



PROFESSIONAL SERVICES AGREEMENT NO. 6720

Scheduling and Payroll Process Automation - PD

THIS **Implementation of Advanced Scheduling and Payroll Process Automation Professional Services Agreement** ("Agreement") is entered into by and between the City of Corpus Christi, a Texas home-rule municipal corporation ("City") and RPI Consultants, Inc. ("Consultant"), effective upon execution by the City Manager or the City Manager's designee ("City Manager").

WHEREAS, Consultant has agreed to provide professional consulting services to implement an advanced scheduling and payroll process automation for the Police Department;

NOW, THEREFORE, City and Consultant agree as follows:

- 1. Scope.** Consultant shall implement Infor Workforce Management (WFM) Multi-View Scheduling (MVS) for the Police Department ("Services") in accordance with the attached Scope & Fees, as shown in **Attachment A**, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.
- 2. Term.** This Agreement is for one year. The parties may mutually extend the term of this Agreement to complete performance, if necessary, provided, the parties do so in writing prior to the expiration of the original term.
- 3. Compensation and Payment.** This Agreement is for an amount not to exceed \$318,130.00, of which an amount not to exceed \$22,000.00 is allocated to the reimbursement of travel expenses. A copy of the City's travel policy is available upon request. Payment will be made for Services completed and accepted by the City within 30 days of acceptance, subject to the receipt of an acceptable invoice. All pricing must be in accordance with Attachment A.

Invoices must be mailed to the following address with a copy provided to the Contract Administrator:

City of Corpus Christi
Attn: Accounts Payable
P. O. Box 9277
Corpus Christi, Texas 78469-9277

- 4. Contract Administrator.** The Contract Administrator designated by the City is responsible for approval of all phases of performance and operations under this Agreement, including deductions for non-performance and authorizations for

payment. The City's Contract Administrator for this Agreement is as follows:

Holly Houghton, Assistant Director of Information Technology
Information Technology Dept.
361-826-3753
holly@cctexas.com

5. Insurance; License.

(A) Before performance can begin under this Agreement, the Consultant must deliver a certificate of insurance ("COI"), as proof of the required insurance coverages, to the City's Risk Manager and the Contract Administrator. Additionally, the COI must state that the City will be given at least 30 days' advance written notice of cancellation, material change in coverage, or intent not to renew any of the policies. The City must be named as an additional insured. The City Attorney must be given copies of all insurance policies within 10 days of the City Manager's written request. Insurance requirements are as stated in **Attachment B**, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.

(B) Prior to beginning work, Consultant must provide evidence of any valid professional licenses and/or certifications necessary for the performance of the Services and work to be completed under this Agreement.

6. Standard of Care. Consultant warrants that all Services shall be performed in accordance with the standard of care used by similarly situated Consultants performing similar services under the same professional license.

7. Non-Appropriation. The continuation of this Agreement after the close of any fiscal year of the City, which fiscal year ends on September 30th annually, is subject to appropriations and budget approval specifically covering this Agreement as an expenditure in said budget, and it is within the sole discretion of the City's City Council to determine whether or not to fund this Agreement. The City does not represent that this budget item will be adopted, as said determination is within the City Council's sole discretion when adopting each budget.

8. Independent Contractor.

(A) In performing this Agreement, both the City and Consultant shall act in an individual capacity and not as agents, representatives, employees, employers, partners, joint venturers, or associates of one another. Consultant shall perform all professional services as an independent contractor and shall furnish such Services in his own manner and method, and under no circumstance or condition shall an employee, agent, or representative of either party be considered or construed to be an employee, agent, or representative of the other party.

(B) As an independent contractor, no workers' compensation insurance shall be obtained by City covering the Consultant and employees of the Consultant. The Consultant shall comply with any and all workers' compensation laws pertaining to the Consultant and employees of the Consultant.

9. **Subcontractors.** Consultant may not use subcontractors in connection with the Services and work to be performed under this Agreement.
10. **Amendments.** This Agreement may be amended or modified only in writing executed by an authorized representative of each party.
11. **Waiver.** No waiver by either party of any breach of any term or condition of this Agreement waives any subsequent breach of the same.
12. **Taxes.** Reserved.
13. **Notice.** Any notice required under this Agreement must be given by fax, hand delivery, or certified mail, postage prepaid, and is deemed received on the day faxed or hand-delivered or on the third day after postmark if sent by certified mail. Notice must be sent as follows:

IF TO CITY:

City of Corpus Christi
Attn: Holly Houghton, Assistant Director
Information Technology Dept.
1201 Leopard St.
Corpus Christi, TX 78401

IF TO CONSULTANT:

RPI Consultants, Inc.
Attn: Marty Boland, Director, Infor Solutions
1 N. Haven Street, Suite 201
Baltimore, MD 21224-1614

14. ***Consultant shall fully indemnify, hold harmless and defend the City of Corpus Christi and its officers, employees and agents ("indemnitees") from and against any and all liability, loss, claims, demands, suits, and causes of action of whatever nature, character, or description on account of personal injuries, property loss, or damage, or any other kind of injury, loss, or damage, including all expenses of litigation, court costs, attorneys' fees and expert witness fees, which arise or are claimed to arise out of or in connection with a breach of this Agreement or the performance of this Agreement by the Consultant or results from the negligent act, omission, misconduct, or fault of the Consultant or its employees or agents. Consultant must, at its own***

expense, investigate all claims and demands, attend to their settlement or other disposition, defend all actions based thereon with counsel satisfactory to the City Attorney, and pay all reasonable charges of attorneys and all other costs and expenses of any kind arising or resulting from any said liability, damage, loss, claims, demands, suits, or actions. The indemnification obligations of Consultant under this section shall survive the expiration or earlier termination of this Agreement.

15. Termination.

(A) The City Manager may terminate this Agreement for Consultant's failure to perform the work specified in this Agreement or to keep any required insurance policies in force during the entire term of this Agreement. The Contract Administrator must give the Consultant written notice of the breach and set out a reasonable opportunity to cure. If the Consultant has not cured within the cure period, the City Manager may terminate this Agreement immediately thereafter.

(B) Alternatively, the City Manager may terminate this Agreement for convenience upon 30 days' advance written notice to the Consultant. The City Manager may also terminate this Agreement upon 24 hours written notice to the Consultant for failure to pay or provide proof of payment of taxes as set out in this Agreement.

16. Assignment. No assignment of this Agreement by the Consultant, or of any right or interest contained herein, is effective unless the City Manager first gives written consent to such assignment. The performance of this Agreement by the Consultant is of the essence of this Agreement, and the City Manager's right to withhold consent to such assignment is within the sole discretion of the City Manager on any ground whatsoever.

17. Severability. Each provision of this Agreement is considered to be severable and, if, for any reason, any provision or part of this Agreement is determined to be invalid and contrary to applicable law, such invalidity shall not impair the operation of nor affect those portions of this Agreement that are valid, but this Agreement shall be construed and enforced in all respects as if the invalid or unenforceable provision or part had been omitted.

18. Order of Precedence. In the event of any conflicts or inconsistencies between this Agreement, its attachments, and exhibits, such conflicts and inconsistencies will be resolved by reference to the documents in the following order of priority:

- A. this Agreement (excluding all attachments and exhibits);
- B. its attachments; then,
- C. its exhibits, if any.

- 19. Certificate of Interested Parties.** Consultant agrees to comply with Texas Government Code Section 2252.908, as it may be amended, and to complete Form 1295 "Certificate of Interested Parties" as part of this Agreement, if required to do so by law.
- 20. Governing Law.** Consultant agrees to comply with all federal, Texas, and City laws in the performance of this Agreement. The applicable law for any legal disputes arising out of this Agreement is the law of the State of Texas, and such forum and venue for such disputes is the appropriate district or county court in Nueces County, Texas. In accordance with Chapter 2271, Texas Government Code, Consultant verifies that the Consultant does not boycott Israel and will not boycott Israel during the term of this Agreement. In accordance with Chapter 2274, Texas Government Code, Consultant verifies that the Consultant does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and will not discriminate during the term of the Agreement against a firearm entity or fire trade association. In accordance with Chapter 2276, Texas Government Code, Consultant verifies that the Consultant does not boycott energy companies and will not boycott energy companies during the term of this Agreement.
- 21. Entire Agreement.** This Agreement constitutes the entire agreement between the parties concerning the subject matter of this Agreement and supersedes all prior negotiations, arrangements, agreements, and understandings, either oral or written, between the parties.

(SIGNATURE PAGE FOLLOWS)

CONSULTANT

Signature: _____

Printed Name: _____

Title: _____

Date: _____

CITY OF CORPUS CHRISTI

Rachel Erben
Assistant Director, Contracts & Procurement

Date: _____

Reviewed by:

Purchasing Manager	Date
--------------------	------

Approved as to legal form:

Assistant City Attorney _____ Date _____

Attached and Incorporated by Reference:

Attachment A: Scope & Fees

Attachment B: Insurance Requirements

CITY OF CORPUS CHRISTI

INFOR WORKFORCE MANAGEMENT (WFM) MVS IMPLEMENTATION



Prepared For

CITY OF CORPUS CHRISTI

Holly Houghton

Assistant Director of IT

P: 361-826-3753

holly@corpuschristi.gov

Prepared By

Marty Boland

Director, Infor Solutions

M: 949-212-2175

mboland@rpics.com

July 30, 2025

CONTENTS

Revision History	0
1 Statement Of Work	3
1.1 Term	3
1.2 Overview	3
2 Project Scope	4
2.1 Application Scope	4
2.2 Services Scope	4
Business Processes Scope	4
2.3 Change Management Scope.....	6
2.4 Testing Scope.....	8
2.5 WFM Module Scope.....	8
2.6 Technical Development Scope	9
2.7 Go-Live Scope	11
2.8 Post Go-Live Scope	11
2.9 Project Deliverables.....	11
3 Roles & Responsibilities	13
4 Standard Assumptions	18
5 Proposed Project Timeline	19
6 Implementation Cost	20
6.1 Estimated Effort By Resource Level	20
7 Terms & Conditions	22
8 Approval & Acceptance	23

REVISION HISTORY

Date	Version	Description of Revision
07/08/2025	1.0	Initial Statement of Work Draft
07/18/2025	2.0	Estimated Travel Costs Included
07/30/2025	2.1	Added appropriation assumption

1 STATEMENT OF WORK

This Statement of Work ("SOW") represents a new project-based engagement between RPI Consultants LLC ("RPI") and City of Corpus Christi ("Client" or "CCPD"). The purpose of this document is to define requirements, services, costs, and other information relevant to the work to be completed by RPI, assuming successful execution of this agreement. This SOW is considered to be the governing contractual agreement required for the engagement between City of Corpus Christi and RPI Consultants LLC.

1.1 TERM

The term of this statement of work begins as of the last date on the Approval & Acceptance page and continues until the project is complete, no longer than ten (10) months.

1.2 OVERVIEW

RPI Consultants is poised to partner with City of Corpus Christi and the Police Department to implement Infor Workforce Management (WFM). This project will encompass the deployment of Multi-View Scheduling (MVS) to the City of Corpus Christi's Police Department.

As RPI Consultants, we bring to the table a wealth of experience and a deep understanding of the unique needs of public sector clients. Our approach is tailored to ensure a seamless transition for CCPD, with minimal disruption to their critical operations. We are committed to delivering a solution that not only meets the current requirements but also positions Corpus Christi Police Department for future growth and efficiency.

This overview serves as an introduction to the detailed statement of work that will outline the scope, approach, and expectations for this strategic collaboration. Together, we will work towards enhancing City of Corpus Christi's workforce management capabilities, ultimately benefiting their staff and the communities they serve.

2 PROJECT SCOPE

The following objectives provide detailed descriptions of the scope of services which will be completed during this engagement. Any services not explicitly defined in this section are considered out of scope and billed as incurred. Significant changes in scope may be estimated separately and executed through a scope change document.

2.1 APPLICATION SCOPE

Modules not listed are excluded from implementation service estimates.

- **Implement Workforce Management (WFM)**
 - Multi-View Scheduling (MVS)

2.2 SERVICES SCOPE

On the following pages we have outlined the full Project Scope we are proposing and the Services we are providing.

Business Processes Scope

- The RPI team will provide best practice guidance and testing support around a standardized set of business processes.
- City of Corpus Christi will provide consolidated representation from each business area empowered to make future state process decisions on behalf of the organization.

2.2.1 Services Provided

RPI provides the following services:

- **Project Management Services**
 - Provide management of the RPI team
 - Maintain and Update Project Workplan, Status Reporting, Budget Reporting
 - Track Risks, Action items, Issues, and key Decisions (RAID)
 - Co-create project kick-off.
 - Assist in the creation and presentation of the Final (Project Closure) Report
- **Technical Services**
 - Guidance and advisory on technical topics throughout the project such as: tenant strategy, maintenance, and system/application updates, transitioning project areas, RICE development techniques, information security, etc.
 - Interface Development per Integration Scope
 - Extensions Development (Workflows, Configuration Console, Security) per Extension Scope
 - Conversions are not in scope
 - Report Development & Training are not in scope
- **Discovery and Design**
 - Lead the review of current processes and procedures and leverage industry best practices to design the new system
 - Conduct workshops for requirements gathering and documentation

- Create Technical Development plan (RICE)
- **Unit Testing, System Testing, User Acceptance Testing**
 - Provide templates and requirements for functional and technical test plans
 - Prepare system for testing cycles
 - Provide consulting expertise to support analysis and resolution of test issues
 - Provide technical consulting expertise to support analysis and resolution of technical development test issues
- **Training**
 - Train CCPD implementation project teams
 - Develop an End User Training Curriculum
 - Provide templates and guidance for Development of End User Training Materials
 - Train the Trainer approach for CCPD Transactional End Users
 - Client team builds and delivers end user training
 - Assist in development of a readiness assessment, contingency plan, and cutover plan
- **Provide Go-Live and Post Go-Live Support**

2.2.2 Training Scope

Detailed representation of these tasks is delineated in the Training Strategy document delivered as part of the Planning Phase of the project.

Training Terms Clarification

Train-the-trainer

"Train-the-Trainer" refers to a model that allows organizations to efficiently scale their training efforts and promote internal knowledge sharing within their user base. In this approach, a core group of individuals receive direct training and enablement which prepares them for the responsibility of disseminating training out to the broader system user population. The core group of trainers is typically comprised of experienced trainers, superusers, and/or functional subject matter experts, as identified by the Client during project planning.

Super User

Super Users are individuals who are expected to have advanced knowledge of the ERP system, its modules, and functionality, as well as an understanding of the way in which it supports an organization's business processes. They participate in making design decisions and provide support and guidance to other users.

Key Users

Key users are experts within their departments or functional areas, such as Human Resources. They may be referred to in other contexts as functional leads, business process owners, and subject matter experts. These individuals understand how the ERP system supports their department's workflows and processes, and they work closely with super users to inform the system design and implementation.

End Users

The end user population is made up of both functional and transactional users. Functional users work with the system to perform various business processes and tasks related to their specific

department or functional area. The role of a transactional user is narrower in scope, typically involving the entering or updating of transactional data within the system.

Self Service Users

Self Service Users describes individuals who interact primarily or potentially only with the self-service modules, such as Manager Space, Employee Space, or Requisition Self Service. Self Service Users rely on the system for the completion of specific tasks but are not necessarily working in the system to perform the day-to-day responsibilities of their role.

Assumptions

Activity	Phase	Responsible	Key Assumptions / Description
Development of Training Strategy	Initiate & Plan	RPI	This deliverable, covering all training to occur during the project, is intended for use by project management.
Development of Training Curriculum	Initiate & Plan	RPI	This deliverable, covering all training to occur during the project, is intended for use by project management.
Design Enablement	Analyze & Design	RPI	RPI will provide Super User Enablement to facilitate solution design.
WFM Bootcamps	Verify & Empower	RPI	RPI will provide MVS and Migration tool core team training and classes to enable CCPD project team on the capabilities of the listed modules.
Testing Enablement	Verify & Empower	RPI	RPI will provide Testing Enablement to project team members and any additional testers to facilitate Testing Cycles.
End User Training Material Development	Verify & Empower	RPI/ CCPD	RPI will provide standard training materials and support the client in the process of customizing the materials as needed to reflect CCPD's specific design, configuration, and business processes. Training materials will be finalized and approved by the appropriate CCPD subject matter expert(s) prior to their use in training activities.
End User Training	Verify & Empower	RPI/ CCPD	CCPD trainers will conduct End User Training. RPI will provide support for the CCPD trainers
Self Service Training	Verify & Empower	CCPD	Client will be responsible for conducting Self Service Training. RPI may assist Client trainers and provide reference materials, such as job aids, to support training delivery.

2.3 CHANGE MANAGEMENT SCOPE

Activity	Responsible	Key Assumptions / Description
Change Risk Assessment	RPI	RPI Change Manager will conduct a Change Risk Assessment with the project Sponsor(s) and other leaders to evaluate the scope of the change (Change Characteristics) to be compared against the organization's overall change

Activity	Responsible	Key Assumptions / Description
		readiness (Organizational Attributes) to determine the project's level of change risk.
Project Vision & Identity	RPI & CCPD	RPI Change Manager will work with CCPD leaders to create/finalize the project's vision statement and the associated enterprise-level value propositions. If the Client chooses to define an identity for the project and pursue project branding (project name, logo, style guide, etc.), the RPI Change Manager will contribute to and support those efforts, as needed.
Development of Change Management Plan	RPI	RPI Change Manager will develop a custom Change Management Plan based on insights gathered during the Initiate & Plan phase, which establishes the change management approach, roster of change roles, major deliverables, and change communication plan for the project.
Change Communication Support	RPI	RPI Change Manager will provide advisory support for recommended change communications with vendors and employees and provide a communication plan template and examples.
Change Impact Assessment	RPI & CCPD	Following completion of the initial Design Document, RPI Change Manager will work with the RPI and CCPD functional team lead(s) to identify the most impactful changes that the organization will experience in moving from the current state to the future state. This deliverable describes each significant change, its impacts, identifies the impacted parties, notes any related value propositions, and defines the recommended response, where called for. The assessment findings heavily inform both the training and communication strategies.
Training Support	RPI	RPI Change Manager supports the completion and maintenance of the Training Curriculum and execution of the overall Training Strategy, including the orchestration of training materials. Following major testing/training cycles, the Change Manager administers self-evaluations of the core project team members' transactional proficiency to ensure knowledge transfer and readiness to participate in the train-the-trainer model for end users.
Change Champion Support	RPI & CCPD	With RPI Change Manager guidance, CCPD may choose to recruit Change Champions to support the project. Champions are stakeholders not part of the core project team but interested in supporting and advocating for the project. Champions facilitate bidirectional communication for the project, act as early adopters, and gain valuable change management knowledge through their engagement with the project. Additionally, Champions may be asked to provide feedback on training materials and participate in User Acceptance Testing.
Development of Sustainment Plan	RPI & CCPD	RPI Change Manager will work with the project team leads to deliver a Sustainment Plan, designed to be implemented post-live, to ensure that system adoption, utilization and proficiency continue to be reinforced after project close. Analysis will be performed to ensure that the plan is actionable and that the right CCPD resources are enabled to carry out sustainment activities.

2.4 TESTING SCOPE

RPI will lead Unit Testing and System Integrated Testing. Client will take a lead role for User Acceptance Testing. Detailed representation of these tasks is delineated in the Testing Strategy document delivered as part of planning.

Assumptions

Activity	Responsible	Key Assumptions / Description
Testing Plan Development	RPI	Testing Plan Development
Script Development	RPI: Unit Test, Shared: SIT, UAT	Test Script Development
System Prep	RPI: Unit Test Shared: SIT, UAT	Prepare the designated WFM multi-tenant for testing cycle
Testing Support, Issue Resolution	Shared: Unit Test, SIT, UAT	User Testing Support and Issue Resolution
Testing management	RPI: Unit Test, SIT Client: UAT	Management of overall testing process
User management	Client	Provisioning new user accounts, role assignment and troubleshooting and resolving any issues as required to support testing process
Data Validation	Client	Validate all data is accurate
Resource allocation	Client	Providing resources to complete testing as per project schedule
Test execution	Client	Executing test scripts for all pay and accrual scenarios

2.5 WFM MODULE SCOPE

Module	Scope	Key Assumptions / Description
Scheduling	MVS Scheduling	<p>RPI will take the lead in implementing MVS scheduling, guiding the process and providing training for the scheduling leads. The training will encompass the creation of necessary components for scheduling units, including various scheduling models such as rotation-based, self-scheduling, and shift templates, shift bidding and swapping leveraging Infor's Self-Service portal.</p> <p>City of Corpus Christi scheduling team/leads will actively participate by shadowing and gradually taking charge of the system configuration for new units and departments. This concurrent approach is deemed essential to collectively address the scheduling needs of the entire population within the project timeframe.</p>

Module	Scope	Key Assumptions / Description
Self-Service	Mobile (Self-Service Portal) and Desktop (Admin Portal)	All core current functionality
As Built System Documentation	Configuration workbook for current WFM system configuration	RPI to develop a system wide configuration workbook for City of Corpus Christi

2.6 TECHNICAL DEVELOPMENT SCOPE

RPI has allocated 108 hours on a time & materials basis for technical development which includes supervisor setup, integrations and extensions. RPI will be responsible for the development or modification of integrations and extensions outlined by the project team up to the available budget. Within those hours, RPI will be responsible for the training and enablement of development tools within the application.

2.6.1 Supervisor Setup

CCPD has surfaced a requirement for Lieutenants to have access to their employees in WFM. During this engagement, RPI will discuss the functions required for Lieutenants and Captains and provide a recommendation to meet the desired outcome. Additionally, RPI will assist with technical changes needed to facilitate the agreed upon solution.

2.6.2 Integrations (Core)

RPI will leverage existing Infor CloudSuite interfaces and provide modifications where necessary. It is anticipated the following interface list may evolve during the discovery process.

Source System	Destination System	Assumptions
Infor HR (Employee Profile)	Infor WFM	RPI will modify employee interface as needed for the MVS implementation

2.6.2.1 Assumptions

Activity	Responsible	Key Assumptions	Description
Integration Development	RPI & Client	RPI responsible for integrations listed above. Client is responsible for all other integrations to and from the Infor system.	Modifications of interfaces and integrations in Infor WFM. Client responsible for integration points other than WFM (i.e GHR)
Data Mapping	Shared	Client will provide subject matter expertise on data structure of all non-Infor systems.	Mapping Infor business classes and fields to interface files and systems
File Transfer	Client	Client responsible for FTP/SFTP servers and processes.	Movement of data in and out of Infor
Testing and Data Validation	Client	Client is responsible for testing and validation of all interfaces.	RPI will provide advice and guidance

Activity	Responsible	Key Assumptions	Description
Third-party relationships	Client	Client is responsible for understanding and detailing non-Infor system file structure and providing timely and accurate file downloads, managing third party vendor relationships, and ensuring an adequate test environments and support from those systems with which to test Infor integrations.	Subject matter expertise and coordination with non-Infor systems and providers

2.6.3 Extensions Scope

Allocated RPI resources will work to support development of Extensions as outlined and prioritized by Project Team.

2.6.3.1 Assumptions

Activity	Responsible	Key Assumptions	Description
Requirements Analysis	RPI & Client	RPI will provide advisory support to City of Corpus Christi in determining where configurations will be needed vs an extension or product gap.	Assist City of Corpus Christi in determining gaps between Client needs and Infor Delivered functionality.
Technical Project Management	Client	City of Corpus Christi is responsible for technical project management over their development team.	Provide technical project management of development activities.
Extension Design	Client	City of Corpus Christi is responsible for design documentation and testing criteria for all extensions.	Creation of requirements documentation for all extensions.
Custom Overtime Approval Workflow	RPI	RPI will develop listed workflow or customize solution to meet CCPD needs.	
Non-standard Workflow Development	Client	RPI will provide advisory support within budgeted hours.	Technical development of workflows, approvals, and action requests.
Alerts	RPI	RPI will configure up to 3 core alerts.	RPI will advise on Alert capabilities and work with City of Corpus Christi to develop the alerts
Testing and Validation	Client	City of Corpus Christi is responsible for testing all extensions including approval logic and approver assignments.	Validate all extensions work correctly and accurately.

2.7 GO-LIVE SCOPE

RPI will perform discovery and build for the entire police department during the project. Once the configuration and build is complete, RPI will perform a staggered go-live with a single department or group of users. Following a successful go-live, RPI will assist in taking the rest of police live on Infor CloudSuite WFM.

2.8 POST GO-LIVE SCOPE

Once go-live is complete, RPI provides post-live support for a period of two pay periods.

During go-live and the following period of support, our consultants strive to resolve issues as quickly as possible. RPI commits to the following SLA response times for go-live and post-live support.

Priority	During Business Hours Response Time	Outside of Business Hours Response Time
High	Within 2 hours	Within 1 hour of next business day
Medium	Same day, if reported before 3:00 PM	Within 4 hours of next business day
Low	Same day, if reported before 3:00 PM	Within 4 hours of next business day

Note: Business hours are defined as 9:00 AM – 5:00 PM Central Time during weekdays excluding major holidays.

2.9 PROJECT DELIVERABLES

The following deliverables may be required or completed during the duration of the project.

	Responsibility
Project Plan A comprehensive, mutually agreed-upon Project Plan will be generated by the Project Manager to keep the project on schedule and in scope.	RPI Project Manager
Kick Off Presentation A presentation to summarize and communicate the project methodology, timeline, and roles and responsibilities to City of Corpus Christi team members participating in the project.	RPI Project Manager
Project Status Reports A report of all project-related activities will be distributed to the Client and the RPI team to keep everyone informed. This will include the overall project status, project financials, Consultant activities, and as needed issue tracking. Frequency of report will depend on the stage of the project as well as Client and RPI efforts at any given time.	RPI Project Manager
Change Management Plan Establishes the change management approach, roster of change roles, major deliverables, and change communication plan for the project.	RPI Change Manager
Training Strategy Outlines training approach and responsibility for each application module and audience.	Joint

Technical Strategy Notes the development items, data copies, and tenant strategy.	Joint
End User Guides RPI will provide guidance to City of Corpus Christi to develop their specific training materials based on Client training preferences. Client will be accountable for end user training material development and inputting Client process specific details.	Client
Issue Management Any issues that arise will be logged and made available to all relevant parties. As the teams troubleshoot and resolve these issues, their statuses and resolutions will be reflected on the issue management log.	Shared
Testing Strategy / Plans Sample test plans will be provided by the RPI team, if applicable to the project, to assist with the System Integrated Testing and User Acceptance Testing driven by the Client. The plan is a comprehensive list of test scripts that walk through various testing scenarios. RPI will provide generic test scripts. City of Corpus Christi will customize as necessary.	Shared
Readiness Assessment, Contingency and Cutover Plans Preparation for go-live.	Shared
Project Closure At the conclusion of the engagement, RPI will perform a walk-through of the project and document, work completed, budget status, survey results, as well as any recommended next steps based on best practices and experience with other clients.	RPI Consultant & RPI Project Manager

3 ROLES & RESPONSIBILITIES

A description of the various roles and associated responsibilities is as follows. Roles may be expanded or consolidated based on the skill sets of the assigned CCPD associates.

Project Management

Organization	Role	Responsibilities
City of Corpus Christi	Project Sponsor / Steering Committee	<ul style="list-style-type: none"> Assumes ultimate responsibility for the City of Corpus Christi Project team's success. Communicates Project directives and objectives. Provides timely and effective resolution to issues escalated by the Project team. Designates and assures commitment of resources throughout the Project to ensure Project success. Determines Project priorities and approves all changes to Project scope. Provides final review and approval of Project deliverables and milestones. Monitors Project quality and integrity with respect to business goals. Provides positive leadership and ongoing support to all Project team members. Identifies and communicates any issues of concern throughout the course of the Project. Participates in monthly Steering Committee Meetings.
City of Corpus Christi	Project Managers	<ul style="list-style-type: none"> Assist the Project Team with logistical matters such as scheduling work and meeting space, IT/desktop resources, and meetings. Manage the execution of the project plan and tracking progress on the project tasks. Responsible for the development of the project communication plan (Issues and Escalation). Manage the project budget and change control process. Identify and coordinate and manage additional City of Corpus Christi support resources needed periodically during the course of the project. Coordinate and lead team status meetings to stay ahead of any issues, access and mitigate potential risks and assists City of Corpus Christi Functional Team Lead in keeping the project plan up to date. Advise Executive/Project Sponsors on status of project. Manage the relationship with RPI and other vendors as needed. Ensure all the City of Corpus Christi work teams are completing tasks to schedule and coordinating activities appropriately. Monitor, track, maintain, and assume overall responsibility for the project issues log. Work with the RPI Program Manager in the escalation of issues and risk. Produce formal status reports for City of Corpus Christi Executives.

Organization	Role	Responsibilities
		<ul style="list-style-type: none"> Facilitate program sponsors committee meetings to engage sponsor and committee. Actively monitors project to prevent scope creep.
RPI	Project Manager	<ul style="list-style-type: none"> Responsible for the development of the baseline project plan. Schedule the project's consulting and training activities together with the City of Corpus Christi Project Manager. Help ensure team understanding of objectives and methodology. Assign and manage RPI Consultant resources. Drive deliverables, activities, and milestone achievement according to the project plan. Serve as the escalation contact at RPI and work with the City of Corpus Christi Project Manager in the escalation of issues and risks. Work with City of Corpus Christi management and PM to ensure timely review of change requests. Partner with City of Corpus Christi Project Manager to prevent "Scope Creep".
RPI	Change Management Leads	<ul style="list-style-type: none"> Responsible for leading development of the Change Management Plan Responsible for facilitating project Change Champion program Responsible for project level Change management tasks and execution

Functional

Organization	Role	Responsibilities
City of Corpus Christi	Functional Team Leads	<ul style="list-style-type: none"> Actively participates in System Design to define requirements in pertinent functional areas. Includes system process requirements, conversion requirements, and high-level interface requirements. Defines processing roles for end users in pertinent functional areas and accommodates security requirements definition. Responsible for identifying and coordinating resources for Super User Training. Responsible for sign-off of Operating Model and Configuration Documents in pertinent functional areas. Responsible for supporting prioritization of technical development backlog as Process Owner. Responsible for providing technical development acceptance criteria as Process Owner. Responsible for identifying and coordinating resources for Integrated Testing. Identifies Integrated Testing Scenarios and provides validation/reconciliation of parallel test results. Responsible for data validation of all converted data in pertinent functional areas. Determines training requirements for end users and coordinate resources for end user training. Performs end user training.

Organization	Role	Responsibilities
		<ul style="list-style-type: none"> Provides sign-off of end user training materials. Provides sign-off of Go-Live Cutover Plan. Develops high priority reports using standard reporting tools.
RPI	Functional Consultants	<ul style="list-style-type: none"> Leads System Design by conducting interviews, assessing business needs, analyzing gaps, and providing best practice recommendations for process and system configuration in pertinent functional areas. Provides recommendations relative to conversion requirements, interface requirements, and end user roles/security definition. Prepares Configuration Documents for Operating Model. Configures system for Super User Training. Collaborates with Functional leads to identify Integrated Testing Scenarios and requirements. Provide leadership and assistance to City of Corpus Christi testers through Integrated Testing. Provides available templates for custom User Manuals and provides guidance on End User Training. Go-Live facilitation and post-Live application consulting expertise through first two payroll cycles.
City of Corpus Christi	Super Users	<ul style="list-style-type: none"> Responsible for individual task completion. Communicating and resolving issues. Development and testing of procedures and policies. Testing and documentation of functionality. Provide assistance and training to end users. Develops, validates, and documents policies and procedures. Provides City of Corpus Christi subject matter expertise. Completes prerequisite web-based training courses and attends Infor Application Training classes. Learns basic Infor system functionality and features and applies this knowledge to the City of Corpus Christi functional business needs. Assumes responsibility for design decisions, execution of system setup, and validation that design meets the business needs of the organization. Participates in weekly Project Team status meetings, including the preparation and presentation of a weekly Project status report by application area. Identifies, communicates and resolves application team issues. Learns in-depth building, maintenance and integration of system files. Define, document, execute and validate unit test (Pay Rules) and system test scenarios and results. Validates converted and/or interfaced data. Participates in design reviews as designated in the technical development strategy and at the direction of the Functional Team Lead/Process Owner. Develops and documents end-user training materials. Conducts or assists in end-user education as needed. Communicates business process changes to City of Corpus Christi personnel, including policies and procedures.

Organization	Role	Responsibilities
		<ul style="list-style-type: none"> • Participates in report definition, prioritization, and development. • Assists with identification and validation of security needs. • Effectively communicates throughout the course of the Project.

Technical

Organization	Role	Responsibilities
RPI	Lead Technical Consultant	<ul style="list-style-type: none"> • Interfaces <ul style="list-style-type: none"> ◦ Responsible for identifying all interfaces needed to, from, and within Infor WFM ◦ Responsible for WFM interface development per interface scope • System Administration <ul style="list-style-type: none"> ◦ Open and manage Infor incidents during the project implementation. • Reporting <ul style="list-style-type: none"> ◦ Responsible for report development per reporting scope • Security <ul style="list-style-type: none"> ◦ Work closely with the functional team, responsible for modifying delivered security roles as needed. ◦ Accountable for assigning the correct security role to each resource. ◦ Accountable for ensuring that all resources have actor, agent, and/or context records as needed. ◦ Work with Super Users and SMEs to ensure security is working as designed during Integrated Testing and User Acceptance Testing. ◦ Resolve issues identified in testing and following Go-Live • Integrated Testing and User Acceptance Testing <ul style="list-style-type: none"> ◦ Assist in the resolution of issues identified in testing and following Go-Live.
City of Corpus Christi	Technical Team	<ul style="list-style-type: none"> • System Administration <ul style="list-style-type: none"> ◦ Understand and support both Infor hosted applications and environments. ◦ Deliver integrations for applications outside of WFM ◦ Provision all system users and administers security authentication and access. ◦ Accountable for the various environments, product lines and advanced technologies in terms of system performance, administering user accounts, requesting system updates and resolving system issues. ◦ Coordinate database/environment copies to support project activities. ◦ Coordinate system updates and applies patches as needed.

Organization	Role	Responsibilities
		<ul style="list-style-type: none"> <ul style="list-style-type: none"> ○ Initial point of contact for any technical system issues, escalating to RPI or Infor as needed. • BODs <ul style="list-style-type: none"> ○ Responsible for building and editing data exchanges used throughout CloudSuite. ○ Create new data exchanges to support the interface plan. ○ On an ongoing basis continue to monitor and resolve issues that may arise with data exchanges. • Reporting <ul style="list-style-type: none"> ○ Birst Admin • Security <ul style="list-style-type: none"> ○ Work closely with the functional team, responsible for modifying delivered security roles as needed. ○ Understand Landmark Pattern Language (LPL) in order to recommend system modifications or enhancements. ○ Accountable for assigning the correct security role to each resource. ○ Accountable for ensuring that all resources have actor, agent, and/or context records as needed. ○ Work with Super Users and SMEs to ensure security is working as designed during Integrated Testing and User Acceptance Testing. ○ Resolve all issues identified in testing and following Go-Live • Interfaces <ul style="list-style-type: none"> ○ Identify the fields that will need to be mapped between systems. ○ Responsible for coding and unit testing all interfaces identified during Design, per the specifications provided by the project team. ○ Work with Super Users and SMEs to ensure interfaces are working as designed. ○ Responsible for interface development per interface scope • Integrated Testing and User Acceptance Testing <ul style="list-style-type: none"> ○ Assist in the resolution of all issues identified in testing and following Go-Live.

4 STANDARD ASSUMPTIONS

- RPI resources will be given all necessary credentials and access to the servers/environments/applications in-scope for the project, including unimpeded access to independently initiate a remote connection. This may include Administrative System Access. If RPI resources are asked to work over screen-share, such as Teams or Webex, a change request for additional work effort will be needed to account for the loss in efficiency.
- Client will provide an Infor WFM development environment representative of production where RPI can develop the requested solution.
- Client will coordinate code promotion and deployment between environments/product lines as needed to meet project milestones.
- RPI will be provided with access to Infor Concierge to open support incidents under Client account.
- Client is responsible for ensuring resource availability, coordination, scheduling, and attendance to meet the timeline and support the overall success of the project.
- The Client will provide detailed requirements and UAT criteria for all desired development work. RPI will engage in an advisory role, as needed, to build consensus and provide guidance on standardization to leading practice.
- Client is responsible for timely testing and approval of all application and environment configurations, extension changes, and development work prior to deployment to production.
- The continuation of this SOW/Agreement after the close of any fiscal year of the Client/City, which fiscal year ends on September 30th annually, is subject to budget approval and appropriations covering this Agreement as an expenditure in said budget, and it is within the sole discretion of the City's City Council to determine whether or not to fund this Agreement. The City does not represent that a budget item providing for this Agreement will be adopted, as that determination is within the City Council's sole discretion when adopting the budget.

5 PROPOSED PROJECT TIMELINE

The sample timeline presented below reflects a 40-week project timeline with 4 weeks of post Go-Live support.

City of Corpus Christi	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	
Initiate & Plan																																													
Project Planning & Governance																																													
Provision																																													
Requirements Discovery / Current State																																													
Initial System Build																																													
Analyze & Design																																													
Project Team Training & Enablement																																													
Conference Room Pilot																																													
Design / System Overview and Walkthrough																																													
Technical Workshops																																													
Functional Test Build																																													
Build & Develop																																													
UT Tester Enablement																																													
Functional Testing (Pay rules and schedules)																																													
Functional Issue Resolution & Design Validation																																													
Technical Development																																													
Verify & Empower																																													
SIT Tester Enablement																																													
System Integrated Testing																																													
Regression Test																																													
UAT Build Update																																													
UAT Tester Enablement																																													
User Acceptance Testing																																													
UAT Issue Resolution																																													
End User Training Program Development																																													
End User Training																																													
Final System Updates																																													
Readiness Assessment																																													
Go/No Go																																													
Go Live & Support																																													
Cutover																																													
Post Go Live Support																																													

Note: Delays may result due to responsibilities not being met by the client team, Infor, or by third parties outside of the scope of control of the RPI team. If City of Corpus Christi is not able to make resources available to complete a particular task, RPI may be able to provide additional assistance to keep the project on schedule. RPI will do its best to adjust our approach and schedule to accommodate these changes and keep the project on-track and on-budget. A change in responsibilities or delay in schedule may result in an increased cost. RPI communicates any changes to City of Corpus Christi and provides the opportunity to determine the appropriate steps.

6 IMPLEMENTATION COST

6.1 ESTIMATED EFFORT BY RESOURCE LEVEL

Role / Task	Hourly Rate	Hours Estimate	Cost Estimate
Senior Project Manager	\$205	354	\$72,570
Change Manager	\$185	120	\$22,200
Principal WFM Consultant (T&A)	\$220	96	\$21,120
Principal WFM Consultant (Tech)	\$220	108	\$23,760
Principal WFM Consultant (MVS)	\$220	200	\$44,000
WFM Consultant (MVS)	\$185	608	\$112,480
Total		1,486	\$296,130

The above work effort is an estimate; all work is performed on a time and materials basis. The projected resource level mix represents our best estimate. RPI manages projects to total budget.

6.1.1 Travel

RPI will charge all reasonable out-of-pocket expenses. Out-of-pocket expenses include such items as travel, lodging, airport parking, and/or mileage at the rate published by the IRS. All expenses shall be reimbursed for actual out-of-pocket amounts, except for meals. Meals shall be reimbursed based on current GSA standard per diem rates.

Onsite visits incur a minimum of 8 billable hours per day.

6.1.2 Estimated Travel Cost

Project Phase	Estimated Trips	Estimated Cost Per Trip	Estimated Travel Cost
Initiate & Plan	3	\$2,000	\$6,000
Analyze & Design	1	\$2,000	\$2,000
Build & Develop	0	\$2,000	\$ 0
Verify & Empower	4	\$2,000	\$8,000
Go-Live & Support	3	\$2,000	\$6,000
TOTAL TRIPS ESTIMATED	11		\$22,000

6.1.3 Rate Card

RPI charges rates based upon Resource Level. The rate card for this statement of work is provided below:

Resource Level	Hourly Rate
Partners & Practice Directors,	\$240
Principal Consultants, Program Managers, Practice Managers, Solution Architects	\$220
Senior Project Managers, Lead Application Consultants, Lead Technical Consultants	\$205
Project Managers, Technical Consultants, Functional Consultants	\$185
Business Analysts, Technical Analysts, Project Coordinators	\$145

Note: The above rates are valid through the term of the agreement.

7 TERMS & CONDITIONS

The following Terms & Conditions shall be considered binding for any services provided by RPI to the Client relevant to the work outlined in this Statement of Work.

1. Invoicing and Remittance Terms

1.1 Billing and Payment Terms

Payment terms: RPI invoices are submitted monthly and due within 30 days of receipt.

All travel and out-of-pocket expenses will be billed as actuals. Out-of-pocket expenses include such items as travel, lodging, airport parking, and/or mileage at the rate published by the IRS. All expenses shall be reimbursed for actual out-of-pocket amounts, with the exception of meals. Meals shall be reimbursed based on current GSA standard per diem rates.

1.2 Interest and Late Payments

Any amounts remaining unpaid for more than 30 days from the issue date shall accrue interest at a rate of the lesser of 1.5% per month or the highest rate allowed by law.

2. Disclaimer, Liability, and Warranty

2.1 Disclaimers

RPI Consultants shall not be liable for any damage resulting from loss of data, loss of profits, and loss of use of products or equipment or for any incidental or consequential damages. The Client's right to recover damages caused by RPI Consultants' fault or negligence shall be limited to monies actually paid by the Client for the services rendered.

2.2 Limitation of Liability

In providing these services, RPI Consultants shall not be liable for incidental or consequential damages of any kind. The warranty of good workmanship shall be the only warranty expressed or implied by this agreement. RPI shall not be liable for delays or failures in performance with respect to this agreement due to causes beyond its control e.g., force majeure, epidemics, war, riots, strikes, delays in transportation or part shortages, or inability for causes beyond its control to obtain necessary labor, materials, or manufacturing facilities.

RPI or RPI's service agent's liability on any claim, whether based on contract, warrant, tort (including negligence) or otherwise, arising out of, or connected with this agreement, shall in no event exceed the amount of the service billings associated with it. In no event shall RPI or RPI service agents be liable for consequential, incidental, special, or exemplary damages including, but not limited to, loss of substitute facilities, equipment or service, downtime costs, customer data, or claims by customers of Client for such damages.

3. Governing Law and Venue

3.1 Governing Law and Venue

This Agreement has been made in and shall be governed by and construed in accordance with the laws of the State of Texas, exclusive of any conflicts of law principle which would apply the law of another jurisdiction. Any cause of action hereunder shall be brought in an appropriate court of jurisdiction in the State of Texas.

8 APPROVAL & ACCEPTANCE

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work. By signing below, Client hereby acknowledges and agrees to the work required as documented herein, and to the payment of the fees required herein.

CITY OF CORPUS CHRISTI

Printed Name

Title

Date

Signature

RPI CONSULTANTS LLC

Printed Name

Title

Date

Signature

INVOICE & CONTACT INFORMATION

Holly Houghton

Contact Name

1201 Leopard St., Corpus Christi, TX 78401

Contact Address

ITInvoice@cctexas.com

Email Address

PO# or Other Instructions

☐ Please Check for Invoicing via Email☐ Please Check if PO# is Required

Attachment B: Insurance Requirements

I. CONTRACTOR'S LIABILITY INSURANCE

- A. Contractor must not commence work under this contract until all insurance required has been obtained and such insurance has been approved by the City. Contractor must not allow any subcontractor, to commence work until all similar insurance required of any subcontractor has been obtained.
- B. Contractor must furnish to the City's Risk Manager and Contract Administer one (1) copy of Certificates of Insurance with applicable policy endorsements showing the following minimum coverage by an insurance company(s) acceptable to the City's Risk Manager. The City must be listed as an additional insured on the General liability and Auto Liability policies **by endorsement**, and a waiver of subrogation **endorsement** is required on all applicable policies. **Endorsements** must be provided with Certificate of Insurance. Project name and/or number must be listed in Description Box of Certificate of Insurance.

TYPE OF INSURANCE	MINIMUM INSURANCE COVERAGE
ERRORS & OMISSIONS	\$1,000,000 Per Occurrence \$1,000,000 Aggregate

- C. In the event of accidents of any kind related to this contract, Contractor must furnish the Risk Manager with copies of all reports of any accidents within 10 days of the accident.

II. ADDITIONAL REQUIREMENTS

- A. Applicable for paid employees, Contractor must obtain workers' compensation coverage through a licensed insurance company. The coverage must be written on a policy and endorsements approved by the Texas Department of Insurance. The workers' compensation coverage provided must be in statutory amounts according to the Texas Department of Insurance, Division of Workers' Compensation. An All States Endorsement shall be required if Contractor is not domiciled in the State of Texas.
- B. Contractor shall obtain and maintain in full force and effect for the duration of this Contract, and any extension hereof, at Contractor's sole expense, insurance coverage written on an occurrence basis by companies authorized and admitted to do business in the State of Texas and with an A.M. Best's rating of no less than A- VII.
- C. Contractor shall be required to submit renewal certificates of insurance throughout the term of this contract and any extensions within 10 days of the policy expiration dates. All notices under this Exhibit shall be given to City at the following address:

City of Corpus Christi
Attn: Risk Manager
P.O. Box 9277
Corpus Christi, TX 78469-9277

- D. Contractor agrees that, with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following required provisions:**
- List the City and its officers, officials, employees, and volunteers, as additional insureds by endorsement with regard to operations, completed operations, and activities of or on behalf of the named insured performed under contract with the City, with the exception of the workers' compensation policy;
 - Provide for an endorsement that the "other insurance" clause shall not apply to the City of Corpus Christi where the City is an additional insured shown on the policy;
 - Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City; and
 - Provide 30 calendar days advance written notice directly to City of any, cancellation, non-renewal, material change or termination in coverage and not less than 10 calendar days advance written notice for nonpayment of premium.
- E. Within 5 calendar days of a cancellation, non-renewal, material change or termination of coverage, Contractor shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Contractor's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this contract.
- F. In addition to any other remedies the City may have upon Contractor's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to stop work hereunder, and/or withhold any payment(s) which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.
- G. Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor's or its subcontractor's performance of the work covered under this contract.
- H. It is agreed that Contractor's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of Corpus Christi for liability arising out of operations under this contract.
- I. It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this contract.