

AGREEMENT

24-0552-RFQ

Coordinated Access Model IT Platform Development Services

This Agreement (the "agreement" or "contract"), is entered into on the date last executed below ("Effective Date"), by and between Pinellas County, a subdivision of the State of Florida whose primary address is 315 Court Street, Clearwater, Florida 33756 ("COUNTY") and Ignyte Group, Inc. whose primary address is 8260 Greensboro Dr., No. 503, McLean, Virginia 22102, (hereinafter "CONTRACTOR") (jointly, the "Parties").

NOW THEREFORE, the Parties agree as follows:

A. Documents Comprising Agreement

1. This Agreement, including the documents listed below, constitutes the entire agreement and understanding of the Parties with respect to the transactions and services contemplated hereby and supersedes all prior agreements, arrangements, and understandings relating to the subject matter of the Agreement. The documents listed below are hereby incorporated into and made a part of this Agreement:
 - a. Pinellas County Standard Terms & Conditions, located on Pinellas County Purchasing's website, effective 6/14/2023, posted at <https://pinellas.gov/county-standard-terms-conditions/>
 - b. Statement of Work and Pricing attached as Exhibit C.
 - c. Insurance Requirements, per Section 5 of the Solicitation Document, attached as Exhibit D.
2. In the case of a conflict, the terms of this document govern, followed by the terms of the attached Exhibits, which control in the order listed above.

B. Term

1. The initial term of this Agreement is for approximately 8 months from the Effective Date ("Contract Term"). At the end of the initial term of this contract, this Agreement may be extended for a renewal term agreed to by the Parties.

C. Expenditures Cap

1. Payment and pricing terms for the initial and renewal terms are subject to the Deliverable Table in Exhibit C. County expenditures under the Agreement will not exceed \$1,321,819.93 for the Contract term without a written amendment to this Agreement.

D. Entire Agreement

1. This Agreement constitutes the entire agreement between the Parties.

Contract No. #24-0552-RFQ
Title: Coordinated Access model IT Platform Development Services

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their undersigned officials, who are duly authorized to bind the Parties to the Agreement.

For Contractor:

Signed by:
Signature: Brittany Hungate
Print Name and Title: Brittany Hungate
Managing Director
Date: 5/28/2026

For County:

Signature:
Print Name and Title:
Date:

APPROVED AS TO FORM
By: Jason C. Ester
Office of the County Attorney

EXHIBIT C

Tuesday, May 26, 2026

Re: Statement of Work (SOW) for Pinellas County with Ignyte Group

Subject: Appian-based Solution for the Mental & Behavioral Health Coordinated Access Model (CAM)

Contract Number: IG-Pinellas-PS-0002

Dear Ms. Yatchum,

The purpose of this Statement of Work (SOW) is to confirm the scope, timeline, and deliverables needed for Ignyte Group (“Ignyte”) to assist Pinellas County in delivering the Coordinated Access Model (“CAM”) solution on the Appian Platform, leveraging the existing HS Connect application to enable end-to-end intake, screening, provider matching, and outcome tracking for mental and behavioral health service requests.

Ignyte will work collaboratively with Pinellas County and take direction on which processes and requirements to enable in Appian from the Pinellas County team. Pinellas County shall designate a single Product Owner authorized to provide binding direction, prioritization, feedback, and acceptance decisions on behalf of Pinellas County.

This work will be performed under the Master Services Agreement (between Ignyte and Pinellas County) dated **August 13, 2024 that fall under PINELLAS COUNTY STANDARD TERMS & CONDITIONS GOODS & SERVICES AGREEMENTS EFFECTIVE DATE: 04/10/2025**, on a **Firm Fixed Price basis** dependent on our pricing assumptions provided below. This engagement will commence on or about **June 15, 2026**, and be completed in approximately 46 weeks or about **April 25, 2027**.

Pinellas County and Ignyte will execute this Statement of Work (“SOW”) under a phase-based funding model with a firm-fixed-price baseline of **\$1,212,379.93**, allocated as follows: Phase 1 (Release 1.0 MVP): **\$700,530.00**; Phase 2 (Release 2.0 Extended Functionality): **\$438,640.00**; Phase 3 (O&M Support): **\$60,039.00**; and Year 1 Licensing & Infrastructure Fees: **\$13,170.93**. A contingency amount of **\$109,440.00** may be used only upon prior written approval through the mutually agreed change control process. The total not-to-exceed value of this SOW is **\$1,212,379.93**.

Scope Areas for the CAM Solution (Release 1.0 MVP and Release 2.0 Extended Functionality):

Ignyte will work with Pinellas County to gather and analyze the requirements for the Coordinated Access Model solution, to be built on the Appian Cloud Platform and leveraging Ignyte's Care Coordination solution and the existing HS Connect application. The following are the scope areas that Ignyte will deliver across Release 1.0 (Minimum Viable Product (MVP)) and Release 2.0 (Extended Functionality), subject to prioritization provided by Pinellas County during the engagement:

• **Release 1.0 — MVP**

- *Community Partner Portal*: submit service requests with release of information (ROI); view all service requests (and resolution status) submitted by the organization
- *External Provider Portal*: receive email notification for appointment bookings, confirm appointment bookings; report appointment result (attended / rescheduled / cancelled / no show); receive clinical documentation from CAM Team (including required ROIs); provide availability blocks for bookings, and verify user can only see appointments booked with their org.
- *Case Management*: CAM Team dashboard to process service requests; capture resident demographic data, insurance, provider preferences, and appointment type preferences; LOCUS, CAGE, PHQ-2, PHQ-9, GAD-7, C-SSRS, and MMS screening forms with automated score tallying; system-generated provider match recommendations (by first available, level of care, insurance accepted, appointment type, and client preferences)
- *Scheduling*: search providers by service type and availability windows; notify provider of new booking; upcoming appointment reminder notifications for residents
- *Administration*: organization-level community partner and external provider onboarding/offboarding, updated security logic for sensitive CAM data
- *Reporting*: data enabled for access via Process HQ; baseline KPI dashboards for referrals, bookings, and attendance rates
 - i. Detailed discovery session to be scheduled during Sprint 0 to fully refine KPIs and dashboards. Metrics to include but not limited to wait times for levels of care, time from referral to first appointment, and call answer rate

• **Release 2.0 — Extended Functionality**

- *Community Partner Portal*: expanded view of status and updates for service requests submitted by my organization; secure messaging with CAM Team
- *External Provider Portal*: expanded availability block management; SMART on FHIR launch integration from provider's EHR
- *Case Management*: expanded CAM Team dashboard capabilities; expanded system-generated provider match recommendations; satisfaction surveys to residents and providers; and configurable reminders to staff for key events / activities.
- *Administration*: self-service onboarding/offboarding for community partner and external provider users; eReferral email inbox monitoring and ingestion
- CAM Vendor System Phone Reporting (Optional): The County may use Contingency Funds to support additional CAM Vendor System Phone Reporting to extend CAM Vendor phone system or Amazon Connect Out-of-the-Box (OOTB) reporting to address identified reporting gaps. Estimated cost for any additional reporting will be provided to the County prior to exercising this optional scope for Release 2.0. Upon mutual agreement on approved scope

and level of effort, and at explicit written direction of County Product Owner, Ignyte will proceed with configuration of Vendor System Phone Reporting.

Parties acknowledge that the scope areas described above represent the agreed functional categories and features contemplated for the CAM solution under this SOW. While the detailed user stories, acceptance criteria, and sequencing of such features will be refined, estimated, and prioritized during Discovery / Sprint 0 of each Release, the parties agree that the product backlog baseline established at the conclusion of each Release's Sprint 0 shall define the full and complete scope of work included in the Firm Fixed Price for that Release.

Ignyte will work collaboratively with the Pinellas County Product Owner during Discovery / Sprint 0 to refine the existing backlog and confirm feature definitions, estimates, and priorities for delivery in an agile cadence during the period of performance. Backlog refinement and reprioritization shall not expand the scope of work beyond the applicable Release's Backlog Baseline or increase Ignyte's obligations under the Firm Fixed Price.

Any features, functionality, integrations, data migrations, or other requirements identified or requested after the applicable Release's Backlog Baseline is finalized shall be considered out of scope for this SOW and shall constitute enhancements. Such enhancements shall be addressed only through mutual written agreement and, unless otherwise agreed, shall be handled pursuant to the Contingency Support Services clause below.

Scope Management:

Ignyte uses a collaborative scope management process designed to balance the Firm Fixed Price commitments in this SOW with the reality that priorities and complexity often come into sharper focus once delivery is underway. During Discovery & Requirements Gathering (Sprint 0), Ignyte and Pinellas County will work together to refine the scope outlined in this SOW into a detailed product backlog with estimates, dependencies, and sequencing. As that work progresses, and throughout each Release, Pinellas County may identify a need that was not previously contemplated, determine that a different capability has become more important, or discover that a given feature is materially more complex than originally anticipated.

In those situations, Ignyte will work with the Pinellas County Product Owner and/or Business Owner to evaluate the change against the current Backlog Baseline and prioritize the full scope of work. Pinellas County will choose from the following options, individually or in combination, to accommodate the change while preserving the Firm Fixed Price:

- Deprioritize or remove an item of equivalent effort from the current Release's Backlog Baseline to make room for the new or expanded scope;
- Draw against the Contingency Support Services (ODF) pool described below to fund the additional effort; or
- Defer the new or expanded scope into a subsequent Release backlog.

This process is intended to keep delivery focused on Pinellas County's highest-priority outcomes, surface trade-offs transparently as they arise, and avoid scope creep that would jeopardize cost, schedule, or quality commitments. All scope changes resulting from this process will be documented and confirmed in writing by both parties before work proceeds.

Key Delivery Activities:

This implementation effort includes the following key activities in collaboration with Pinellas County (and may be updated based on priorities set by the Pinellas County Product Owner and/or Business Owner) to successfully deliver the Appian-based CAM solution during the period of performance:

- **Business Analysis & Requirements Gathering** – Ignyte will facilitate discovery working sessions with Pinellas County Subject Matter Experts (SMEs) to generate and refine business processes and requirements for the CAM solution. All requirements' materials will be managed within a Pinellas County-approved management system. Ignyte will work with a Pinellas County-designated Product Owner and/or Business Owner to develop a comprehensive product backlog for the CAM solution.
- **Technical Documentation** – Ignyte will provide the following technical documentation for each major Release:
 - *RBAC Tracker (Excel Matrix)*: A role-to-permission matrix that documents which user roles can perform which actions or access which data across the system. This is the source of truth for access control decisions and is used during development and QA to verify the security model is implemented correctly.
 - *ERD (LucidChart)*: An Entity Relationship Diagram that visualizes the system's logical structure, showing entities (tables), their attributes, and how they relate (one-to-many, many-to-many, etc.)
 - *Data Dictionary (Excel)*: A catalog defining every data field in the system: name, type, format, source, and business definition.
 - *Master Interface Control Document (Excel)*: Defines every interface between this system and external systems, including endpoints, payload structures, field mappings, protocols, and data exchange rules.
 - *Integration Specification Document (Word)*: A detailed narrative description of an interface between this system and an external system. Serves as a complement to the Master Interface Control Document.
 - *Release / Solution Overview (Word)*: A narrative summary of what's being delivered in this release: scope, features, business context, and any major changes
 - *System Architecture Diagrams (LucidChart)*: Architecture diagrams showing the system, its users, and surrounding external systems at a glance. These diagrams help to communicate system boundaries and major integration points
 - *Site Maps (LucidChart)*: Visualizes the screen and navigation hierarchy of the application, showing how pages connect and how users traverse the UI
 - *Security & Compliance Plan (Word)*: Documents the security model for the CAM solution including authentication, role-based access controls, audit logging, and the compartmentalization approach that restricts access to PHI by user role.
 - *Test Plan (Word)*: The overall testing approach for each Release including scope of testing (unit, integration, UAT, regression), entry and exit criteria, defect management process, roles and responsibilities, and the Pinellas County-approved tracking tool used to log results.
 - *User Story Design Document (Word)*: Brief technical document explaining the planned technical approach for each user story.

- **Functional Documentation** – Ignyte will provide the following functional documentation for each major Release:
 - *User Personas (Power Point)*: Profiles of the primary user types interacting with the CAM solution including Clients, Community Partners, External Providers, CAM Team, and Data/Analytics & Leadership, capturing goals, key tasks, and constraints for each. Used to ground design decisions and validate that workflows fit the people doing the work.
 - *Wireframes (Figma)*: Low- to medium-fidelity screen layouts for the key user-facing features. Wireframes to be reviewed and approved by Pinellas County ahead of sprint development.
 - *Business Process Flow Diagrams (LucidChart)*: End-to-end process flows for the major CAM workflows, documenting both the happy path and key alternative paths, and identifying edge and boundary cases that require explicit handling.
 - *Business Requirements Document (Word)*: A business-language statement of what the CAM solution must do, organized by capability area and traceable to the product backlog. Captures business-oriented epics, MVP feature set, and requested enhancements so that both parties share an agreed view of success criteria for each Release.
 - *Roadmap & Timeline (Excel)*: Sequencing of the major CAM features across Release 1.0 (MVP) and Release 2.0 (Extended Functionality), including business-oriented epics, sprint cadence, key milestones, dependencies, and target dates. Updated through the Sprint 0 refinement process and revised through change control as priorities shift.
 - *User Guides (Word)*: Step-by-step instructions for end users on how to perform their day-to-day workflows in the application.
 - *Sprint Use Cases & User Stories (Word, Jira)*: Business language description of the use cases being developed in the sprint, including acceptance criteria per user story written in plain business language.
- **Supporting Documentation** – Documentation produced under this engagement shall be limited to materials reasonably necessary to support configuration, testing, deployment, and ongoing operational support of the CAM solution. Documentation formats, level of detail, and artifacts will be mutually agreed upon and embedded within delivery activities. Additional documentation that falls outside of the supportive documentation shall be treated as optional purchase. As such, standalone documentation deliverables, formatting mandates, or documentation produced solely for administrative or compliance purposes that are out of scope may be purchased. *For example, Integration Control Documents are provided as part of Deliverables 12 and 29 for System Documentation (and are In-scope), however, Ignyte will not be responsible to produce a penetration testing report, IT security audit, etc. that are outside the scope of this engagement and deliverables.*
- **UI/UX Configuration** – Ignyte will work with Pinellas County SMEs and UI/UX analysts to configure intuitive user interfaces to maximize the quality of user experience of the CAM solution.
- **Design & Configure Forms / Workflows / Business Rules / Dashboards** – Ignyte will configure the Appian application (including all required Forms, Workflows, Dashboards, and Business Rules) to enable CAM future-state business processes for intake, screening

(LOCUS/CAGE/PHQ-2/PHQ-9/GAD-7/C-SSRS/MMS), provider matching, scheduling, appointment confirmation, outcome tracking, and reporting, and meet functional and technical requirements.

- **Establish Application & Data Architecture** – Ignyte will work with the Pinellas County BTS team to analyze and configure the CAM application & data architecture on the shared Appian environment with HS Connect, considering security around user roles, access controls, HIPAA compliance, and privacy by design best practices. Ignyte will advise Pinellas County on data structure best practices and managing the existing Appian environments for development, testing, and production. Ignyte is responsible for implementing platform-level security configurations as specified. Pinellas County retains responsibility for security policy decisions, role approvals, data governance, and ongoing operational compliance.
- **Design & Configure Integrations / Interfaces** – Ignyte will configure Appian to enable future-state CAM business processes and meet functional and technical requirements. In-scope integrations are: (a) email and SMS notification services for residents, providers, and partners; (b) Process HQ analytics and Pinellas Power BI for reporting; (c) SMART on FHIR launch integration from provider EHRs (Release 2.0); and (d) inbound email inbox monitoring for eReferral form ingestion (Release 2.0).
 - For the SMART on FHIR integration, Ignyte will provide technical design and standard implementation that can be reused for multiple EMR providers. Ignyte will support and oversee the testing and onboarding of one (1) EMR provider to use this interface and transition the testing and onboarding of additional EMR providers to Pinellas County IT.
 - Any other integrations will be considered enhancements and handled via the Contingency Support Services clause below.
- **Test & Validate** – Ignyte will test and validate Appian configurations to verify that they meet the functional and technical requirements as agreed with Pinellas County and reflected in the approved Product Backlog. Each UAT script provided by Ignyte to Pinellas County will include a copy of the script documenting successful testing by Ignyte. Ignyte will log defects identified by Ignyte during testing and those reported by Pinellas County during UAT in a Pinellas County-approved tracking tool and will provide Pinellas County periodic status reporting on defect disposition and resolution. Ignyte will implement project-appropriate regression testing and, where feasible, automation for repeatable high-value test scenarios; however, creation of a comprehensive automated test suite, load testing, or formal certification is out of scope.
 - Single User/Page level performance testing is included as part of Deliverable(s) 13 and 30, “System Testing / QA”.
- **Demonstrate & Incorporate Feedback** – Ignyte will iteratively demonstrate all Appian solutions and features configured to the Pinellas County-designated Product Owner and/or Business Owner, collect feedback, and address such feedback to achieve alignment with the approved Product Backlog and accepted requirements. Additional demonstrations will be provided until backlog-aligned feedback is addressed or the applicable deliverable is accepted (or deemed accepted) in accordance with the Deliverable Acceptance section. Feedback that constitutes enhancements, change requests, or refinements beyond the approved scope shall be handled via the Contingency Support Services clause below and shall not delay feature-complete status,

acceptance, or invoicing for backlog-aligned deliverables.

- **Support Production Deployment** – Ignyte will document detailed production deployment instructions to promote the application to production. Ignyte will deliver a tested and validated, repeatable/reusable solution ready for production deployment, and support production deployment if it occurs during the period of performance of this engagement. However, it is Pinellas County’s decision on whether to go-live with a production deployment during the period of performance of this engagement or wait to deploy after Ignyte support has ended. Further, delays in production deployment outside Ignyte’s control do not extend warranty obligations or suspend invoice eligibility for deliverables that have been accepted (or deemed accepted) under the Deliverable Acceptance section.
- **Organizational Change Management (OCM)** – The County may purchase optional organizational change management as outlined and specified in Section “Deliverables, Fees, and Estimated Invoice Schedule” for a fixed price of \$86,400.00 for Release 1, and \$86,400.00 for Release 2. In the event the County exercises such option, Ignyte will provide OCM services tailored to the CAM rollout, including stakeholder assessment, change strategy, communications planning, change-champion enablement, training reinforcement in support of CAM Team, Community Partners, and External Providers, and other activities enumerated within Section “Deliverables, Fees, and Estimated Invoice Schedule”.
- **Technical Knowledge Transfer** – Ignyte will support Pinellas County’s BTS team with detailed documentation and thorough knowledge transfer on how to maintain the CAM solution going forward. *Ignyte can also offer ongoing support based on the rate card supplied in the MSA.*

Status Reporting:

Status reporting will be provided using Ignyte’s standard delivery templates and formats unless otherwise mutually agreed in writing. Ignyte will hold “Scrum” meetings with the Pinellas County Product Owner daily (or less frequently if requested by Pinellas County), and provide a written detailed status report on monthly basis that details:

- Deliverables Completed
- Stakeholders Engaged
- New Scope Items or Requested Changes from Pinellas County
- Upcoming Tasks / Meetings
- Issues / Risks
- The current Product Backlog

Demonstration (Demo) Sessions:

Ignyte will hold “Demo” sessions, subject to stakeholder availability (if Pinellas County stakeholders are unavailable, demos will be recorded, provided to, and reviewed by Pinellas County stakeholders asynchronously) with the Pinellas County Product Owner and Business Owner (including other senior stakeholders) at the completion of each 2-week sprint where we will:

- Demonstrate newly configured solution capabilities and functions
- Collect and address stakeholder’s backlog-aligned feedback
- Identify opportunities for enhancements via the Contingency Support Services clause
- Confirm Project Backlog and requirements prioritization

Ignyte will provide Pinellas County with a written Sprint Summary document upon the completion of the Sprint Demo and corresponding UAT which details:

- Sprint commitments – what scope was prioritized for development, what was completed, what adjustments were made to scope (additions/removals), and what was delayed into a future sprint
- UAT results – what scope was tested during UAT and by whom, issues documented and resolved, enhancements documented for future prioritization
- Stakeholder signoffs – documented approval of sprint commitments and acceptance of delivered scope upon UAT completion

Ignyte will coordinate with the Pinellas County-designated Product Owner and/or Business Owner to prioritize the key activities for completion during the period of performance. This initiative will be delivered on a **Firm Fixed Price basis**. See pricing details under **Deliverables, Fees, and Estimated Invoice Schedule**.

Proposed Resources and Fees:

Ignyte’s proposed fee for this engagement is a **Firm Fixed Price** of **\$1,212,379.93** to be invoiced according to the Deliverable Schedule below. Deliverables will be invoiced monthly in arrears for deliverables that are accepted (or deemed accepted) in accordance with the Deliverable Acceptance section, derived from Section 2 of **PINELLAS COUNTY STANDARD TERMS & CONDITIONS GOODS & SERVICES AGREEMENTS** EFFECTIVE DATE: 04/10/2025 that reads as follows:

2. ACCEPTANCE OF DELIVERABLES

For all deliverables under the Agreement that require formal acceptance by the COUNTY, the COUNTY will have 10 calendar days to review the deliverable(s) after receipt or completion of same by CONTRACTOR, and either accept or reject the deliverable(s) by written notice specifying any required changes, deficiencies, and/or additions necessary. CONTRACTOR will then have 7 calendar days to revise the deliverable(s) to resubmit and/or complete the deliverable(s) for review and approval by the COUNTY, which will then have 7 calendar days to review and approve, or reject the deliverable(s); provided however, that CONTRACTOR will not be responsible for any delays in the overall project schedule that result from the COUNTY’s failure to timely approve or reject deliverable(s) as provided herein. The County will acknowledge final acceptance of the deliverable(s) in writing.

Pricing Assumptions:

- Assumes Pinellas County's Appian environment (and the existing HS Connect application) is available at Kickoff and includes all environments (development, test, production) and necessary platform capabilities for CAM configuration.
- Pinellas County's existing Appian user licenses cover the in-scope CAM user populations (Community Partners <450, CAM Team ~5, External Providers <50, Data/Analytics & Leadership ~5).
- Access to key Pinellas County SMEs, BTS resources, QA resources, and Decision Makers is provided in a timely manner.
- Ignyte will configure in-scope integrations as defined above (email and SMS notification services, Process HQ / Pinellas Power BI, SMART on FHIR, eReferral inbox ingestion). Any other integrations will be handled subject to the Contingency Support Services clause below.
- Pinellas County may adjust meeting cadences, review timelines, and milestone dates within reason based on stakeholder availability and business needs. To the extent Pinellas County actions or dependencies (including decision-making, Product Owner/SME availability, data provisioning, testing, or deliverable review) impact the project schedule, the parties will work in good faith to revise the applicable schedule and target dates. Revision of project schedule requires a mutual agreement in a written format. Unless otherwise mutually agreed in writing, delays will not suspend invoice eligibility for deliverables that have been accepted (or deemed accepted) under the Deliverable Acceptance section, nor extend acceptance or warranty timelines under this SOW.
- CAM will be delivered alongside the HS Connect workstream on the shared Appian Platform under a pod-based model. Ignyte leadership (Director, Product Manager, Solution Architect) will straddle both streams; dedicated Business Analyst and Developer resources are assigned to the CAM pod.

Phase-Based Funding

Pinellas County and Ignyte agree that this **\$1,212,379.93** Statement of Work ("SOW") will be funded under a phase-based authorization model. Under this model, Pinellas County will authorize funding in three phases tied to the Deliverable Tables referenced below.

- **Phase 1 – \$700,530:** Services and Deliverables associated with Release 1.0 (MVP), including Discovery / Sprint 0 and foundational setup activities required to deliver Release 1.0, as reflected in Deliverable IDs 1-17.
- **Phase 2 – \$438,640:** Services and Deliverables associated with Release 2.0 (Extended Functionality), as reflected in Deliverable IDs 18-33.
- **Phase 3 – \$60,039:** Services and Deliverables associated with O&M Support, as reflected in Deliverable IDs 34-36.
- **Year 1 Licensing & Infrastructure Fees – \$13,170.93:** Licensing and Infrastructure fees for Year 1, as reflected in the 'Recurring Annual Licensing & Infrastructure Fees' section.

Phase Authorization

- Phase 1 will be authorized upon execution of this SOW.
- Phase 2 will be authorized only upon mutual written agreement of the parties (email acceptable) confirming authorization to proceed with Phase 2.

- Phase 3 will be authorized only upon mutual written agreement of the parties (email acceptable) confirming authorization to proceed with Phase 3.

Ignyte shall not be required to commence or continue work for any Phase that has not been formally authorized by Pinellas County.

Funding Limitation

The total payments authorized under this SOW shall not exceed **\$1,212,379.93**, and payments for each Phase shall not exceed the firm-fixed price established for that Phase, unless otherwise approved through a mutually executed written change order.

Pinellas County shall have no obligation to pay for services performed or costs incurred prior to the applicable Phase being authorized, unless expressly approved in writing by Pinellas County.

Deliverable Standard Requirements

All deliverables must meet the following standard requirements unless otherwise specified and mutually agreed upon by Ignyte and Pinellas County:

- Free of typographical errors and is grammatically correct.
- Diagrams, Figures, and Tables must be clear and easy to read.
- Labels have adequate spacing and do not overcrowd elements.
- As mandated by Section of 2 **PINELLAS COUNTY STANDARD TERMS & CONDITIONS GOODS & SERVICES**, revisions are limited to two (2) requested revisions by Pinellas County.
- Feedback provided by Pinellas County should be consolidated and provided in writing to Ignyte.

Deliverable Acceptance

Each Deliverable identified in the Deliverable Tables and referenced by Deliverable ID shall be subject to review and acceptance by Pinellas County.

Unless otherwise specified in the Deliverable Table:

- Pinellas County will have five (5) business days following receipt of each Deliverable to review and accept the Deliverable or provide written notice of rejection (email acceptable) to the Ignyte Project Manager specifying material defects preventing acceptance. Pinellas County may also request an extension of the review period; provided that any such extension must be mutually agreed by the parties in writing (email acceptable) prior to expiration of the then-current review period.
- Any rejection notice must reasonably describe the material defect with the applicable Deliverable description in this SOW. Non-material issues, cosmetic items, or enhancement requests shall not constitute grounds for rejection and may be addressed through normal iterative refinement during the applicable Phase or, if outside the agreed scope, through the Contingency Support Services process described below.
- If Pinellas County identifies material defects, Ignyte will promptly address such feedback and resubmit the Deliverable for review.
- Pinellas County will then have five (5) business days following resubmission to review the corrected Deliverable, but such review shall be limited to the previously identified material defects, unless the resubmission introduces a new material defect.
- A Deliverable shall be deemed accepted under the stated regime in Section 2 of **PINELLAS COUNTY STANDARD TERMS & CONDITIONS GOODS & SERVICES** as follows:

- For all deliverables under the Agreement that require formal acceptance by the COUNTY, the COUNTY will have 10 calendar days to review the deliverable(s) after receipt or completion of same by CONTRACTOR, and either accept or reject the deliverable(s) by written notice specifying any required changes, deficiencies, and/or additions necessary. CONTRACTOR will then have 7 calendar days to revise the deliverable(s) to resubmit and/or complete the deliverable(s) for review and approval by the COUNTY, which will then have 7 calendar days to review and approve, or reject the deliverable(s); provided however, that CONTRACTOR will not be responsible for any delays in the overall project schedule that result from the COUNTY's failure to timely approve or reject deliverable(s) as provided herein. The County will acknowledge final acceptance of the deliverable(s) in writing.

Acceptance of Deliverables within a Phase shall not constitute authorization of a subsequent Phase.

Milestone-Based Invoicing

Invoices will be submitted upon completion and acceptance of the applicable Deliverables or milestone groupings within each Phase, as reflected in the Deliverable Tables.

- Each invoice will reference the Deliverable IDs completed during the applicable milestone period.
- Total invoicing within a Phase shall not exceed the firm-fixed price allocated to that Phase.

Phase Deferral or Termination

Pinellas County may elect not to authorize Phase 2. In such event, this SOW shall be deemed complete upon delivery and acceptance of the Services and Deliverables associated with Phase 1, and neither party shall have further obligations with respect to Phase 2.

Schedule and Roadmap Flexibility

The timeline and sequencing described in this SOW represent the parties' implementation roadmap and estimated schedule. The parties acknowledge that the timing of activities, deliverables, and deployments may reasonably adjust due to project dependencies or mutually agreed prioritization, provided such adjustments do not materially alter the scope or pricing of the applicable Phase unless approved through change control.

Deliverables, Fees, and Estimated Invoice Schedule

As part of this engagement, Ignyte will deliver the Services and Deliverables associated with Releases 1.0 and 2.0 in accordance with the scope described in this SOW. The firm-fixed price for each Phase shall be invoiced in accordance with the milestone payment schedule set forth in the Tables below. M1 is the first full calendar month following the kickoff date. Ignyte will provide Pinellas County with detailed invoices indicating scope/functionality delivered and accepted against the Deliverables described below.

Table 1: Phase 1 (Release 1.0 MVP) Deliverables

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
1	Discovery & Requirements Gathering — Release 1.0	<ul style="list-style-type: none"> Sprint 0 Kickoff, Role Assignments and Responsibilities (Product Owner, etc.) CAM Product Backlog 	Sprint 0 Kickoff held with Pinellas County Product Owner and/or Business Owner assigned in writing. Release 1.0 Product Backlog Baseline	\$48,640	M1

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
		Baseline <ul style="list-style-type: none"> User Persona Definitions Integration Specification Template Design Document Template 	established, reviewed with Pinellas County, and uploaded to the Pinellas County-approved tracking tool. User Persona Definitions, Integration Specification Template, and Design Document Template uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.		
2	Sprint Documentation – M2	Written documentation for functionality delivered including (as applicable depending on user stories in scope): <ul style="list-style-type: none"> Sprint Use Cases User Stories Integration Specification Document (one per integration) Design Document (one per user story) 	All in-scope sprint documentation for M2 (Sprint Use Cases & User Stories; Integration Specification Document for each integration; Design Document for each user story) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$24,624	M2
3	Release 1.0 Sprint Demo #1	Release 1.0 Demo #1 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.	\$36,936	M2
4	Release 1.0 Sprint Demo #2	Release 1.0 Demo #2 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during	\$36,936	M2

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.		
5	UAT Plan — Release 1.0	UAT Plan: Release 1.0 (Test scope, roles, entry criteria, scenarios, data, schedule, sign-off)	UAT Plan for Release 1.0 (test scope, roles, entry criteria, scenarios, test data, schedule, and sign-off approach) uploaded to Pinellas SharePoint and approved by Pinellas County. Deliverable Acceptance Form signed by Pinellas County.	\$24,624	M2
6	Sprint Documentation – M3	Written documentation for functionality delivered including (as applicable depending on user stories in scope): <ul style="list-style-type: none"> • Sprint Use Cases User Stories • Integration Specification Document (one per integration) • Design Document (one per user story) 	All in-scope sprint documentation for M3 (Sprint Use Cases & User Stories; Integration Specification Document for each integration; Design Document for each user story) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$24,624	M3
7	Release 1.0 Sprint Demo #3	Release 1.0 Demo #3 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.	\$36,936	M3
8	Release 1.0 Sprint Demo #4	Release 1.0 Demo #4 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with	\$36,936	M3

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.		
9	Training Plan — Release 1.0	Training Plan: Release 1.0 (training to be scheduled after Release 1.0 UAT Revisions complete)	Training Plan for Release 1.0 (audiences, session schedule, Train-the-Trainer approach, training materials inventory, and success measures) uploaded to Pinellas County SharePoint and approved by Pinellas County. Deliverable Acceptance Form signed by Pinellas County.	\$24,624	M3
10	UAT Execution & Report — Release 1.0	Facilitated UAT sessions for Release 1.0. Written UAT Report summarizing findings, attendees, feedback categorization, defect disposition, and resolution plan.	Facilitated UAT sessions delivered per the approved UAT Plan. Written UAT Report uploaded to Pinellas County SharePoint summarizing findings, attendees, feedback categorization, defect disposition, and resolution plan. Deliverable Acceptance Form signed by Pinellas County.	\$54,720	M4
11	Training Execution — Release 1.0	Train-the-Trainer and end-user training sessions for Pinellas County staff, Community Partners, and External Providers as specified in the Training Plan.	Training sessions delivered per the approved Training Plan, including Train-the-Trainer and end-user sessions for Pinellas County staff, Community Partners, and External Providers. Training materials uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$32,832	M4

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
12	System Documentation — Release 1.0	System Documentation: Release 1.0	Finalized technical and functional documentation deliverables (as specified in the 'Key Delivery Activities' section) for Release 1.0. Deliverable Acceptance Form signed by Pinellas County.	\$21,888	M4
13	System Testing / QA — Release 1.0	Test design, defect triage, and regression test execution across the Release 1.0 sprints.	Test design, defect triage, and regression test results for Release 1.0 documented and uploaded to Pinellas County SharePoint, including evidence-based test results completed by Ignyte (executed test cases with pass/fail status and supporting artifacts). Deliverable Acceptance Form signed by Pinellas County.	\$61,360	M4
14	Organizational Change Management — Release 1.0	OCM stakeholder assessment, change strategy, communications plan, change-champion enablement, and adoption playbook tailored to CAM Team, Community Partners, and External Providers for the Release 1.0 go-live.	OCM deliverables for Release 1.0: stakeholder assessment, change strategy, communications plan, change-champion enablement materials, and adoption playbook tailored to the CAM Team, Community Partners, and External Providers uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$86,400	Optional
15	Hypercare & Transition — Release 1.0	Production Deployment: Release 1.0 (Go-Live Support, Smoke Test, Rollback Support, Hypercare)	Production deployment of Release 1.0 completed, including go-live support, smoke test execution, rollback readiness, and the agreed Hypercare period. Hypercare summary (issues raised, dispositions, and outstanding items) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$45,250	M5
16	Optional	See Section Contingency	Contingency fund hours	\$60,960	Optional

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
	Contingency Fund — Release 1.0	Support Services (ODF) below.	consumed in accordance with the procedure in the Contingency Support Services (ODF) section, with written approval from the Pinellas County Product Owner and/or Business Owner for each draw and a summary of work performed uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.		
17	AWS Call Center Setup	<ul style="list-style-type: none"> • Configuration of Amazon Connect in Pinellas Existing AWS Environment • Install and Configuration of AWS recommended Voicemail plugin (Voicemail Express 3) • Configure routing of calls and voicemails in native Amazon Connect (NOT to a third party Help Desk System like ServiceNow) <ul style="list-style-type: none"> ○ Voicemails will be forwarded to Pinellas provided email inbox. 	Amazon Connect installed and configured. Voicemail Express installed and configured. Documented call routing / handing logic, support hours of operation, queues, and hold times. Deliverable Acceptance Form signed by Pinellas County.	\$42,240	Optional
Phase 1 Firm Fixed Price					\$510,930
Phase 1 Optional Total					\$189,600
Phase 1 FFP + Optional Total					\$700,530

Table 2: Phase 2 (Release 2.0 Extended Functionality) Deliverables

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
18	Discovery & Requirements Gathering — Release 2.0	<ul style="list-style-type: none"> • Sprint 0 Kickoff, Role Assignments and Responsibilities (Product Owner, etc.) • CAM Product Backlog Baseline • User Persona Definitions • Integration Specification Template • Design Document Template 	Sprint 0 Kickoff held with Pinellas County Product Owner and/or Business Owner assigned in writing. Release 2.0 Product Backlog Baseline established, reviewed with Pinellas County, and uploaded to the Pinellas County-approved tracking tool. User Persona Definitions, Integration Specification Template, and Design Document Template uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$24,240	M5
19	Sprint Documentation – M6	<p>Written documentation for functionality delivered including (as applicable depending on user stories in scope):</p> <ul style="list-style-type: none"> • Sprint Use Cases • User Stories • Integration Specification Document (one per integration) • Design Document (one per user story) 	All in-scope sprint documentation for M6 (Sprint Use Cases & User Stories; Integration Specification Document for each integration; Design Document for each user story) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$13,090	M6
20	Release 2.0 Sprint Demo #1	Release 2.0 Demo #1 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed	\$19,634	M6

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			by Pinellas County.		
21	Release 2.0 Sprint Demo #2	Release 2.0 Demo #2 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.	\$19,634	M6
22	UAT Plan — Release 2.0	UAT Plan: Release 2.0 (Test scope, roles, entry criteria, scenarios, data, schedule, sign-off)	UAT Plan for Release 2.0 (test scope, roles, entry criteria, scenarios, test data, schedule, and sign-off approach) uploaded to Pinellas SharePoint and approved by Pinellas County. Deliverable Acceptance Form signed by Pinellas County.	\$13,090	M6
23	Sprint Documentation – M7	Written documentation for functionality delivered including (as applicable depending on user stories in scope): <ul style="list-style-type: none"> • Sprint Use Cases User Stories • Integration Specification Document (one per integration) • Design Document (one per user story) 	All in-scope sprint documentation for M7 (Sprint Use Cases & User Stories; Integration Specification Document for each integration; Design Document for each user story) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$13,090	M7
24	Release 2.0 Sprint Demo #3	Release 2.0 Demo #3 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to	\$19,634	M7

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.		
25	Release 2.0 Sprint Demo #4	Release 2.0 Demo #4 (feature-complete for UAT)	Demo presented to Pinellas County stakeholders, with recording and/or transcript uploaded to Pinellas County Sharepoint. Demo Feedback Log updated with feedback collected during demo with categorization for further prioritization. Deliverable Acceptance Form signed by Pinellas County.	\$19,634	M7
26	Training Plan — Release 2.0	Training Plan: Release 2.0 (training to be scheduled after Release 2.0 UAT Revisions complete)	Training Plan for Release 2.0 (audiences, session schedule, Train-the-Trainer approach, training materials inventory, and success measures) uploaded to Pinellas County SharePoint and approved by Pinellas County. Deliverable Acceptance Form signed by Pinellas County.	\$13,090	M7
27	UAT Execution & Report — Release 2.0	Facilitated UAT sessions for Release 2.0. Written UAT Report summarizing findings, attendees, feedback categorization, defect disposition, and resolution plan.	Facilitated UAT sessions delivered per the approved UAT Plan. Written UAT Report uploaded to Pinellas County SharePoint summarizing findings, attendees, feedback categorization, defect disposition, and resolution	\$29,088	M8

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			plan. Deliverable Acceptance Form signed by Pinellas County.		
28	Training Execution — Release 2.0	Train-the-Trainer and end-user training sessions for Pinellas County staff, Community Partners, and External Providers as specified in the Training Plan.	Training sessions delivered per the approved Training Plan, including Train-the-Trainer and end-user sessions for Pinellas County staff, Community Partners, and External Providers. Training materials uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$17,453	M8
29	System Documentation — Release 2.0	System Documentation: Release 2.0	Finalized technical and functional documentation deliverables (as specified in the 'Key Delivery Activities' section) for Release 2.0. Deliverable Acceptance Form signed by Pinellas County.	\$11,635	M8
30	System Testing / QA — Release 2.0	Test design, defect triage, and regression test execution across the Release 2.0 sprints.	Test design, defect triage, and regression test results for Release 2.0 documented and uploaded to Pinellas County SharePoint, including evidence-based test results completed by Ignyte (executed test cases with pass/fail status and supporting artifacts). Deliverable Acceptance Form signed by Pinellas County.	\$61,360	M8
31	Organizational Change Management — Release 2.0	OCM stakeholder assessment, change strategy, communications plan, change-champion enablement, and adoption playbook tailored to CAM Team, Community Partners, and External Providers for the Release 2.0 go-live.	OCM deliverables for Release 2.0: stakeholder assessment, change strategy, communications plan, change-champion enablement materials, and adoption playbook tailored to the CAM Team, Community Partners, and External	\$86,400	Optional

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
			Providers uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.		
32	Hypercare & Transition — Release 2.0	Production Deployment: Release 2.0 (Go-Live Support, Smoke Test, Rollback Support, Hypercare)	Production deployment of Release 2.0 completed, including go-live support, smoke test execution, rollback readiness, and the agreed Hypercare period. Hypercare summary (issues raised, dispositions, and outstanding items) uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$29,088	M9
33	Optional Contingency Fund — Release 2.0	See Section Contingency Support Services (ODF) below.	Contingency fund hours consumed in accordance with the procedure in the Contingency Support Services (ODF) section, with written approval from the Pinellas County Product Owner and/or Business Owner for each draw and a summary of work performed uploaded to Pinellas County SharePoint. Deliverable Acceptance Form signed by Pinellas County.	\$48,480	Optional
Phase 2 Firm Fixed Price				\$303,760	
Phase 2 Optional Total				\$134,880	
Phase 2 FFP + Optional Total				\$438,640	

Table 3: Phase 3 (O&M Support) Deliverables

ID	Deliverable	Deliverable Description	Deliverable Acceptance Criteria	Amount	Est. Invoice Month
34	O&M Support – Month 1	Dedicated production support and addressing any defects and prioritized enhancements.	Deliverable Acceptance Form signed by Pinellas County listing work completed.	\$20,013	M9
35	O&M Support – Month 2	Dedicated production support and addressing any defects and prioritized enhancements.	Deliverable Acceptance Form signed by Pinellas County listing work completed.	\$20,013	M10
36	O&M Support – Month 3	Dedicated production support and addressing any defects and prioritized enhancements.	Deliverable Acceptance Form signed by Pinellas County listing work completed.	\$20,013	M11
Phase 3 Firm Fixed Price				\$60,039	

The releases identified above constitute the full set of planned releases under this Statement of Work. Any additional releases or subdivision of releases will be subject to the Contingency Support Services clause defined below.

“Feature-complete” means that the configuration work planned for the sprint has been developed and functionally validated by Ignyte and demonstrated to Pinellas County for business validation. For purposes of this SOW, “works as intended” (or similar acceptance language) means the functionality performs in accordance with the applicable user stories and acceptance criteria in the Pinellas County-approved Product Backlog (including the applicable Release’s Backlog Baseline and any subsequent backlog updates approved by Pinellas County’s Product Owner in the backlog tool or in writing (email acceptable)). Backlog updates that materially expand scope, add net-new features, or otherwise increase Ignyte’s level of effort beyond the applicable Release’s Backlog Baseline shall be treated as enhancements and handled only through mutual written change control. Pinellas County’s Product Owner and/or Business Owner shall provide business validation and sign-off (including confirmation that the demonstrated functionality works as intended) during demos and/or UAT within the applicable review periods. Pinellas County feedback, enhancements, change requests, or refinements beyond the approved Product Backlog do not affect feature-complete status or invoicing.

Pinellas County will be billed at FinanceAccountsPay@MyPinellasClerk.org only if the deliverable is completed and accepted (See Deliverable Acceptance). Payment terms are Net 30 from the time an electronic invoice is received from finance@ignytegroup.com. If payment is not received within 90 days, a 5% penalty will be assessed.

Recurring Annual Licensing & Infrastructure Fees:

The following recurring annual fees apply to the CAM solution beyond the one-time delivery fees set forth above. These fees are invoiced annually and are due on contract execution.

The price summary for Year 1 is provided in the table below. Year 1 fees are pro-rated to co-term renewal with other Ignyte & Appian license fees on 9/30/2026.

Table 4: Year 1 Licensing & Infrastructure Fees (June 2026 – September 2026)

Deliverable	Description	Year One Cost
100 GB Disk Upgrade	Additional 100 GB of storage capacity on the Pinellas County Appian environment.	\$435.80
TEST Environment Upgrade (XL to 2XL)	Upgrade of the Pinellas County Appian TEST environment from XL to 2XL sizing.	\$4,244.56
Ignyte Human Services Case Management Solution License	This is a flat rate for the Ignyte Human Services Case Management Solution based on the Appian Platform.	\$8,490.57
Total for Year 1 (Pro-rated to end 9/30/2026)		\$13,170.93

System Warranty:

Ignyte will provide limited warranty support, as defined herein, for the technology application delivered during this engagement. This support includes the remediation of any defects, not caused by alteration to, or commingling of, the delivered technology application, identified following the production deployment of the most recently deployed Release for 30 days. For clarity, if Pinellas County elects not to authorize Phase 2, the warranty applies to Release 1.0; if Phase 2 is authorized and delivered, the warranty applies to Release 2.0 and supersedes any warranty period in progress for Release 1.0.

The 30-day warranty period will begin on the earlier of:

- (a) the date Pinellas County deploys the most recently deployed Release to Production, or
- (b) thirty (30) days after Ignyte provides written notice (email acceptable) that the most recently deployed Release is ready for Production deployment, provided Pinellas County confirms receipt of such notice by email. If receipt is not confirmed within five (5) business days, receipt will be deemed confirmed on the fifth (5th) business day following transmission.

Ignyte’s obligation to remediate defects under this warranty is limited to defects that are reproducible in the delivered configuration and directly attributable to Ignyte’s implementation of the CAM solution. Issues resulting from data quality, third-party systems or integrations, changes in requirements, user error, or modifications made outside of Ignyte’s control are excluded from warranty coverage and shall be addressed through the Contingency Support Services clause below.

All defects must be reported in writing to the Ignyte Project Manager with the following supporting information:

- Defect Description
- Date and Time first detected

- Point Of Contact (POC) for who first detected the defect
- Steps taken by user that preceded the defect occurring (so Ignyte engineers can recreate the defect)

For reported defects deemed to be due to an Ignyte or Appian system error, Ignyte will configure and test the remediation, demonstrate the correction to the assigned Pinellas County contact, and deploy the fix to production.

For any reported defects that are not determined to be due to an Ignyte / Appian system error (e.g., due to user-error, missed or new requirement, issue with third-party API or data, etc.), Ignyte will provide an estimated Level of Effort to remediate the issue to be prioritized and approved at Pinellas County's request (See Contingency Support Services below).

A-la-cart Support Order Procedure:

If Pinellas County wishes to request additional Ignyte Support under this agreement, an authorized Pinellas County leader will send an email to the assigned Ignyte Project Manager and CC finance@ignytegroup.com to indicate the request for additional support, from which labor category, for how many hours, and what date the support is requested. Ignyte will respond within 48 business hours with confirmation of resource availability and start date to commence the additional support.

Contingency Support Services (ODF):

From time to time, Pinellas County may require contingency or on-call technical support services from Ignyte for work that is not otherwise identified, included, or reasonably implied within the scope of this SOW. Ignyte may provide such contingency support services only upon Pinellas County's prior written request and written approval.

All Contingency Support Services shall be performed solely on an as-requested basis; limited to tasks outside the defined scope of this SOW; and based on mutual agreement, performed on a time-and-materials or firm fixed price basis, using the applicable labor categories and hourly rates set forth in the Master Services Agreement (or applicable rate card, if any).

Pre-Approval and Authorization Requirements

Ignyte shall not commence, initiate, or perform any Contingency Support Services unless and until Ignyte has submitted to Pinellas County an ad hoc project plan describing the requested services; a detailed written cost estimate and proposed not-to-exceed ("NTE") amount has been provided; and Pinellas County has approved such materials in writing.

Any work performed by Ignyte without prior written approval from Pinellas County shall be deemed unauthorized, non-billable, and performed entirely at Ignyte's sole cost and expense.

Not-To-Exceed Limitation

The aggregate total of all Contingency Support Services performed under this SOW shall be subject to a cumulative Not-To-Exceed ("NTE") amount of **\$109,440.00**.

The total not to exceed contract amount is: **\$1,321,819.93**.

Contingency Support Services may include approved enhancements, scope adjustments, or non-warranty remediation activities requested by Pinellas County.

Under no circumstances shall Ignyte:

- exceed the approved NTE amount,
- incur charges beyond the approved NTE, or
- invoice Pinellas County for Contingency Support Services exceeding the approved NTE, without Pinellas County's prior written authorization.

Unused contingency funds do not represent a commitment to spend and may only be utilized through the mutually agreed change control process.

Billing Restrictions

No overtime, premium rates, expedited fees, or additional charges of any kind shall apply unless expressly approved in advance in writing by Pinellas County.

Contingency Support Services shall be invoiced separately from fixed-price deliverables under this SOW and shall reference the applicable Pinellas County-approved authorization and NTE amount.

Approval of Contingency Support Services does not modify, expand, or otherwise alter the fixed scope, deliverables, pricing, or schedule defined in this SOW.

Exhibit D

5. Insurance Requirements

5.1. INSURANCE (General)

The Vendor must provide a certificate of insurance and endorsement in accordance with the basic insurance requirements listed below, prior to recommendation for award. The Vendor shall obtain and maintain, and require any subcontractor to obtain and maintain, at all times during its performance of the Agreement in Phase 1 insurance of the types and in the amounts set forth. For projects with a Completed Operations exposure, Vendor shall maintain coverage and provide evidence of insurance for 2 years beyond final acceptance. All insurance policies shall be from responsible companies duly authorized to do business in the State of Florida and have an AM Best rating of VIII or better. County reserves the right to increase insurance requirements beyond basic level for contracts with increased exposure above those contemplated by basic requirements.

5.2. INSURANCE (Requirements)

- A. Submittals should include, the Vendor's current Certificate(s) of Insurance. If Vendor does not currently meet insurance requirements, Vendor shall also include verification from their broker or agent that any required insurance not provided at that time of submittal will be in place prior to the award of contract. Upon selection of Vendor for award, the selected Vendor shall email certificate that is compliant with the insurance requirements. If the certificate received is compliant, no further action may be necessary. The Certificate(s) of Insurance shall be signed by authorized representatives of the insurance companies shown on the Certificate(s).
- B. The Certificate holder section shall indicate Pinellas County, a Subdivision of the State of Florida, 400 S Fort Harrison Ave, Clearwater, FL 33756. Pinellas County shall be named as an Additional Insured for General Liability. A Waiver of Subrogation for Workers Compensation shall be provided if Workers Compensation coverage is a requirement.**
- C. Approval by the County of any Certificate(s) of Insurance does not constitute verification by the County that the insurance requirements have been satisfied or that the insurance policy shown on the Certificate(s) of Insurance is in compliance with the requirements of the Agreement. County reserves the right to require a certified copy of the entire insurance policy, including endorsement(s), at any time during the Bid and/or contract period.
- D. If any insurance provided pursuant to the Agreement expires or cancels prior to the completion of the Work, you will be notified by CTrax, the authorized vendor of Pinellas County. Upon notification, renewal Certificate(s) of Insurance and endorsement(s) shall be furnished to Pinellas County Risk Management at InsuranceCerts@pinellascounty.org and to CTrax c/o JDi Data at PinellasSupport@jdidata.com by the Vendor or their agent prior to the expiration date.
1. Vendor shall also notify County within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, nonrenewal or adverse material change in coverage received by said Vendor from its insurer Notice shall be given by email to Pinellas County Risk Management at InsuranceCerts@pinellascounty.org. Nothing contained herein shall absolve Vendor of this requirement to provide notice.
 2. Should the Vendor, at any time, not maintain the insurance coverages required herein, the County may terminate the Agreement,.
- E. If subcontracting is allowed under this Bid, the Primary Vendor shall obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth; and require any subcontractors to obtain and maintain, at all times during its performance of the Agreement, insurance limits as it may apply to the portion of the Work performed by the subcontractor; but in no event will the insurance limits be less than \$500,000 for Workers' Compensation/Employers' Liability, and \$1,000,000 for General Liability and Auto Liability if required below.
1. All subcontracts between the Vendor and its Subcontractors shall be in writing and are subject to the County's prior written approval.

Exhibit C

Further, all subcontracts shall

- a. Require each Subcontractor to be bound to the Vendor to the same extent the Vendor is bound to the County by the terms of the Contract Documents, as those terms may apply to the portion of the Work to be performed by the Subcontractor;
- b. Provide for the assignment of the subcontracts from the Vendor to the County at the election of Owner upon termination of the Contract;
- c. Provide that County will be an additional indemnified party of the subcontract;
- d. Provide that the County will be an additional insured on all insurance policies required to be provided by the Subcontractor except workers compensation and professional liability;
- e. Provide a waiver of subrogation in favor of the County and other insurance terms and/or conditions
- f. Assign all warranties directly to the County; and
- g. Identify the County as an intended third-party beneficiary of the subcontract. The Vendor shall make available to each proposed Subcontractor, prior to the execution of the subcontract, copies of the Contract Documents to which the Subcontractor will be bound by this Section C and identify to the Subcontractor any terms and conditions of the proposed subcontract which may be at variance with the Contract Documents.

F. Each insurance policy and/or certificate shall include the following terms and/or conditions:

1. The Named Insured on the Certificate of Insurance and insurance policy must match the entity's name that responded to the solicitation and/or is signing the agreement with the County.
2. Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Vendor.
3. The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and Constitutional offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
4. All policies shall be written on a primary, non-contributory basis.

The minimum insurance requirements and limits for this Agreement, which shall remain in effect throughout its duration and for two (2) years beyond final acceptance for projects with a Completed Operations exposure, are as follows:

5.3. WORKERS' COMPENSATION INSURANCE

Worker's Compensation Insurance is required if required pursuant to Florida law. If, pursuant to Florida law, Worker's Compensation Insurance is required, employer's liability, also known as Worker's Compensation Part B, is also required in the amounts set forth herein.

A. Limits

1. Employers' Liability Limits Florida Statutory
 - a. Per Employee \$ 500,000
 - b. Per Employee Disease \$ 500,000
 - c. Policy Limit Disease \$ 500,000

If Vendor is not required by Florida law, to carry Workers Compensation Insurance in order to perform the requirements of this Agreement, County Waiver Form for workers compensation must be executed, submitted, and accepted by Risk Management. The County Waiver Form is found at <https://pinellas.gov/services/submit-a-workers-compensation-waiver-request/>. Failure to obtain required Worker's Compensation Insurance without submitting and receiving a waiver from Risk Management constitutes a material breach of this Agreement.

Exhibit C

5.4. COMMERCIAL GENERAL LIABILITY INSURANCE

Includes, but not limited to, Independent Vendor, Contractual Liability Premises/Operations, Products/Completed Operations, and Personal Injury. No explosion, collapse, or underground damage exclusions allowed.

A. Limits

1. Combined Single Limit Per Occurrence \$ 1,000,000
2. Products/Completed Operations Aggregate \$ 2,000,000
3. Personal Injury and Advertising Injury \$ 1,000,000
4. General Aggregate \$ 2,000,000

5.5. PROFESSIONAL LIABILITY (ERRORS AND OMISSIONS) INSURANCE

Minimum limits as follows. If "claims made" coverage is provided, "tail coverage" extending three (3) years beyond completion and acceptance of the project with proof of "tail coverage" to be submitted with the invoice for final payment. In lieu of "tail coverage", Proposer may submit annually to the County, for a three (3) year period, a current certificate of insurance providing "claims made" insurance with prior acts coverage in force with a retroactive date no later than commencement date of this contract.

A. Limits

1. Each Occurrence or Claim \$ 2,000,000
2. General Aggregate \$ 2,000,000

- B. For acceptance of Professional Liability coverage included within another policy required herein, a statement notifying the certificate holder must be included on the certificate of insurance and the total amount of said coverage per occurrence must be greater than or equal to the amount of Professional Liability and other coverage combined.