Social Solutions

Quote Number: 2022-93878
Offer Valid Through: May 31, 2022

Bill To:
City of Oakland Department of Violence Prevention
250 Frank H Ogawa Plaza
Oakland, California 94612
United States

ORDER FORM

The contents of this Order Form may not be duplicated, used, or disclosed in whole or in part for any purpose other than for internal evaluation without express written permission of Social Solutions Global, Inc. ("SSG"). The Parties hereby agree as follows:

Subscription Products and Services				
SKU	**Product Name and Description**	**Quantity**	**License Metric**	**Billing Frequency**
Apricot-PB	Apricot 360 Bundle The Apricot 360 license includes 10GB of database storage with two User licenses designated with Administrator privileges. Each Administrator seat is provided with basic training. Additional licenses for Users or designated Administrators may be purchased on a per-user basis. For applicable terms and conditions, please see the Master Services Agreement at https://www.socialsolutions.com/legal	150.00	Per User	Annually
ApAnnAdminTrain-FF	Apricot Advanced Training Subscription One Administrator may access one of each type of Administrator class offered per quarter. This subscription fee will autorenew annually under the terms of your MSA. Training-related questions may be sent to training@socialsolutions.com.	2.00	Fee	Annually
AprDiamondASC-FF	Apricot Diamond Support Fixed Price reactive consultation provided by Advanced Support Consultant resources for up to 96 hours per year.	1.00	Fee	Annually
Apr360BscTraining	Basic Training Package - 360 The basic training packages includes unlimited access to the following • Live Apricot Setup Webinar • Live Apricot Insights Webinar • Admin Video Library • End User Training Library	1.00	Fee	Annually
			Annual Amount USD	**98,028.00**
			Initial Invoice Amount USD	**98,028.00**

Professional Services and Training				
SKU	**Product Name**	**Quantity**	**Sales Price**	**Payment Terms**
ApricotT4T	Apricot Train the Trainer One training session will review the client's configuration and review tips and tricks for training end users. Up to 12 attendees per session. Trainings can be conducted virtually or onsite for an additional fee. Deliverables include: - Project Kick Off Meeting - PowerPoint Slide Deck - Trainer script, notes, and demo instructions - One Train the Trainer Session for up to 4 hours	1.00	$1,200.00	100% Upfront
	https://training.apricot.info/Agendas/APRT4TAgenda.pdf			
ProjMgrApr	Project Manager - Apricot Provides day-to-day Project Leadership and defines project priorities; Builds and communicates project plan, issues, risks, status while following SSG methodology and SOPs	75.00	$15,000.00	T&M

ServCnsltntApr	Service Consultant - Apricot Designs the solution based on the workflow, documents, and Performance Management for standardized collection of data. Subject matter expert (SME) for the design of the software Services resource for time and materials engagements	226.00	$45,200.00	T&M
TRAINEndUser	Apricot Custom End User Training One session of end user training will review the client's configuration for up to 12 end users. Trainings can be conducted virtually or onsite at client's location for an additional fee. Deliverables include: • One Project Kick Off Meeting • One PowerPoint Slide Deck • One End User Training Session for up to 3 hours https://training.apricot.info/Agendas/APREndUserAgenda.pdf	12.00	$9,600.00	100% Upfront
			Total Sales Price USD	**71,000.00**

Terms and Conditions

Start Date: June 01, 2022

Term (Months): Commencing on the Start Date, the initial term ("Initial Term") of this Order Form shall be for a period of 60 months. This Order Form is non-cancelable prior to the end of the Initial Term. The anniversary date ("Anniversary Date") of this Order Form for the purposes of future renewal terms and annual rate increases is December 01.

Storage space: Storage space for database records and all file and photo storage is included for the SaaS Services with a minimum limit of 5GB or the amount of storage space as noted in the Subscription Product description above. Client may purchase additional storage space at SSG's then prevailing rates. System reviews of the amount of storage space being used by Client will be performed periodically. If Client is using more than the allotted storage space included herein, Client will be invoiced for the additional storage usage upon the earlier of (i) discovery of the storage space overage or (ii) then next invoice cycle.

Annual Rate Increases: Any Subscription Products and Services purchased on an annual basis are subject to annual rate increases subject to the below table. For Client's budgeting purposes, the following annual and one-time fees apply during the Term:

	Annual Licensing Fees	One-Time Fee
FY2022-2023*	$ 49,014.00	$ 71,000.00
FY2023-2024	$ 98,028.00	-
FY2024-2025	$ 98,028.00	-
FY2025-2026	$ 100,968.84	-
FY2026-2027	$ 106,017.28	-
Additional Budget	$ 10,000.00	
TOTAL	$ 533,056.12	

*pricing includes 6 months of fees waived.

Users: "Users" means an individual identifiable by a name and excludes concurrent users. "Administrator" means the dedicated and name User of Client identified as the individual who shall be responsible for Client's Users, to attend and complete training, administer licenses and to be the technical point of contact on Client's behalf pertaining to Support and Services. "Guest Users" are users with limited access activated through the Guest User Module, if included herein. Client shall not permit Users to share User identifications and passwords, nor allow for multiple users under the same license.

License Metric: Client may not decrease the number of licenses for its Users during the Term of the Order Form. Upon termination of this Order Form, all licenses granted to Client with respect to the Services included in this Order Form shall automatically terminate and Client shall immediately discontinue its use thereof. System reviews of the number of Users will be performed periodically. If Client is using more than the purchased number of licenses included herein, Client will be invoiced for the additional Users it's the earlier of discovery or the next invoice cycle. If at any time, additional Users licenses are added, such additional User licenses will be invoiced at the then prevailing rate on a per license basis to coincide with the Term of the Services.

Support Level: Unless otherwise stated in the Order Form, the customer will receive the basic Support package as outlined in the Service Level Agreement.

Payment for U.S. Clients: Subscription and Product fees will be waived by SSG for the first 6 months of the Initial Term. Subscription and Product fees beginning December 01, 2022, will be invoiced in advance either annually, or in accordance with any different billing frequency stated in on this Order Form. All "100% Upfront" and "T&M" professional services and training fees that have been earned or are otherwise due and payable as part of the Implementation of the Services in the first 6 months of the Initial Term will be invoiced with the Subscription and Product fees. In the event Client purchases an ASC package, year one ASC hours shall be allocated in the first 18 months of the Term, thereafter, ASC hours shall be allocated on an annual basis through the end of the Term. All fees payable in U.S. Dollars and exclude taxes. Client is responsible for the payment of any tax amount(s) due unless client has delivered to SSG a valid tax exemption certificate prior to invoice. Fees may be paid by Electronic Fund Transfer or ACH. In order to elect for ACH payments, Client must complete and execute the attached Authorization Agreement for Preauthorized Withdrawal Debits.

Professional Services and Training: If included in this Order Form, pre-paid Professional Services must be used within one year of the date of execution of this Order Form by Client or will expire and will not be refunded. Professional Services Fees are based on Professional Services provided during normal SSG business hours, Monday through Friday, 8:30 a.m. – 5:30 p.m. central time zone US and on a case by case basis for international clients after SSG business hours (SSG holidays excluded), as SSG may modify upon notice to Client. Professional Services provided by SSG outside of normal SSG business hours will be subject to a premium service charge. If Client cancels a Professional Services engagement, which has not been pre-paid, less than ten (10) business days before the scheduled start date for such Professional Services, Client agrees to pay fifty percent (50%) of the total estimated fees for the Professional Services stated on the Order Form or SOW.

Professional Service Travel Costs: Travel related costs that requires SSG's staff to travel will be pre-approved by Client.

Scheduling Training
Specific session dates and times will be scheduled between the client and the SSG Trainer. The client is expected to provide first and second choice dates. The client will have one week to confirm a date. Once confirmed, the cancellation policy (below) will be enforced.

Cancellation Policy
If training is cancelled or rescheduled after it has been confirmed (as outlined in the training proposal), the client will be billed a Cancellation Fee equal to two hours of additional administrative time at SSG's then current training rates to cover the administrative costs of rescheduling. SSG shall not reschedule training until receipt of the Cancellation Fee.

In addition to the foregoing, if the client cancels training within one week prior to the scheduled start date of the training, or if the required persons are not present at the start of training, then in addition to the Cancellation Fee, the client is responsible for the entire cost of the training as set forth in the proposal and such amount shall be non-refundable. The foregoing may be waived for extenuating circumstances, solely by SSG in its sole and absolute discretion.

Training Cancellation Policy
If client cancels before the end of their subscription, they pay the $1,800/year rate for the active term.

This Order Form is subject to and governed by the terms and conditions of SSG's Master Services Agreement, which can be located at http://www.socialsolutions.com/legal/ (the "**Agreement**") and is incorporated by reference in its entirety. Capitalized terms not otherwise defined in this Order Form have the meaning ascribed to them in the Agreement. This Order Form will be effective as the last date of signature identified below ("Effective Date"). Each party signing below agrees and acknowledges that they are duly authorized to be bound by the terms and conditions of the Agreement and this Order Form.

Client: City of Oakland Department of Violence Prevention	**Social Solutions Global, Inc. ("SSG")**
Authorized Signature:	**Authorized Signature:**
Print Name: **Title:**	**Print Name:** **Title:**
Date:	**Date:**

Social Solutions

Accounting Information Form

Please provide the following Accounting Information in the table below:

Customer Name	
Tax Identification Number	
Are you Tax Exempt?	
If yes, please attach a copy of your Tax Exemption Certificate	
State Tax Exempt Number (if applicable)	
Billing Contact Name	
Billing Contact Phone	
Billing Contact Email	
Billing Contact Fax	
Are there any Special Invoicing needs?	
Special Invoicing Needs (if applicable)	

CLIENT NAME: City of Oakland Department of Violence Prevention

AUTHORIZATION AGREEMENT FOR PREAUTHORIZED WITHDRAWALS (DEBITS)

Originating Company: SOCIAL SOLUTIONS GLOBAL, INC.
10801-2 N. MOPAC EXPY SUITE 400
AUSTIN, TX 78759

I hereby authorize SOCIAL SOLUTIONS GLOBAL, INC. to initiate debit entries to my account number indicated below at the depositories named below and SOCIAL SOLUTIONS GLOBAL, INC. to initiate, if necessary, credit entries or adjustments for any debit error. All ACH entries will be processed through Silicon Valley Bank, Santa Clara, CA. (ACH ID # 7522277149)

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1) Depository Name ____

City ______________________________ State ___________ Zip _______

Transit/Routing ABA #___________ Account Number _____________

Date of withdrawal (check one only):

[ ] First of month (or first business day) *[ ] Fifteenth of month (or next business day)*

Account Type (check one only) [ ] Checking *(please attach a voided check)* [ ] Savings

ACH AMOUNT Start Date: End Date:

If services are included in ACH payment or license is on a tiered schedule, SSG will increase/decrease ACH as indicated above.

ACH START DATE (Internal Use Only):____________________

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This authority is to remain in full force and effect until SOCIAL SOLUTIONS GLOBAL, INC. has received written notice of my intention to terminate this agreement (30 days notice is required).

AUTHORIZED SIGNER (PRINTED):	______________________________
AUTHORIZED SIGNER PHONE:	______________________________
AUTHORIZED SIGNER EMAIL:	______________________________
AUTHORIZED SIGNER (SIGNATURE):	______________________________
DATE SIGNED:	______________________________

Social Solutions

FOR ACH USERS ONLY

Please supply a copy of a voided check when electing the ACH option.

VOIDED CHECK

Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Social Solutions Global, Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ ________

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) ________

Exemption from FATCA reporting code (if any) ________

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

10801-2 N. Mopac Expy Suite 400

6 City, state, and ZIP code

Austin, TX, 78759

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

_ _ _ – _ _ – _ _ _ _

or

Employer identification number

5 2 – 2 2 7 7 1 4 9

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here **Signature of U.S. person ▶** DocuSigned by: Kenneth Saunders 73AFA5B2F2EF403... **Date ▶** 6/4/2018

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Social Solutions

10801-2 N. MoPac Expy
Suite 400
Austin, TX 78759
877-441-2111

Schedule B: Scope of Work

Customer: City of Oakland Department of Violence
Project Type: Apricot 360 Implementation

1. DOCUMENT SUMMARY

We are pleased to provide you with a services engagement agreement for your Apricot software. This is an interactive project where Social Solutions Global (SSG) consultants provide guidance and best practices to you as we partner together to configure your software.

To support the success of this project, please ensure that your staff attends the required training as detailed in the project plan. Your Apricot subscription includes the required training. Attending the trainings will provide the foundation necessary for your organization to receive the maximum value of the consultations we will provide.

2. PROJECT SCOPE

Goals

This project is designed to deliver a solution for your 12 lines of services across the 40 programs within your new Apricot platform. The Apricot software will help your organization with all the following:

- Implement a new Apricot site to organize data from programs
- Setup security and user profiles to access the Apricot site
- Transition use of Apricot site from development to full deployment for your organization

Scope and Deliverables

SSG has prescribed the following hours to deliver the services described below. If you require assistance outside the scope of this project, SSG can provide a quote to meet your specific needs. We will obtain your written approval before charging you for additional work. Services included in this Scope of Work:

Discovery and Solution Design

We are prescribing up to 24 hours to be used towards Discovery and Design of 12 lines of services across the 40 programs.

Every organization uses Apricot's technology platform in unique ways to scale up their programs and reporting capabilities. Before configuring your Apricot site, we'll lead a discovery and requirements-gathering process with a goal of understanding your core needs. Discovery begins with a series of questions related to your current data management and reporting processes, staffing, pain points, and funder/reporting requirements. To get a full picture of your needs, you may be asked to share relevant documents such as existing data-collection forms, report templates, workflows, and organizational charts.

The insights and requirements you share will inform our recommended Solution Design, our plan for a customized Apricot site. The Solution Design draws from available features and functionality and aims always to meet your needs in the simplest way possible, to help achieve your goals of system adoption and unlocking staff time. Our intuitive, scalable Solution Design may include recommendations on changes to your data management workflow. You have the opportunity to review our proposed Solution Design and request revisions prior to giving your sign-off.

Configuration

We are prescribing up to 59 hours towards configuration of your solution, as defined in your Solution Design. We will configure to your specifications the features and functionality required for your programs. This will include custom configuration of forms, reports, workflows, permission sets, and other features as needed within the prescribed hours. This will include the following assets, as well as additional configuration of forms, reports, workflows, permission sets, and other features as needed within the prescribed hours:

Data Migration

We have prescribed 18 hours to import data into your Apricot Database, based on the assumptions below:

Tables	Number of fields	Number of migrated rows
triangle incident response	38	1,000
triangle incident- tracking	13	1,000
triangle incident-response	6	1,000
Direct Communication-Custom Notifications	35	1,000
Direct Communication- call in	31	1,000
Direct Communication- Data validation	5	1,000
Custom Notification	21	1,000

This data must be provided to us in .csv or .xls spreadsheet format. Data must map into existing form fields in Apricot, meaning each column header in your spreadsheet matches a corresponding form field in Apricot, and each row entry matches an answer option in the

Apricot form (spelling, grammar, and capitalization all need to match). We will not do any de-duplication or data standardization as part of this import.

Custom Reporting

We have prescribed up to 72 hours towards the configuration of custom reports. We are basing this off the assumption that you will need 12 reports of moderate complexity.

Demonstration and Testing

We are prescribing up to 24 hours towards Demonstration and Testing. In this phase, we'll provide your administrators and project stakeholders with a live demonstration of your completed configuration. This includes a walkthrough of Apricot from the perspective of your staff members or program managers. The demonstration serves dual purposes: it helps your administrators/stakeholders connect the dots in their understanding of your custom-configured Apricot site and prepares them to complete testing of the solution.

After the demonstration, we'll provide you with Test Scripts and a Testing Log for you to populate with up to 2 rounds of feedback and change requests while testing the solution from various staff member perspectives. All feedback must be provided via the Testing Log by the date communicated by your SSG Project Team, and they may request a call to clarify the exact changes you're requesting. Significant change requests at this stage that veer off the original Solution Design may impact your project budget.

Go-Live Support

We are prescribing up to 24 hours towards Go-Live Support, where we will develop a go-live deployment plan collaboratively with you, then be on-call for immediate troubleshooting and support during SSG business hours for three days. These days can be scheduled consecutively or separate, to support phased go-live on different days.

Close Out and Transition to Support

We are prescribing up to five hours for the project close out and transition to support. You'll be provided with a take-home document visualizing your configured solution, for your future use while training and onboarding staff to Apricot. This document includes a high-level overview of your program(s) and service(s) mapped out within the Apricot system architecture.

You'll be introduced to your long-term support resources, including but not limited to a technical support team member, your assigned Client Success Manager, and Account Manager. Relevant information and documents, including but not limited to your documented solution requirements, Solution Design, and meeting recordings, will be shared along with any future goals for further expansion of your capabilities within Apricot.

If you purchased optional staff training workshops, we'll facilitate the scheduling of those workshops.

Project Management

We have prescribed up to 75 hours of project management services, covering a 20-week timeline. Your Project Manager is an experienced resource assigned to you for the duration of your project. They are responsible for the project plan and timeline, coordinating SSG resources for delivery, and ensuring that the project delivery meets your stated goals and fulfills the requirements lined out in this document. They are your first point of contact for any needs that arise during this project. They will begin the project by scheduling a Scope and Schedule alignment call where we confirm these goals and deliverables, define the stakeholders, and set up the project kick off call. They will then provide you with weekly updates on your project's progress and alert you to any risks.

3. PROJECT SCHEDULE

We expect this project to be completed within 20 weeks, with a go-live projected for 12 weeks from kick-off. Reporting activities will extend beyond go-live. Meeting this timeline will require your active participation, both on weekly 1-hour calls with your SSG project team and via independent work (including but not limited to watching training videos, completing simple configuration tasks, and testing the platform.)

A project schedule will be shared with you and maintained throughout the project. You will be expected to communicate with our project team on the project plan regarding the progress against your assigned action items.

Unless otherwise agreed at the start of this project, we will work with one program group at a time. You may determine the order of programs based on staff availability. We recommend assigning 1-2 program leaders or staff members to attend these meetings – we don't need to meet with your entire staff.

Your SSG project team has been assigned to you for the duration of the project schedule to ensure they have the time and focus needed to complete the work. To this end, if you are not in attendance or unable to reschedule within three (3) business days after a missed meeting, you will be invoiced for one hour of time at SSG's then prevailing market rate ($200 per hour for calendar year 2021) so that we can extend the availability of your SSG project team beyond the planned timeline. Missing your due dates for assigned tasks could result in an incomplete program delivery by project end, increases to project timeline, and costs associated with extension.

4. RESPONSIBILITIES

We have outlined the responsibilities of both of our teams below. Your team plays a vital role in the success of this project.

Client Responsibilities

- Designate the individual(s) who will serve in project roles so they can participate and commit to learning the platform starting at the Kickoff.
    - This includes, at a minimum, 1-2 System Administrators and an internal Project Manager

        - Your internal Project Manager can also be one of your System Administrators
    - 1-2 staff members from each program will also participate during the phase focused on their program
- Provide detailed requirements for your program, including but not limited to: outputs and outcomes you hope to track, sample forms and form logic, and an explanation of which program staff are allowed to see which data.
- Watch your assigned Training Academy videos in advance of their due dates (per the schedule to be agreed upon at Kickoff). Your Apricot subscription includes on-demand training videos through our Training Academy platform.
- Some configuration tasks may be assigned to you during the project, depending on the scope and complexity of the Solution Design. This has the dual benefit of providing you with hands-on administrative training while also ensuring you end the project with a complete program solution in Apricot.
- Attend all scheduled meetings, participate in updating and communicating on our project plan, complete assigned tasks on time, and proactively communicate with your SSG project team.
- Review and approve/reject change orders, deliverables, and/or signoffs, and provide notice to us of any required revisions within one week of receiving documents.

SSG Responsibilities

- Create and maintain a project plan and manage SSG team's participation during the project.
- Design a solution (including features and functionality documented in the Solution Design) that will meet the core requirements of your program within the Apricot platform.
- Lead the effort to configure the solution.
- Provide best-practice recommendations based on our collective experience onboarding thousands of nonprofit and public sector clients.
- Complete the project within the agreed-upon timeline and budget.
- Track issues affecting the project and bring them to timely resolution. Notify you of issues that might affect budget, scope, or project timeline.

5. IMPORTANT ASSUMPTIONS

We have identified the following assumptions, which we will rely on in delivering a successful project. Please read these carefully and ask us any questions you may have.

- SSG cannot guarantee that your current case management processes and data management workflows will remain unchanged when translated into Apricot. Some process changes may be required to make optimal use of Apricot technology solutions. These changes will be discussed and your approval obtained during the Solution Design phase of the project.
- Training for your staff is not included in this project. While System Administrators will learn from the assigned training videos, assigned configuration tasks, and collaborative work sessions with the SSG project team, thorough product training is available for purchase through the SSG Training Team.

- SSG-configured Apricot forms may contain no more than 70 fields. Additional fields may cause performance degradation and will be separated into multiple forms.
- SSG-configured reports will track outputs and outcomes required but could deviate from client-provided report samples in format and style.
- Custom reports developed and implemented by SSG include a 30-day warranty after implemented in production. Changes to reports after 30-day period will require additional funded services if customer expects SSG to maintain SSG developed custom reports. Any customer developed custom reports requiring SSG to update reports will require services and can be procured via professional services order from account manager based on scope and requirements needed.
- Data migration is limited to the Forms and, Row and Column amounts listed above. Any other data migration is outside the scope of this engagement and an additional Scope of Work to determine the cost to migrate is required.
- Data cleaning and de-duplication are the responsibility of the Customer's staff. Your Apricot forms likely will not match the structure of your existing forms, nor will it necessarily contain all the same data points. You will be provided with a template that matches your new forms and your preparation of your data will include conforming it to this template. Additional cost will be incurred if SSG staff performs this work.
- Customer has its own billing and financial software. Any report associated with expenditures is outside of scope of this engagement.
- Integration with a 3rd party database via SFTP or API is outside the scope of this engagement.
- Although we make every effort to assign the same SSG staff member(s) during the project, we may bring in other staff if schedule conflicts arise. Any SSG-driven staff changes will not result in additional charges to the client related to the team transition. Changes in the Client project team that necessitate repeating meetings or changing requirements will result in additional charges.
- We will perform all work remotely to limit additional travel costs. Should the need arise to travel, we will first obtain your approval in writing.
- Last-minute change requests or additions to the scope will impact project timing and cost. We will obtain your written approval before incurring any additional costs.

6. FEES

This is a Time and Materials project. You will receive monthly invoices for the hours worked on the project. Time is billed in 15-minute increments. The cost of this project is shown by Resource and Amount of time billed on your invoices.

Implementation Fees: Time & Materials	Hours Summary	Rate	Fee Summary
Discovery and Solution Design	24	$200	$4,800
Configuration	59	$200	$11,800
Data Migration	18	$200	$3,600
Custom Reporting	72	$200	$14,400
Demonstration and Testing	24	$200	$4,800
Go-Live Support	24	$200	$4,800
Close Out and Transition to Support	5	$200	$1,000
Project Management	75	$200	$15,000
Total Estimate	**301**		**$60,200**

Additional services may be procured through a change order at the rate of $200.00/hour.

7. DISCLOSURE

This Statement of Work (SOW) is subject to and governed by the Master Services Agreement between you and Social Solutions Global (SSG) which is identified in the Order Form under which this Statement of Work was ordered.

This SOW provides the complete scope of this project. Any services you may have discussed with SSG staff, verbally, or in writing that are not explicitly outlined in this document are not included in this project under any circumstances. SSG offers a broad array of services and would be pleased to provide a cost estimate if additional services are required.