

CARASOFT 'S RESPONSE TO

Williamson County



ServiceNow Statement of Work

Carahsoft SOW ID #SN060618v3

Dated 6/7/18

Onboarding, and Asset Implementation Services

Thursday

June 7, 2018

servicenow



CARASOFT TECHNOLOGY CORP.

1860 Michael Faraday Drive, Suite 100

RESTON, VA 20190

888.66.CARAH | WWW.CARASOFT.COM

TABLE OF CONTENTS

Contents

1. Project Definition	3
2. Delivery Approach.....	7
3. Resource Summary.....	7
4. Engagement Assumptions	8
5. Engagement Timeline	9
6. Change Requests	9
7. Investment	9
8. Authorization	10

1. PROJECT DEFINITION

Project Definition

Williamson County ("Customer") would like to engage Carahsoft to implement Onboarding, Facilities, and Asset Management within ServiceNow for Williamson County (Wilco). Carahsoft will implement the following three main deliverables:

Requirements Gathering Workshop

- Carahsoft will facilitate a requirement gathering workshop to include two people onsite for two days for the areas defined below.

Hardware Asset Management

- Carahsoft will configure an Asset system for managing IT hardware assigned, and accessories (such as badges) assigned to each employee. (No Software Asset Management)
- Carahsoft will create up to 2 reports and dashboards to make this visible to appropriate users.
- Import of hardware asset data from the current systems of record utilizing a flat file from Oracle. Wilco will conduct necessary data preparation and be responsible for clean data so that only a single import is required. This import process will remain manual.
- Will track via asset tag or serial via barcode for all assets over \$500.
- General hardware discovery (e.g. SCCM or other discovery tool) configuration is NOT in scope.

Onboarding Management - The HR Onboarding Management Process requirements are as follows:

Kick Off – HR Generalist

- For Phase I, HRG notified of hire through current Neogov Process or by department/office
- HRG fills out form template on ServiceNow that includes as many pre-filled drop-down menus as possible, to avoid possibilities for error. Will include the following information:
 1. EE's preferred name or as stated in application
 2. EE's personal email address
 3. Hire Date
 4. Hired Position title (would like a drop down of Oracle position titles to pick from)
 - a. Needs to never change (no update link to Oracle); will be used to pull reliable and consistent data for reports
 5. Department/office
 6. Department manager (aka task manager – Phase 2: will complete tasks in system)
 7. Hire type (new hire, rehire, PT to FT, temp/grant to FT, transfer, retiree rehire)
 8. Profile Type – portal view and general tasks will be assigned based on profile type
 - a. Profile types may include: general employee, supervisor/manager, department head, elected official, temp
 - b. Future phases may create more specific roles (ex. Deputy, paramedic, admin)
 - c. Need to determine what tasks will be assigned to each Profile Type
 9. "Set up as..." (for assets)

Kick Off – IT

- IT receives above form via ServiceNow
- IT creates user account and user login in ServiceNow using information above, including appropriate profile

- Sends introductory email (wording to be developed by HR) to new hire, with a copy to the manager and the HR Generalist group email
 - Phase 1: HR Admin account impersonates manager to complete manager's tasks;
 - Phase 2: Manager is trained to complete their own tasks
- IT assigns assets and applicable system log in credentials
- Completion of tasks shown in HR Admin and Manager's dashboard

Kick Off - New Hire Portal

- New hire receives email with ServiceNow account login and link to Portal
- Portal will include the following, defined by Profile Type:
 - a. Links to Laserfische forms to be completed
 - This will take users out of ServiceNow for them to fill out the forms, but upon completion will direct them back to the portal
 - Would prefer automatic task marked complete on submit; if not, user will need to mark
 - General new hire forms will all be linked together in one section - will need opening verbiage about completing all the way through (to be developed by HR)
 - The only form requested to be separate is the Direct Deposit form
 - Discussion needs to occur regarding I9 and issue with grouping for those who already have valid I9; may need to separate
 - b. Any applicable training videos
 - c. Any applicable manuals or guides
 - d. Important dates and information

Kick Off - Manager Portal (HRGs will impersonate manager in Phase I)

- Manager/impersonator receives copied email to new hire
- Manager/impersonator accesses Manager Portal to complete/kick off tasks
- Portal landing page will include icon link to New Hire's Manager's page
- New Hire Manager page will include linked list of all new employees
- Manager/Impersonator will click employee icon/name to view all tasks that the manager still needs to complete for that new hire
- Asset categories include: system access, building/facilities access, ITS equipment, etc.
 - Facilities assigned tasks need to show completion tracking in HR onboarding
 - Other departments (i.e. P-cards) need to be notified of tasks to be completed that are not in ServiceNow and show completion in onboarding
- Phase II may include a service ticket to request set up for a new volunteer/contractor – this request would pull up a corresponding form asking them to select the required assets and various other questions

Newly Elected Official Portal

Portal will include:

- Forms
- Applicable training videos
- Applicable guides and manuals
- Contacts for various departments and needs
- Tasks to make first appointments with budget, talk with IT about software needs, etc.
- Current organizational positions with current budgeted salary and EE name
- Task for when they will be able to start putting in new hires and their access requests
 - TBD by legal review

For Phase I, we will not have newly elected officials set up access privileges; will assign to appropriate office staff or impersonator.

Notifications

- Method to contact HRG group email if questions to be found in new hire portal, manager portal, and will be included in email wording
- Email to new hire, manager, dept. assigned task (i.e. purchasing, facilities, etc.) at appropriate time in the process.

Reporting

- All custom reports to pull analytics by position, department, etc. will be completed by Wilco project team resources. For example: Report to identify new hires that never start employment and why.
- All custom dashboards that shows employee progress, manager's outstanding items, etc. will be completed by Wilco project team resources

Security

- Create security roles needed to separate the HR Admin role (leadership & Sr HR Specialist Analytics) from a standard HRG role.

Onboarding Management general work-breakdown request from **Williamson County**:

Hiring Process	Carahsoft	Wilco
Offer letter created in Laserfiche		X
HR will enter general fields as well as link to Data Sources (Oracle)		X
HR will notify SN of the hire either via email or entry into portal	X	
ITS will generate AD and SN accounts		X
Auto email new EE with SN credentials and link to new EE Portal (use personal email)	X	
Create all required forms in Laserfiche to link on Portals. Route final forms to Laserfiche		X
Create tasks board per groups, ITS, HR, Dept., Facilities	X	
Auto route forms and tasks to groups using portal or task boards	X	
Portal		
1. New Hire - created by Carahsoft	X	
- most tasks are available immediately		
- some tasks unavailable until hire date		
2. Manager - created by Wilco		X
3. Elected Officials - created by Wilco		X
Reporting		
Create custom Dashboard and reporting for roles		X
Secure Data		
Secure sensitive data	X	
Item Management (Access)		
Manager requests items on portal	X	

Auto route requests to IT & other departments	X	
IT & Department assign items/grant access	X	
Employee receives an alert and can view items on portal	X	
Manager to request Term/Change items on portal	X	
Migrate current data (asset)	X	

General Project Delivery Information

Fulfiller Training / Knowledge Transfer

- Development of custom training presentations for the “Train the Trainer” sessions to the core group of individuals that will train the rest of the employees. These presentations will typically be re-used by the WilCo class attendees to train the rest of their teams.
- Provide approximately 4 hours of “train the trainer” training for a core group of HR Onboarding process users (Up to 15 People) who will use the system regularly and train the other (or future) users of the system.
- Provide approximately 2 hours of “train the trainer” training for a core group of Asset Management process users (Up to 15 People) who will use the system regularly and train the other (or future) users of the system.

Note: Carahsoft will record these sessions via GotoMeeting for users that may not be able to attend or future employees that are added to the team. These sessions are not edited and will include things such as questions. Since they aren’t edited or enhanced the audio may have inconsistency based on the location of the individuals speaking. Recorded sessions will be provided in MP4 format.

ServiceNow Administrator Training / Knowledge Transfer

- Documentation of technical activities performed by Carahsoft on the WilCo instance, to be presented to the Wilco ServiceNow Administrator(s).
- Provide administrator guides for all Quickfuze applications purchased in PDF format.
- Provide one 2-hour sessions of cross-training for the Wilco ServiceNow Administration team using documentation and specific meetings to review configuration and customization.

General Project Delivery Information

- Carahsoft will provide necessary documentation and knowledge transfer to identified customer ServiceNow admins for training and post go-live support.
- Carahsoft will complete this work remotely with assistance from **Williamson County**, such as the process owners and selected process users.
- Carahsoft will answer questions and facilitate the modifications and bug fixes identified during UAT.
- Carahsoft will prepare the production instance for go-live and transition to the customer’s ServiceNow support resources.

2. DELIVERY APPROACH

Delivery Approach

Carahsoft will be using our five-phased implementation approach outlined below.

Initiation Phase

- Kickoff Meeting to document and review the high-level scope

Planning phase

- Facilitated detailed requirements gathering and process definition sessions
- Document functional specifications
- Project planning
 - Project task management and schedule
 - Quality / test plan

Implementation Phase

- Perform the necessary configurations or customizations within ServiceNow
- Perform unit testing of all configurations or customizations and compare against requirements
- Perform the necessary show-and-tells with the customer on a regular basis to ensure development is meeting customer expectations
- Provide formal knowledge transfer to customer ServiceNow Admin(s)
- Documentation and delivery of all development performed by Carahsoft
- Instructor led Fulfiller Training

Monitor and Control Phase

- Weekly status reports
- Change orders
- Modify project plans as needed to address risks or priority changes

Close Phase

- Final status report
- Final development acceptance
- Customer approval to move to production
- Deploy to production (use cutover checklist)
- Customer satisfaction survey

3. RESOURCE SUMMARY

Resource Summary

Customer Resources

- Process Owner(s) – Customer will provide subject matter experts to be responsible for the correct and complete definition of each of the processes implemented within the ServiceNow product.
- Project Manager(s) – Customer will provide resources to manage the project and track project scope, requirements, and timeline to ensure that project goals are met within the estimated timelines.
- ServiceNow Resource(s) – Customer will have their ServiceNow Admin and/or platform owner during the engagement to ensure we are in line with existing standards and practices for Customer's environment and will be available during requirements gathering and go-live handoff.

Carahsoft Resources

- Solution Consultant(s) – Carahsoft will provide this resource to help with application configuration and assist with knowledge transfer to Customer Resource(s).
- Engagement Manager / Process Consultant – Carahsoft will provide this resource to assist with process consulting, requirements gathering, project guidance and leadership.

4. ENGAGEMENT ASSUMPTIONS

Engagement Assumptions

Carahsoft shall provide all services related to this SOW on a Time & Materials basis.

Williamson County acknowledges that its participation and cooperation is critical for the success of the project. The following assumptions are based on information provided by **Williamson County** to Carahsoft relating to the project scope and **Williamson County's** current business processes as of the date of this SOW, and have been used to compute the *estimated* level of effort and cost. Deviations from these assumptions may lead to commensurate changes in the timeline and fees.

- Coordinated planning is critical to the success of this project. To ensure appropriate resources are available, Carahsoft and **Williamson County's** project leadership will develop an overall project resource plan for the total duration of this effort, then mutually agree to an initial 30-day resource plan for all Carahsoft resources. This will allow Carahsoft to formally reserve (Hard Book) their assignment and participation in the project and guarantee their availability for the **Williamson County** initiative as planned as well as "Soft Book" for the duration of the project. Every week, both parties will collaborate and add another week to the "Hard Booked" plan maintaining a rolling 30-day resource plan to continue ensure the required amount of Carahsoft resource availability. In the event that **Williamson County** has agreed to the "Hard Booked" resource plan and there is not sufficient work available or provided to fill at least 90% of the agreed upon plan, **Williamson County** agrees they are responsible for payment at the agreed to 90% plan and will be invoiced accordingly. Furthermore, these unused hours could inject risk into completing the engagement, and the client is responsible for a change order, including purchasing additional hours.
- Carahsoft assumes all work will be done in the English language and no additional language support is needed for this effort
- **Williamson County** will provide the required resources and ensure active participation to ensure the implementation is successful. This will include executive decision maker, project leadership and management, subject matter experts, and technical resources.
- **Williamson County** is responsible for definition and documentation of the business processes within scope for this Implementation and implementing all business process changes required to support the implementation.
- **Williamson County** is responsible for testing prior to production.
- Carahsoft resources will have remote access to the **Williamson County's** instances and that **Williamson County** makes appropriate technologies for remote work available.
- Carahsoft is assuming that all reports requested will not exceed the capabilities of the native ServiceNow reporting engine. Carahsoft is only planning on leveraging the native reporting capabilities within ServiceNow. If ServiceNow capabilities are exceeded, there is no guarantee that every reporting requirement will be met.
- We have estimated a 14-week engagement. If the project extends outside of this range a change order may be needed due to the extension of the project.
- This is a time and expense project and the hours described in this document are estimates only based on the high-level requirements currently understood.
- All development work will be performed remotely unless specifically requested by the Customer.
- We have not included time for development of custom lab exercises for the "Train the Trainer" sessions to the core group of individuals that will train the rest of the employees. These lab exercises could be re-used by the WilCo class attendees to train the rest of their teams. This can be added.

- We have not included time for Carahsoft to create recordings of each of the three training sessions without classroom participants. Note: Each of these recordings would have been shorter in duration than the class with students.
- We have not included pricing for the Implementation of the Carahsoft Asset Management Quickfuze Application. This will assist in tracking a hardware asset from delivery/receipt to deployment to final disposal (the entire lifecycle).
- Carahsoft will NOT facilitate user acceptance testing (UAT) with Wilco resources. All UAT script creation scheduling, facilitation, and UA testing will be completed by Wilco resources. Wilco will provide a list of issues found during UAT testing sessions.

5. ENGAGEMENT TIMELINE

Engagement Timeline

The following high-level timeline is being provided as an estimate on the duration of the activities proposed based on experiences at other clients with projects of a similar size. Customer urgency can drive a faster project implementation than depicted below, but a more rapid implementation requires customer resources to be available during the required time periods and could add project risk.

Task/Milestone	Duration
Initiation Phase	2 Week
Planning Phase	2 Weeks
Implementation Phase	10 Weeks
Closure Phase	2 Weeks
Estimated Project Duration	~16 Weeks from Approval to Completion

6. CHANGE REQUESTS

Change Requests

Any requests for additional hours outside of this SOW will be set forth in a Change Order. Customer and Carahsoft will agree upon changes prior to execution of additional hours or costs outside of this SOW.

7. INVESTMENT

Investment

Carahsoft is providing a time and materials estimate using the table below. **Williamson County** will be charged for services, materials, and expenses on a time and materials basis. Any materials or other resources required to complete this project will also be charged to **Williamson County**. Carahsoft will not charge any expenses not defined by this document to the project without prior written approval. Cost estimates presented here include only professional services. This estimate does not include costs associated with client resources, other vendor services, hardware, or software. Many assumptions were made to arrive at the estimated pricing. If these

assumptions turn out to be significantly incorrect, the project estimate will likely be altered and managed through the formal change control process.

Quickfuze Application	Price
Onboarding Quickfuze Application	\$ 10,700.00
iPower Quickfuze Assurance (1 Year)	\$ 1,926.00

Role	Hourly Rate
Engagement Manager/PC	\$192.60
Architect	\$214.00
Solution Consultant	\$192.60

Resource	Rate	Time	Cost
Onboarding Quickfuze Application			\$10,700.00
iPower Quickfuze Assurance (1 Year)			\$1,926.00
Application Discount 20%			-\$2,000
		Quickfuze Application Total	\$10,626.00
Engagement Manager / Process Consultant		146 Hours	\$28,119.60
Architect		53 Hours	\$11,342.00
Solution Consultant		139 Hours	\$26,771.40
		Services	
	Total		\$66,233.00
	Total Investment		\$76,859.00

Billing Notes

- The pricing of this Statement of work is valid for 90 days from the date of this document.
- All hours will be billed as incurred the month following the work being performed.
- Travel and expenses are not included and we expect the workshop to include two people onsite for two days.

Business Terms & Conditions

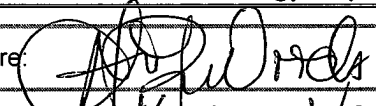
Terms and Conditions of the GSA Schedule No. GS-35F-0119Y will prevail.

8. AUTHORIZATION

This Contract sets forth the entire agreement between the parties. Any understandings, agreements, representations, or warranties not contained in this Contract, a Statement of Work, or a written amendment hereto

shall not be binding on either party. Except as provided herein, no alteration of any of the terms, conditions, services, price, quality, or specifications of this Contract will be effective without the written consent of both parties.

The parties acknowledge and accept the terms and conditions of this Contract. In witness thereof, the parties have signed this Contract.

Authorization	
Williamson County	Carahsoft Technology Corp.
Signature:	Signature: 
Printed Name:	Printed Name: Karina Woods
Title:	Title: Director
Date:	Date: 6/14/18

Carahsoft Technology Corp
Agreement of Additional Terms
for
Williamson County – Texas
Carahsoft GSA-35F-0119Y

Please accept the following additions to the SOW or SOO for Williamson County Commissioners Court approval and recordation into the minutes.

- **Termination for Convenience:** This Agreement may be terminated at any time at the option of either party, without future or prospective liability for performance upon giving ninety (90) days written notice thereof. In the event of termination, Customer (Williamson County, TX) will not be liable for payment years following the termination year or pro rata share of services rendered.
- **Texas Prompt Payment Act Compliance:** Carahsoft agrees payment for goods and services shall be governed by Chapter 2251 of the Texas Government Code. An invoice shall be deemed overdue the 31st day after the later of (1) the date licensee receives the goods under the contract; (2) the date the performance of the service under the contract is completed; or (3) the date the Williamson County Auditor receives an invoice for the goods or services. Interest charges for any overdue payments shall be paid by licensee in accordance with Texas Government Code Section 2251.025. More specifically, the rate of interest that shall accrue on a late payment is the rate in effect on September 1 of licensee's fiscal year in which the payment becomes due. The said rate in effect on September 1 shall be equal to the sum of one percent (1%); and (2) the prime rate published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday.
- **Mediation:** The parties agree to use mediation for dispute resolution prior to and formal legal action being taken on this Agreement.
- **Venue and Governing Law:** Venue of this Agreement shall be Williamson County, Texas, and the law of the State of Texas shall govern.
- **Right to Audit:** Carahsoft agrees that licensee or its duly authorized representatives shall, until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine and photocopy any and all books, documents, papers and records of ServiceNow purchases which are directly pertinent to the services to be performed under this Agreement for the purposes of making audits, examinations, excerpts, and transcriptions.

Carahsoft agrees that licensee shall have access during normal working hours to all necessary Carahsoft facilities and shall be provided adequate and appropriate work space in order to conduct audits in compliance with the provisions of this section. Licensee shall give Carahsoft reasonable advance notice of intended audits.

Williamson County

Vendor Reimbursement Policy

The purpose of this Williamson County Vendor Reimbursement Policy (“Policy”) is to provide clear guidelines to vendors on Williamson County’s expectations and requirements regarding allowable reimbursable expenditures and required backup. The Policy will also minimize conflicts related to invoice payments and define non-reimbursable items. This Policy is considered a guideline and is not a contract.

This Policy may be altered, deleted or amended, at any time and without prior notice to vendors, by action of the Williamson County Commissioners Court. Unenforceable provisions of this Policy, as imposed by applicable law, regulations, or judicial decisions, shall be deemed to be deleted. Any revisions to this Policy will be distributed to all current vendors doing business with the County.

1. Invoices and Affidavits

- 1.1 Invoices must adequately describe the goods or services provided to County and include all required backup (i.e. reimbursable expenses, mileage log, timesheets, receipts detailing expenses incurred etc.) that is in a form acceptable to the Williamson County Auditor. Invoices that do not adequately describe the goods or services provided to County or contain backup that is satisfactory to the Williamson County Auditor will be returned to vendor for revisions and the provision above relating to invoice errors resolved in favor of the County shall control as to the required actions of vendor and when such invoice must be paid by the County.
- 1.2 In the event an invoice includes charges based upon hourly billing rates for services or any other rates based upon the amount of time worked by an individual or individuals in performing services, whether the charges are being billed directly to the County or whether they are the basis of invoices from subcontractors for which the vendor seeks reimbursement from the County, the charges shall be accompanied by an affidavit signed by an officer or principal of the vendor certifying that the work was performed, it was authorized by the County and that all information contained in the invoice that is being submitted is true and correct.
- 1.3 Upon County’s request, vendor must submit all bills paid affidavits wherein vendor must swear and affirm that vendor has paid each of its subcontractors, laborers, suppliers and material in full for all labor and materials provided to vendor for or in connection with services and work performed for County and, further, vendor must swear and affirm that vendor is not aware of any unpaid bills, claims, demands, or causes of action by any of its subcontractors, laborers, suppliers, or material for or in connection with the furnishing of labor or materials, or both, for services and work performed for County.

2. Travel Reimbursement

- 2.1 The County will only cover costs associated with travel on vendors outside a 50 mile radius from Williamson County, Texas.
- 2.2 The County will only cover costs associated with travel as documented work for County. If a vendor is also doing business for another client, the travel costs must be split in proportion to the amount of work actually performed for County and the other client. The only allowable travel expense will be for the specific days worked for Williamson County.
- 2.3 No advance payments will be made to vendor for travel expenditures. The travel expenditure may only be reimbursed after the expenditure/trip has already occurred and

- vendor has provided the Williamson County Auditor with all necessary and required backup.
- 2.4 Vendors must submit all travel reimbursement requests on each employee in full. Specifically, a travel reimbursement request must include all related travel reimbursement expenses relating to a particular trip for which vendor seeks reimbursement. Partial travel reimbursement requests will not be accepted (i.e. vendor should not submit hotel and mileage one month then the next month submit rental car and airfare). If the travel reimbursement appears incomplete, the invoice will be sent back to the vendor to be submitted when all information is ready to submit in full.
 - 2.5 Reimbursement for transportation costs will be at the most reasonable means of transportation (i.e.: airline costs will be reimbursed for coach rate, rental car costs will only be reimbursed if rental car travel was most reasonable means of travel as compared to travel by air).
 - 2.6 The County will not be responsible for, nor will the County reimburse additional charges due to personal preference or personal convenience of individual traveling.
 - 2.7 The County will not reimburse airfare costs if airfare costs were higher than costs of mileage reimbursement.
 - 2.8 Additional expenses associated with travel that is extended to save costs (i.e. Saturday night stay) may be reimbursed if costs of airfare would be less than the cost of additional expenses (lodging, meals, car rental, mileage) if the trip had not been extended. Documentation satisfactory to the Williamson County Auditor will be required to justify expenditure.
 - 2.9 County will only reimburse travel expense to necessary personnel of the vendor (i.e. no spouse, friends or family members).
 - 2.10 Except as otherwise set forth herein, a vendor must provide a paid receipt for all expenses. If a receipt cannot be obtained, a written sworn statement of the expense from the vendor may be substituted for the receipt.
 - 2.11 Sales tax for meals and hotel stays are the only sales taxes that will be reimbursed. Sales tax on goods purchased will not be reimbursed. A sales tax exemption form is available from the Williamson County Auditor's Office upon request.
 - 2.12 The County will not pay for any late charges on reimbursable items. It is the responsibility of the vendor to pay the invoice first and seek reimbursement from the County.

3. Meals

- 3.1 Meal reimbursements are limited to a maximum of \$40.00 per day on overnight travel. On day travel (travel that does not require an overnight stay), meal reimbursements are limited to a maximum of \$20.00 per day. The travel must be outside the Williamson County, Texas line by a 50 mile radius.
- 3.2 Receipts are required on meal reimbursement amounts up to the maximum per day amount stated for overnight or day travel. If receipts are not presented, the vendor can request per diem (per diem limits refer to 3.2). However, a vendor cannot combine per diem and meal receipts. Only one method shall be allowed.
- 3.3 Meals are reimbursable only for vendors who do not have the necessary personnel located within a 50 mile radius of Williamson County, Texas that are capable of carrying the vendor's obligations to County. Meals will not be reimbursed to vendors who are located within a 50 mile radius of Williamson County, Texas.
- 3.4 County will not reimburse for alcoholic beverages.
- 3.5 Tips are reimbursable but must be reasonable to limitation of meal allowance.
- 3.6 No meals purchased for entertainment purposes will be allowed.
- 3.7 Meal reimbursement must be substantiated with a hotel receipt.

4. Lodging

- 4.1 Hotel accommodations require an itemized hotel folio as a receipt. The lodging receipt should include name of the motel/hotel, number of occupant(s), goods or services for each individual charge (room rental, food, tax, etc.) and the name of the occupant(s). Credit card receipts or any other form of receipt are not acceptable.
- 4.2 Vendors will be reimbursed for a single room rate charge plus any applicable tax. If a single room is not available, the vendor must provide documentation to prove that a single room was not available in order to justify the expense over and above the single room rate. A vendor may also be required to provide additional documentation if a particular room rate appears to be excessive.
- 4.3 Personal telephone charges, whether local or long distance, will not be reimbursed.

5. Airfare

- 5.1 The County will only reimburse up to a coach price fare for air travel.
- 5.2 The County will exclude any additional charges due to personal preference or personal convenience of the individual traveling (i.e. early bird check in, seat preference charges, airline upgrades, etc. will not be an allowable reimbursement)
- 5.3 Air travel expenses must be supported with receipt copy of an airline ticket or an itinerary with actual ticket price paid. If tickets are purchased through a website, vendor must submit a copy of the webpage showing the ticket price if no paper ticket was issued.
- 5.4 Cancellation and/or change flight fees may be reimbursed by the County but vendor must provide the Williamson County Auditor with documentation in writing from a County department head providing authorization for the change.
- 5.5 The County will not reimburse vendor for tickets purchased with frequent flyer miles.

6. Car Rental

- 6.1 Vendors that must travel may rent a car at their destination when it is less expensive than other transportation such as taxis, airport shuttles or public transportation such as buses or subways.
- 6.2 Cars rented must be economy or mid-size. Luxury vehicle rentals will not be reimbursed. Any rental costs over and above the cost of a mid-size rental will be adjusted.
- 6.3 Vendors will be reimbursed for rental cars if the rental car cost would have been less than the mileage reimbursement cost (based on the distance from vendor's point of origin to Williamson County, Texas) had the vendor driven vendor's car.
- 6.4 Vendors must return a car rental with appropriate fuel levels as required by rental agreement to avoid the car rental company from adding fuel charges.
- 6.5 Rental agreement and credit card receipt must be provided to County as back up for the request for reimbursement.
- 6.6 Insurance purchased when renting vehicle may also be reimbursed.
- 6.7 Car Rental optional extras such as GPS, roadside assistance, and administrative fees on Tolls will not be reimbursed.

7. Personal Car Usage

- 7.1 Personal vehicle usage will be reimbursed in an amount equal to the standard mileage rate allowed by the IRS.
- 7.2 Per code of Federal Regulations, Title 26, Subtitle A, Chapter 1, Subchapter B, Part IX, Section 274(d), all expense reimbursement requests must include the following:
 - 7.2.1.1 Date

- 7.2.1.2 Destination
- 7.2.1.3 Purpose
- 7.2.1.4 Name of traveler(s)
- 7.2.1.5 Correspondence that verifies business purpose of the expense
- 7.3 The mileage for a personal vehicle must document the date, location of travel to/from, number of miles traveled and purpose of trip.
- 7.4 Mileage will be reimbursed on the basis of the most commonly used route.
- 7.5 Reimbursement for mileage shall not exceed the cost of a round trip coach airfare.
- 7.6 Reimbursement for mileage shall be prohibited between place of residence and usual place of work.
- 7.7 Mileage should be calculated from vendor's employee's regular place of work or their residence, whichever is the shorter distance when traveling to a meeting or traveling to Williamson County, Texas for vendors who are located outside of Williamson County, Texas by at least a 50 mile radius.
- 7.8 When more than one person travels in same vehicle, only one person may claim mileage reimbursement.
- 7.9 Tolls, if reasonable, are reimbursable. Receipts are required for reimbursement. If a receipt is not obtainable, then written documentation of expense must be submitted for reimbursement (administrative fees on Tolls will not be reimbursed).
- 7.10 Parking fees, if reasonable, are reimbursable for meetings and hotel stays. For vendors who contract with a third party for visitor parking at vendor's place of business, Williamson County will not reimburse a vendor based on a percentage of its contracted visitor parking fees. Rather, Williamson County will reimburse Vendor for visitor parking on an individual basis for each time a visitor uses Vendor's visitor parking. Receipts are required for reimbursement. If a receipt is not obtainable, then written documentation of expense must be submitted for reimbursement.
- 7.11 Operating and maintenance expenses, as well as other personal expenses, such as parking tickets, traffic violations, and car repairs and collision damage are not reimbursable.

8. Other Expenses

- 8.1 Taxi fare, bus tickets, conference registrations, parking, etc. must have a proper original receipt.

9. Repayment of Nonreimbursable Expense.

Vendors must, upon demand, immediately repay County for all inappropriately reimbursed expenses whenever an audit or subsequent review of any expense reimbursement documentation finds that such expense was reimbursed contrary to these guidelines and this Policy. Williamson County reserves the right to retain any amounts that are due or that become due to a vendor in order to collect any inappropriately reimbursed expenses that a vendor was paid.

10. Non-Reimbursable Expenses

In addition to the non-reimbursable items set forth above in this Policy, the following is a non-exhaustive list of expenses that will not be reimbursed by Williamson County:

- 10.1 Alcoholic beverages/tobacco products
- 10.2 Personal phone calls
- 10.3 Laundry service
- 10.4 Valet service
- 10.5 Movie rentals
- 10.6 Damage to personal clothing
- 10.7 Flowers/plants

- 10.8 Greeting cards
- 10.9 Fines and/or penalties
- 10.10 Entertainment, personal clothing, personal sundries and services
- 10.11 Transportation/mileage to places of entertainment or similar personal activities
- 10.12 Upgrades to air, hotel and/or car rental
- 10.13 Auto repairs
- 10.14 Baby sitter fees, kennel costs, pet or house-sitting fees
- 10.15 Saunas, massages or exercise facilities
- 10.16 Credit card delinquency fees
- 10.17 Doctor bills, prescription and other medical services
- 10.18 Hand tools
- 10.19 Safety Equipment (hard hats, safety vests, etc.)
- 10.20 Office supplies
- 10.21 Any other expenses which Williamson County deems, in its sole discretion, to be inappropriate or unnecessary expenditures.