



Services Work Order

This Time and Materials Services Work Order ("Work Order" or "Order" or "SWO") is subject to all terms and conditions of the Software Services Agreement (or, if applicable, the Professional Services Agreement) between **Infor Public Sector, Inc.** ("Infor") and **County of Yolo** ("Licensee") with an Effective Date of **8/31/2021** (the "Services Agreement"). All terms of the Services Agreement are incorporated herein by this reference. Capitalised terms not defined in this Work Order are defined in the Services Agreement. In the event of a conflict, the terms of this Work Order control over the terms of the Services Agreement.

Effective Date of Work Order: date of final signature below

Work Order Number: AGR.123619

Prepared by: Porter Rosenkrantz

Project Name: County Of Yolo - Data Archive

Description of Services to be Provided

Licensee needs a v10 data archival solution in the cloud (Multi-Tenant platform) using DataLake for purposes of long term data storage. Data retrieval will be accomplished using the tools available in the Data Lake Compass, query builder, JDBC, and API abilities.

Scope

- Technical planning for the migration
- LSF Data (Application Product Line, LOGAN(TBD))
- Landmark Application Data to be determined
- Up to 3 application migration passes– Purge between runs – currently manual
- Delivery of Birst Data Archive Content (correct modules need to be identified)
 - o Finance
 - o Supply Management
 - o HR/PR
- Knowledge transfer / train the trainer on JDBC connector and query tools for accessing data, including documentation – develop outline
- Configure access to delivered Birst Dashboard for 5 user accounts
- General support/Q&A for Licensee

Assumptions

- Licensee will purchase required Infor OS (Data Lake) licensing
- Licensee will purchase required Infor Birst licensing
- Data retention will be client determined requirements
- Licensee controls the security and necessary security requirements
- Licensee is responsible for determining requirements for data retrieval and report formatting requirements beyond Data Lake delivered utilities and Birst delivered dashboards
- Birst access to Data Lake is provisioned with deployment
- Licensee is responsible for testing and data validation

Deliverables

- Infor to provide a fully migrated information base onto Infor DataLake (120 hours for up to 3 application passes)
- Infor to provide training/help guide to the 5 users on how to use the query tools and support the Data Lake (24 hours)
- Delivery of the Birst Data Archive content for the appropriately agreed upon application suites
 - o Finance

- o Supply Management
- o HR/PR
- Enable data flow from Data Lake to the Birst area
- Outline Birst Content deliveries, general access and data viewing

General Assumptions and Obligations

1. Any requirement(s) not specified in this Order will be addressed using the Project Change Control Process. **“Project Change Control Process”** means the below-described process to manage how changes that might arise during the Project will be managed. Changes may include, but are not limited to, changes in efforts/costs, schedule/timeline, scope, or Deliverables.

Both parties must agree to any changes to this Work Order pursuant to the Project Change Control Process before any services not set forth herein are performed.

If either party believes a change to this Work Order is necessary, such party shall issue to the other party a written change request (**“Change Request”**). In the case of a Customer-initiated Change Request, Infor will promptly evaluate the feasibility of the Change Request following receipt and will determine the impact to the Project cost and timelines. If resources necessary for the contemplated changes are not included in the Service Fees specified in the Service Fees section of this Work Order and are requested by Customer, the rate for such resources will be established at that time based on Infor’s then-current rates.

Infor shall provide Customer a written statement (**“Change Response”**) describing in detail:

- Any additional Services to be performed because of the Change Request.
- The estimated fee associated with such additional Services.
- Any other information relating to the Change Request that may reasonably be requested by Customer.

Customer shall respond promptly to any Infor-initiated Change Request. If Customer approves an Infor-initiated Change Request or a Change Response, with such approval to be in writing, such Change Request or Change Response shall be deemed to be a **“Change Order.”** Any duly executed Change Order shall be deemed an amendment to this Work Order.

The Infor Project Manager and the Customer Project Manager shall administer any approved Change Order. The estimated Project schedule shall be adjusted accordingly for each Change Order. If Customer rejects an Infor-initiated Change Request, or any Change Response, Infor and Customer shall proceed to fulfill their obligations as originally agreed under this Work Order and any subsequent Change Order.

2. Licensee acknowledges that any delays or changes caused by Licensee, Licensee’s employees, equipment, contractors or vendors may cause an increase in the fees required under this Order, including without limitation, delays or changes due to the following: (a) change to or deficiency in the information which Licensee has supplied to Infor; (b) failure by Licensee to perform any of its responsibilities in a timely manner including the supply to Infor of resources and information; or (c) an unanticipated event that changes the service needs or requirements of Licensee. Changes required to this Order as a result of any of the foregoing events will be handled using the Project Change Control Process.

Other Project Assumptions and Obligations

1. Licensee is already licensed for Infor OS, Infor Birst and Data Lake, therefore no additional software licenses are required for this project. All Licensed Software is subject to the terms of the License Agreement and nothing herein shall serve to modify such terms or expand the scope of the license granted thereunder.
2. Tasks will be performed offsite by Infor staff members. Infor staff will have remote access to Licensee’s network and systems as necessary to perform such Project activities.
3. Logging incidents with Infor Support, as well as the application of fixes or patches that are made available by Infor Support, are the responsibility of the Licensee, and therefore the effort associated with these activities has not been included in Infor’s estimates and scope of work.



Resource Level	Estimated Hours	Hourly Rate	Estimated Fee
Consultant, Sr.	144.00	225.00	32,400.00
COE Project Manager Offshore	12.00	95.00	1,140.00

Grand Total	33,540.00
Currency	US Dollar

The rates and terms specified herein are only valid if this Work Order is signed by Licensee by **4/30/2023**.

Estimated time and costs listed in this Order represent an estimate only, and actual project time and cost may vary from the estimates provided. All Services are provided on a time and materials basis. Billing and payment are not dependent or conditioned on delivery of deliverables contemplated herein or any other deliverables. Infor will invoice Licensee for all Services and applicable charges on a monthly basis, as Infor renders the services or Licensee incurs the charges, as applicable. Fees do not include applicable taxes, which will be added to each invoice. Licensee will pay each Infor invoice within 30 days of the date of invoice. This payment obligation is non-cancelable and the amounts paid are non-refundable. Travel and living expenses are not included in the rates or estimated fees stated herein, and are in addition to such fees. Travel time to and from Licensee's site will be billed at \$90 per hour. A minimum of ½ day (4 hours) will be charged for all work at the Licensee's facilities. Remote services provided via phone, facsimile or remote access to Licensee's site will be charged at the standard hourly rate. Overtime rates of 150% of the quoted rate apply for after hours and weekend work. "After hours work" is defined as services performed between 8:00 p.m. and 6:00 a.m. Pacific time. "Weekend work" is defined as services performed between 8:00 p.m. Friday and 6:00 a.m. Pacific time Monday. Holiday rates of 200% of the quoted rate apply for all holiday work defined herein as work occurring on a federal or State of California holiday.

Where a substantial variation from this Order is foreseen both parties must agree in writing to the additional work and amend this Order accordingly.

THE PARTIES have executed this Order through the signatures of their respective authorized representatives.	
Infor (US), LLC	County of Yolo
Signature :	Signature :  9146D66FCD19412...
Printed Name :	Printed Name : Tonia Murphy
Title :	Title : Manager of Procurement
Address : 13560 Morris Road Alpharetta GA 30004 USA	Address : 625 Court St Ste 102 Woodland CA 95695-3490 United States Approved as to Form: By:  Philip J. Pogledich, County Counsel
Signed Date :	Signed Date : 3/30/2023
	Purchase Order Number :
	eBilling (Email Address) :
	<u>Invoice Mailing Address if different from:</u> 625 Court St Ste 102 Woodland CA 95695-3490 United States
	Address :
	Phone :
	Email Address :
	Contact Name :
INTERNAL USE ONLY	
Primary Product : CloudSuite Corporate - S3F	ICS Approval ID: AGR.123619
Existing Project ID :	Existing Project Manager :
Opportunity ID : OP-04408002	Internal ID: