



## TOWN OF WEST SENECA

TOWN SUPERVISOR  
**GARY A. DICKSON**  
TOWN COUNCIL  
**WILLIAM BAUER**  
**JEFF PIEKAREC**  
**JOSEPH J. CANTAFIO**  
**WILLIAM P. HANLEY**

**MEGAN K. WNEK, CPA**  
DIRECTOR OF FINANCE

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**TO:** Honorable Town Board / Town of West Seneca

**FROM:** Megan K. Wnek, CPA  
Director of Finance

**DATE:** September 28, 2020

**RE:** Purchase of Budgetary Software

Quotes budgetary software that will streamline and modernize the Town's budget process were received from two companies for consideration by the Town Board. I have attached the two quotes and a resolution to be adopted in favor of the Board's decision.

**RESOLUTION FOR PURCHASE OF BUDGETARY SOFTWARE**

**WHEREAS**, the Town of West Seneca (the "Town") recognizes the importance of providing transparency to its residents as well as budget monitoring and reporting excellence; and

**WHEREAS**, the Town secured quotes for software that will streamline and modernize the Town's budgeting process as well as provide increased transparency of the Town's financial position from two companies (ClearGov and Questica Ltd); and

**WHEREAS**, THE Town has carefully weighed the quotes provided, including the services the software provides and the cost for said software, and the Town desires to secure cost-effective budgetary software that best suit the needs of the Town for the benefit of the taxpayers; and

**NOW THEREFORE**, be it resolved that the Town Board of the Town of West Seneca authorizes the Supervisor to execute the Professional Services Agreement with \_\_\_\_\_ for budgetary software as more fully described in the attached quotation at the rates contained therein.



2 Mill & Main; Suite 630; Maynard, MA 01754

# Service Order

<b>Created by</b>	Rob Battaglia
<b>Contact Phone</b>	631-747-3253
<b>Contact Email</b>	rbattaglia@cleargov.com

<b>Order Date</b>	Sep 18, 2020
<b>Order valid if signed by</b>	<b>Sep 30, 2020</b>

Customer Information					
<b>Customer</b>	Town of West Seneca	<b>Contact</b>	Gary Dickson	<b>Billing Contact</b>	Megan Wnek
<b>Address</b>	1250 Union Road	<b>Title</b>	Town Supervisor	<b>Title</b>	Director of Finance
<b>City, St, Zip</b>	West Seneca, NY 14224	<b>Email</b>	gdickson@twsny.org	<b>Email</b>	mwnek@twsny.org
<b>Phone</b>	716-558-3208			<b>PO # (If any)</b>	

To be clear, you will initially be billed as follows...		
Billing Date(s)	Amount(s)	Notes
Oct 1, 2020	\$22,037.50	Setup Fee; 3 Month Pro-Rata & Annual Subscription Fee
Additional subscription years and/or renewals will be billed annually in accordance with pricing and terms set forth herein.		

ClearGov will provide your Services according to this schedule...			
Period	Start Date	End Date	Description
<b>Setup</b>	Oct 1, 2020	Oct 1, 2020	ClearGov Setup Services
<b>Pro-Rata</b>	Oct 1, 2020	Dec 31, 2020	ClearGov Subscription Services
<b>Initial</b>	Jan 1, 2021	Dec 31, 2021	ClearGov Subscription Services

The Services you will receive and the Fees for those Services are...		
Set up Services	Tier/Rate	Service Fees
ClearGov Setup: Includes activation and onboarding for ClearGov Digital Budget Book and Insights	Tier 3	\$4,800.00
Onboarding Discount: 25% customer value add	25%	(\$1,200.00)
<b>Total ClearGov Setup Service Fee - Billed ONE-TIME</b>		<b>\$3,600.00</b>
Subscription Services	Tier	Service Fees
ClearGov Digital Budget Book Suite - Civic Edition: Includes Budget Book, Capital Request Modules	Tier 3	\$9,500.00
ClearGov Insights Suite - Civic Edition: Includes Transparency, Projects, Dashboards Modules	Tier 3	\$8,750.00
Bundle Discount: 40% off ClearGov Insights	Tier 3	(\$3,500.00)
<b>Total ClearGov Subscription Service Fee - Billed ANNUALLY IN ADVANCE</b>		<b>\$14,750.00</b>
Billing Terms and Conditions		
<b>Valid Until</b>	<b>Sep 30, 2020</b>	Pricing set forth herein is valid only if ClearGov Service Order is executed on or before this date.
<b>Payment</b>	<b>Net 30</b>	All invoices are due Net 30 days from the date of invoice.
<b>Rate Increase</b>	3% per annum	After the Initial Service Period, the Annual Subscription Service Fee shall automatically increase by this amount.

General Terms & Conditions	
<b>Taxes</b>	The Service Fees and Billing amounts set forth above in this ClearGov Service Order <b>DO NOT</b> include applicable taxes. In accordance with the laws of the applicable state, in the event that sales, use or other taxes apply to this transaction, ClearGov shall include such taxes on applicable invoices and Customer is solely responsible for such taxes, unless documentation is provided to ClearGov demonstrating Customer's exemption from such taxes.
<b>Customer Deliverables</b>	Customer shall provide all deliverables and respond to all approval requests within three (3) business days of such requests. Any delay by Customer in meeting these deliverable requirements may result in a delayed launch of the applicable Service(s), but such delay shall not affect or change the Service Period(s) as set forth in this Service Order.
<b>Customer Satisfaction Guarantee</b>	During the first thirty (30) days of the Service, Customer shall have the option to terminate the Service, by providing written notice. In the event that Customer exercises this customer satisfaction guarantee option, such termination shall become effective immediately and Customer shall be eligible for a full refund of the applicable Service Fees.

<b>Term &amp; Termination</b>	Subject to the termination rights and obligations set forth in the ClearGov Service Agreement, this ClearGov Service Order commences upon the Order Date set forth herein and shall continue until the completion of the Service Period(s) for the Service(s) set forth herein. Each Service shall commence upon the Start Date set forth herein and shall continue until the completion of the applicable Service Period.
<b>Auto-Renewal</b>	After the Initial Period, the Service Period for any ClearGov Annual Subscription Services shall automatically renew for successive annual periods (each an <b>"Annual Term"</b> ), unless either Party provides written notice of its desire not to renew at least sixty (60) days prior to the end of the then current Annual Term.
<b>Agreement</b>	This ClearGov Service Order shall become binding upon execution by both Parties. The signature herein affirms your commitment to pay for the Service(s) ordered in accordance with the terms set forth in this ClearGov Service Order and also acknowledges that you have read and agree to the terms and conditions set forth in the ClearGov Service Agreement found at the following URL: <a href="http://www.ClearGov.com/terms-and-conditions">http://www.ClearGov.com/terms-and-conditions</a> . This Service Order incorporates by reference the terms of such ClearGov Service Agreement.

<b>Customer</b>	
<b>Signature</b>	
<b>Name</b>	Gary Dickson
<b>Title</b>	Town Supervisor

<b>ClearGov, Inc.</b>	
<b>Signature</b>	
<b>Name</b>	Bryan A. Burdick
<b>Title</b>	President

**Please e-mail signed Service Order to [Orders@ClearGov.com](mailto:Orders@ClearGov.com) or Fax to (774) 759-3045**



# Budget

## Order Form

Prepared for

The Town of West Seneca, NY

by

Frank Taylor  
Questica Ltd.

This proposal is subject to a review of your Chart of Accounts  
and a review of the Scope of Work

September 21<sup>st</sup>, 2020



## Questica Budget 5 Year Subscription Promotion Price Quote – Brilliant Bundle (SaaS)

Quotation ID#: Town of West Seneca – 09212020

Description	Qty	Total
Questica Budget Framework – All Modules	Included	
Operating Licenses	Included*	
Salaries Licenses	Included*	
Capital Licenses	Included*	
Unlimited Read Only Licenses	Included	
Performance Measures	Included	
Allocations	Included	
OpenBook Transparency	Included	
<b>Questica Annual Software Subscription (including maintenance, support, and hosting)</b>	<b>\$19,500.00</b>	<b>\$9,750.00</b>
<b>Professional Services (Per Statement of Work)</b>		
Planning & Analysis	Included	
Installation	Included	
Data Load & Verify	Included	
Accounting Integration	Included	
Training	Included	
Project Management	Included	
OpenBook Professional Services	Included	
<b>Total Questica Professional Services (one-time fee)</b>	<b>\$14,100.00</b>	<b>\$ 9,500.00</b>
<b>Grand Total Year 1</b>	<b>\$33,600.00</b>	<b>\$19,250.00</b>

\*Number of licenses to be validated prior to contract

## Pricing Notes

### Quotation ID#: Town of West Seneca – 09212020

Pricing valid through: **December 1<sup>st</sup>, 2020**

- Questica annual subscription fee is \$19,500.00 per year (based on 5 - year subscription)
- Questica annual Subscription fee is \$9,750.00 in year one (50% discount)
- Questica has agreed to secure the proposed annual costs for 3 years from the contract effective date and will apply a 3% inflationary increase beginning in year 4
- Above pricing in USD
- Applicable Taxes Extra
- **Terms of Payment:**
  - Software Subscription (including annual maintenance, support, and hosting services):
    - Due 100% upon Contract Effective Date (Net 30) and annually in advance for future years
  - Professional Services:
    - Due 100% upon Contract Effective Date (Net 30)
- To receive promotional pricing, the software must be purchased directly through Questica on or before the quotation expiration date
- Pricing is not applicable in response to a formal RFP Process

# Scope of Work

## Questica Budget Implementation for Town of West Seneca, NY

### System Hosting

#### Server

##### Production & Test Instances of Questica Budget

Questica will install a production instance of Questica Budget in a cloud hosted environment, as per the signed hosting agreement. The implementation will be carried out directly on the “production” system.

A second system, for testing, will be created by copying the production system on request. Questica will service a reasonable number of such copies, at the discretion of the Questica project manager. Questica reserves the right to delete test systems left unused for an extended period of time. In such a case, The Customer may have a test system reinstated when needed, by requesting a copy of the current production system.

##### Production Instance of OpenBook

Questica will install a single instance of OpenBook in a cloud hosted environment.

#### Client Software

The Customer will provide user workstation environments as follows:

- Supported web browsers - Internet Explorer 11 or newer, Microsoft Edge, Firefox latest release, Chrome latest release.
- Microsoft .NET Framework 4.6.
- Microsoft Excel® 2007 or newer (required for data export/import).
- Report Builder 3.0 downloaded and installed without charge from Microsoft's web site for self-serve (“ad hoc”) reporting.

### Project Management & Analysis

Questica and The Customer agree that the implementation of Questica Budget is a shared responsibility. Neither Questica nor The Customer is expected to have resources available to mitigate timeframe slippage caused by the other party. Delays on the part of The Customer, including putting the project on temporary hold or changes in project personnel, may result in a Change Order to cover the cost of restart, rework, rescheduling, and retraining.

#### Questica Project Lead

Questica will assign a lead analyst/project manager, hereafter referred to as the “PM”, to lead the implementation on Questica's behalf. The PM will carry out most project management, analysis, and configuration activities. They will engage other Questica staff to fulfill deliverables according need. All work with the Questica PM will be carried out “off-site” and contact will be via email, telephone, video conference, and remote desktop sharing. A SharePoint repository will be provided by Questica for housing project documentation and exchanging data load spreadsheets.

The project management responsibilities of Questica's PM are as follows:

- a) Coordinate the development of the project timeline with The Customer's project manager.
- b) Ensure the timely execution of Questica's deliverables.



- c) Ensure that members of The Customer team are sufficiently educated in the Questica Budget application to understand the implications of design decisions.
- d) Advise The Customer of expected completion dates for “Customer task” identified within this SoW.
- e) Advise The Customer of the impact if any Questica or Customer deliverable is advanced or delayed.
- f) Track and communicate issues through an “issue log”.
- g) Author, and coordinate the approval of, change orders.

## The Customer's Project Lead

The Customer will assign a resource as their project lead. This person may be a project manager or senior member of the budget office/financial team. The role and responsibilities of this resource are as follows:

- a) Act as primary communication point with the Questica PM.
- b) Provide definitive responses to the Questica PM on all decision points.
- c) Ensure the timely execution of The Customer's deliverables, as identified within this SoW.
- d) Advise the Questica PM of expected completion dates for these tasks.
- e) Ensure that implementation training material is reviewed in a timely manner.
- f) Ensure that all Customer team members have a clear understanding of their roles and responsibilities in the implementation.
- g) Ensure that all Customer team has sufficient understanding of the product and the implementation to make their decisions and complete their deliverables.
- h) Approve (sign-off) on Questica deliverables.
- i) Certify that change orders contain a full specification of the changes required.

The Customer will have access to training materials, such as videos, online in the Questica Academy.

## Data Loading

The Customer is encouraged to load the data, under the guidance of the Questica PM and supporting implementation material. This approach is the best means to full understanding in the shortest possible time.

Where the Questica PM needs to load data on The Customer's behalf (where noted in the *Scope of Implementation Services* below), the data must be provided to Questica in Excel workbooks; and must be “clean”, consistent, and complete. The Questica PM is not responsible for cleaning data, will not load data “piecemeal”, and will not repeatedly load data in order to repair issues and/or add missing information. Further data loads/reloads can be performed by The Customer using the software's user interface.

## Integrations

Integrations are the automation of data exchange between Questica and 3rd party systems. This will use files transferred to/from an SFTP or FTPS server provided by Questica, except where alternatives are explicitly noted as options in the *Scope of Implementation Services* below.

Questica does not offer services to build the 3rd party system end of integrations. The Customer is responsible for creating data sources and destinations within their 3rd party systems, either through their IT team or through their system's integrator. Alternatively, manual exports and imports are a practical way to transfer data.

# Scope of Implementation Services

## Limitation of Obligation

The services described in this section must be delivered within 13 weeks contiguous of the initial contract date and will be deemed delivered in full thereafter, with no further obligation by Questica to deliver such services.

## Questica Budget Configuration & Shared Components

Function, Feature, or Service	Description	Scope
Initial Data Load of Chart of Account Data	<p>Configuration and data import of the following Questica standard data structures:</p> <ul style="list-style-type: none"> <li>• Division/Department hierarchy.</li> <li>• Fund Categories and Funds.</li> <li>• Account Categories and Expense and Revenue GL Accounts.</li> <li>• Other COA dimensions.</li> </ul> <p>Questica will work with the customer to determine the most efficient and effective manner to acquire this data from existing systems.</p>	<p>In scope: All reasonable data required to support a chart of accounts, roll-ups, additional chart categorizations, budgets, and actuals.</p>
Budget Process Configuration	<p>Define and configure the statuses, stages, snapshots, additional fields, forms, grids, and change request types required to support all fundamental budgeting processes.</p> <p>The implementation assumes centralized budgeting and a standard budget development process along the lines of base budget, to department request, through budget office review, and council/board approval.</p> <p><i>The Customer is able to increase the complexity of the budget process beyond this simple model, using the software's user interface, following training.</i></p>	<p>In scope: Questica and The Customer will work cooperatively to define and configure all fundamental budgeting processes.</p>
Application Level Security	<p>Configuration of user accounts and role-based security, modelling a standard "pipeline" budget development and management process.</p> <p><i>The Customer is able to increase the complexity of security beyond this simple model using the software's user interface following training.</i></p>	<p>In scope: It is important that The Customer understands the security configuration. Questica's PM will provide advice, instruction, discuss configuration strategies, and create "template" security roles.</p>
Project Management, Configuration & Analysis	<p>The fixed price cost includes overhead of project management and analysis by the PM during implementation.</p> <p><i>Should implementation project management and consulting be required beyond the scoped period, additional time may be purchased at Questica's standard services rate.</i></p>	<p>In scope: Service provided until all other services are delivered or 13 weeks contiguous from project kick-off, whichever occurs first.</p>

## Operating Module

The Operating module is In scope.

Function, Feature, or Service	Description	Scope
<p><b>Configuration &amp; Initial Data Load</b></p> <p>Questica will work with the customer to determine the most efficient and effective manner to acquire this data from existing systems.</p>		
Import Costing Centers	<p>Configuration and data import of standard Questica Operating data structures. At a minimum, the data will be sufficient to:</p> <ul style="list-style-type: none"> <li>• Create Costing Centers (for each historical and current/future budget year to be loaded).</li> <li>• Add Costing Centers to Departments.</li> <li>• Associate Costing Centers with Funds.</li> <li>• Define Budget Promotion Stages.</li> </ul>	In scope
Import Budgets	<p>Import multiple years of Operating budget:</p> <ul style="list-style-type: none"> <li>• Create dollar budget line items with GL Accounts (or The Customer's equivalent thereof) ... at the Costing Center level.</li> </ul> <p>The budgets must be imported in year order from oldest to newest.  <i>* If budgets change after the initial data load, the client can update it directly within the system.</i></p>	<p>In scope: 2 prior years + current fiscal year budgets</p> <p>The Customer can import additional years at their discretion (there is no system restriction).</p>
<p><b>Integrations</b></p>		
Budget Export Integration	<p>Interface to export the adopted budget from Questica into The Customer's general ledger system. Data can be extracted into a text ("CSV") file, an Excel® workbook, or through a RESTful API call to a Questica ad hoc view.</p> <p>The implementation allows for a reasonable number of simple automated transformations such as basic filtering, field concatenation or splitting, flipping revenue signs.</p> <p><i>* If a custom integration is required (for example to accommodate dynamic mapping of data due to legacy systems or non-normalized GL Account structures) then please discuss adding this for a one-time set-up fee.</i></p>	In scope: 1 point of budget export integration.
Budget Amendments Export Integration	<p>Interface to transfer individual approved amendments to the Operating budget, from Questica Budget to The Customer's general ledger, or the other direction as required.</p> <p>This interface is required only in the case where amendments must be synchronized between the two systems and where the general ledger cannot be updated by re-running the full export provided in the item in the "Budget Export" item above.</p> <p><i>* If this integration is required, then please discuss adding this for a one-time set-up fee.</i></p>	Not in scope

<p>GL Actuals Import Integration</p>	<p>Interface to copy/import financial Actuals into the Questica Operating module from The Customer's general ledger system. This interface can be automated to run on a schedule.</p> <p>Data to be imported will need to be in a standard "CSV" formatted file with the following required fields/columns, in the order listed.</p> <ol style="list-style-type: none"> <li>1. AccountStructure</li> <li>2. TransactionDate</li> <li>3. Amount</li> </ol> <p>Additional fields/columns may be added, upon the discretion of The Customer, as long as they follow Questica Budget's format.</p> <p>Actuals can be individual transactions or monthly balance by account structure.</p> <p>The implementation allows for a reasonable number of simple automated transformations such as flipping revenue signs or date formats.</p> <p>Transactions will be imported provided that the data element can be unambiguously matched to a pre-existing record (for example costing center, fund and GL account). An exception report is provided for data elements which cannot be matched. The import integrations will not create accounts, or segments of the account, in the case that the account or segment does not already exist in Questica.</p> <p><i>* If a custom integration is required (for example to accommodate dynamic mapping of data due to legacy systems or non-normalized GL Account structures; or to read the actuals using a Web API) then please discuss adding this for a one-time set-up fee.</i></p>	<p>In scope: 1 point of actuals import integration.</p>
<p><b>Optional Features</b></p>	<p><i>The following optional add-ins offer functionality necessary for very specific budgeting activities, as described. If "Not in scope" then these features are not part of the purchased Questica package.</i></p>	
<p>Allocations Add-in</p>	<p>The Questica Budget Allocations add-in, to automatically transfer specific budget lines to multiple costing centers. If the Capital module is in scope then budget lines can also be allocated to projects.</p>	<p>In scope:</p> <p>Shared task:</p> <p>The Customer will receive assistance from the Questica PM to create a subset of the required allocations which can then be referenced by The Customer to create the full required set.</p>
<p>Statistical Ledger Add-in</p>	<p>The Questica Budget Statistical Ledger add-in, to budget for non-general ledger and non-monetary values, rates and quantities (within costing centers). Also provides a convenient source of non-monetary data for the Performance Measures module.</p>	<p>In scope: 2 prior years + current fiscal year budgets</p> <p>The Customer can import additional years at their discretion (there is no system restriction).</p>

## Salaries Module

The Salaries module is In scope.

Function, Feature, or Service	Description	Scope
<b>Configuration &amp; Initial Data Load</b>		
Due to access limitations is unlikely that the Questica PM is able to perform the data extraction and will require The Customer to provide this data in Excel workbooks.		
The Questica Salaries module is not loaded or used for <b>historical</b> fiscal years. It will be configured only for one fiscal year which should be either: <ul style="list-style-type: none"> <li>Current fiscal year: The Customer will be able to verify the structure by “publishing” the Salaries to their current budget and making a comparison, but the position/employee data will be stale by one year and will need updating when rolling to the new budget year.</li> <li>New budget year (first year for which a new budget is being built using Questica).</li> </ul> <p>Note that once in the system all salaries data is rolled with the Operating budget when creating a new budget year. It does not need to be reloaded, simply updated to match the current state.</p>		
Import Positions & Employees	Load the lists of Employees and associated data; and Positions and their associated data (including incumbent Employee).	In scope
Import Grades & Scales	Load the list of Grades and their associated data, and any contracted pay Scales (hourly by “Step”).	In scope
Configure Benefits (“Modifiers”)	Create “modifiers” to generate supplementary personnel costs such as benefits, allowances, payroll taxes, and insurance. Note that modifiers are not simple 2-dimensional data that can be represented in a spreadsheet. It is not possible to load modifiers in bulk from Excel® workbooks. The Questica system is pre-loaded with example modifiers that The Customer may find useful to use as-is, or for copying and editing to generate the supplementary personnel costs appropriate to their organization. <i>*While <u>most</u> supplementary personnel costs can be configured and auto-calculated using “modifiers”, on occasion the rules and arithmetic of certain costs cannot be modelled and either need to be manually calculated and entered by The Customer or accommodated through custom modifiers which can be added to the implementation for a one-time setup fee.</i>	Shared task: The Customer will receive assistance from the Questica PM to create a subset of the required modifiers which can then be copied and edited by The Customer as many times as needed to create the full required set.
Import Position/Costing Center Allocations	Load the “allocation” of Positions to the Costing Centers, to assign payroll costs of those Positions. Each Position may be split between multiple Costing Centers. Within each Costing Center, all payroll costs are consolidated to the account string level. You may	In scope

	also choose to configure the system such that it splits the costs to a more detailed level.	
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## Capital Module

The Capital module is In scope.

Function, Feature, or Service	Description	Scope
<b>Configuration &amp; Initial Data Load</b>		
Questica will work with the customer to determine the most efficient and effective manner to acquire this data from existing systems.		
Import Capital Projects	<p>Configuration and data import of standard Questica Capital data structures. At a minimum, the data will be sufficient to:</p> <ul style="list-style-type: none"> <li>• Create Projects (including closed projects where historical budget is being loaded).</li> <li>• Add Projects to the list of Departments that are consistent with, and shared by, the Operating module.</li> <li>• Define Project Promotion Stages.</li> </ul> <p>The configuration data may optionally contain data to:</p> <ul style="list-style-type: none"> <li>• Define Asset Categories &amp; Asset Types.</li> <li>• Define a Single Set of Project Ranking Metrics.</li> </ul>	In scope
Import Budgets	<p>Import multiple years of Capital budget:</p> <ul style="list-style-type: none"> <li>• Create dollar budget line items with GL Accounts (or The Customer's equivalent thereof) ... at the Project level.</li> </ul> <p>The budgets must be imported in year order from oldest to newest.  <i>* If budgets change after the initial data load, the client can update it directly within the system.</i></p>	In scope: 2 prior years + current fiscal year budgets The Customer can import additional years at their discretion (there is no system restriction).
<b>Integrations</b>		
Budget Export Integration	<p>Interface to export the adopted budget from Questica into The Customer's general ledger or project control system.</p> <p>Data can be extracted into a text ("CSV") file, an Excel® workbook, or through a RESTful API call to a Questica ad hoc view.</p> <p>The implementation allows for a reasonable number of simple automated transformations such as basic filtering, field concatenation or splitting, flipping revenue signs.</p> <p><i>* If a custom integration is required (for example to accommodate dynamic mapping of data due to legacy systems or non-normalized GL Account structures) then please discuss adding this for a one-time set-up fee.</i></p>	In scope: 1 point of budget export integration.
Budget Amendments Export Integration	<p>Interface to transfer individual approved amendments to the Capital budget, from Questica Budget to The Customer's general ledger, or the other direction as required.</p> <p>This interface is required only in the case where amendments must be synchronized between the two</p>	Not in scope

	systems and where the general ledger cannot be updated by re-running the full export provided in the item in the “Budget Export” item above.	
Actuals Import Integration	<p>Interface to copy financial Actuals into the Questica Capital module from The Customer’s general ledger or project control system. This interface can be automated to run on a schedule.</p> <p>Data to be imported will need to be in a standard “CSV” formatted file with the following required fields/columns, in the order listed.</p> <ol style="list-style-type: none"> <li>4. AccountStructure</li> <li>5. TransactionDate</li> <li>6. Amount</li> </ol> <p>Additional fields/columns may be added, upon the discretion of The Customer, as long as they follow Questica Budget’s format.</p> <p>Actuals can be individual transactions or monthly balance by account structure.</p> <p>The implementation allows for a reasonable number of simple automated transformations such flipping revenue signs or date formats.</p> <p>Transactions will be imported provided that the data element can be unambiguously matched to a pre-existing record (for example costing center, fund and GL account). An exception report is provided for data elements which cannot be matched. The import integrations will not create accounts, or segments of the account, in the case that the account or segment does not already exist in Questica.</p> <p><i>* If a custom integration is required (for example to accommodate dynamic mapping of data due to legacy systems or non-normalized GL Account structures; or to read the actuals using a Web API) then please discuss adding this for a one-time set-up fee.</i></p>	In scope: 1 point of actuals import integration.

## Performance Measures Module

The Performance Measures module is In scope.

Function, Feature, or Service	Description	Scope
Performance Measurement Consulting	Consulting services to advise, design, promote, and enact Performance Measurement Programs.	Not in scope
<b>Configuration &amp; Initial Data Load</b>		
Measure Categories and Units	Configuration of Performance Measure Categories and Units of Measure.	In scope
Measures	The Customer will receive training to determine how to enter Performance Measures into the system.	Shared task: The Customer will receive assistance from the Questica PM to create a subset of the required measures which can then

		be referenced by The Customer to create the full required set.
Scorecards	The Customer will receive training to determine how to configure Performance Measure Scorecards within the system.	Shared task: The Customer will receive assistance from the Questica PM to create a subset of the required scorecards which can then be referenced by The Customer to create the full required set.
<b>Integrations</b>		
Measure Actuals Import	Automated interface for importing Actuals from the many and various systems which might house data useful as Measure Actuals. <i>*If a custom integration is required then please discuss adding this for a one-time set-up fee.</i>	Not in scope

## OpenBook

Use of Questica's OpenBook transparency portal is included in this system.

Function, Feature, or Service	Description	Scope
Setup & Connection	Create OpenBook instance. Connect to Questica Budget production instance with out-of-the-box API and test connectivity.	In Scope
Analysis & Design	<ul style="list-style-type: none"> <li>• Post-training review of concepts and process with The Customer, including the visualization types, their purpose and appropriate Questica Budget data sources.</li> <li>• Assistance in determining initial set of visualizations.</li> <li>• Review the editing and publishing of datasets from Questica Budget to OpenBook.</li> <li>• Determination of non-Questica Budget data sources.</li> </ul>	In Scope
Questica Budget Configuration	Creation of "ad hoc views" in Questica to support data requirements of The Customer's OpenBook (as determined during analysis & design), typically: <ul style="list-style-type: none"> <li>• Budget</li> <li>• Actual</li> <li>• Budget vs Actual</li> </ul>	Shared task: The Questica PM will assist in configuring a reasonable number of views for the initial set of OpenBook data visualizations.
OpenBook General Configuration	Configuration of OpenBook settings, profile, UI options, and admin user.	In Scope
OpenBook Visualization Configuration	Creation of "Visualizations" in OpenBook using out-of-the-box Visualization templates, sourcing data from Questica Budget dataset and ad hoc spreadsheets.	Shared task: The Questica PM will assist in configuring a reasonable number of OpenBook data visualizations as the initial set. The customer



		may continue to add visualizations throughout their use of OpenBook.
OpenBook Advanced/Custom Visualizations.	Creation of more advanced visualizations, for example those requiring multiple data sources and/or new reporting entities within Questica Budget and/or custom visualisations.	Not in scope

## Training

The following list details the proposed training. The PM and The Customer will determine the final training plan. Topics may be swapped to receive more of one and less of another, provided that the total amount of training does not exceed the proposed plan.

Training Topic	Description	Scope
Implementation	A Questica Budget Implementation Guide, along with a Project/Milestone Plan, identifies all steps involved in the implementation process. This guide references pre-recorded training videos, job aids, etc. After which a PM will address Customer questions and provide advise as needed.	Customer task
Administration	Training in Questica Budget administration is delivered via a series of training courseware, such as pre-recorded videos, after which a PM will address Customer questions and provide advice as needed.	Customer task
Administrator Authored Reporting	Training in the use of ad hoc views and dashboards is delivered via pre-recorded training videos, after which a PM will address Customer questions and provide advice as needed. Questica also provides instructional videos on the use of the Report Builder 3.0 report authoring tool but recommends that users make use of the many online resources to gain expertise in this tool.	Customer task
Allocations	Training in Questica Budget's Allocations feature is delivered via a pre-recorded training video, after which a PM will address Customer questions and provide advice as needed.	In scope
Change Request	Training in Questica Budget's Change Requests feature is delivered via a pre-recorded training video, after which a PM will address Customer questions and provide advice as needed.	Customer task
Statistical Ledger	Training in Questica Budget's Statistical Ledger feature is delivered via a pre-recorded training video, after which a PM will address Customer questions and provide advice as needed.	In scope
Operating Module	Training in the use of Questica Budget's Operating module is delivered in one "live" training session. This session can be recorded and made available online to your users only.	In scope
Salaries	Training in the use of Questica Budget's Salaries module is delivered in one "live" training session. This session can be recorded and made available online to your users only.	In scope
Capital Module	Training in the use of Questica Budget's Operating module is delivered in one "live" training session.	In scope

	This session can be recorded and made available online to your users only.	
Performance Measures	Training in Questica's Performance Measures module is delivered via a series of pre-recorded training videos, after which a PM will address Customer questions and provide advice as needed.	In scope
OpenBook	Training in Questica's OpenBook module is delivered via a series of pre-recorded training videos, after which a PM will address Customer questions and provide advice as needed.	In scope

## Customizations

### Custom Integrations, Business Rules (CBRs), Modifiers, User Interface

This SoW does not include the development of customizations. Customizations can be accommodated upon receipt and acceptance of a change order and will extend the implementation timeline.

### Custom Reports and Report Entities

This SoW does not include the development of custom reports or report entities. Custom reporting can be accommodated upon receipt and acceptance of a change order.

### Change Orders

Any changes to the agreed scope, including changes requested by The Customer within the warranty period of customizations, shall be the subject of a new change order and the work to be carried out thereunder shall be separately estimated, agreed, and billed. Questica and The Customer must draw up an agreement of design detail and cost estimate before Questica undertakes any customizations. The work shall be billed on a time and materials basis at the contracted rate in effect at the time of estimation. Should The Customer require a more detailed design and estimate, this can be prepared, however the investigation will be billable as the design of customizations is a significant part of the work.

### Warranty

Once completed, any custom work shall be warranted by Questica in accordance with the "Technical Support Services" section of the Questica Software License Agreement.

## Appendix A: Sample Implementation Timelines

The actual planned sequence and time allotted to each implementation task will be determined in the early part of the project. The timeline will be shared with The Customer in a OneNote file that holds all implementation information, including meeting notes and issue logs. This file will be maintained on a SharePoint web site where it is accessible on the internet.

Items in **blue** are owned by The Customer.

Items in **green** are owned by Questica.

Items in **purple** are shared or may be done by The Customer or by Questica depending on project imperatives.

### Timeline for Operating Module Implementation (with Salaries Module)

#### Week 1

- Kick-off
- SharePoint folder set up and shared with client.
- Administrative information completed in project's OneNote document.
- Client reviews first round of online implementation guide(s) and training material.
- Implementation site installed on Questica servers.

#### Week 2

- Status/implementation meeting:**
  - Demo aspects of system as required.
  - Project timeline agreed upon.
  - COA ("account structure") understood and modelled in Questica Budget.
  - In depth review of data load methodology (use individual Questica Export/Import screens or completion of data load templates).
- Begin gathering, or loading directly into Questica Budget, the chart of accounts data (accounts, funds, departments, etc.).
- Begin gathering and cleaning Operating budgets.
- Client begins gathering and cleaning current (or next year's) Salaries data.
- Client begins investigation into ERP/financial system integrations:
  - Obtain sample file of "Actuals" for import into Questica.
  - Obtain specification/sample of file format for load of approved budget into ERP/financial system.

#### Week 3

- Chart of account data available for import.
- Chart of accounts loaded into Questica budget by Questica or by Client.
- Operating budgets (historical and current) available in Excel workbook.
- Client reviews second round of online implementation guide(s) and training material.

#### Week 4

- Operating budget import complete.
- Review of Operating budget import for correctness started.
- Operating integrations configuration started.
- Salaries data workbook available for import or client commenced loading salaries data (Positions, Employees, Grades, & Scales).
- Client reviews third round of online implementation guide(s) and training material.
- Date(s) for training scheduled.

#### Week 5

- Review of Operating budget import for correctness completed.
- Begin specification and building of ad hoc reports.
- Completed data import of salaries data.
- Begin configuring salaries "modifiers" (calculations for allowances and benefits).

#### Week 6

- Built-in Operating integrations configured and tested.
- Salaries modifiers configured.
- Begin review of Salaries budget for correctness.
- Operating and Salaries training.
- Begin preparation for end-user training.

#### Week 7

- Review of Salaries budget for correctness completed.
- Begin end-to-end/acceptance testing.

-- Basic System Ready for Development & Management of Budget --

Week 8

- End-to-end/acceptance testing complete.
- End-user Training.

Week 9

- Begin configuration of OpenBook.
- Go-live to end users.

Post Go-Live

- Configuration of OpenBook.
- System review, respond, fix.
- Promote from implementation to production status (hand-over to Questica Technical Support).