

THIRD AMENDMENT

This Amendment made and entered into this 19 day of August, 2022, by and between Pinellas County, a political subdivision of the State of Florida, hereinafter referred to as "County," and Woolpert, Inc., Dayton, Ohio hereinafter referred to as "Contractor," (individually referred to as "Party", collectively "Parties").

WITNESSETH:

WHEREAS, the County and the Contractor entered into an agreement on June 21, 2016, pursuant to Pinellas County Contract No. 156-0032-G (hereinafter "Agreement") pursuant to which the Contractor agreed to provide Enterprise Asset Management Software Implementation for County; and

WHEREAS, Section twenty-one (21) of the Agreement permits modification by mutual written agreement of the parties; and

WHEREAS, the County and the Contractor now wish to modify the Agreement in order to provide for an extension to the Term of the Agreement, at the same prices, terms, and conditions;

NOW THEREFORE, the Parties agree that the Agreement is amended as follows:

1. Section 4(A), Term of Agreement is modified to reflect a term extension of 6 months, for a new end date of June 30, 2023. This extension will provide sufficient time to complete the following added Statement of Work: EAM Post Go-Live Support.
2. Except as changed or modified herein, all provisions and conditions of the original Agreement and any amendments thereto shall remain in full force and effect.

Each Party to this Amendment represents and warrants that: (i) it has the full right and authority and has obtained all necessary approvals to enter into this Amendment; (ii) each person executing this Amendment on behalf of the Party is authorized to do so; (iii) this Amendment constitutes a valid and legally binding obligation of the Party, enforceable in accordance with its terms.

IN WITNESS WHEREOF the Parties herein have executed this Third Amendment as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its County Administrator



Barry A. Burton, County Administrator

CONTRACTOR:



Authorized Signature

Jen Kouns, PMP, IAM

Printed Authorized Signature

Market Director

Title Authorized Signature

APPROVED AS TO FORM

By: Keiah Townsend
Office of the County Attorney

EAM Post Go-Live Support



Statement of Work

May 2022



Bryan Zumwalt
Director – Office of Technology Innovation
Pinellas County Board of County Commissioners

RE: EAM Post Go-Live Support

Dear Mr. Zumwalt:

Woolpert, Inc. (Woolpert) is pleased to present Pinellas County (the County) our statement of work and cost estimate to assist the County with an assessment of their current on-premise solution in preparation to move to the Cityworks On-Line environment and the re-evaluation and configuration of Fleet.

Should you have any questions concerning our submission, please do not hesitate to contact Jen Kouns directly at 443.496.5519 or by email at jen.kouns@woolpert.com.

Sincerely,

Woolpert
Jen Kouns
Market Director

Woolpert, Inc.
4454 Idea Center Blvd
Beavercreek, OH 45430
937.461.5660

Quality

At Woolpert, quality is the cornerstone of our business. We invite your comments and suggestions for improving this document.

Trademarks

All brand names and product names are trademarks or registered trademarks of their respective companies.

Notice of Copyright Information

© 2022 Woolpert, Inc., Dayton, Ohio.

All rights reserved to Woolpert. This document was designed, prepared, and submitted by Woolpert to be used only by the recipient.

Contents

Document Acceptance..... i

Document Change Control..... i

Project Clarifications..... 1

Project Overview 2

1 Fleet Cityworks Update..... 2

 1.1 Cityworks Configuration Assessment..... 2

 1.2 Configuration Workshops 3

 1.3 System Integrations 3

 1.4 Data Migration Revisions 6

 1.5 User Acceptance Testing..... 7

 1.6 End User Training and Go-Live Support 8

2 Cityworks Online Impact Assessment 8

 2.1 Assessment / Migration Plan Development..... 9

Project Fee Estimate and Schedule 10

Document Acceptance

Bryan Zumwalt

Director, Office of Technology,
and Innovation

Date: _____

Jen Kouns

Woolpert, Market Director

Date: _____

Document Change Control

Change Record			
Date	Author	Version	Change Reference
2020/12/20	James Lloyd	1.0	DRAFT
2020/12/22	James Lloyd	1.1	Internal Review
2022/04/27	Jen Kouns	2.0	Revisions to Scope

File name: [Pinellas County EAM - Post Go-Live Support SOW.docx](#)

Project Clarifications

- This statement of work is valid for 90 days.
- This work will be performed under the existing Cityworks EAM Implementation contract between the County and Woolpert.
- All work to be performed remotely.
- All work will be performed on a lump sum basis.
- The County Project Manager will coordinate and schedule workshop participants.
- Workshop participants will actively participate in workshop activities.
- The County will have five (5) consecutive business days to provide feedback for all draft and final deliverables. Additional review time will lead to schedule slippage and potentially additional fee to account for additional project and resource management.
- All draft deliverables will undergo one (1) review cycle. Additional review cycles will require a Change Control Notice to provide fee for additional review cycles.
- The deliverable shall be deemed to have been accepted by the County in the event the County does not notify the Woolpert Team of any rejection of all or a portion of the submitted final draft deliverables within the five (5) day review period.
- County staff will work with Woolpert to deploy and test modifications.
- The County will manage change control process.

Project Overview

Woolpert and Pinellas County (the County) have recently completed a multi-year effort to configure and deploy Cityworks for their five (5) operational departments. The County has expressed interest in migrating their Cityworks environment to Cityworks Online (CWOL). In preparation for this, Woolpert will perform an assessment of the operational and organizational impacts of a CWOL migration. In addition, Woolpert will perform configuration modifications with the Fleet Department.

Woolpert has been awarded General Services Administration (GSA) Federal Supply Schedule contract number GS-35F-0425P. This GSA IT schedule contract allows various state and local governments to directly procure Woolpert's services, including software implementation services. Pursuant to Pinellas County Code Part I, Chapter 2, Article V, Section 2-164, Pinellas County may purchase services via this cooperative purchasing program without going through the competitive award method. Woolpert's GSA contract provides Information Technology professional services categories which would meet the needs and requirements of Pinellas County to complete the specific implementation services.

This document outlines the tasks, responsibilities, schedule, and cost estimate for the CWOL impact assessment and the configuration modifications for the Fleet Department.

1 Fleet Cityworks Update

The County Fleet Department has identified gaps within their current Cityworks AMS environment. Several major components of their workflows were not discussed or configured within the solution during the original Cityworks AMS Implementation. Woolpert will facilitate a configuration assessment review workshop to identify gaps and determine needed changes to produce a more amenable environment for the Fleet Department. Following the assessment workshops, Woolpert will conduct configuration workshops to address the gaps and collect the necessary information for configuration. Woolpert will then configure the solution with the new configuration changes and demonstrate it to the Fleet Core Team. The user acceptance testing process will occur after the demonstration is complete. There will be testing performed by the Fleet core team, and updates will be made based on their feedback. Once the Fleet Core Team accepts the configuration, Woolpert will provide end-user training. When the Fleet Department is ready to go live, Pinellas County will support this effort with remote ad-hoc remote from Woolpert.

1.1 Cityworks Configuration Assessment

Woolpert will facilitate remote meetings to review the existing Fleet configuration within their Cityworks AMS environment. These workshops will go through service requests, work orders, and inspections and address any changes needed. In addition, Woolpert will discuss known gaps with the Fleet team and identify these topics for future configuration workshop discussions.

Woolpert Deliverables

- Prepare and Submit the Configuration Assessment workshop agenda
- Facilitate up to three (3) hours of remote Fleet Assessment workshops to review existing configuration
- Facilitate one workshop for up to one (1) hour to address the gaps that exist within Cityworks for Fleet
- Update configuration worksheets with changes to the existing configured system
- Document the gap items in the form of a technical memorandum and provide it to the Pinellas County PM
- Facilitate Remote Review of Documentation for up to two (2) hours in duration

County Responsibilities

- Schedule participants for the workshops
- Participate in the Fleet Assessment and Gap workshops
- Review documentation provided for the Configuration Assessment and provide feedback to Woolpert
- Final approval of documents identifying the changes

Related Sub-Tasks

Task Name
Prepare and Submit Agenda
Facilitate Remote Configuration Workshops
Fleet
Fleet Gaps
Assessment and Gap Documentation
Prepare Draft Documentation
Submit Draft Documentation
Review Draft Documentation and Provide Feedback (County-Led Task)
Facilitate Remote Joint Review Meetings
Update Draft Recommendations and Configuration Documentation Per County Feedback
Submit Final Documentation
Review and Accept Final Documentation (County-Led Task)

1.2 Configuration Workshops

After the assessment is complete and approved, Woolpert will conduct configuration workshops to build the configuration for the items identified as gaps within the system. These items are new configuration that will be discussed during the configuration workshops. Changes addressed and determined during the assessment will be modified based on the approved documentation from task 2.1. Woolpert will address the Asset Readings tool configuration during the rounds of configuration listed below.

Woolpert Deliverables

- Woolpert will conduct up to eight (8) hours in configuration workshops
- Woolpert will develop the scripts for configuration to the County test environment
- Woolpert will update the County test environment

County Responsibilities

- Schedule participants for the workshops
- Participate in the Configuration workshops

Related Sub-Tasks

Task Name
Configuration Workshops
Prepare and Submit Agenda
Facilitate Remote Configuration Workshops
Fleet
Configuration
Prepare Development Environment (County-Led Task)
Develop Configuration Scripts
Apply Changes to Development Environment and Verify Functionality (Joint Woolpert/County Task)

1.3 System Integrations

Woolpert will facilitate a series of software requirements workshops to discuss the requirements needed for the following integrations:

- Cityworks and OPUS for Fleet accounting and cost information
- NAPA for Materials
- Fuel System

An overall general assumption for the system integrations is that once the software requirements are complete, Woolpert will assess with the County to ensure the estimated budget is sufficient to complete the tasks listed below. The following assumptions are outlined for the system integrations.

General Assumptions

OPUS Integration

- Tasks performed by Woolpert staff to be remote.
- Woolpert to document functional requirements.
- Woolpert to work with County Cityworks administrators to address any required Cityworks configuration additions or adjustments.
- Woolpert to develop the integration code.
- Woolpert to assist with the deployment of the integration to the Development, Testing, and Production environments.
- One direction from Cityworks to OPUS
- Up to ten fields of data involved in the integration
- The data will only be pulled from work orders
- If a required field for the system integration is not populated in Cityworks, Woolpert will default the field to CITYWORKS for text and 0 for numbers.
- All communication with third-party vendors will be coordinated through the County
- Integration requirements and setup for the insertion into OPUS are excluded from this scope of work
- All systems must support the move to CWOL therefore APIs must be used and not custom coding or direct database connections

NAPA Integration

- Tasks performed by Woolpert staff to be remote.
- Woolpert to document functional requirements.
- Woolpert to work with County Cityworks administrators to address any required Cityworks configuration additions or adjustments.
- Woolpert to develop the integration code.
- Woolpert to assist with the deployment of the integration to the Development, Testing, and Production environments.
- Woolpert to provide tester training.
- Woolpert to facilitate integration testing.
- Single direction data integration from NAPA TAMS to Cityworks.
- Cityworks Work Order ID to be manually entered into NAPA TAMS as is the current process.
- Integration will utilize work order-specific invoicing data from NAPA TAMS to update Cityworks work orders with correct materials usage.
- NAPA TAMS APIs to be leveraged from custom integration for read-only or NAPA export file to be provided by County and/or NAPA TAMS support vendors.
 - API access or batch file method to be determined during discovery workshops.
- Data flow in and out of Cityworks to leverage Cityworks APIs.
- Integration will not maintain inventory levels in Cityworks.
- Integration will add materials into Cityworks Storeroom as needed and base on NAPA TAMS export file or API calls.
- All systems must support the move to CWOL therefore APIs must be used and not custom coding or direct database connections

Fuel System Integration

- Tasks performed by Woolpert staff to be remote.
- Woolpert to document functional requirements.

- Woolpert to work with County Cityworks administrators to address any required Cityworks configuration additions or adjustments.
- Woolpert to develop the integration code.
- Woolpert to assist with the deployment of the integration to the Development, Testing, and Production environments.
- Woolpert to provide tester training.
- Woolpert to facilitate integration testing.
- Single direction data integration from Fuel Focus to Cityworks.
- Integration will automate the creation of preventive maintenance work orders in Cityworks from vehicle mileage data from Fuel Focus.
- Vehicle ID values from Fuel Focus to match RollingStock ID values in GIS.
- County to provide a mapping of each vehicle ID and values for intervals and/or milestones to corresponding Cityworks work order templates for preventive maintenance work order creation.
- County or Fuel Focus vendor will provide the source file for integration.
- Specifics of integration files will be provided to the County during the discovery and planning workshops.
- All systems must support the move to CWOL therefore APIs must be used and not custom coding or direct database connections

Woolpert Deliverables

- Woolpert will conduct three (3) sessions, one for each integration, up to four (4) hours for the software requirements specification (SRS) workshops
- Woolpert will develop the SRS for the integrations
- Woolpert will facilitate three separate remote reviews of the SRS documents for up to two (2) hours for each integration
- Develop the system integrations and load to the County Development environment
- Review the integrations based on County feedback
- Facilitate remote meetings with the County to review feedback updates

County Responsibilities

- Schedule participants for the workshops
- Participate in the Integration workshop
- Participated in the remote review meetings
- Provide review and approval of the SRS documents
- Test the system integration between each solution (NAPA, OPUS, Fuel System)
- Provide Feedback to Woolpert will findings and updates to the integrations. This testing should be based on the software requirements approved document. Anything new outside of the SRS would require a change control notice.

Related Sub-Tasks

Task Name
System Integrations and Data Migration
System Integration Requirements
Facilitate System Integration Workshops
Develop SRS Documents
Submit SRS Documents to Client for Review
Facilitate Remote Review of SRS Documents
Revise SRS Documents and Submit for Final Review
Client to Review and Approve SRS Documents
Development
System Integration Development

Deploy System Integrations to Development Environment
Woolpert to Test System Integrations and Modify
Cycle 1 Client Testing
Client Testing of System Integrations
Client to Provide Testing Feedback to Woolpert
Woolpert to Revise System Integrations
Facilitate Remote Review of Revisions
Cycle 2 Client Testing
Client Testing of System Integrations
Client to Provide Testing Feedback to Woolpert
Woolpert to Revise System Integrations
Facilitate Remote Review of Revisions

1.4 Data Migration Revisions

In the original Cityworks AMS implementation, data migration was performed from the original M4 system to Cityworks for Fleet. However, since this scope of work will involve new configuration, the field mapping for this migration will need to be updated and the process of data migration will need to be rerun to include all recent transactional records from the M4 system. Woolpert will work with the Fleet core team to update the field mapping document and finalize. Once complete, Woolpert will update the scripts and load the data into the County test environment for testing.

Woolpert Deliverables

- Woolpert will update the field mapping document based on the configuration updated and provide it to Fleet for review
- Woolpert will facilitate a remote review of the field mapping document for up to two (2) hours
- Woolpert will update the load scripts based on the approved field mapping document
- Facilitate a remote review meeting up to two (2) hours to review test results
- Woolpert will update the load scripts based on the feedback from the remote review
- Facilitate a remote review meeting up to two (2) hours to review test results
- Woolpert will update the load scripts and finalize

County Responsibilities

- Schedule participants for the field mapping document review
- Participate in the field mapping document review meeting
- Test the data within the County environment and provide feedback
- Participate in the remote review meetings for review of the test results

Related Sub-Tasks

Task Name
Data Migration Updates
Woolpert to Update Data Migration Field Mapping Document
Woolpert to QAQC Data Migration Field Mapping Document
Woolpert to Submit Data Migration Field Mapping Document to Client
Client to Review and Provide Feedback on Data Migration Field Mapping Document
Woolpert to Update and Submit Data Migration Field Mapping Document
Client to Review and Approve Data Migration Field Mapping Document
Develop and Test Migration Scripts
Woolpert to Update Data Load Scripts
Client to Extract and Cleanse Legacy Data
Woolpert to Load Legacy Data

Woolpert to Facilitate Remote Review of Loaded Data
Woolpert to Modify Load Scripts
Client to Re-Extract and Cleanse Legacy Data
Woolpert to Facilitate Remote Review of Loaded Data
Woolpert to Update Scripts

1.5 User Acceptance Testing

It will be the responsibility of the Fleet Department to select several end-users who will perform user acceptance testing (UAT) of the revised Cityworks solution including the system integrations. Cityworks UAT training will be provided to these end-users. Immediately following tester training, Woolpert will provide remote support to the Fleet testers. Issues identified during user acceptance testing will be updated within seven business days from receipt. These issues may require that the Woolpert and Fleet testers participate in MS Teams sessions so that Woolpert can understand the issues and facilitate the retesting.

Woolpert Deliverables

- Woolpert will setup the system integrations in the County Test Environment
- Woolpert will develop the system integration testing and acceptance documentation
- Woolpert will prepare UAT Agenda.
- Woolpert will provide up to four (4) hours of remote Cityworks configuration tester training
- Round 1 testing
 - Woolpert will provide up to twelve (12) hours of remote Cityworks configuration testing support
 - Woolpert will provide up to eight (8) hours of system integration testing support
 - Woolpert will update the County's test environment updates
- Round 2 Testing
 - Woolpert will provide up to eight (8) hours of remote Cityworks configuration testing support
 - Woolpert will provide up to eight (8) hours of system integration testing support
 - Woolpert will update the County's test environment updates

County Responsibilities

- Schedule participants for the testing training
- Participate in the remote tester training
- Test the data within the County environment and provide feedback
- Participate in the remote review meetings for review of the test results

Related Sub-Tasks

Task Name
Testing and Training
User Acceptance and Training Support
System Integration Setup for Test Environment
System Integration Testing and Acceptance Documentation
Testing and Acceptance
Develop UAT Agenda
Submit UAT Agenda
Facilitate UAT Training
Facilitate Remote Testing (Round One)
Fleet
System Integrations
Revise Test Scripts and Configuration

Revise System Integrations
Facilitate Remote Configuration Review (Round Two)
Fleet
System Integrations
Revise Test Scripts and Configuration
Revise System Integrations

1.6 End User Training and Go-Live Support

Woolpert will provide end-user training for the Fleet Department. As the Fleet Department has already been through formal training during the original Cityworks AMS Implementation project, Woolpert will conduct up to two days to retrain staff. Woolpert will utilize the training materials created for the original implementation and the Cityworks help site for training support documents. In addition, Woolpert will provide the County with ad-hoc go-live support.

Woolpert Deliverables

- Woolpert will prepare the end-user training Agenda.
- Woolpert will provide up to sixteen (16) hours of onsite training sessions for Cityworks AMS
- Woolpert will provide up to eight (8) hours of onsite system integration training
- Woolpert will update the County's test environment with final updates
- Woolpert will provide the configuration scripts necessary for production updates
- Provide up to forty (40) hours of remote ad-hoc support for go-live support

County Responsibilities

- Schedule participants for the end-user training
- Participate in the end-user training
- The County will update the production system with the scripts provided by Woolpert

Task Name
End User Training
Woolpert to Prepare Training Agenda
Client to Provide Feedback on Agenda
Woolpert to Finalize Agenda
Client PM to Prepare Site for Training
Conduct Cityworks Training
Provide Cityworks AMS Training
System Integration Training
Go Live Support - Ad-Hoc Support

2 Cityworks Online Impact Assessment

Working with our Cityworks business partner, Woolpert has assisted several clients with their Cityworks on-premises to Cityworks Online (CWOL) migration. Each had varying degrees of complexity in their Cityworks environments.

Woolpert begins with an assessment of all customizations, integrations, and reports to determine the impacts of the migration to the organization. Once a thorough accounting of all impacts is documented, Woolpert develops a migration plan. For Pinellas, Woolpert will submit a Request for Information ahead of the initial assessment. The purpose is to identify all changes the County may have implemented since the initial deployment including any additional integration or customization changes as well as any new custom report additions.

Woolpert will compile all into a single document to include plans to address the business needs in a CWOL environment. Care will be taken to address each data touchpoint between other systems and Cityworks related to integrations. Other customizations to the user interface may require alternative workflows for the departments impacted. Woolpert will include recommendations to address those impacts.

2.1 Assessment / Migration Plan Development

Woolpert will review all customizations of Cityworks as well as associated integrations and reports and provide a detailed assessment of migrating the County's Cityworks AMS system from the current on-premises environments to CWOL. This assessment will include impacts on the existing system customizations and integrations as well as business and technical support impacts to the County. Woolpert will also include recommendations to address the identified impacts.

Recommendations in the assessment will detail cost estimates to address any required modifications to workflows, customizations, integrations, reports, or other existing aspects of Cityworks currently in use by the County. The assessment will include a project schedule to implement as well as recommendations to address each item identified.

The assessment will include comparisons of the currently available Software as a Solution (SaaS) options offered by Cityworks and how each will impact a CWOL migration.

Woolpert Deliverables

- Prepare and Submit a Request For Information (RFI).
- Prepare Cityworks Online Assessment (draft and final).
- Facilitate up to four (4) hours of Remote Draft Cityworks Online Assessment Review Meetings.

County Responsibilities

- Review the draft Cityworks Online Assessment and provide feedback
- Review and approve the final Cityworks Online Assessment document

Related Sub-Tasks

Task Name
Assessment/ Migration Plan Development
Prepare and Submit a Request For Information (RFI)
Prepare RFI Response (County-Led Task)
Cityworks Assessment Review of Data
Customizations/Database Triggers/Update Web Services Using Database Connections
System Integrations
Reporting Modifications
Perform QAQC
Develop Cityworks Online Assessment Document
Submit Draft Cityworks Online Assessment
Review Draft Cityworks Online Assessment and Provide Feedback (County-Led Task)
Facilitate Remote Draft Cityworks Online Assessment Review Meeting
Update Draft Cityworks Online Assessment Per County Feedback
Perform QAQC
Submit Final Cityworks Online Assessment
Review and Accept Final Cityworks Online Assessment (County-Led Task)

Project Fee Estimate and Schedule

The above defined scope of work can be completed within **six (6) months**. However, this schedule is largely based on the County's ability to make the appropriate staff available for project meetings and complete reviews within the defined amount of time.

Task Name	Cost
Project Management	\$35,000.00
System Functionality Update	
Configuration Assessment	\$6,693.04
Configuration Workshops	\$26,181.76
System Integrations and Data Migration	\$160,752.00
Testing / Training / Go-Live	\$59,712.88
Cityworks Online Assessment / Migration Plan	
Assessment/ Migration Plan Development	\$61,408.80
Ad-Hoc Support ~ 15% of Total Fee	\$50,000.00
Pinellas County CWOL Assessment and Fleet Reconfiguration	\$399,748.48