Base Product	One Incident number is assigned, and if there are multiple types of incidents it is linked to the one incident number	
AC011	Accident/Incident	Workflow	Ability to perform workflow as defined in the flowcharts provided	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	The system can notify a user(s) when necessary. Workflow is not provided in this module.	
AC012	Accident/Incident	Workflow	Ability to provide an audit trail of changes made to records (who and when)	Medium	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Field level auditing can be turned on. Queries can be created and run on field audit trail.	
AC014	Accident/Incident	Workflow	Ability to record notes and descriptions of follow up actions or corrective actions	High	Must Have	Phase 1 (One)	5-Included in Base Product		

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1 - 5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM001	All Forms	Conversion - FoxPro	Ability to import at least 5 years of historical data	High	Must Have	Phase 1 (One)	5-Included in Base Product	IT has started he process of reviewing the data file from FoxPro. With additional configuration and mapping to appropriate fields this can possibly take place in Phase 1. Will review reports generated from FoxPro to identify if this conversion is necessary in grand scheme of project.	
FORM002	All Forms	Data Management	Ability to attach or type comments or description of incident for each record	High	Must Have	Phase 1 (One)	2-Accommodate via Customization	Attaching documents are not in the base product, but can be added as a customization. IT will review to determine the how much additional time is needed to customize this process. Critical Item to project. Attachment size limitations are 5MB for Phase 1 and length of time attachments are available in the system before being archived will be defined based on if the incident becomes a claim.	
FORM003	All Forms	Data Management	Ability to search county asset number from database to populate form	High	Must Have	Phase 1 (One)	5-Included in Base Product	Data load from Advantage to PeopleSoft tables on a schedule. Later phases of project will allow for interface from Advantage to PeopleSoft.	
FORM004	All Forms	Data Management	Ability to search county department, division, and location from database to populate form	High	Must Have	Phase 1 (One)	5-Included in Base Product	Update the various tables with the applicable data	
FORM005	All Forms	Data Management	Ability to search county employee work demographics from database to populate form	High	Must Have	Phase 1 (One)	5-Included in Base Product	PeopleSoft includes employee data on BCC, Clerk, and BUS. PeopleSoft does not include SOE & Tax Collector, those employees can be entered in as a Non-Employee.	
FORM006	All Forms	Document Management	Ability to attach documents, videos and photographs to records	High	Must Have	Phase 1 (One)	2-Accommodate via Customization	Attaching documents are not in the base product, but can be added as a customization. IT will review to determine the how much additional time is needed to customize this process. Critical Item to project. Attachment size limitations are SMB for Phase 1 and length of time attachments are available in the system before being archived will be defined based on if the incident becomes a claim.	
FORM007	All Forms	Form Fields	Ability to add claim number information from 3rd party administrator	High	Must Have	Phase 1 (One)	5-Included in Base Product	The user has the ability to enter the 3rd party administrators claim number on the 'Open Claim' page	

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1-5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM008	All Forms	Form Fields	Ability to add report number if incident is linked to another type of incident. E.g. If Vehicle Accident Report results in Employee Injury Report	High	Must Have	Phase 1 (One)	5-Included in Base Product	One incident number is assigned, and if there are multiple types of incidents it is linked to the one incident number	
FORM009	All Forms	Form Fields	Ability to have multiple sections to a form. E.g. If there are <i>n</i> vehicles involved in an accident there should be a section for information of each vehicle.	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM010	All Forms	Conversion - Excel	Ability to convert at least 5 years of historical data	High	Must Have	Phase 1 (One)		IT has started he process of reviewing the data entered on the Excel file for Worker's Compensation claims. With additional configuration and mapping to appropriate fields this can possibly take place in Phase 1.	
FORM1.01	Form - Vehicle Accident/Incident	Form Fields	To allow entry of incident information gathered to include at least the following:	High	Must Have	Phase 1 (One)	5-Included in Base Product	See below	
FORM1.02	Form - Vehicle Accident/Incident	Form Fields - Section 1	-Accident/Incident Information; Photos (Y/N), Weather Conditions (Clear, Rain, Fog), Lighting Conditions (Day, Night, Dusk, Other), Total Vehicles Involved, EOC Contacted (Y/N), Police Investigation (Y/N), Police Agency, Case Number	High	Must Have	Phase 1 (One)	5-Included in Base Product	If a specific field is not available, the information can be entered into a free description field	Photos-No, Weather Conditions-Yes, Lighting Conditions-Yes, Total Vehicals Involved-Yes, EOC Contacted-Yes , Police Department Case Number-Yes, All should be a pull down menue, Police Department Name, Pull down menue, Will need to run reports by "yes" items.
FORM1.03	Form - Vehicle Accident/Incident	Form Fields - Section 1	-Accident/Incident: Date, Time, Location	High	Must Have	Phase 1 (One)	5-Included in Base Product		

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1 - 5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM1.04	Form - Vehicle Accident/Incident	Form Fields - Section 1	-Additional Vehicle(s) Involved; County Vehicle (Y/N), Driver, Driver's License Number, Address, Phone Number, Vehicle Type/Year, Vehicle Owner, Tag Number, Asset Number, Insurance Company, Policy Number, Injuries Driver (Y/N), Number of Passengers, Number of Passengers Injured, Damage Location (None, Frt, R Frt, L Frt, R Side, L Side, Rear, R Rear, L Rear, Top, Under)	High	Must Have	Phase 1 (One)	5-Included in Base Product	If a specific field is not available, the information can be entered into a free description field	County Vehicle, Yes - Need to be able to run report by the Asset Number in fleet data base, Drivers License Number, No, Insurance Company-No, Policy Number,-No, Injury Driver-Yes, Number of Passengers-No, Number of Passengers Injured-Yes, Damage Location-No, Add Cause Code- Type of accident-County Vehicle- Yes, Preventable or Non-Preventable- drop down menue, rear end collision, intersection, right turn, left turn, backing, stricking a fixed object- Jackie Binns to send to the list. Will only need to run reports by items listed as yes.
FORM1.05	Form - Vehicle Accident/Incident	Form Fields - Section 1	-Vehicle # 1 County Vehicle Involved; Driver, Department/Division, Vehicle Type, Tag Number, Asset Number, Injuries Driver (Y/N), Number of Passengers, Number of Passengers Injured, Damage Location (None, Frt, R Frt, L Frt, R Side, L Side, Rear, R Rear, L Rear, Top, Under)	High	Must Have	Phase 1 (One)	5-Included in Base Product	If a specific field is not available, the information can be entered into a free description field	Number of Passengers-No, Number of Passengers Injured-Yes, Damage Location-Yes(none, Frt,R FRT,L FRT, R side, Lside, Rear, R Rear, Left Rear, Top, Under)-Need all of the information in the system will only need reports on the Yes items.
FORM1.06	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Classification: (Preventable, Non-Preventable, Severe (8pts), Major (4pts), Minor (2pts), Minimal (1pt))	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Information can be entered into a free description field	Classification: Preventable/Non-Preventable-Yes, Severe, Major, Minor, Minimal-Need to be able to run reports .
FORM1.07	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Dept/Div Head Comments	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM1.08	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Dept/Div Head Name	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1 -5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM1.09	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Employee	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM1.10	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Employee Comments	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM1.11	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Immediate Supervisor	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM1.12	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Investigating Supervisor	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM1.13	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Points for this Accident/Incident	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Information can be entered into a free description field	Points for this accident-Yes-Will need to be able to run reports on the # of points assigned for accidents by Department/Division.
FORM1.14	Form - Vehicle Accident/Incident	Form Fields - Section 2	-Violation(s)	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Information can be entered into a free description field	Violations-No-Need to have this in the system but will not need to run a report
FORM2.01	Form - Property & Liability Accident/Incident	Form Fields	To allow entry of incident information gathered to include at least the following:	High	Must Have	Phase 1 (One)	5-Included in Base Product	See below	
FORM2.02	Form - Property & Liability Accident/Incident	Form Fields - Section 1	-Incident: Date, Time, Location	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM2.03	Form - Property & Liability Accident/Incident	Form Fields - Section 1	-Police Investigation: (Y/N), Agency (PBSO, FHP, Other), Case Number, Photos Taken (Y/N), Type (Digital/Print), Name of Photographer, Date Pictures Taken	High	Must Have	Phase 1 (One)	5-Included in Base Product	Requires adding agency information to tables. If specific fields are not available then information can be entered in free type description/comment field.	Case Number-Yes(police case number) Photo Taken-No, Type-No, Name of Photographer-No, Date pictures taken-No-This data needs to be in the system, we will only need to be able to search by Police case number.

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1-5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM2.04	Form - Property & Liability Accident/Incident	Form Fields - Section 1	-What Happened and How (type description)	High	Must Have	Phase 1 (One)	5-Included in Base Product	Information can be entered into a free description field	
FORM2.05	Form - Property & Liability Accident/Incident	Form Fields - Section 1	-Witnesses: (Y/N), Name(s), Address(s)	High	Must Have	Phase 1 (One)	5-Included in Base Product	Can be added as a person connected to this incident	
FORM2.06	Form - Property & Liability Accident/Incident	Form Fields - Section 2	-Injuries: (Y/N), Name(s) of Injured, Address(s) of Injured, Medical Treatment Required (Y/N), Treatment Provided By	High	Must Have	Phase 1 (One)	5-Included in Base Product		Injuries-Yes-by body part-Need to be able to run reports by injured body parts
FORM2.07	Form - Property & Liability Accident/Incident	Form Fields - Section 3	-Damage/Loss to Property: (Y/N), County Property (Y/N), Description/Asset Number, Estimated Cost, Is Person Causing Damage Known (Y/N), Name/Address/Phone Number	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM2.08	Form - Property & Liability Accident/Incident	Form Fields - Section 3	-Damage/Loss to Property: (Y/N), Property of Others, Name/Address/Phone Number of Property Owner, Describe Property Damaged and Nature of Damage	High	Must Have	Phase 1 (One)	5-Included in Base Product	Requires configuring ability to enter non-county information	
FORM2.09	Form - Property & Liability Accident/Incident	Form Fields - Section 4	-Comments (type)	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM2.10	Form - Property & Liability Accident/Incident	Form Fields - Section 4	-Date of Report	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM2.11	Form - Property & Liability Accident/Incident	Form Fields - Section 4	-Employee Most Familiar with Incident, Phone Number	High	Must Have	Phase 1 (One)	5-Included in Base Product		

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

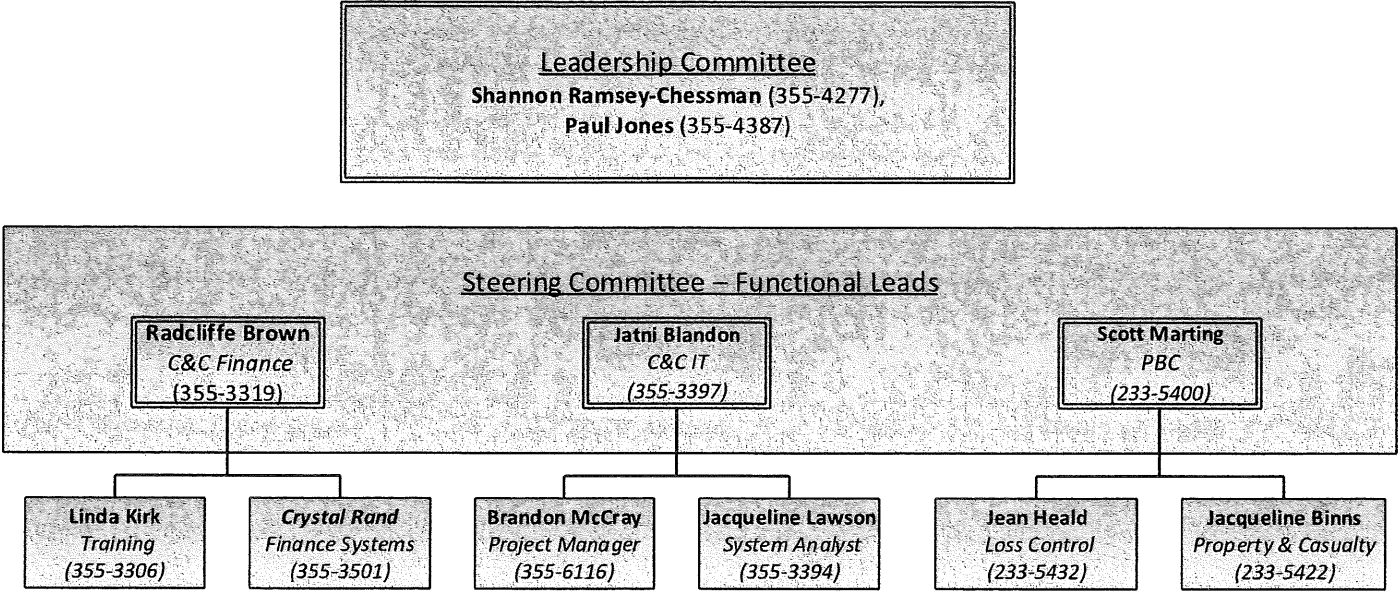
Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1-5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	
FORM2.12	Form - Property & Liability Accident/Incident	Form Fields - Section 4	-Name and Title of Person Completing Report, Dept/Div	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.01	Form - Employee Injury/Illness	Form Fields	Ability to note if this is the Preliminary, Final, or Revised report	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Information can be entered into a free description field	
FORM3.02	Form - Employee Injury/Illness	Form Fields	To allow entry of incident information gathered to include at least the following:	High	Must Have	Phase 1 (One)	5-Included in Base Product	See below	
FORM3.03	Form - Employee Injury/Illness	Form Fields - Employee Information	- Name, Job Title, Department, Division/Section	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.04	Form - Employee Injury/Illness	Form Fields - Employee Information	-Supervisor Completing Report, Phone Number, Date	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.05	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Action needed to prevent recurrence of this type of incident (type description)	High	Must Have	Phase 1 (One)	5-Included in Base Product	Information entered on the 'Identify Corr/Prevent Action' page	
FORM3.06	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Are there documented procedures for this task? (Y/N)	High	Must Have	Phase 1 (One)	5-Included in Base Product	Information entered on the 'Identify Corr/Prevent Action' page. Question can be added to drop down.	Documented Procedures-No-Need in system but will not need to run a report
FORM3.07	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Did employee exercise correct safety procedures for this task? (Y/N), Comments	High	Must Have	Phase 1 (One)	5-Included in Base Product	Information entered on the 'Identify Corr/Prevent Action' page. Question can be added to drop down.	Did Employee exercise correct safety procedures for this task? No-Need in system but will not need to run a report.
FORM3.08	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Employee using Personal Protective Equipment: (Y/N), What Type (type description)	High	Must Have	Phase 1 (One)	5-Included in Base Product	Information entered on the 'Identify Corr/Prevent Action' page. Question can be added to drop down.	Employee using Personal Protective Equipment (PPE)- No, What Type(type description)-No-Need in system but will not run a report
FORM3.09	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Incident: Date, Reported to Supervisor Date, Time, Description of Incident (type description), Location of Incident (type description)	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.10	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Is this a regular work task? (Y/N)	High	Must Have	Phase 1 (One)	3-Accommodate via Work Around	Information can be entered into a free description field	Is this a regular work task-No-Need in system but will not run a report

Phase 1 SOW - Reference 9.3

Contract No. 14-52.18.1

Reference Number	Functional Category	Sub Category	Functional Description	Priority 1-3 1 - High 2 - Medium 3 - Low	Requirement 1 - Must Have 2 - Nice to Have	Comments	Clerk Response (1-5) 1 - Not Supported 2 - Customization 3 - Work Around 4 - 3rd Party Product 5 - Included in Baseline	Clerk Comments	Customer Comments
FORM3.11	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Medical Care: (Y/N), Type (First Aid, More than First Aid)	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.12	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Where did Employee Receive Care: (Job Site, PBC Occupational Health Clinic, Other (type description))	High	Must Have	Phase 1 (One)	5-Included in Base Product		
FORM3.13	Form - Employee Injury/Illness	Form Fields - Incident Detail	-Witness(s) Name, Phone Number	High	Must Have	Phase 1 (One)	5-Included in Base Product		

PeopleSoft Health & Safety Project Team



12/14/2017

AGENDA ITEM SUMMARY

I. EXECUTIVE BRIEF

1. Memorandum of Understanding By and Between The Clerk & Comptroller and Palm Beach County Board of County Commissioners, Pertaining to PeopleSoft Benefits Administration (w/Exhibits "A" through "F")

ATTACHMENT 3

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	2015	2016	2017	2018	2019
Capital Expenditures	0	0			
Operating Costs	0	0			
External Revenues	0	0			
Program Income (County)	0	0			
In-Kind Match (County)	0	0			
Net Fiscal Impact	0	0			
# ADDITIONAL FTE POSITIONS (Cumulative)	0	0	0	0	0
Is Item Included In Current Budget?	Yes	No	0		
Budget Account	Exp No.: Fund	Dept	Unit	Obj	
	Rev No.: Fund	Dept	Unit	Obj	

B. Recommended Sources of Funds/Summary of Fiscal Impact:

C. Departmental Fiscal Review:*NO FISCAL IMPACT

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

50
11/10

JS
11/12


OFMB


Contract Dev. and Control
11-13-14

11/14/14

B. Legal Sufficiency:


Assistant County Attorney

11/18/14

C. Other Department Review:

Department Director

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

The Clerk & Comptroller's (Clerk) office and Palm Beach County (County) are partnering for the expansion of the PeopleSoft Benefits Administration. This project is named the PeopleSoft County Benefits Administration Project, and the system is Oracle PeopleSoft, which is provided to the Clerk by Mythics Inc. and Oracle Corporation (collectively, the "Licensor"). This Memorandum of Understanding (MOU) will establish the framework for the roles and responsibilities of the Clerk and the County.

This MOU has been divided into five parts:

- Definitions
- Funding Responsibilities
- Implementation
- Security and Data Access
- On-going support & maintenance

Definitions

Business Hours

Monday to Friday 8:00am to 5:00pm Eastern local time; excluding Government holidays

Circumvention or Circumvention Procedures

As applied to a documented defect, a change in operating procedures whereby the Clerk can avoid any deleterious effects of such documented defect.

Help Desk

All references herein to Help Desk refer to the Clerk's Help Desk. Contact Details:

- E-Mail address – CCOCHD@mypalmbeachclerk.com
- Telephone number – 1-561-355-6720

Documented defect

A defect that the Clerk identifies for the County with sufficient information to recreate the defect or otherwise clearly and convincingly documented or evidences its occurrence in the Clerk's system. It includes, but is not limited to, the operating environment, application, data set, and user. The Clerk shall use reasonable commercial efforts to eliminate non-application related issues prior to its notification to the County of such Defect, including, but not limited to, issues related to user training and data problems not caused by the PeopleSoft software. At the time the County reports any defect to the Clerk, the Clerk shall categorize such defect based on research using the Priority Levels described below, unless other procedures are provided by arrangement with the Licensor, in which case the Licensor definitions will be followed.

Priority Level 1 Defect

A documented defect that causes either: (a) a loss or corruption of data; or (b) a failure of mission-critical PeopleSoft software functionality.

Priority Level 2 Defect

A Priority Level 1 defect with an existing circumvention procedure or a documented defect that causes failure of non-essential PeopleSoft software functionality with no circumvention.

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

Priority Level 3 Defect

A documented defect that causes failure of non-essential software functionality with an existing circumvention procedure. The software is usable with limited functions. The error condition is not critical to the continuing operation of the client's system and does not interfere with critical business functions.

Priority Level 4 Defect

A cosmetic or other documented defect that does not qualify as a Priority Level 1 defect, Priority Level 2 defect, or Priority Level 3 defect.

Fit / Gap

The analysis used to evaluate the detail of each aspect of the PeopleSoft Benefits system pertaining to the County within the PeopleSoft County Benefits Administration Project to identify all data and components that fit within the PeopleSoft system and gaps that may need solutions.

Funding Responsibilities

The Clerk will not bear any additional costs beyond those specifically covered in the Letter Agreement; the County is responsible for all third party costs which Clerk incurs with Licensor or in connection with this project. Please see Letter of Agreement dated May 22nd 2014, attached as Appendix A. Shannon Ramsey-Chessman, COOF, Clerk, sent an e-mail 06/25/14 stating "Clerk will provide 4 RAC licenses to the County at no cost, with the exception of annual maintenance costs, for the integration of the PeopleSoft Benefits module". (Appendix F)

In the event any enhancements are required from Licensor or any other vendor in order to meet County needs, Clerk will obtain a quote from such vendor and provide it to County for County's review and approval, and County will bear all costs relating to such enhancements. Clerk's commitment to provide support to County without recovering its internal costs is limited to the implementation period for the software; to the extent Clerk incurs costs after that time, Clerk reserves the right to recover all such costs from County.

Implementation

1. Implementation will occur pursuant to the Charter attached hereto as Appendix B, which sets forth the time frame and identifies the individuals fulfilling each role on behalf of the parties. All terms of the Charter are subject to this MOU.
2. Roles:
 - a. Clerk:

The Clerk will serve as the project manager and Oracle PeopleSoft system owner.
 - b. County:

The County will be a project partner and will dedicate resources and time sufficient to meet the obligations of County as documented in an agreed-upon project plan.
3. Responsibilities:
 - a. Clerk:
 - i. Implement the Benefits Administration functionality of PeopleSoft
 - ii. Participate on the PeopleSoft County Benefits Administration Project Steering Committee and Leadership Committee; please see Organizational Chart in Appendix C
 - iii. Facilitate all training sessions as necessary
 - iv. Work with the County to establish a project plan and timeline identifying the responsibilities of each party and the deadline for each required action

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

- v. Approve and sign off on the project plan and timeline for all the PeopleSoft County Benefits Administration Project requirements. All Clerk & Comptroller assigned duties will be documented on the project plan. The project plan will be approved and sign-off will be obtained from the Clerk's Project Manager and Chief Information Officer on behalf of the PeopleSoft County Benefits Administration Project Leadership Committee
 - vi. Require participation at expert user level at scope and fit/gap sessions sufficient to clearly identify all Clerk requirements pertaining to the County project. Identify during the fit/gap analysis any gaps in the solution. Obtain Clerk Chief Information Officer Approval and sign-off on functional and technical requirements, scope of work and fit/gap requirements and solutions following scoping and fit/gap analysis sessions
 - vii. Timely review and approval or rejection, (via email to Clerk Project Manager) of deliverables within the timeline established in the project plan
 - viii. Provide assistance to complete necessary testing of the PeopleSoft County Benefits Administration module
- b. County:
- i. Participate on the PeopleSoft County Benefits Administration Project Steering Committee
 - ii. Participate in all training sessions as necessary to be prepared for implementation
 - iii. Work with the Clerk to establish a project plan and timeline identifying the responsibilities of each party and the deadline for each required action
 - iv. Approve and sign off on the project plan and timeline for all County project requirements, at the County Administrator, Director, and Risk Management level and agree to complete County identified and agreed project requirements on time as set forth in the project plan
 - v. Require participation at expert user level at scoping and fit/gap sessions sufficient to clearly identify all County functional and technical requirements pertaining to this project. Identify during the fit/gap analysis any gaps in the solution. Sign-off on requirements, scope of work and fit/gap requirements and solutions following scope and fit/gap analysis sessions. Accept standardized baseline PeopleSoft County Benefits Administration solution processes and products for requirements/gaps
 - vi. Prepare and deliver interface requirements by project plan deadline date. Participate in all necessary testing of the PeopleSoft County Benefits Administration system and applicable inbound/outbound interfaces
 - vii. Provide and maintain the network, facilities and communications systems to support the system
4. Project Communication and Management: Communications with regard to this agreement will be in writing via email or memo. A Project Plan will be developed to set forth a detailed list of specific communications and level of communication. The Steering-Committee will meet at least every three weeks, based on a schedule to be set at the beginning of the project, during the implementation period. The Clerk will maintain minutes of such meetings. During such meetings, all material outstanding issues relating to implementation will be raised, and any pending sign-off or approval may be given. Meetings may be cancelled only by agreement of the project managers. Meetings will be in person unless the project managers agree otherwise. After the implementation period, meetings of the Steering Committee will be scheduled on a quarterly basis.
5. Required sign-offs and approvals: Unless otherwise specified in the Project Plan, this agreement requires prompt sign-offs and approvals, which shall be due no later than 10 calendar days following receipt of a written document (or email with attached document(s)) requesting approval. Failure to sign-off or object within the 10 calendar days will be deemed approval and/or acceptance.
6. Personnel Resources:
- a. Clerk:
 - i. A project manager
 - ii. A project team consisting of PeopleSoft Benefits/Payroll user experts

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

- iii. Information technology staff and functional staff, as required, to timely fulfill all Clerk obligations identified in the Project Plan
- b. County
 - i. A project manager
 - ii. Expert staff required to participate in training, scoping, fit/gap analysis, and testing sufficient to identify County requirements for PeopleSoft Benefits Administration.
 - iii. Director level staff to sign off on required approvals, scoping and fit/gap requirements.
 - iv. Information Technology staff and functional staff, as required, to timely fulfill all County obligations identified on the project plan. Such requirements include completing required interface, providing required technical documentation or requirements, system, integration, and parallel testing, and any other tasks assigned to County in the project plan.

Security and Data Access

Data Protection

The delivery of IT services by the Clerk's Office to County Risk Management and the provision of the network system by County will be undertaken with due regard to Data Protection Laws, best practices as set forth within the County PPM CW-P-072, HIPAA and any other applicable State and Federal laws.

Each party's respective employees will access the PeopleSoft benefits data in accordance with County PPM CW-P-072, HIPAA and any other applicable State and Federal laws, and each party will put in place processes and procedures requiring that their employees do so.

Provisioning

The current Clerk account provisioning process will be maintained as per attached Appendix D. The County will assign a Functional Security Manager who will be responsible for requesting and approving all County employee access.

As part of this project, it is desirable to leverage the existing bi-directional Active Directory trust relationship between the County and the Clerk domains. This will allow staff located within the PBCGOV Active Directory domain to logon to the Clerk PeopleSoft environment with their PBCGOV username and password. An alternative approach is to configure PeopleSoft in some other way to use PBCGOV as a source of usernames and passwords. Regardless of the implementation, the goal is to implement an authentication mechanism with PeopleSoft in such a way as to eliminate any need for separate "PeopleSoft user accounts" for staff outside of the CLERK Active Directory Domain.

Set-up

Application set-up will remain the responsibility of the Clerk's office. Should future system capability allow for security roles to provide appropriate role access, by company within the PeopleSoft application, the responsibilities of the parties may be reviewed at that time.

Administration

Application administration will be the responsibility of the County based on appropriate security access and verification through the correct security approval process. (See Provisioning, above)

Self-Service

The Self-service module will be provided to the County for this application. Security for Self-Service outside the firewall is the County's responsibility in compliance with County PPM CW-P-059.

MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION

Reporting

- Access to PeopleSoft Benefits data, for reporting, will be in accordance with County PPM CW-P-072, HIPAA and any other applicable State and Federal laws.
- Query access to Benefits data can be provided in the PeopleSoft application.
- Reporting access outside the application may be provided by a variety of technologies.
- The County will create and maintain a data repository for reporting purposes to provide PeopleSoft benefits data.
- Direct access to PeopleSoft data, if required, will be for the purpose of providing a system interface only and not used for query or reporting purposes.

On-going Support & Maintenance

Section I: System Availability

First level support will be provided by the Clerk, with all additional support being provided by the Licensor on a pass through basis. First level support will consist of operation of a user help desk, responding to initial user queries and support for the Clerk created interfaces.

The Clerk will exercise reasonable efforts to obtain the following support on behalf of County:

Customer Required Hours of Operation.	End user on-line hours: 24 hours a day – 7 days per week. Regular time: 7 am to 11 pm, Monday through Sunday (Eastern Std. Time USA) Background Processing hours: 2 am–7 am EST Mon through Sun
Maintenance	Scheduled Maintenance will be required from time to time. Events will generally require a minimum of 24 hours notice.
System Server Availability	System operational performance consistent with on-line and background processing hours as noted above. The server system availability target is 99.9%.
System Availability Locations	Locations within the county ISS network.
Network Availability	Using County ISS Network. Availability must be consistent with regular county operations. Target network availability is 99.9%.

Section II: Problem Management

Call/Help Desk Management Process	This is the process covers from initial contact by the user to problem closure and includes the recording, diagnosis, tracking, and closure of Help Desk calls. This includes the flow of information, call severity definitions, and call resolution responsibilities.
Help Desk Coverage Hours	24 hours - 7 days a week. Clerk HelpDesk - Monday – Friday 07:00 AM – 05:15 PM Out of hours via ISS Monday - Thursday 05:15 PM – 07:00 AM (NEXT DAY) Friday 05:15 PM – 07:00 AM (MON) Also includes Holiday coverage
Call Acknowledgment	The time for the Help Desk to contact the call originator, acknowledging that the call was received.
Production Support Team	Production Support provides the next level of support when the Help Desk cannot resolve the problem or request. The following groups make up the Production Support Team: <ul style="list-style-type: none">• IT Infrastructure provides support for Windows/Linux, DBA, and hardware issues.• IT Business Applications – ERP-IT provides support for application- related support problems.

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

	<ul style="list-style-type: none">Functional Support Team provides assistance for functional and training issues and questions
Production Support Team Response and Callback	The Production Support Team provides staffed coverage during Business Hours.
Resolution Target	The target time that it will take to resolve each call depending on priority.
Escalation Procedures	All priority levels are subject to escalation. Escalation can be initiated via email, the support web site and telephone support. The requestor will provide documentation for escalation. The escalation process will increase the priority level of the call, send an email to the County Team Leader. Escalation will also be noted in the call notes in the incident tracking system

Section III: Support Services

System Backups	System software and data will be backed up daily.
Capacity Planning	Capacity planning requirements have been identified for the next 3 years. The Clerk and County shall conduct an annual review as part of an overall resource optimization and budgetary planning process.
System Change Management	See Appendix E
SLA Reporting	Report of service items performed will be provided twice per year.

Section IV: Managed Maintenance Service

- Clerk IT will provide Managed Maintenance Services for the PeopleSoft application. Bundles, Patches and Tax Updates are provided by Oracle on a quarterly basis. Maintenance is typically conducted twice per year. This will entail testing, documentation and implementation. A software defect is defined as an error. The resolution to the error may be applied outside of a maintenance window. Appropriate Clerk and County staff will need to complete User Acceptance Testing (UAT) each time these implementations take place.
- The Managed Maintenance Service does not cover for enhancements to an application environment.
- The development, documentation and implementation of enhancements are costed separately to this MOU.

Section V: Environments Covered

Environment	Description	Service Level
HCM Production	Production transaction processing for Benefits & Benefits administration	Critical
Portal Production (Self Service)	Self Service production access for Benefits	Critical
HCM QAS	Test environment for maintenance	Low
Portal QAS (Self Service)	Test environment for maintenance	Low
HCM Copy	Test environment for troubleshooting	Low
Portal Copy (Self Service)	Test environment for troubleshooting	Low

Section VIII: Call/Help Desk Management Process

The responsibility of the Help Desk is to supply each user within our environment with a helpful, friendly, single first point of contact to direct questions and report problems regarding supported software and hardware to the appropriate specialist in the Information Technology department.

All problems and issues must be called in to the Help Desk and not to an individual or vendor. The Information Technology Help Desk will log each call into the incident management system for tracking and will assist in

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESFT BENEFITS ADMINISTRATION**

directing issues to appropriate parties, including ISS as required. IT staff cannot respond to an issue unless it has been assigned to them through the Help Desk.

To ensure that these high standards of service can be provided in a timely manner, it is necessary to provide the following information and adhere to the following guidelines while contacting the Help Desk:

- Provide your name, department, and a return phone number when contacting the Help Desk.
- Be able to describe thoroughly what software or hardware you were using, what you were trying to do and what happened, and the exact sequence of events that led to the problem.
- Note or copy any error messages that were received to assist with a quicker diagnosis of your problem.
- All hardware issues that have a direct business impact and limit production availability will be addressed within 24 hours after notification to the Help Desk.

Hardware and software deployments, large hardware relocations, and extensive work orders require a 72 hour notice to the Help Desk for response by the appropriate IT division.

Section IX: Problem Resolution Control

Severity	Call Acknowledged	Response Time (during business hours)	Target Resolution
Priority 1	30 min	1 hour	1 business day
Priority 2	60 min	4 hours	3 business days
Priority 3	60 min	1 business day	10 business days
Priority 4	60 min	2 business days	Per agreed to plan – next software release

Limitations - The Clerk's responsibility for lost or corrupted data is limited to restoring its database to a known, accurate state. When the Problem Resolution Targets are exceeded for Priority 1 & 2 : Senior Management on both Clerk and County teams will be contacted with details of the problem and the resolution mitigation.

Section XI: Miscellaneous

1. **LIMIT ON LIABILITY. NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE OR SPECIAL DAMAGES, INCLUDING LOST PROFITS, REGARDLESS OF THE FORM OF THE ACTION OR THE THEORY OF RECOVERY, EVEN IF THAT PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF THOSE DAMAGES. CLERK SHALL BE LIABLE FOR NO MORE THAN THE AMOUNT PAID, IF ANY, FOR SERVICES PROVIDED BY CLERK'S EMPLOYEES. NEITHER PARTY WAIVES ANY RIGHTS IT MAY HAVE UNDER THE DOCTRINE OF SOVEREIGN IMMUNITY. THE CLERK MAKES NO REPRESENTATIONS OR WARRANTS EXCEPT AS EXPLICITLY SET FORTH HEREIN, AND SPECIFICALLY DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES.**
2. **Representations and Warranties.** To the extent permitted by its contracts with Licensor, Clerk will provide County with the benefit of all representations, warranties and covenants made by Licensor, including those related to maintenance and support.
3. **Term and Termination.**
 - a. **Term.** This Agreement shall be effective upon execution by both parties. It shall remain in effect during the implementation of the system plus an initial six-month maintenance period, provided the total period of such term shall not exceed one year, and thereafter may be renewed by the mutual consent of the parties.
 - b. **Termination.** This Agreement may be terminated by written agreement of either party with cause. A written notice of intention to terminate with cause shall include any and all factual basis and reason for such termination and will be provided 90 days in advance of the annual maintenance renewal. Either party can terminate without cause in writing with a minimum of one (1) year advance notice.


**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS,
PERTAINING TO PEOPLESFT BENEFITS ADMINISTRATION**

- c. Migration. If the Clerk determines that it will migrate its operations from Oracle to a new system, it will provide County with not less than six months' notice of such decision. Clerk will then cooperate with County in transitioning from the Oracle system if it chooses to do so. Participation in any new system which Clerk obtains as a successor to the Oracle system would be by mutual agreement of Clerk and County and require a new agreement between Clerk and County.
- d. Effect of Termination. Upon termination of this Agreement, (i) all provisions which, by their nature, ought to survive shall survive, including provisions set forth above relating to the limitation on liability and the County covering all costs; and (ii) any licenses obtained by Clerk on behalf of County shall survive according to its terms (so that if Clerk has contracted for a perpetual license on behalf of County, County shall be entitled to retain such perpetual license by its terms), and Clerk shall cooperate with County in maintaining all rights with Licensor that County wishes to maintain.

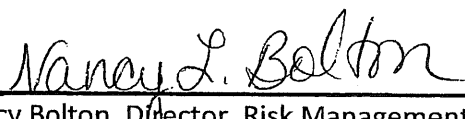
Signatures

Approved as to Form and Legal Sufficiency

Approved as to Terms and Conditions

By: 

Assistant County Attorney
Palm Beach County Board of County
Commissioners

By: 

Nancy Bolton, Director, Risk Management
Palm Beach County Board of County
Commissioners

APPROVED

By HCP - Legal Services Dept. Stamped at: at 3:56 pm, Oct 10, 2014

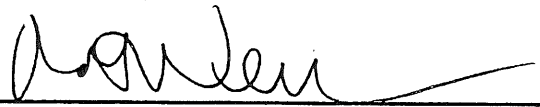
APPROVED

By Tim Albro - Procurement



Sharon R. Bock
as Clerk & Comptroller, Palm Beach County

Date: 10-21-14



Robert Weisman
County Administrator
Palm Beach Board of County Commissioners

Date: 10/24/14

Attachments / Appendix

- A. Letter of Agreement
- B. Project Charter
- C. Project Organizational Chart
- D. Provisioning / User Access
- E. Change Management Policy
- F. Funding e-mail 06/25/14

R2014-0698

**LETTER OF AGREEMENT
BETWEEN
PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS
AND
CLERK & COMPTROLLER, PALM BEACH COUNTY**

This letter is to confirm and specify details for the reimbursement to the Clerk & Comptroller, Palm Beach County (Clerk) for the purchase of user licenses for the expansion of the PeopleSoft Benefits Administration System. The referenced licenses are to specifically enable Palm Beach County (County) to use the PeopleSoft Benefits Administration System for County employees.

The County shall reimburse Clerk for the cost of the initial application licenses in addition to the annual maintenance costs associated with the Benefits Administration user licenses and the Database Enterprise and Real Application Cluster licenses. The Costs of the current expansion and related maintenance are detailed in the quote from Mythics (Exhibit A). The County shall reimburse the Clerk for additional application license expansion and related annual maintenance associated with the expansion should the need arise based upon the total number of County employees. In all events the County shall reimburse the Clerk within Forty Five (45) days of Clerk's request.

The County and Clerk shall draft a Memo of Understanding relating to the implementation, access and service level agreement relative to the use of the PeopleSoft Benefits Administration System.

By signature below, both parties agree to the terms of and represent that they have the authority to sign this letter of agreement.

APPROVED
By TSA - Procurement Dept.

APPROVED
By HCP at 10:51 am, Apr 25, 2014

By: Sharon R. Bock
Sharon R. Bock,
Clerk & Comptroller, Palm Beach County

Date: April 25, 2014

By: Priscilla A. Taylor
Priscilla A. Taylor, Mayor
Palm Beach County Board of County
Commissioners

Date: MAY 20 2014

Approved as to form and Legal Sufficiency
By: [Signature]
Assistant County Attorney
Palm Beach County Board of County
Commissioners

Sharon R. Bock, Clerk & Comptroller
Palm Beach County

By: [Signature]
Deputy Clerk

Approved as to Terms and Conditions
By: Nancy J. Bolton
Nancy Bolton, Director, Risk Management
Palm Beach County Board of County
Commissioners



Peter Scura
Direct: 757.493.3966
Fax: 757.412.1060
Email: pscura@mythics.com

1439 N. Great Neck Rd. Suite 201
Virginia Beach, VA 23454

Company Name: Clerk and Comptroller, Palm Beach County
Contact: Tim Albro

Estimate Number: 4242014
Estimate prepared on: April 24, 2014
Valid thru: May 30, 2014

LICENSES AND SUPPORT						
Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Benefits Administration	Perpetual	Employee	5000	\$ 22.36	\$ 111,775.00
2	Human Resources (to store employee data from HRIS)	Perpetual	Employee	5000	\$ 48.66	\$ 243,275.00
3	HCM Portal Pack	Perpetual	Employee	5000	\$ 3.16	\$ 15,780.00
A purchase order for this proposal must be accompanied with the associated support purchase order (4242014-S) by May 2014 in order in order to obtain the related concessions						
					SUBTOTAL: LICENSE	\$ 370,830.00
					TOTAL*	\$ 370,830.00

Applicable State taxes will be added unless an exemption is provided.

Additional Information:
This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.
Mythics DUNS#: 013058002
Mythics Fed Tax ID# 54-1987871
AGE CODE: ITA34
AIC: 423438
Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>
You agree that Mythics has the right to cancel your support due to non-payment.
Media is available for download at no additional cost at <http://delivry.oracle.com/>

In reliance on your order, Mythics will issue a non-cancellable order with its supplier for software or hardware products ordered.
Therefore all orders are non-cancellable

Please note that the support for the products listed above will begin when Oracle processes this order. If you have a desired period of performance please make sure to discuss this with Mythics in advance delivering the purchase order.

Purchasing Instructions:
Please include the following statements in your order:
- This order is placed pursuant to the terms and conditions of GSA Schedule #: GS-35F-0153M
- Payment terms are: "License fees: Net 30, Support billed : Quarterly in Arrears")
- Mythics Estimate Number: 4242014

fax order to 757-412-1060 or email to:pscura@mythics.com

Please note this pricing is subject to final management approval.

LICENSE PAYMENT (net 30) \$370,830.00; INVOICE DUE DATE JUNE 20TH 2014
SUPPORT PAYMENT \$109,298.35; INVOICE DUE DATE *OCTOBER 1ST 2014

customer was provided QIA payment terms but elected to pay support in total on October 1st 2014 per email on Thursday, April 24, 2014 at 4:13 PM from Jessica Colb

Contract No. 14-52

**MYTHICS™****ORACLE****Platinum
Partner**

Peter Scura
Direct: 757.493.3006
Fax: 757.412.1060
Email: pscura@mythics.com

Company Name: Clerk and Comptroller,
Palm Beach County
Contact: Tim Albro

Estimate Number: 04242014-S
Estimate prepared on: April 24, 2014
Valid thru: May 30, 2014

1439 N. Great Neck Rd. Suite 201

LICENSES AND SUPPORT

Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Benefits Administration Software Update License and Support	Ending 9/26/2015	Employee	5000	\$ 6.59	\$ 32,944.55
2	Human Resources Software Update License and Support (to store employee data from HRIS)	Ending 9/26/2015	Employee	5000	\$ 14.34	\$ 71,702.80
3	HCM Portal Pack Software Update License and Support	Ending 9/26/2015	Employee	5000	\$ 0.93	\$ 4,651.00
A purchase order for this proposal must be accompanied with the associated license purchase order (4242014) by May 2014 in order to obtain the related concessions						
SUBTOTAL: ENDING 9/26/2015 SUPPORT & UPDATE RIGHTS						\$ 109,298.35
SUBTOTAL: ESTIMATED YEAR 2 SUPPORT & UPDATE RIGHTS						\$ 84,845.90
SUBTOTAL: ESTIMATED YEAR 3 SUPPORT & UPDATE RIGHTS						\$ 88,239.74
SUBTOTAL: ESTIMATED YEAR 4 SUPPORT & UPDATE RIGHTS						\$ 91,769.33
SUBTOTAL: ESTIMATED YEAR 5 SUPPORT & UPDATE RIGHTS						\$ 95,440.10
SUBTOTAL: ESTIMATED YEAR 6 SUPPORT & UPDATE RIGHTS						\$ 99,257.70
SUBTOTAL: ESTIMATED YEAR 7 SUPPORT & UPDATE RIGHTS						\$ 103,228.01
SUBTOTAL: ESTIMATED YEAR 8 SUPPORT & UPDATE RIGHTS						\$ 107,357.13
SUBTOTAL: ESTIMATED YEAR 9 SUPPORT & UPDATE RIGHTS						\$ 111,651.42
SUBTOTAL: ESTIMATED YEAR 10 SUPPORT & UPDATE RIGHTS						\$ 116,117.47
SUBTOTAL: FEE						
TOTAL*						\$1,007,205.14

Applicable State taxes will be added unless an exemption is provided.

Additional Information:

This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.

Mythics DUNS#: 013358002

Mythics Fed Tax ID# 54-1987871

CAGE CODE: 1TA34

NAIC: 423430

Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>

You agree that Mythics has the right to cancel your support due to non-payment.

Media is available for download at no additional cost at <http://edelivery.oracle.com/>

In reliance on your order, Mythics will issue a non-cancellable order with its supplier for software or hardware products ordered.
Therefore all orders are non-cancellable

* Please note that the support for the products listed above will begin when Oracle processes this order. If you have a desired period of performance please make sure to discuss this with Mythics in advance delivering the purchase order.

Purchasing Instructions:

Please include the following statements in your order:

1. This order is placed pursuant to the terms and conditions of GSA Schedule #: GS-35F-0153M
2. Payment terms are: "License fees: Net 30, Support billed : Quarterly in Arrears")
3. Mythics Estimate Number: 04242014-S

Fax order to 757-412-1060 or email to: pscura@mythics.com

Please note this pricing is subject to final management approval.**LICENSE PAYMENT (net 30) \$370,830.00; INVOICE DUE DATE JUNE 20TH 2014****SUPPORT PAYMENT \$109,298.35; INVOICE DUE DATE *OCTOBER 1ST 2014**

*customer was provided QIA payment terms but elected to pay support in total on October 1st 2014 per email on Thursday, April 24, 2014 at 4:13 PM from Jessica Kolb



Contract No. 14-52



SUBJECT TO FINAL ORACLE APPROVAL

Peter Scura
Direct: 757.493.3005
Fax: 757.412.1060
Email: pscura@mythics.com

Company Name: Clerk and Comptroller, Palm Beach County
Contact: Tim Albro

Estimate Number: 04242014
Estimate prepared on: April 24th 2014
Valid thru: September 26th, 2014

1439 N. Great Neck Rd, Suite 201
Virginia Beach, VA 23454

LICENSES AND SUPPORT						
Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Database Enterprise Edition Update Rights and Product Technical Support	1 year (ending 9/26/2014)	Processor	4	\$ 5,026.45	\$ 20,105.80
2	Real Application Clusters Update Rights and Product Technical Support	1 year (ending 9/26/2014)	Processor	4	\$ 2,433.86	\$ 9,735.44
A purchase order for this proposal must be accompanied with the associated license purchase order in order to obtain the related concessions						
SUBTOTAL: ENDING 9/26/2014 SUPPORT & UPDATE RIGHTS					\$	29,841.24
SUBTOTAL: ESTIMATED YEAR 2 SUPPORT & UPDATE RIGHTS					\$	31,034.89
SUBTOTAL: ESTIMATED YEAR 3 SUPPORT & UPDATE RIGHTS					\$	32,276.29
SUBTOTAL: ESTIMATED YEAR 4 SUPPORT & UPDATE RIGHTS					\$	33,567.34
SUBTOTAL: ESTIMATED YEAR 5 SUPPORT & UPDATE RIGHTS					\$	34,910.03
SUBTOTAL: ESTIMATED YEAR 6 SUPPORT & UPDATE RIGHTS					\$	36,306.43
SUBTOTAL: ESTIMATED YEAR 7 SUPPORT & UPDATE RIGHTS					\$	37,758.69
SUBTOTAL: ESTIMATED YEAR 8 SUPPORT & UPDATE RIGHTS					\$	39,269.04
SUBTOTAL: ESTIMATED YEAR 9 SUPPORT & UPDATE RIGHTS					\$	40,839.80
SUBTOTAL: ESTIMATED YEAR 10 SUPPORT & UPDATE RIGHTS					\$	42,473.39
SUBTOTAL: FEE						
TOTAL*					\$	358,277.13

Applicable State taxes will be added unless an exemption is provided.

Additional Information:
This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.
Mythics DUNS#: 013358002
Mythics Fed Tax ID# 54-1987871
AGE CODE: 17A34
AIC: 423430
Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>
You agree that Mythics has the right to cancel your support due to non-payment.
Media is available for download at no additional cost at <http://edelivery.oracle.com/>
In reliance on your order, Mythics will issue a non-cancellable order with its supplier for software or hardware products ordered.
Therefore all orders are non-cancellable.
Please note that the support for the products listed above will begin when Oracle processes this order. If you have a desired period of performance please make sure to discuss this with Mythics in advance delivering the purchase order.
Fax order to 757-412-1060 or email to pscura@mythics.com
Please note this pricing is subject to final management approval.



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Palm Beach County

Project Charter

1. General Information

Project / Program Name:	PeopleSoft 9.2 Risk Management, County on-boarding of Benefits
Project ID:	HR146
Originating Dept.	Human Resources
Project Manager:	Michael Harwood
Start Date:	May 20 th 2014
Finish Date:	May 22 nd 2015
Project Site URL:	

2. Overview

In partnership with Risk Management, Palm Beach County (County), the Clerk & Comptroller’s office (Clerk) will incorporate administration and processing of County Benefits within the Clerk’s PeopleSoft Application. This will provide efficiencies for both the County and the Clerk as it relates to the administration of County benefits and in the operation of County Payroll for approximately 5,000 County employees, see appendix.

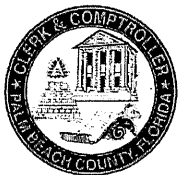
This project involves the configuration and implementation of the PeopleSoft Benefits Administration solution, a solution currently in use in the Clerk’s Office, to administer and process County Benefits. Additionally, the PeopleSoft Self Service environment will be configured and deployed enabling County staff to complete their Open Enrollment with PeopleSoft. It is expected that the first Open Enrollment, using this system, will be October 2015.

The Clerk’s office will assist in the training of the County Benefits/Risk Management administration staff through inclusion of these staff members in Clerk training.

The Clerk’s office, in an on-going manner, in conjunction with the County Benefits/Risk Management administration staff, will maintain the underlining County Benefits system, within PeopleSoft.

The Clerk’s office will be the County Benefits Administrators in conjunction with the County Benefits/Risk Management administration staff. Those functions within the PeopleSoft Benefits package that are currently the responsibility of the Clerk will remain as such.

The Clerk will purchase and maintain the appropriate licenses; Oracle Database, PeopleSoft user licenses, and Real Application Cluster (RAC) licenses; and through a Letter of Agreement, the Clerk will receive reimbursement for the annual maintenance of these licenses from the County. (See Appendix)



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Project Charter

3. Executive Summary

Upon the signing of the Letter of Agreement between the Clerk and the County the following project milestones will be established (see Appendix)

- Complete a Memorandum of Understanding(MOU) (4.1.1)
- Benefits Review - County and Clerk Benefit SMEs to complete a full Benefits Review of the Clerk system to understand the needs of the County system, using PeopleSoft 9.0 (4.1.2)
 - The team will “walk through” the Benefits module to then determine how best to use the module for County benefits.
 - The base benefits module is already set up for the County and maintained by Payroll. Clerk HR uses the Ben Admin. Payroll will continue to maintain the functional set up for the County on both modules; County will process their jobs in Ben Admin.
- Documentation of Functional Business Configuration (4.1.3)
- Documentation of Technical System Configuration (4.1.4)
- Implementation of Technical System Configuration (4.1.5)
- Fine tune configuration, using PeopleSoft 9.2 (4.1.6)
- Training (4.1.7)
- User Acceptance Testing (UAT)(4.1.8)
- Pre-Production Preparation (4.1.9)
- Migration to Go-Live (4.1.10)
- Licenses (4.1.11)
- Technical / Infrastructure (4.1.12)

4. Scope

4.1.In Scope

4.1.1. Complete a Memorandum of Understanding- Jul. – Aug. 2014

- The MOU will establish best practices and guidelines to establish a working framework for administering the County Benefits package with the Clerk’s PeopleSoft Application Suite. The MOU will include Funding Responsibilities, Implementation, Security and Data Access , On-going support & Maintenance (see Appendix)

4.1.2. Benefits Review – Aug. – Oct. 2014

- County and Clerk Benefit SMEs to complete a full Benefits Review of the Clerk’s system in order to understand the needs for the County’s system



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- Assisted by Clerk IT, where necessary, the County staff, alongside the Clerk's Functional Payroll and Benefits SMEs, will work through the Benefits system to fully understand and document the functional business rules associated with the County Benefits programs and processes. This review is to identify the County settings, rules, option settings, opportunities and any possible gaps.
- It is expected to utilize the standard Benefits Functional Business rules and minimize the number of customizations. The time required to develop and test any customization must be identified during this review phase and planned accordingly to ensure that the established delivery schedule and budget is not impacted.

4.1.3. Documentation of Functional Business Configuration – Aug.- Nov. 2014

- This documentation will include setting up the Functional Business Rules identified within the Benefits review phase (4.1.2)

4.1.4. Documentation of Technical System Configuration – Aug. – Dec. 2014

- This documentation will include Interfaces, Portal Access, User Access, User Processing and IT Testing identified within the Benefits review (4.1.2)

4.1.5. Implementation of Technical System Configuration – Jan. – Feb. 2015

- Upon completion of the Technical upgrade of PeopleSoft 9.2, the County Benefits technical on-boarding will take place in the 9.2 environment. This implementation will include all aspects identified in the Business Review, Technical Systems Configuration and Function Business Configuration.

4.1.6. Fine Tuning – Feb. 2015

- Upon the implementation of the Technical System Configuration, it may be necessary to complete a final business walk through and make changes or fine tuning of the Functional Business Rules within the system; however, the goal is to minimize customizations.

4.1.7. Training – Feb. 2015

- Training will be provided for County and Clerk staff with regards to their respective roles. It is the intention of the Clerk to include County Benefits/Risk Management administration staff in all and any appropriate Benefits training. This will expand the skill base of County Benefits/Risk Management staff utilizing the Benefits module without additional cost at this time.



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Project Charter

- The Clerk's office will assist in the training of the County Benefits/Risk Management administration staff through inclusion of this staff in Clerk training.
- The Clerk will offer services relating to the development of the training curriculum and associated documentation, in conjunction with the County's requirements. Discussions on the training options, PeopleSoft UPK, media and presentation methods, will be needed.
- The training of the County staff - The Clerk's training team can offer County Benefits/Risk Management administration staff training, however, further discussions will be needed to ascertain the correct training staff, whether it will be Clerk, County or both.

4.1.8. User Acceptance Testing (UAT) – Feb. 2015

- User Acceptance Testing for the county Benefits module implementation will take place as part of the Clerk's 9.0 – 9.2 Upgrade UAT. County staff will become familiar with the Benefits role and our Clerk staff will become knowledgeable about their administrative role of administering County Benefits.

4.1.9. Pre-Production Preparation – Apr. 2015

- Once UAT sign off is received, the Clerk IT team will prepare the 9.2 environment for Go-live

4.1.10. Migration to Go-Live – May 2015

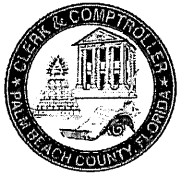
- The migration to Go-live is tentatively scheduled for the weekend of Memorial Day 2015

4.1.11. Licenses

- PeopleSoft HCM licenses
Purchasing of the licenses – these licenses will be required for Go-live May 2015 and have already been purchased.
- Oracle Database Licenses
Purchasing of the licenses – these licenses will be required for Go-live May 2015 and will be purchased with the necessary lead time for the Go-live.
- Real Application Cluster (RAC) Licenses
Purchasing of the licenses – these licenses will be required for Go-live May 2015 and will be purchased with the necessary lead time for the Go-live.
- Please refer to the Letter of Agreement (See Appendix) for costs

4.1.12. Technical / Infrastructure

- ISS currently supports employee user access via the internet with the current County Risk Management service. This project is based on the county continuing to utilize this



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Project Charter

technology to maintain the security for the County Self-Service outside the firewall in accordance with County PPM CW-P-072, HIPAA and any other applicable State and Federal laws.

- This project will require infrastructure modifications to enable County staff access to the system via the Internet to access PeopleSoft’s Self-Service portal.
- This project will leverage the existing bi-directional Active Directory trust relationship between the County and Clerk domains.

4.2.Out of Scope

- The PeopleSoft 9.0 -9.2 Upgrade - Financials and Supply Chain Management (FSCM) 9.2 & Human Capital Management (HCM) project is taking place at the same time; it is the overarching project. Due to the nature of these projects, the PeopleSoft environment and the staff involved, there will be overlaps of staff and product resources. It is vital that these projects remain separated. Clarity of each project needs to be maintained.
- Training County Staff - Please see 4.1.7 Training
- Internet security – the Clerk will utilize the authenticated user credentials from ISS as proof of eligibility to enter the PeopleSoft Self Service portal.

5. Project Planning

5.1.Responsibility Matrix

Phase / Task	Responsible party's name	Location	Department
Project Planning	Michael Harwood	Judicial Center, Project Management Office, Rm. 4.2534	Information Technology
Requirements / Specifications	Helen Harvey	Government Center - Payroll, 2nd Floor	Payroll
	Jennifer Chripuczuk	Government Center - Human Resources, 9th Floor	Human Resources
Technical Architecture & Design	Jatni Blandon	Judicial Center - Information Technology, Rm. 4.2504	Information Technology
Infrastructure & Hardware configuration	Ed Lawrence	Judicial Center - Information Technology, Rm. 4.2504	Information Technology
Development Lead	Jacqueline Lawson	Judicial Center - Information Technology, Rm. 4.2504	Information Technology
Quality Assurance & Testing	Helen Harvey	Government Center - Payroll, 2nd Floor	Payroll
Training	Radcliffe Brown	Government Center - Financial Business Analysis, 2nd Floor	Financial Business Analysis
Implementation	Helen Harvey	Government Center - Payroll, 2nd Floor	Payroll



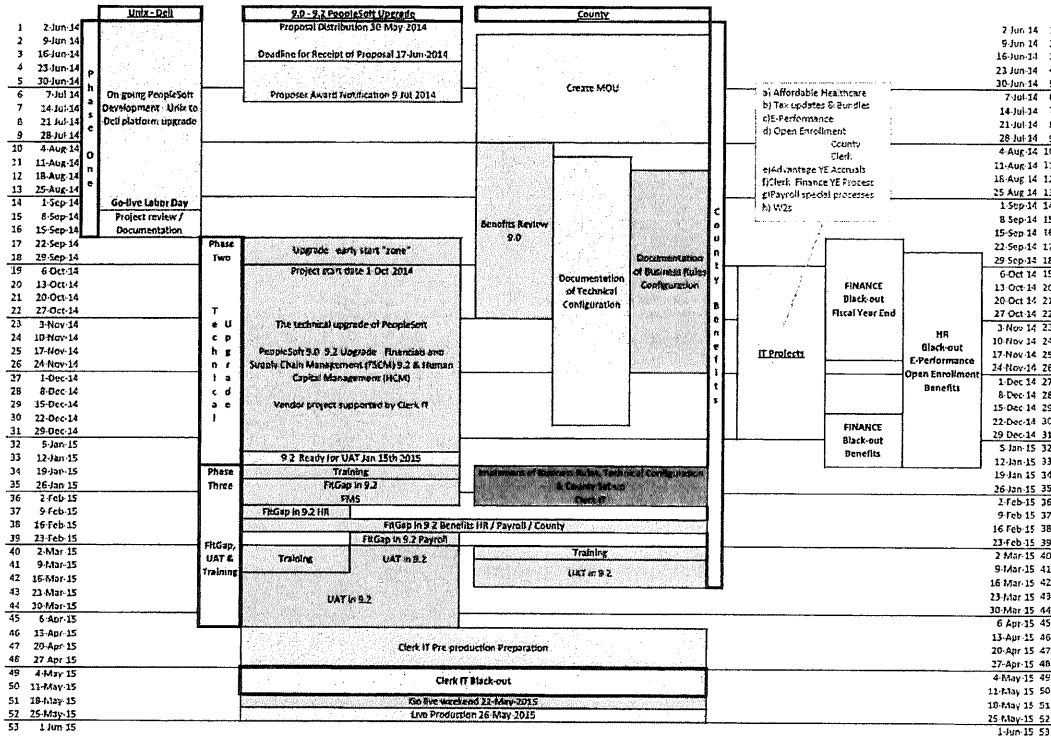
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Palm Beach County

Project Charter

5.2.Project Schedule / Key Milestones

WBS No.	Description	Owner	Start Date	End Date
1.11	Complete a MOU	Darlene Malaney	Jul 2014	Aug 2014
1.12	Complete a Project Charter	Michael Harwood	Jul 2014	Aug 2014
1.2	Benefits Review	Helen Harvey	Aug 2014	Oct 2014
1.3	Documentation of Functional Configuration	Helen Harvey	Aug 2014	Nov 2014
1.4	Documentation of Technical System Configuration	Jatni Blandon	Aug 2014	Dec 2014
1.5	Implementation of Technical System Configuration	Jatni Blandon	Jan 2015	Feb 2015
1.6	Fine Tuning	Helen Harvey	Feb 2015	Feb 2015
1.7	Training	Radcliffe Brown	Mar 2015	Mar 2015
1.8	UAT	Helen Harvey	Feb 2015	Feb 2015
1.9	Pre-Production preparation	Jatni Blandon	Apr 2015	Apr 2015
1.10	Migration to Go-Live & Release	Jatni Blandon	May 2015	May 2015

5.2.1. Project time-line aligned with the main project





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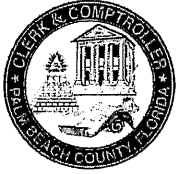
Project Charter

5.3.Risk Management Plan

Risk Description	Prob / Impact (H/M/L)	Impact Description	Mitigation Plan
Resource allocation	M	This project is scheduled to go live simultaneously with the PeopleSoft 9.2 upgrade. The timing of this project assumes availability of staff to complete the appropriate tasks and achieve the necessary milestones.	Escalation to increase resource allocation of staff involved and/or reduction or elimination of the slippage of timelines
During the Benefit Review identifying benefits that the County requires that cannot be implemented into the delivered 9.2 PeopleSoft HCM product	M	Customizations could become time consuming; therefore, will be kept to a minimum. The project is running parallel with the 9.2 upgrade and therefore there is very limited flexibility in the established timeline.	Escalation to seek work-arounds or alternatives
Secure network and internet connectivity	H	This project requires communications and links between the County and PBCC internetwork, as well as County connections to the internet	Escalation to seek solutions or alternatives
Linking of the Bi-directional Active Directories	H	This project requires the linking of both active directories in a manner that allows for the possibility of identical user names within the two environments of County and Clerk	Escalation to seek solutions or alternatives

5.4.Constraints

Constraint Description	Impact Description
The Benefits module that is being offered will be what is available as part of the standard PeopleSoft configuration.	This is a PeopleSoft implementation - customization to be kept to an utmost minimum.
Delivered as part of the 9.2 Go -live	The County Benefits are to be incorporated with the 9.2 Go-live May 2015



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Palm Beach County

Project Charter

5.5.Assumptions

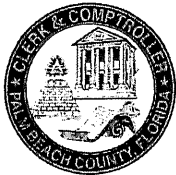
1. The Clerk will purchase and maintain the appropriate licenses; Oracle Database, PeopleSoft user licenses, and Real Application Cluster (RAC) licenses; and through a Letter of Agreement, the Clerk will receive reimbursement for the annual maintenance of the licenses from the County. (Appendix A of the MOU)
2. There are no additional hardware requirements.
3. Staff availability – this project time line has been developed assuming the full availability of staff in all organizations.
4. Internet access – in order for the County to complete their Open Enrollment in a similar fashion to their current process (2013) internet access is required. Access into PeopleSoft is a collaborative effort between County ISS and the Clerk IT.
5. Securing a vendor for the Training – the Training will take place with the 9.2 PeopleSoft Training. The project timing assumes this is not a separate or independent event.
6. Release of the 9.2 environment – this project is a sub-project to the main PeopleSoft Upgrade project; see Section 4.2 - Out of Scope. Without the release of the 9.2 PeopleSoft application, this project will not go live.

6. Project Resources

6.1.Clerk and County Staffing

Role	Resource and Skill Levels*	FTE (Full Time Equivalent)
Technical Lead	Jatni Blandon - Expert	15%
Developer 1	Jacqueline Lawson - Expert	35%
Business Analyst	Helen Harvey – Expert Tom Carmichael - Intermediate Jen Chripczuk - Expert Kim Kutney – Intermediate Andrea Mackey – Expert Lavern Blackwood – Expert Jessica Kolb - Expert	25%
Quality Analyst	Helen Harvey – Expert Tom Carmichael - Intermediate Jen Chripczuk – Expert Andrea Mackey – Expert Lavern Blackwood – Expert Jessica Kolb - Expert	20%
Trainer	Radcliffe Brown - Expert	10%
Project Manager	Michael Harwood - Intermediate	30%

*Levels: Expert, Intermediate, Beginner



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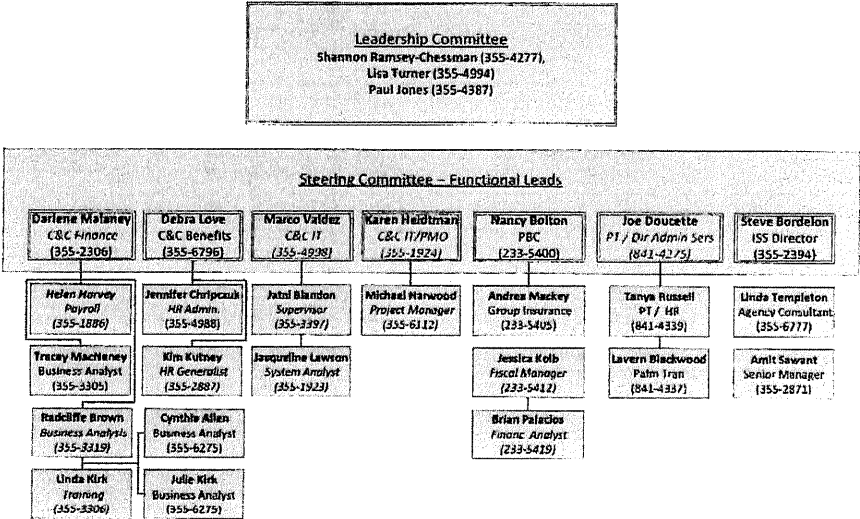
Project Charter

6.2.Clerk and County Stakeholders

Sponsor / Stakeholder	Organization / Division	Project Role
Lisa Turner	Clerk & Comptroller, Chief Human Resources Officer	Sponsor
Shannon Ramsey-Chessman	Clerk & Comptroller, Chief Operating Officer of Finance	Sponsor
Paul Jones	Clerk & Comptroller, Chief Information Officer	Sponsor
Nancy Bolton	County, Director Risk Management	Sponsor
Steve Bordelon	ISS, Director Information Services	Sponsor
Joe Doucette	County Palm Tran Director Administrative Services	Sponsor
Darlene Malaney	Clerk & Comptroller, Director - Finance Services	Director
Debra Love	Clerk & Comptroller, Manager - Human Resources	Manager
Joe Valentino	Clerk & Comptroller, Director - Finance	Director
Karen Heidtman	Clerk & Comptroller, Director - Project Management Office	Director
Marco Valdez	Clerk & Comptroller, Director - IT	Director
Tanya Russell	County, Manager - Human Resources	Manager
Andrea Mackey	County, Group Insurance Manager	Manager

6.3.Project Organization

PeopleSoft Functional Project Team - Benefits, Payroll, IT



10/09/14



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Palm Beach County

Project Charter

6.4.Hardware

Please see Section 5.5 Assumptions.

6.5.Software

Title	Version / Edition	Count of licenses / seats
PeopleSoft HCM Licenses	Benefits Administration	5,000
	Human Resources	5,000
	HCM Portal Pack	5,000
Oracle Database Licenses	Database Enterprise Edition Update Rights and Product Technical Support	4
	Real Application Clusters Update Rights and Product Technical Support	4

The County Benefits are to be installed into the PeopleSoft Environment and will go live in the 9.2 environment. The release will occur with the Clerk’s upgrade to the 9.2 environment and is contingent on the upgrade.

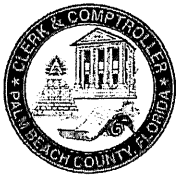
7. Sponsor and Stakeholder Approval

List the names of individuals that are required to review and approve the Project Charter.

Name	Signature (Approved per e-mail date)
Lisa Turner, Chief HR Officer	
Shannon Ramsey-Chessman, Chief Operating Officer-Finance	
Paul Jones, Chief Information, Technology Officer	
Nancy Bolton, Director Risk Management	
Steve Bordelon, Director Information Services	

8. References

This document is intrinsically linked to the Memorandum of Understanding for this project, along with its own appendices.



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Project Charter

9. Document History

Version No.	Date	Description	Updated by
1.00	8/15/14	Version One	
2.00	9/10/14	Detail in the Overview added	Michael Harwood
3.00	9/16/14	Adjustments following review by County	Michael Harwood
4.00	10/09/14	Name changes	Michael Harwood

10. Appendix

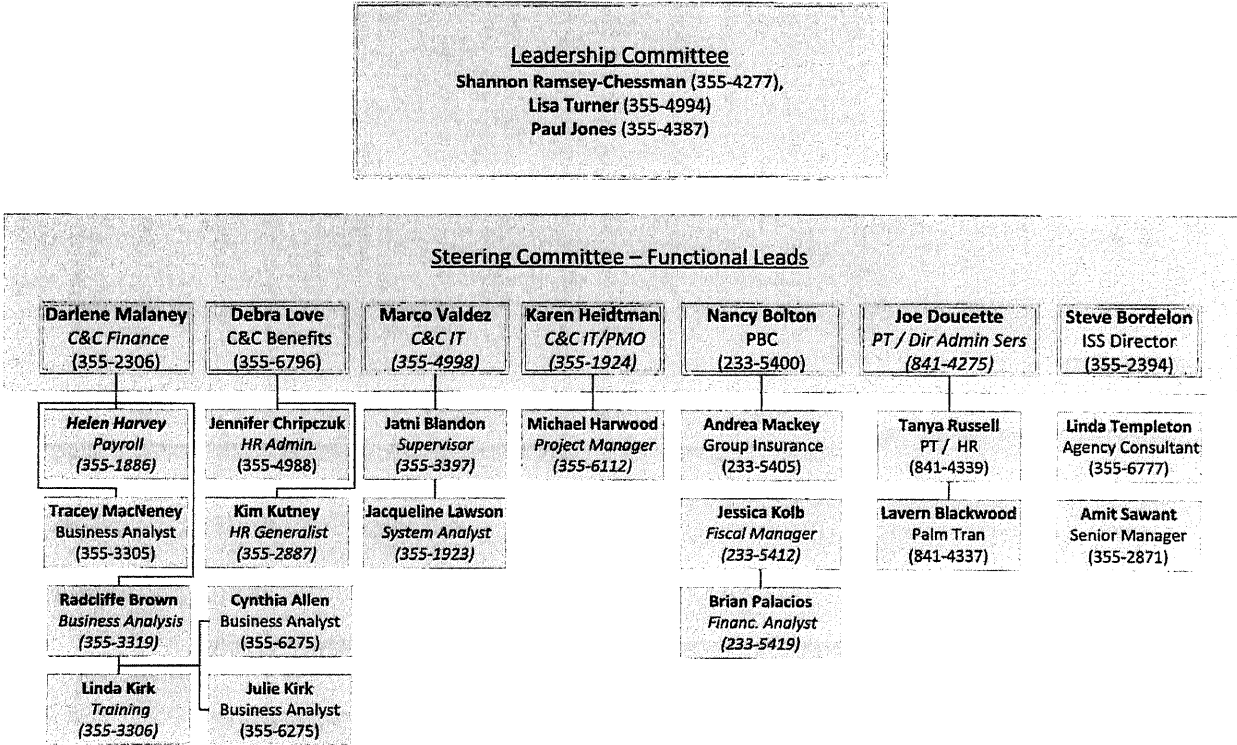
County Staff numbers

County Staff	4,000
Palm Tran	500
Fire Rescue and County part-time / on-call and student	Excluded

Memorandum of Understanding

(MOU Appendices included)

PeopleSoft Functional Project Team - Benefits, Payroll, IT



10/09/14



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Palm Beach County

PeopleSoft Security Audit Process

Revision 1.3
Effective 01/09/2013

Overview

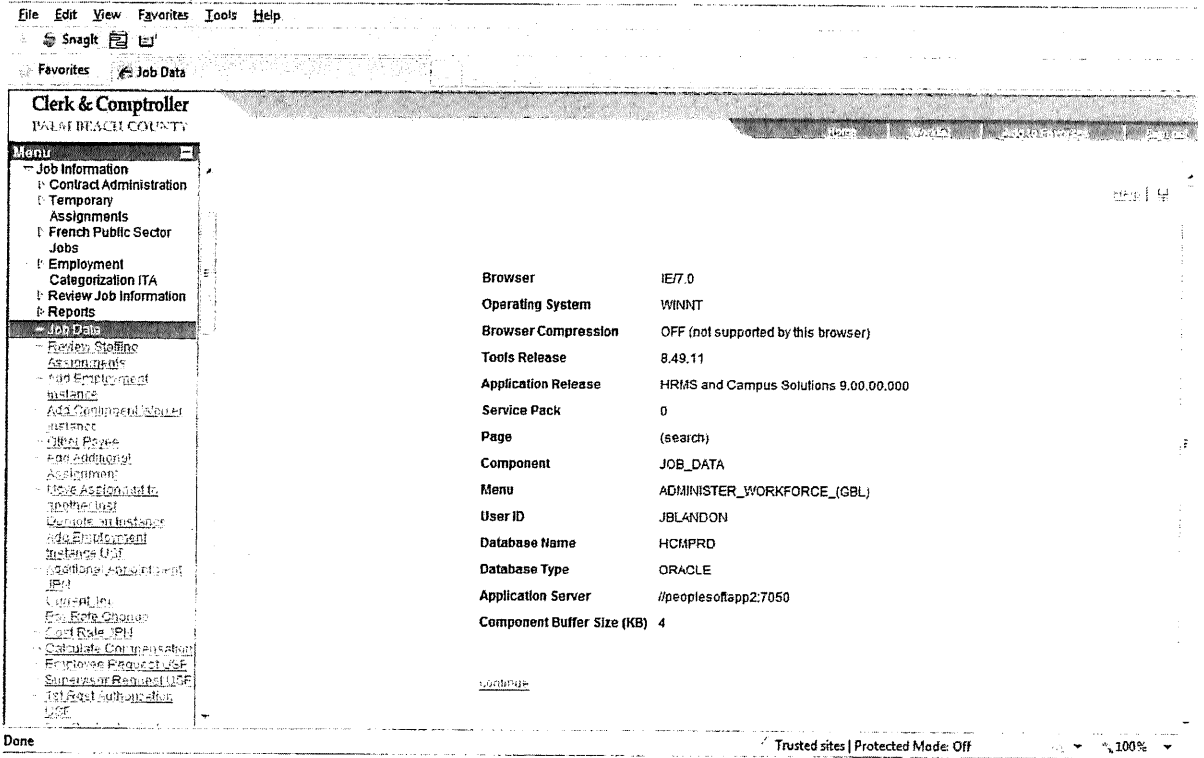
The PeopleSoft security process implemented at the Clerk & Comptroller’s office consists of business roles which are assigned to users according to a designated group name/number. The process of identifying the correct access for a user is available within PeopleSoft Portal and using the post-go-live security Excel spreadsheet is no longer necessary.

Security queries are provided within PeopleSoft HCM & FMS to facilitate periodic and semiannual security reviews. Only designated security managers from each functional area will have access to the security queries.

1. Security Access Request Process Flow

A request for new security access and/or security changes consists of these steps:

- a) A functional security manager will send an email to the Helpdesk (CCOCHD) and the ERP-IT group. The email should indicate employee’s name, old group name/number (if any) & new group name/number. The clerk security queries will help determine the proper access.
- b) A ticket will be created and routed to the Help Desk.
- c) An email will be sent to the requestor completed and the ticket will be closed.
- d) If the request is to create a new role or to change an existing role, the same steps will apply. The functional security manager must attach a screenshot of the requesting page, as well as the component name and navigation (if available). This information can be obtained from PeopleSoft by pressing the CTRL-J keys (see screenshot below).





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Palm Beach County

PeopleSoft Security Audit Process

Revision 1.3
Effective 01/09/2013

2. Security Audit/Matrix Queries

Security matrix queries are available in PeopleSoft Portal. They facilitate determining correct access for a user according to established business roles and group name/number. These queries replace the need to refer to the post-go-live security excel spreadsheet which contained the following three worksheets;

- Relationship between the group name/number, user-ids and business roles
- Relationship between business roles and PeopleSoft roles
- Relationship between group name/number and PeopleSoft roles

Only designated security managers from each functional area will have access to the security queries. Please refer to these queries when requesting security changes.

A. Navigation

PeopleSoft Portal > Reporting Tools > Query > Query Viewer > SEARCH > Select the Clerk Security folder

B. Query Names

Query Name	Description
PBC_SEC_INQRY_01	Hlp Dsk- PS Roles by Group
PBC_SEC_INQRY_05	PS Roles by Bus Role prmpt
PBC_SEC_INQRY_10	User Details from Matrix
PBC_SEC_INQRY_15	List Users by prompted Group
PBC_SEC_INQRY_20	Business Roles by Selected Grp
PBC_SEC_INQRY_25	PS Roles by User (Alpha)
PBC_SEC_MTX_01	Alphabetical list of Groups
PBC_SEC_MTX_05	Alpha List of Groups w/Oprids
PBC_SEC_MTX_10	Alpha List of Groups w/Roles
PBC_SEC_MTX_15	Group - Bus Role - PS Role
PBC_SEC_MTX_16	Group - PS Role (Prmpt Group)
PBC_SEC_MTX_20	List Business Roles w/PS Roles
PBC_SEC_MTX_25	User Business Roles



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PeopleSoft Security Audit Process

Revision 1.3
Effective 01/09/2013

3. Detailed Security Audit Queries

Detailed security audit queries are available in PeopleSoft FMS, HCM and Portal to facilitate periodic and semiannual security reviews, if necessary. Only designated security managers from each functional area will have access to the security queries. These queries provide detail information on the access each business role provides.

A. Navigation

- PeopleSoft **FMS** > Reporting Tools > Query > Query Viewer (or Query Manager) > Search > Select the CLERK SECURITY folder
- PeopleSoft **HCM** > Reporting Tools > Query > Query Viewer (or Query Manager) > > Search > Select the CLERK SECURITY folder
- PeopleSoft **Portal** > Reporting Tools > Query > Query Viewer > > Search > Select the Security Audit folder

B. Query Names

Query Name	Description	Location
PBC_SECAUD_01	Audit User Security/Matrix	PORPRD
PBC_SECAUD_05	Assigned Roles not in Matrix	PORPRD
PBC_SECAUD_10	Unlocked Users Not in Matrix	PORPRD
PBC_SECAUD_15	Oprids w/no Emplid	PORPRD
PB_SEC_DETAIL	Detailed Security	HCMPRD
PB_SEC_DETAIL_BY_ROLE	Detailed Security by Role	HCMPRD
PB_SEC_DETAIL_BY_USERID	Detailed Security by Userid	HCMPRD
PB_SEC_DETAIL	Detailed Security	FMSPRD
PB_SEC_DETAIL_BY_ROLE	Detailed Security by Role	FMSPRD
PB_SEC_DETAIL_BY_USERID	Detailed Security by Userid	FMSPRD

4. Periodic Security Validation Process Flow

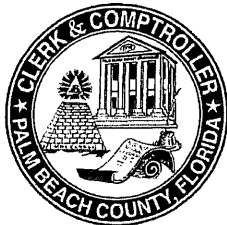
Typical periodic security validation can be initiated by a functional security manager in case there are any questions regarding the security access provided to a user.

5. Semiannual Security Validation Process Flow

Semiannual security reviews are required to comply with external IT audit recommendations. Every six months (May and November preferably), the Functional Security Managers (Appendix A) need to review the security reports and provide a response to the IT Business Application Security Group indicating any findings and/or acceptance. Responses will be stored for records keeping.

Process consists of these steps:

1. A reminder that the Semi-Annual security review is due will be sent to functional security managers, Directors and Chief Officers.



PeopleSoft Security Audit Process

SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

Revision 1.3
Effective 01/09/2013

2. Log on to PeopleSoft Self Service (portal) and navigate to Query Manager (see Section2A). Run the reports and review the information to determine the following:
- a. User belongs to the correct group. Report name:

PBC_SEC_MTX_05	Alpha List of Groups w/Oprids
----------------	-------------------------------
 - b. Business role access assign to group are correct. Report name:

PBC_SEC_MTX_10	Alpha List of Groups w/Roles
----------------	------------------------------
- These reports can be downloaded to excel if more filtering and sorting is needed.
3. After the review is completed, an email is to be sent to the members of the IT Business Application Security group (Appendix A) indicating full acceptance or acceptance pending changes. Please provide detailed description of the changes requested.
4. IT will complete changes (if necessary) and will notify the functional security managers.

Appendix A

Functional Security Manager Contact List

Functional Area	Functional Security Manager	Phone Number
Finance	Leslie Van Wagner	561-355-3197
Payroll	Helen Harvey	561-355-1886
Human Resources	Robin Biener	561-355-6884

IT - Business Application Security Contact List

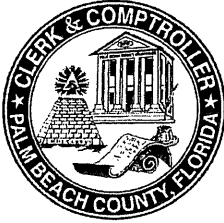
Contact	Name	Phone Number
User Account Setup	IT Help Desk	561-355-6720
IT-BA Supervisor	Jatni Blandon	561-355-3397
IT-Director	Marco Valdez	561-355-4998
IT Security Coordinator	John Smalley	561-355-6791

Associated Documents

Document Name	URL/Hyperlink/Directory
PeopleSoft Bi-Annual Security Audit Process	S:\Information Technology\Business Applications\Applications Security\PeopleSoft

Revision History

Date	Author	Version	Comments
01/31/2011	Jatni Blandon	1.0	Initial Document
10/21/2011	Jatni Blandon	1.1	Added Review Comments
01/09/2013	Jatni Blandon	1.2	Updated Appendix A & Section 5. Other formatting changes
07/24/2014	M Harwood	1.3	Formatting changes



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Palm Beach County

Change Management Policy

Revision 1.1
Effective 6/1/2014

Purpose

The Change Management Policy outlines how changes are to be made following a defined, scheduled and predictable process so that their intended purpose is met in a reasonable time, and unintended consequences are avoided where possible.

Scope

This policy applies to any modifications of existing IT deployments, including but not limited to, servers, switches, databases, processes, applications, software and also includes the maintenance of UserIDs.

The Change Management Committee (CMC) Roles & Responsibilities

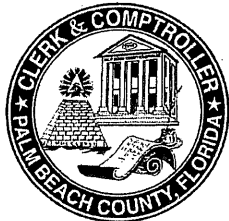
The Change Management Committee will:

1. Consist of Information Technology (IT) management and technical staff in the disciplines of infrastructure, desktop and applications.
2. The CMC will be chaired by the Project Management Office and meet at least weekly to review all requests for upcoming changes.
3. Will prioritize changes based on a careful analysis of personnel availability, criticality and scope.
4. Will approve or deny requested changes and advise of any additional steps or considerations to mitigate risks.

Change Management Systems

The change management process for systems will include the following steps. Each of these steps must be completed for every change.

1. A written request for change is submitted and can be generated by a customer in the help desk system or by an IT technician in response to a customer problem or request.
2. IT staff reviews change request, advises customer's management of any issues and benefits and obtains approval for the change from customer's management.
3. IT staff prepares and submits detailed technical documentation to the Change Management Committee. Documentation will include a description of the change, reason for the change, who the change will affect, roll out plan, a back out plan and anticipated implementation.



SHARON R. BOCK
Clerk & Comptroller
Palm Beach County

Change Management Policy

Revision 1.1
Effective 6/1/2014

-
4. Change Management Committee members review submitted information, previous similar implementation issues, documents additional steps or precautions, determines appropriate time frames based on existing activities/maintenance schedules and approves, denies or places on hold the change request.
 5. Emergency changes will require both IT and customer management approval before implementing and does not supersede the policy to submit detailed technical documentation after the fact. Documentation must be submitted to CMC for the next regularly scheduled meeting if emergency CMC meeting is not held.
 6. When events for change do not go according to plan, the issues are documented and made available to the CMC to prevent the same or similar mistake or issues from happening again.

Change Management UserIDs

The following will be observed for adding, deleting or changing user’s access to Clerk owned and non-Clerk owned systems.

1. The help desk is tasked with the maintenance of UserIDs for all clerk owned systems and coordinates or works with other agencies for UserIDs in non Clerk owned systems.
2. The help desk shall not add, change or delete UserIDs unless authorized by management preapproved procedures or approval by individual authorizer for the individual being added changed or deleted. Individuals cannot authorize themselves.
3. A written document for each system will be created and maintained that identifies:
 - a. The process to add, maintain or delete users of that system.
 - b. The individuals that authorize access for users system and the scope of the users they authorize.
 - c. Location of supporting documents or template text used in the creation or maintenance of IDs, or notifications sent to the new users, requesters or authorizers.
4. Cannot reset password and masquerade as the user for trouble-shooting purposes.

Revision History

Date	Revision #	Description of Change
06/01/14	1.0	Initial creation.
08/15/14	1.1	Language review

**MEMORANDUM OF UNDERSTANDING BY AND BETWEEN
THE CLERK & COMPTROLLER AND PALM BEACH COUNTY BOARD OF COUNTY
COMMISSIONERS,
PERTAINING TO PEOPLESOFT BENEFITS ADMINISTRATION**

Appendix E – Funding of the 4 RAC licenses

From: <SLRamsey@mypalmbeachclerk.com>
Date: June 25, 2014 at 6:54:16 PM EDT
To: Nancy Bolton <NBolton@pbcgov.org>
Subject: Real Application Cluster Licenses

Good afternoon,

Per our conversation, please allow this email to serve as notice that the Clerk & Comptroller's Office will provide 4 Real Application Cluster (RAC) licenses to the County at no cost, with the exception of annual maintenance costs, for the integration of the PeopleSoft Benefits module by the County. With the user licenses already purchased, there are no additional license purchases necessary for this project.

We are pleased that we can partner with the County on this project and look forward to a successful implementation.

Please let me know if you have any questions.

Thanks,

Shannon

Sent from my iPad

Agenda Item #:

32.1

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**

AGENDA ITEM SUMMARY

Meeting Date: May 20, 2014 ☒ Consent ☐ Regular
 ☐ Ordinance ☐ Public Hearing

Department: Risk Management

Submitted By: Risk Management

Submitted For: Group Insurance Division

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to:

A) approve Letter of Agreement (LOA) between the Palm Beach County Board of County Commissioners (County) and the Palm Beach County Clerk & Comptroller (Clerk) providing authorization for the County to reimburse the Clerk a maximum of \$370,830 for the purchase of user licenses and the annual maintenance costs (detailed in the LOA Exhibit A) associated with the licenses for the PeopleSoft Benefits Administration System.

B) authorize The County Administrator or his designee to execute a Memo of Understanding with the Clerk or her designee for the services provided by the Clerk to the County for the use of the PeopleSoft Benefits Administration System.

Summary: The County's Risk Management Department has used an in-house system known as "RIMS" since 2009 for employee benefits administration. Although this system has served the purpose for which it was created, it represents an additional and unnecessary interface between the County's Human Resources Information System (HRIS) and the Clerk's PeopleSoft system. PeopleSoft currently holds the County's benefits data for payroll purposes. As data integration is considered a best practice in the technology field, we have explored and recommend the use of PeopleSoft for benefits administration as a replacement for RIMS. This action will increase staff efficiencies, reduce data and compliance risk, and allow a best practice approach to electronic benefits administration with a market leader. PeopleSoft is fully functional for the needs of the public sector, and is currently used by 23 states (including Florida) and 17 Florida municipal agencies. Funding for this project is currently available in the self-insured health fund. The cost of the project will be offset by the reduced need for in-house maintenance of the RIMS system, with an estimated breakeven in year four and an estimated savings of over \$650,000 after ten years. If approved, staff estimates a full implementation of the system in time for the 2015 open enrollment period. Countywide (TKF)

Background and Justification: As the benefits environment is becoming increasingly more complex due to health care reform and other compliance regulations, it is important to have a quickly evolving and well functioning system that is designed by benefits industry software engineers (**continued on Page 3**).

Attachments: 1. Letter of Agreement

Recommended By:

Nancy L. Bolton
Department Director

4/24/14
Date

Approved By:

[Signature]
County/Deputy/Assistant County Administrator

Date

ATTACHMENT 2

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	2014	2015	2016	2017	2018
Capital Expenditures					
Operating Costs	370,830	139,139	115,881	120,516	125,336
External Revenues					
Program Income (County)					
In-Kind Match (County)					
Net Fiscal Impact	370,830	139,139	115,881	120,516	125,337

ADDITIONAL FTE
POSITIONS (Cumulative) 0 0 0 0 0

Is Item Included In Current Budget? Yes ☒ No ☐
Budget Account Exp No.: Fund 5012 Dept 700 Unit 7315 Obj 5121
Rev No.: Fund Dept Unit Obj

B. Recommended Sources of Funds/Summary of Fiscal Impact:

C. Departmental Fiscal Review: Jessica Koles

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

OFMB 4/29/2014 Contract Dev. and Control 5/11/14

B. Legal Sufficiency:

Assistant County Attorney 5/1/14

C. Other Department Review:

Department Director

Background and Justification (continued from page 1): Currently we do not have in-house software developers who specialize exclusively in benefits administration systems. Therefore, as frequent changes occur in the rapidly evolving employee benefits legal environment, there are no subject matter experts to ensure system updates are pre-programmed leaving the system open to data integrity issues and the County exposed to non-compliance and associated fines and penalties. The PeopleSoft system is a fully compliant industry leader in benefits software and is already holding the County's payroll data for benefits purposes. Through this partnership with the Clerk's PeopleSoft system, we will eliminate the redundancy of a third and unnecessary system existing between the County's HRIS and PeopleSoft, and free up in-house ISS resources for other initiatives. The separate end-user application, MyBenefits, will also become redundant as PeopleSoft includes an Employee Self Service module.

R2014-0698

**LETTER OF AGREEMENT
BETWEEN
PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS
AND
CLERK & COMPTROLLER, PALM BEACH COUNTY**

This letter is to confirm and specify details for the reimbursement to the Clerk & Comptroller, Palm Beach County (Clerk) for the purchase of user licenses for the expansion of the PeopleSoft Benefits Administration System. The referenced licenses are to specifically enable Palm Beach County (County) to use the PeopleSoft Benefits Administration System for County employees.

The County shall reimburse Clerk for the cost of the initial application licenses in addition to the annual maintenance costs associated with the Benefits Administration user licenses and the Database Enterprise and Real Application Cluster licenses. The Costs of the current expansion and related maintenance are detailed in the quote from Mythics (Exhibit A). The County shall reimburse the Clerk for additional application license expansion and related annual maintenance associated with the expansion should the need arise based upon the total number of County employees. In all events the County shall reimburse the Clerk within Forty Five (45) days of Clerk's request.

The County and Clerk shall draft a Memo of Understanding relating to the implementation, access and service level agreement relative to the use of the PeopleSoft Benefits Administration System.

By signature below, both parties agree to the terms of and represent that they have the authority to sign this letter of agreement.

APPROVED
By TSA - Procurement Dept.

APPROVED
By HCP at 10:51 am, Apr 25, 2014

By: Sharon R. Bock
Sharon R. Bock,
Clerk & Comptroller, Palm Beach County

Date: April 25, 2014

By: Priscilla A. Taylor
Priscilla A. Taylor, Mayor
Palm Beach County Board of County
Commissioners

Date: MAY 20 2014

Approved as to form and Legal Sufficiency
By: [Signature]
Assistant County Attorney
Palm Beach County Board of County
Commissioners

Approved as to Terms and Conditions
By: Nancy J. Bolton
Nancy Bolton, Director, Risk Management
Palm Beach County Board of County
Commissioners

Sharon R. Bock, Clerk & Comptroller,
Palm Beach County
By: [Signature]
Deputy Clerk



Peter Scura
Direct: 757.493.3006
Fax: 757.412.1060
Email: pscura@mythics.com

1439 N. Great Neck Rd. Suite 201
Virginia Beach, VA 23454

Company Name: Clerk and Comptroller, Palm Beach County
Contact: Tim Albro

Estimate Number: 4242014
Estimate prepared on: April 24, 2014
Valid thru: May 30, 2014

LICENSES AND SUPPORT

Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Benefits Administration	Perpetual	Employee	5000	\$ 22.36	\$ 111,775.00
2	Human Resources (to store employee data from HRIS)	Perpetual	Employee	5000	\$ 48.66	\$ 243,275.00
3	HCM Portal Pack	Perpetual	Employee	5000	\$ 3.16	\$ 15,780.00
A purchase order for this proposal must be accompanied with the associated support purchase order (4242014-S) by May 2014 in order in order to obtain the related concessions						
SUBTOTAL: LICENSE						\$ 370,830.00
TOTAL*						\$ 370,830.00

Applicable State taxes will be added unless an exemption is provided.

Additional Information:

This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.
Mythics DUNS#: 013358002
Mythics Fed Tax ID# 54-1987871
CAGE CODE: 1TA34
NAIC: 423430
Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>
You agree that Mythics has the right to cancel your support due to non-payment.
Media is available for download at no additional cost at <http://edelivery.oracle.com/>

In reliance on your order, Mythics will issue a non-cancellable order with its supplier for software or hardware products ordered.
Therefore all orders are non-cancellable

* Please note that the support for the products listed above will begin when Oracle processes this order. If you have a desired period of performance please make sure to discuss this with Mythics in advance delivering the purchase order.

Purchasing Instructions:

- Please include the following statements in your order:
1. This order is placed pursuant to the terms and conditions of GSA Schedule #: GS-35F-0153M
 2. Payment terms are: "License fees: Net 30, Support billed : Quarterly in Arrears")
 3. Mythics Estimate Number: 4242014

Fax order to 757-412-1060 or email to: pscura@mythics.com

Please note this pricing is subject to final management approval.

LICENSE PAYMENT (net 30) \$370,830.00; INVOICE DUE DATE JUNE 20TH 2014
SUPPORT PAYMENT \$109,298.35; INVOICE DUE DATE *OCTOBER 1ST 2014

*cusomter was provided QIA payment terms but elected to pay support in total on October 1st 2014 per email on Thursday, April 24, 2014 at 4:13 PM from Jessica Kolb

**MYTHICS™****ORACLE****Platinum
Partner**

Peter Scura
Direct: 757.493.3006
Fax: 757.412.1060
Email: pscura@mythics.com

Company Name: Clerk and Comptroller,
Palm Beach County
Contact: Tim Albro

Estimate Number: 04242014-S
Estimate prepared on: April 24, 2014
Valid thru: May 30, 2014

1439 N. Great Neck Rd. Suite 201

LICENSES AND SUPPORT

Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Benefits Administration Software Update License and Support	Ending 9/26/2015	Employee	5000	\$ 6.59	\$ 32,944.55
2	Human Resources Software Update License and Support (to store employee data from HRIS)	Ending 9/26/2015	Employee	5000	\$ 14.34	\$ 71,702.80
3	HCM Portal Pack Software Update License and Support	Ending 9/26/2015	Employee	5000	\$ 0.93	\$ 4,651.00
A purchase order for this proposal must be accompanied with the associated license purchase order (4242014) by May 2014 in order in order to obtain the related concessions						
SUBTOTAL: ENDING 9/26/2015 SUPPORT & UPDATE RIGHTS						\$ 109,298.35
SUBTOTAL: ESTIMATED YEAR 2 SUPPORT & UPDATE RIGHTS						\$ 84,845.90
SUBTOTAL: ESTIMATED YEAR 3 SUPPORT & UPDATE RIGHTS						\$ 88,239.74
SUBTOTAL: ESTIMATED YEAR 4 SUPPORT & UPDATE RIGHTS						\$ 91,769.33
SUBTOTAL: ESTIMATED YEAR 5 SUPPORT & UPDATE RIGHTS						\$ 95,440.10
SUBTOTAL: ESTIMATED YEAR 6 SUPPORT & UPDATE RIGHTS						\$ 99,257.70
SUBTOTAL: ESTIMATED YEAR 7 SUPPORT & UPDATE RIGHTS						\$ 103,228.01
SUBTOTAL: ESTIMATED YEAR 8 SUPPORT & UPDATE RIGHTS						\$ 107,357.13
SUBTOTAL: ESTIMATED YEAR 9 SUPPORT & UPDATE RIGHTS						\$ 111,651.42
SUBTOTAL: ESTIMATED YEAR 10 SUPPORT & UPDATE RIGHTS						\$ 116,117.47
SUBTOTAL: FEE						
TOTAL*						\$1,007,205.14

Applicable State taxes will be added unless an exemption is provided.

Additional Information:

This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.

Mythics DUNS#: 013358002

Mythics Fed Tax ID# 54-1987871

CAGE CODE: 1TA34

NAIC: 423430

Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>

You agree that Mythics has the right to cancel your support due to non-payment.

Media is available for download at no additional cost at <http://edelivery.oracle.com/>

In reliance on your order, Mythics will issue a non-cancellable order with its supplier for software or hardware products ordered.

Therefore all orders are non-cancellable

* Please note that the support for the products listed above will begin when Oracle processes this order. If you have a desired period of performance please make sure to discuss this with Mythics in advance delivering the purchase order.

Purchasing Instructions:

Please include the following statements in your order:

1. This order is placed pursuant to the terms and conditions of GSA Schedule #: GS-35F-0153M

2. Payment terms are: "License fees: Net 30, Support billed : Quarterly in Arrears")

3. Mythics Estimate Number: 04242014-S

Fax order to 757-412-1060 or email to: pscura@mythics.com

Please note this pricing is subject to final management approval.

LICENSE PAYMENT (net 30) \$370,830.00; INVOICE DUE DATE JUNE 20TH 2014

SUPPORT PAYMENT \$109,298.35; INVOICE DUE DATE *OCTOBER 1ST 2014

*customer was provided QIA payment terms but elected to pay support in total on October 1st 2014 per email on Thursday, April 24, 2014 at 4:13 PM from Jessica Kolb



SUBJECT TO FINAL ORACLE APPROVAL

Peter Scura
Direct: 757.493.3006
Fax: 757.412.1060
Email: pscura@mythics.com

1439 N. Great Neck Rd. Suite 201
Virginia Beach, VA 23454

Company Name: Clerk and Comptroller, Palm Beach County
Contact: Tim Albro

Estimate Number: 04242014
Estimate prepared on: April 24th 2014
Valid thru: September 26th, 2014

LICENSES AND SUPPORT						
Item Nbr	Oracle Product Description	Term	Oracle License Type	Number of Licenses	Discounted Unit Price	Extended Price
1	Database Enterprise Edition Update Rights and Product Technical Support	1 year (ending 9/26/2014)	Processor	4	\$ 5,026.45	\$ 20,105.80
2	Real Application Clusters Update Rights and Product Technical Support	1 year (ending 9/26/2014)	Processor	4	\$ 2,433.86	\$ 9,735.44
A purchase order for this proposal must be accompanied with the associated license purchase order in order to obtain the related concessions						
SUBTOTAL: ENDING 9/26/2014 SUPPORT & UPDATE RIGHTS					\$	29,841.24
SUBTOTAL: ESTIMATED YEAR 2 SUPPORT & UPDATE RIGHTS					\$	31,034.89
SUBTOTAL: ESTIMATED YEAR 3 SUPPORT & UPDATE RIGHTS					\$	32,276.29
SUBTOTAL: ESTIMATED YEAR 4 SUPPORT & UPDATE RIGHTS					\$	33,567.34
SUBTOTAL: ESTIMATED YEAR 5 SUPPORT & UPDATE RIGHTS					\$	34,910.03
SUBTOTAL: ESTIMATED YEAR 6 SUPPORT & UPDATE RIGHTS					\$	36,306.43
SUBTOTAL: ESTIMATED YEAR 7 SUPPORT & UPDATE RIGHTS					\$	37,758.69
SUBTOTAL: ESTIMATED YEAR 8 SUPPORT & UPDATE RIGHTS					\$	39,269.04
SUBTOTAL: ESTIMATED YEAR 9 SUPPORT & UPDATE RIGHTS					\$	40,839.80
SUBTOTAL: ESTIMATED YEAR 10 SUPPORT & UPDATE RIGHTS					\$	42,473.39
SUBTOTAL: FEE						
TOTAL*					\$	358,277.13

Applicable State taxes will be added unless an exemption is provided.

Additional Information:
This quotation is an estimate and is an invitation for you to offer to purchase products and services from Mythics. Your order is subject to Mythics' acceptance and to software licensing terms and conditions per reference to an existing license/contract or a newly executed license accompanying your order.
Mythics DUNS#: 013358002
Mythics Fed Tax ID# 54-1987871
CAGE CODE: 1TA34
NAIC: 423430
Support services are provided under Oracle's then current technical support policies located at: <http://www.oracle.com/support/policies.html>
You agree that Mythics has the right to cancel your support due to non-payment.
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