



Statement of Work

Greater Salt Lake Municipal Services District

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OpenGov Statement of Work

1. Project Scope and Understanding

This Statement of Work ("SOW") outlines the Professional Services OpenGov will provide to Greater Salt Lake Municipal Services District ("Customer") under the applicable Order Form. Professional Services or technical requirements not listed in this SOW are out of scope.

2. Exhibits

The following exhibits are incorporated by reference and are part of this SOW:

- 2.1. Exhibit 1: Implementation Activities
 - 2.1.1. Government App Builder
- 2.2. Exhibit 2: Technical Requirements
 - 2.2.1. Government App Builder

3. OpenGov Responsibilities

OpenGov will provide a framework for planning, communication, progress tracking, and coordination for activities in Exhibit 1. In collaboration with Customer, OpenGov will develop and maintain the Project Plan. The "Project Plan" is a detailed, living document that defines how the project will be executed, including tasks, timelines, milestones, and team assignments. OpenGov will monitor progress against the Project Plan, coordinate adjustments to tasks and schedules as needed, and conduct status meetings as agreed to by the parties. OpenGov will provide weekly status reports, a Project Charter, and a RAID register (Risks, Actions, Issues, and Decisions). The "Project Charter" is a high-level document outlining the project's purpose, goals, key stakeholders, success criteria, and major milestones.

4. Customer Responsibilities

The Customer will appoint a primary point of contact with authority to make binding decisions ("Customer's Project Manager"). This person will coordinate internal resources, assign subject matter experts ("SMEs"), and oversee implementation. Responsibilities include attending status meetings, making timely decisions, providing requested information, escalating issues internally, and collaborating on the Project Plan and Change Order process, if applicable.

Customer acknowledges that the success of this project is contingent on its full participation. Customer must provide data within ten (10) business days of a request, maintain consistent data formats and access throughout the project, and allocate the necessary Customer resources and time to support deliverables and meet agreed-upon timelines.

5. Project Delivery

OpenGov will perform services under this SOW remotely. OpenGov may use a combination of OpenGov personnel and OpenGov-trained implementation partners to deliver the services described in this SOW.

6. Estimated Schedule

The specific timeline, including order of delivery of the suite(s), will be determined during the project planning activities in the Initiate Phase. Services are estimated to begin within two (2) weeks and no later than four (4) weeks from contract signature. OpenGov reserves the right to adjust the schedule based on the availability of Customer or OpenGov resources, and the timeliness of deliverables provided by the Customer.

7. Acceptance Procedure

OpenGov will submit completed deliverables to the Customer's Project Manager for review. Within five (5) business days of receipt, the Customer's Project Manager will either provide written acceptance or a list of requested revisions. In the event there are requested revisions, the subsequent review period for acceptance will follow the same timeline until final acceptance. If Customer does not respond within this period, the deliverable will be deemed accepted. Once a deliverable is accepted, any requested changes will require a paid Change Order.

Acceptance milestones and review timelines will be tracked in the Project Plan. Both parties acknowledge that delays in task completion or unresolved issues may impact the project timeline. If OpenGov determines in good faith that Customer is not fulfilling its responsibilities under this SOW, OpenGov may place services on hold following a minimum of five (5) business days' written notice. The notice will specify the actions needed to progress the project. During the hold period, OpenGov may reallocate resources without penalty and will not be responsible for resulting delays.

8. Modifications

The fees and estimated timeline are based on the scope and assumptions in this SOW. If either party determines that a change to the scope is necessary, the parties will collaborate to define the required modification, which may result in fee adjustments based on OpenGov's standard rates. All modifications must be documented in a written Change Order and signed by both parties ("Change Order").

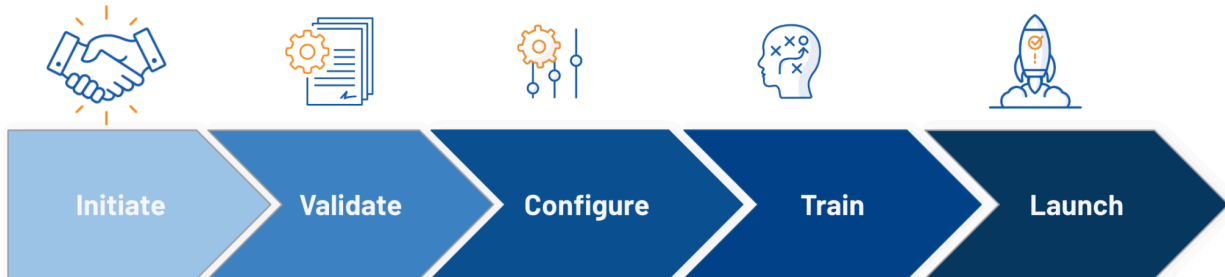
Examples of changes include revisions to the project timeline, deliverables, or resource allocation.

9. Communication and Escalation Procedure

OpenGov and Customer agree to maintain regular communication in alignment with the Project Plan to ensure progress, resolve questions promptly, and minimize risk. Both parties will raise any issues or concerns in a timely manner. If challenges are not resolved through standard project discussions, Customer and OpenGov Project Managers will escalate to their respective executive leadership teams to jointly determine a resolution and align on a path to successful implementation.

Exhibit 1: Implementation Activities

OpenGov Implementation Methodology Overview



Every OpenGov implementation follows a standardized five-phase methodology designed to ensure a structured and collaborative deployment. The phases are:

1. Initiate – OpenGov provisions access and performs initial system setup.
2. Validate – OpenGov works with the Customer to confirm requirements and review initial configurations.
3. Configure – OpenGov completes system configuration as outlined in this SOW.
4. Train – OpenGov provides training to system administrators and/or end users, as applicable.
5. Launch – OpenGov provides post-go-live support and transitions the Customer to OpenGov’s Customer Success Team.

Each implementation is structured around these phases. Deliverables, sign-offs, and completion criteria are aligned to the relevant phase.

Government App Builder

Initiate

Overview of Activity:

OpenGov and MSD will initiate the project with a kickoff session to confirm goals, define municipality-level data segmentation, and align timelines with MSD’s budget cycle.

OpenGov Responsibilities:

- Lead project kickoff session.
- Confirm high-level configuration and user role expectations.
- Identify three top priority workflows to demonstrate (based on MSD’s input).

Customer Responsibilities:

- Provide initial Excel-based process references.
- Confirm key deliverables and timeline expectations.
- Share team structure and roles for each municipality.

Project Boundaries and Assumptions:

- Focus is limited to capital project budgeting and funding source tracking (excluding full grants management workflows).

Completion Criteria:

- Kickoff completed and project charter finalized.
 - Key milestones and initial configuration targets documented.
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Validate**Overview of Activity:**

OpenGov will lead discovery sessions to validate existing spreadsheet-based workflows, capital project planning needs, and how data should be segmented by municipality. Special attention will be given to Polaris integration points and data mapping of budgets, encumbrances, and expenditures.

OpenGov Responsibilities:

- Conduct structured discovery with finance, engineering, and project stakeholders.
- Validate project attributes, budget versioning, and funding source tagging.
- Review contract workflows, pay application formats, and eligibility compliance needs.
- Confirm data synchronization needs between OpenGov and Polaris using CSV imports.

Customer Responsibilities:

- Provide working files, capital planning inputs, and internal routing processes.

- Confirm budget cycle calendar and decision milestones.
- Share samples of pay apps, invoices, and GL reconciliation data.

Project Boundaries and Assumptions:

- Polaris data import/export will use CSV via scheduled transfer.
- Custom forms and audit log features will be scoped in this phase.

Completion Criteria:

- Validation workbook completed.
 - Integration plan with Polaris defined.
 - Key workflows selected for proof-of-concept demonstration.
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Configure**Overview of Activity:**

OpenGov will configure MSD's capital project management system to support budgeting, encumbrances, multi-year funding, schedule of values tracking, and contractor invoicing. Project records will be aligned to jurisdictions and funding types, and roles will control municipal user access.

OpenGov Responsibilities:

- Configure core project modules with budget, funding, and jurisdiction tagging.
- Build multi-year budgets and link encumbrances to pay applications and contracts.
- Implement schedule of values and contractor invoice portals with line-item tracking.
- Configure audit logs, budget versioning, and fund reallocation workflows.
- Set up project summary and stakeholder dashboards (including board-level reporting).
- Enable compliance workflows for funding eligibility, Davis-Bacon tracking, and environmental reviews.
- Support tracking of unfunded/out-year projects.

- Configure custom email templates and SMTP integration for stakeholder notifications.

Customer Responsibilities:

- Review and test project setup, budget logic, and workflows.
- Provide sample contract data, schedule of values, and invoices.
- Confirm role-based views and jurisdiction-level visibility needs.

Project Boundaries and Assumptions:

- No subrecipient grant management will be configured.
- Contractor portal and e-signature configuration included.
- Unfunded projects will be tracked using use-of-funds with no assigned source.

Completion Criteria:

- All modules configured and validated.
 - Stakeholder dashboards and municipality filters in place.
 - Sample imports from Polaris tested.
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Train**Overview of Activity:**

OpenGov will provide customized training sessions for administrators, finance, engineering, and municipal users. Training includes invoice workflows, project creation, budget edits, reallocation, and audit log reporting.

OpenGov Responsibilities:

- Deliver training sessions across user groups.
- Provide user guides, sandbox walkthroughs, and recorded materials.
- Train system admins on form and workflow updates.

Customer Responsibilities:

- Schedule training sessions and ensure staff participation.
- Identify training paths by role (admin, engineer, municipal reviewer).

Project Boundaries and Assumptions:

- Training includes all configured features including schedule of values, reallocations, and logs.

Completion Criteria:

- Key users can create/edit projects, manage workflows, and update dashboards.
 - Admins able to configure reports, forms, and email templates.
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Launch**Overview of Activity:**

OpenGov will lead go-live activities including final system review, configuration confirmation, and support during MSD's first full budget/project update cycle. This phase ensures Polaris integration flows, project reporting, and user dashboards are fully functional.

OpenGov Responsibilities:

- Support final review and signoff.
- Monitor performance during initial live use.
- Transition to Customer Success Manager with admin handoff.

Customer Responsibilities:

- Launch project reporting and dashboards.
- Submit final review feedback.

Project Boundaries and Assumptions:

- Go-live excludes advanced integrations or future modules (e.g., asset management).

Completion Criteria:

- Platform live across key users.
- Integration and reporting validated.
- Formal handoff to Customer Success Manager complete.

Exhibit 2: Technical Requirements

Government App Builder

- Flat File Integrations
 - Customer must
 - Provide OpenGov with the export file (a delimited file) from the external system
 - Automate the export and/or import of data into and out of the external system.
- API Integrations
 - Customer is responsible for:
 - Fees associated with purchasing the external system
 - Providing OpenGov with access to the API and/or access to technical staff from that vendor.
 - Access to a test instance of the third party API including a URL, authentication credentials, and relevant documentation.
 - Changes to scope resulting from a change in the third-party vendor's API.
 - Testing expected workflows and data in both test and production environments
 - To display a location on a map, the third party system must be able to provide location data via their API, as shapes or coordinates. Text addresses are limited to populating address fields.