EUNA solutions

Exhibit A

Initial Order Form

1.0 Quote for Subscriptions

The following table is a summary of the proposed subscriptions and a five-year cost layout. Descriptions of these items are below in Section 2.

Description	Year 1	Year 2	Year 3	Year 4	Year 5
Budget Formulation and Management (BFM) Subscription	$149,728.66	$149,728.66	$149,728.66	$154,426.30	$159,288.36
Print Publishing Subscription	$36,131.90	$36,131.90	$36,131.90	$37,396.52	$38,705.40
Transparency (OpenBook) Subscription	$15,901.38	$15,901.38	$15,901.38	$16,451.81	$17,010.49
TOTAL	**$201,761.95**	**$201,761.95**	**$201,761.95**	**$208,274.63**	**$215,004.24**

2.0 Summary of Software Subscriptions

2.1 Budget Formulation and Management (BFM)

- Annual Budget Formulation and management (BFM) subscription
- Unlimited BFM users
- Annual BFM upgrades
- Includes Standard Support subscription
- Two (2) BFM environments
- Reporting profiles based on <100 users, 32 Departments
- 47 Reporting Profiles

2.2 Print Publishing

- Unlimited users
- Unlimited documents
- Required for complex publication requirements
- One (1) environment

2.3 Transparency (OpenBook)

- OpenBook Transparency Software
- Annual Subscription
- Budget Book Studio not included (available as optional add-on)

3.0 Quote for Implementation Services

3.1 Implementation Assumptions

- Implementation will primarily take place remotely
- End-user training is a "Train-the-Trainer" model, with Euna staff supporting the trainer during training sessions
- Timeline for deliverables is dependent on availability of completed Chart of Accounts and HR data (see Exhibit B, Section 3.2 for more detail).
- Includes $25,390.51 in training, spread throughout the project milestones.

3.2 Implementation Milestones

#	Milestone Description	Estimated Invoice Date	Amount
1	Project Kick Off and Software Provisioning	Nov 2025	$20,405.86
2	Initial Conversion - Chart of Accounts and Budget Data Migration	Jan 2026	$39,368.91
3	Initial Form Development	Apr 2026	$22,239.98
4	PCF Projection Ready	Aug 2026	$28,150.00
5	Operating Budget Go-Live	Nov 2026	$38,101.78
6	Capital Budget Go-Live	Nov 2026	$36,298.77
7	Budget Management Go-Live	Jan 2027	$32,109.39
8	Performance Measures Go-Live	Jan 2027	$23,454.59
9	Publishing - Proposed Book Complete	May 2027	$22,050.00
10	Publishing – Approved Book Complete	Dec 2027	$33,026.42
11	Transparency Go-Live	Dec 2027	$3,839.30
	TOTAL		**$299,045.00**

4.0 Professional Services Rate Card

Following is the Euna rate card for additional services not described in the Statement of Work. These rates apply for any add-on work required beyond the scope of this contract. Such rates shall be fixed for a period of three years from the Effective Date. Thereafter, Euna may increase rates no more than once in any twelve-month period on sixty (60) days' prior written notice to the Client. No such increase shall exceed five percent (5%) of the rates charged in the immediately preceding year.

Role	Description	Amount
Principal Consultant	Hourly professional services - Offsite	$275/hour

5.0 Pricing Notes

- Pricing is based on a 5 year contract.
- Pricing is non-inclusive of fees related to cooperative purchasing contracts.
- Implementation services will be invoiced upon completion of defined milestones and written acceptance by the Client.
- All milestone deliverables are fixed priced and not to exceed. Fixed fee pricing shall not be further limited by a cap on total service hours.
- Net 35 Payment Terms.
- Euna applied a 3.5% inflationary increase beginning in year 4 above in section 1.0. Upon renewal, inflationary increases applied to subscription will not exceed 7%. 90 days prior to contract expiration, Euna and Client will need to mutually agree upon the yearly increase which will not exceed 7%.

6.0 Invoices

Euna invoice should be sent to:

Contact Name	Mike Piram
Address	121 7th Place East, Suite 2300, St. Paul, M.N. 55101 United States
Email	Michael.Piram@co.ramsey.mn.us

Exhibit B

Statement of Work

1.0 Scope of Work

Euna Solutions ("Euna") is proposing a cloud-based software as a service (SaaS) solution for Ramsey County, MN ("The Client"), hosted by Amazon Web Services (AWS) and including 3 modules:

- Budget Formulation Management (BFM)
- Budget Books (including Print Publishing)
- Transparency (OpenBook)

This Fixed Fee Statement of Work (SOW) is for the implementation of Euna Budget Enterprise to satisfy the Client's requirements for budget development, forecasting, monitoring and budget management, reporting, transparency and budget book publishing processes as defined in Section 1.1 below.

1.1 Functional Scope

The Client will use Budget Enterprise to manage the development of operating, personnel and capital budgets. In addition, the system will provide decision packages, budget monitoring, amendments and adjustments, position management, forecasting, transparency, budget book creation, analytic and scenario planning tools, and integrations required to source data in support of the development and monitoring of budgets.

1.2 Organizational Scope

Cognizant will perform program management for the implementation of the Workday ERP software which includes the implementation of the Euna Budget solution.

- Cognizant will ensure the coherence of the various parts of the project and project status reporting.
- Euna Project Manager / Functional Lead will coordinate key efforts with the Cognizant team.
- Euna is obligated to execute the work under this SOW.

2.0 Implementation Methodology

Euna Budget will be implemented using our Euna Budget Enterprise Implementation Methodology (Methodology) which has evolved to incorporate lessons learned over more than 30 implementations. Our Methodology complements traditional project management approaches with a modified agile methodology that centers on incremental and iterative design, development, and test cycles directly linked to budget subprocesses.

The additional steps and attention to the configuration of budget processes (budget forms and reviews), projecting salaries and benefits, monitoring and changing adopted budgets, and providing the flexibility of data inquiry to select information, analyze events, and create alternatives and recommendations are key to our implementation process.

2.1 High-level Euna Budget Implementation

2.1.1 Euna Budget Software Provisioning

Euna will install your Euna Budget environments (BFM and Reporting), generally prior to the first workshop to provide the basis for rapid configuration and prototyping. Establishing the client's environments, establishing the Chart of Accounts (COA) and converting initial data will allow for system demonstrations, rapid configuration, and prototyping to accompany the process workshops. Euna will convert as much COA, budget, and actual data as possible before the first workshop. Almost immediately, the Chart of Accounts will include revenue sources (funds), expense categories, accounts, organizations, and projects.

Euna Budget's reporting environment is established concurrently with design, conversion, and configuration activities. This allows for more efficient data verification and is aligned with Euna's knowledge transfer strategy. Euna will show the project team how to generate and interact with the reports Euna Budget delivers, as well as how to revise and create new reports.

2.1.2 Project Kick Off

A select working group of the project team will immediately start identifying the critical activities necessary for the implementation and scheduling of resources and tasks to meet project objectives. This includes an initial workshop to understand your budget processes and confirm Euna has a complete understanding of requirements, related processes, and schedules. This may also include specific changes to processes the client would like to make and introduction of best practices Euna has found effective with other clients. The information gathered in subsequent workshops will enable the team to finalize the project schedule and management plan.

2.1.3 Workshops

Euna's Discovery workshops review the major steps in the budget process, analyzing and assessing the Client's detailed requirements.

Visioning workshops confirm Euna's understanding of the success factors driving the project. Euna wants to understand what works well today and the client wants to preserve vs. the biggest changes or improvements the client would like to make.

Euna's high-level Process Workshops walk the team through the major steps in the budget process, diving down through each step as the project progresses. At each step of the process, the Euna project team can identify potential opportunities for improvement if the Client wishes. Following these workshops, Euna refines the remaining workshop schedule and identifies process changes and potential Business Process Reengineering (BPR) prospects.

Every budget process will have individualized design and configuration workshops with Client Subject Matter Experts (SMEs) regarding the Client's data management systems and forms. The workshops will identify every critical component of the budget process including:

- Screen Design – Identifying access points, form headers, columns, COA elements, text boxes, etc.
- Workflow – Defining the entry and review stages, identifying validation rules and approval processes.
- Reports – Identifying all the required reports supporting processes, identifying every element in the reports, and ensuring the forms and processes are capturing all required information.
- User Security – Identifying security roles for access to processes, and user access controls to restrict access to appropriate analysts by organization, group, fund, responsibility center, etc.

Client SMEs will provide feedback and refinement based on their specific knowledge of the budget processes, statutes, and administrative procedures and policies. Form design and configuration is an iterative process; users will describe and whiteboard the processes and then actually observe and click through the forms as they are configured. It is not unusual to have multiple iterations of seeing and touching before the team members are confident that they have designed and implemented the correct approach.

2.1.4 Reports Review

Euna conducts small Reports workshops where it identifies the data source of every field in all required reports at the beginning of the project. This is done early and often since reports must drive the system configuration. Doing this we avoid preventable manual intervention and rework later in the project. The outcome of these workshops is the beginning of the data dictionary and elements of the budget form and master data design.

Reporting is constantly evolving. Once the client understands the system capabilities additional data and reporting may be added to the environment.

2.1.5 System Guides

The System Administration Guide will outline the future state processes from an administrative perspective, detailing the steps for the future client Administrator to maintain the system. The System Administration Guide will be continuously updated throughout the entire engagement by the Client in collaboration with the Euna implementation team.

Instead of a design document, Euna immediately begins work on the Budget System Implementation Guide. There are several reasons for this. A design document, set up as a deliverable, becomes outdated the minute it is signed off. Budget systems and processes are fluid and need to accommodate change. Euna instead focuses on a deliverable outlining the design in a manner useful to the client, immediately and ongoing. Euna's Implementation Guide is extremely detailed, training users on system navigation (all fields, step-by-step) and how Euna Budget will be specifically configured to the client's processes. This document will be initially delivered at the end of the first configuration phase, but it is important to note it is a living document and will be updated for the duration of Euna Budget's lifecycle.

2.1.6 System Configuration and Playback

Euna, with the support of the Client project team, will configure the budget forms, workflow, personnel cost forecasting and security. Budget forms, including data screen design, data entry fields, validation, workflow, etc. are all created with standard configuration. The skills of Client project team members will be enhanced throughout the project by participating in configuration exercises, establishing new forms, and enhancing budget processes as the project team goes through the iterative design and build approach within our implementation methodology. Revisions to the configuration settings or budget process will be reflected in revisions to the System Administration Guide. Configuration includes but is not limited to:

- Process automation – a previous process with fifteen (15) may take only one step in Euna Budget. Our goal is to configure the system to eliminate manual external steps.
- Form Configuration –
    - Complex calculations
    - Logic specific to the Client (e.g., on submission, you must be at your target for general fund, or the sum of transfers in must equal transfers out)

- Fields and attributes to the specific requirements and processes of the Client
- Unique workflow rules for budget processes including review and submission rules
- Other Client business rules, i.e., expenditures and revenues must balance at the submission stage
- Adding new fields, dropdowns, and checkboxes, and modifying field sizes, etc.

System configuration occurs during and immediately following all training and process workshops. This continual end-user testing is what we call our Playback approach. Your project team members observe and participate in the configuration. Your team will become familiar with the software and be encouraged to provide feedback early in the project, instead of waiting until formal testing, which is often too late in the process to solicit opinions and configuration design changes without adding project risk.

2.1.7 Data Conversion

Concurrent with the design workshops, Euna begins converting data into Euna Budget. Seeing real financial and HR data in the system is important to understanding how the new system will work. Euna will import current year budget and financial data as well as prior years of financial history required for the first budget cycle. Euna will prepare validation reports and the Client's project team will confirm the results.

2.1.8 Testing Process

Euna's testing methodology is specific to budgeting software. Testing is a mix of formal and informal testing, which is critical for success. Client users will test the forms early in the project in a methodology closer to user acceptance testing (UAT) than unit testing. As part of the process, full end-to-end workflow and corresponding reports are tested, including unit and integration testing, Client testing, and formal integration testing.

Euna has developed testing worksheets to be followed by both Euna Budget and the Client project team. The key to this methodology is testing the software using real production data, security, and test cases in the production environment. This ensures the maximum amount of testing and exposure to the actual components that will support live operations.

As forms and processes are configured, the project team will unit test each process including supporting reports. Key testing procedures include:

- The Client project team (2-3 people) will test the forms and reports as they are available. Changes are made as needed.

- The Client will use Euna's provided End User Guide templates as a basis to create the user guides. The Client will create the guide as they perform initial testing and update the guides as testing progresses. Guides generally include the Client's policies integrated with system procedures.
- Key department volunteers are identified early in the project and are given initial system training and follow the user guides to test the system. Users have production access and continue their work from their desks. This is critical to provide real system and user guide feedback while there is still time to make changes and prior to completing all configuration.
- When configuration is completed and tested, Integration System Testing is performed with the Client team members. This consists of entering data in all forms and stages of the process, practice submitting form and testing reports to ensure the data flow is as expected.
- Euna and Client will jointly develop an overall Test Plan which must articulate the required details for each testing cycle.
- The "Acceptance Test Period" for each testing cycle must be specified in the Test Plan and must agree with the Project Plan.
- Any and all defects discovered during testing must be resolved and re-tested prior to closing the testing cycle unless mutually agreed to by the Parties in writing.

2.1.9 Training

Budget Enterprise's training methodology is to engage users early and often during the project implementation to ensure optimal configuration of the system, improve end-user acceptance, and create productive use of the solution on go-live. Euna Budget's training approach is different from a traditional waterfall training approach. Rather than waiting until user acceptance testing for users to have exposure to the system, Euna Budget engages users from the beginning; thus, **training effectively starts early in the project and continues throughout the project.**

In our experience, **proactively engaging all users throughout the implementation process builds a sense of ownership and enhances acceptance of the new system**. Hands-on experience during implementation prepares end-users for the transition and reduces or even eliminates the risk of surprises with the final product.

Training includes:

- **Workshops**

  Design and Process Workshops are typically held twice a week for the first month, then on a weekly or bi-weekly basis for the remainder of the project. Additionally, training-style meetings to review configurations and allow the Client's project team to work in the application are also taking place during this time. Euna is flexible in creating a meeting schedule that works best for the client's project team.

  Euna Budget will conduct project meetings and virtual trainings via Zoom or Teams. In every work/training session over the course of the project, Euna Budget consultants will hand over the configuration to the Client's analysts and users to make system adjustments. For example, Euna will load chart of account data or create one or two form fields and then train the administrators to make future changes. Virtual screen sharing easily allows the Euna Budget team to assist trainees (e.g., answer questions, assist with navigation, etc.). Simultaneously, project team members are writing the Administrative Guide and inserting step-by-step instructions to make system configuration changes. We have found this methodology enhances staff comprehension immensely.

- **End-User Training**

  Budget Enterprise's end-user training methodology is a Train-the-Trainer approach, with members of the Client's project team conducting the end-user training for users. This ensures the project team is the centralized source of information and solidifies the project team's knowledge of the solution. Training is provided for all levels of the organization, with Euna supporting up to 4 remote training sessions remotely. For more details on our approach to user training see Section 6.3.

- **Training Materials**

  Euna takes a collaborative approach to developing customized training materials. Because our software is highly configurable, implementation of the system will be unlike any other clients. This means standard off-the-shelf training materials will not suffice. Euna will start with templates of the software capabilities and begin customizing these materials as workshops commence.

  As part of Euna's implementation process, we will work with the Client's Project Team to develop a series of custom end-user guides. The guides are created by the Euna Budget project team and eventually handed over to the Client's Project Team for continued customization. The combined project team will validate the guides as they conduct testing. The Client's project team will also add client-specific guidance, policies, and procedures to the documents, which will be used during training and in subsequent budget cycles.

2.1.10 Project Management

Euna will develop a detailed Project Plan that articulates the responsibilities of both Parties. The Project Plan must be in sufficient detail to specify the configuration, conversions, integrations, development, training, testing, acceptance, go-live, and activities described in the Service Agreement. Both Parties agree to cooperate to work through any edits and/or updates to the Project Plan prior to final approval within the timeframe provided herein.

Euna applies a scope management process specific to budget system implementation and leverages a rapidly configurable product. Our process aligns project resources to the Client's requirements to ensure the project is focused on producing an enterprise-wide budget formulation system. Our goal is to not take up project time reviewing RFP requirements for inclusion and debating scope. Rather we want to provide the best, most complete solution for the Client.

2.1.11 Project Status and Communication

Communication, including reporting on project status is one of the most critical success factors for any project. A Euna Budget project focuses on end-user communication, regularly reporting on project status, and issues, and providing stakeholder briefs. Euna will coordinate a bi-weekly cadence with the Client, with additional ad-hoc meetings as necessary, and options for gaps in meeting cadence at certain key points in the Budget Calendar.

2.1.12 Quality Management and Risk Assessment

Throughout the project, the Euna Budget team tracks the overall quality of our efforts and deliverables. Euna's quality management starts with recognition and attention to project risk. The Euna Budget project manager is responsible to categorize issues, identify alternatives, develop recommendations, and revise project deliverables. The team ensures all project reports conform to proper risk assessment, industry deliverable standards, and client expectations.

2.1.13 Euna Personnel Assignment

The Euna warrants that all personnel assigned to perform the services under this Agreement shall have the necessary skills, qualifications, and expertise to perform the work competently and professionally.

2.1.14 Replacement of Euna Personnel

If the County reasonably determines that any Euna personnel is not performing the services to the required standard, the County may request the replacement of such personnel.

Upon receiving a written request from the County, the Euna shall promptly provide a replacement with equivalent or superior qualifications and expertise.

The Euna shall bear all costs associated with the replacement of personnel, including any necessary training or onboarding of the new personnel.

2.1.15 Conflict Resolution and Escalation Process

While both parties agree it is the desire to resolve issues quickly and within the project team(s), at times this may not be possible, an issue(s) may need to be escalated to resolve. A project issue can include anything from a business process change, a schedule issue, to a personnel issue, etc. The following table shows a typical escalation path:

Escalation Path	Euna	County
Level 4	Executive Sponsor	Steering Committee (Executive Sponsors)
Level 3	Director, Professional Services	Project Leadership Team
Level 2	Project Lead	Program Manager / Project Manager
Level 1	Project Support	Workstream Lead

3.0 Detailed Implementation Schedule

Milestones, deliverables, and acceptance criteria are detailed in the below table in Exhibit A, section 3.2.

3.1 Project Plan Assumptions

- Project start is dependent on contracting.
- Project timelines can be extended or condensed depending on budget process and Client availability.
- Testing will occur throughout the project and prior to each segment’s Go-Live as detailed above in Section 2.1.8.
- User training for each go-live is completed “just-in-time” before they begin using the system (more detail above in Section 2.1.9).

- A project Go-Live occurs when the client has entered next year budget request data into the respective forms in a production environment.
- A milestone is complete when the related acceptance criteria are delivered which will trigger completion of the **Implementation Milestone Completion Sign-off form** (Exhibit C). Payment cannot be invoiced or made until the Implementation Milestone Completion Sign-off form is complete and approved.
- All budget reports included in deliverable will be agreed to during the project.
- The work schedule below assumes that the core Workday project has finalized Chart of Accounts structure by October 2025 (Cognizant's "Plan" phase complete – targeted for June 2025), and that HR test data is available in April 2026 (Cognizant's "Architect & Configure" phase complete – targeted for March 2026).

3.2 Project Plan - Milestone Breakdown

Below is a breakdown of the implementation milestones.

<table>
<tr><th>Milestone</th><th>Phase and Activities</th><th>Deliverables</th><th>Description</th><th>Owner</th></tr>
<tr><td>1</td><td>Project Kick Off and Software Provisioning:
• Project Kick Off meeting
• Install applicable environments</td><td>• Project Kick-Off Presentation Document
• Project Management Plan/s
• Risk Management Plan
• Project Work Plan and Schedule Document</td><td>BFM is installed on AWS server, 2 environments (standard), Production and Development/Test. This includes Reporting environment. Initial system configuration and data loads for workshops completed.</td><td>• Euna primary owner to complete installation and initial configuration.
• Client to be provided access and validate access.</td></tr>
<tr><td colspan="5">Milestone 1 Complete – Project Kick Off and Software Provisioning (November 2025)
Acceptance Criteria:
• Euna Budget software is installed, and client has validated access.
• Euna has completed Project Kick Off Meeting and agreed upon deliverables from this meeting.</td></tr>
<tr><td>2</td><td>Discovery Workshops</td><td>• High-Level Budget Overview
• Operating Process Workshops</td><td>The Discovery workshops will be used to conduct process reviews and visioning of desired solution. Specific workshops will be held for</td><td>• Euna primary owner
• Client to provide current process documentation and attend workshops, 1-3</td></tr>
</table>

Milestone	Phase and Activities	Deliverables	Description	Owner
		• Personnel Cost Forecasting Workshops • Capital Process Workshops • Report Reviews	each process, as needed, to identify desired future state, and incorporate best practices. These sessions will include report reviews as reports will help drive configuration of Operating, Capital and Performance budgeting.	Client personnel who understand the full budget life cycle. • Client to provide input into the Implementation Guide and project plan. • Client to approve project plan and timeline.
2	Initial System Configuration & Data Conversion	• Project Status Reports • System Implementation Guide Template • Initial Data Migration, Conversion and Synchronization • System Admin Guide Template	Based on Discovery workshop findings, Euna will configure Chart of Accounts and convert budget data. This initial data conversion enables the Configuration and Playback Sessions that occur throughout the project. Euna will import current year budget and financial data as well as prior years of financial history required for the first budget cycle. Euna will prepare validation reports and the Client's project team will confirm the results.	• Client provides crosswalks for historical data, if needed. • Client to provide data for data loads and current process flow documentation. • Client tests / confirms data loaded correctly.
Milestone 2 Complete – Initial Conversion - Chart of Accounts and Budget Data Migration (January 2026) **Acceptance Criteria:** • Validated and tested data migration and COA configuration. • Project plan and timeline approved				
3	Budget Forms	• At least two (2) configured and tested forms	Develop measures and stages, base budget, decision packages, allocations, forecast adjustment forms, etc.	• Euna will configure forms • Client will review • Euna and Client will test

Milestone	Phase and Activities	Deliverables	Description	Owner
3	Configuration & Playback Sessions	• Configuration / Playback Workshops • Report Design • System Admin Guide Initiation	Configuration and Playback sessions occur soon after Discovery workshops for each specific process. Client project team will observe and participate in configuration of initial forms and reports. Department stakeholder sessions will also be done at certain points to review/prototype future processes.	• Euna primary owner • Client to contribute to initial forms required, including form design • Client to provide screenshots and examples of reports. • Client will assist in report development, as this is the first part of knowledge transfer • Client project team members will observe and participate in configuration
3	Security	• Review Security Policies • Engage internal Client Security Team if applicable • User security configured and tested • SSO setup	Identify roles, create users, configure, and test user role security. Single sign-on (SSO) will be setup.	• Client will identify users • Euna will create roles, load users • Client will test user role security • Client will test SSO
3	Initial Interface Configuration	• Review existing interfaces • Create master interface list • Configure Euna Budget interfaces as applicable	Data interfaces are created based on availability of converted data and established configuration in the financial tables. Modified budgets, actuals, encumbrances will flow to Euna Budget. Develop any required crosswalks for consolidating revenue sources and accounts.	• Euna primary owner • Client to contribute to master interface list • Client to configure any Client-side interfaces as applicable
3	Initial Form Testing	• Tested and validated initial forms.	See Exhibit B, Section 2.1.8.	Client and Euna will share testing responsibility.
Milestone 3 Complete – Initial Form Development (April 2026)				

Milestone	Phase and Activities	Deliverables	Description	Owner
Acceptance Criteria: • At least two (2) forms configured and tested. • Initial reports associated with configured forms designed and tested. • Configuration / Playback workshops in reference to the completed forms. • SSO validated, user security configured • System Admin Guide initiated.				
4	Personnel Cost Forecasting (PCF)	• PCF process workshops to define forecasting requirements • Build forecast calculation and salary estimator tool • Personnel data conversion and validation • First year projection complete • System Admin Guide updates	All personnel data and benefits are loaded, salary and employee benefits (S&EB) calculated. First year projection complete and customer sign off. Configuration of PCF processes, forms and reports begins.	• Euna primary owner • Client to provide all PCF data – job class, benefits and categories, position data, employee data, etc. • Client will validate, review and fix verification errors, • Client will execute PCF projection and validate results
4	Testing – PCF Projection	• PCF projection tested and validated.	See Exhibit B, Section 2.1.8.	See Exhibit B, Section 2.1.8.
4	Training – PCF Projection	• PCF projection training complete.	See Exhibit B, Section 2.1.9.	See Exhibit B, Section 2.1.9.
Milestone 4 Complete – PCF Projection Ready (August 2026) • First year personnel projection complete and validated by Client. • Personnel data loaded, reviewed and validated by Client.				
5	Operating Budget Forms	• Operating budget process workshops • Configuration and Playback sessions – operating budget	Continue to develop identified forms including measures and stages, base budget, decision packages, allocations, forecast adjustment forms,	• Euna will configure forms • Client will provide 2-3 functional budget staff to be trained; if the Client wishes for IT to

Milestone	Phase and Activities	Deliverables	Description	Owner
		• All identified forms configured and tested. • System Admin Guide updates	performance measures, etc.	be involved, this is supported as well. • Client will review • Euna and Client will test
5	Operating Budget Report Development	• Reporting workshops • Client identified reports developed	Euna will review current report inventory, create priority list, setup security and configure reports.	• Euna primary owner • Client to provide report priority list
5	Testing -Operating Budget	• Operating Budget form testing complete.	See Exhibit B, Section 2.1.8.	See Exhibit B, Section 2.1.8.
5	Training -Operating Budget	• Train End-Users on operating budget processes and forms.	See Exhibit B, Section 2.1.9.	See Exhibit B, Section 2.1.9.
Milestone 5 Complete– Operating Budget Go-Live (November 2026) **Acceptance Criteria:** • All Operating Budget forms tested, validated and approved by Client. • Reports pertaining to Operating Budget validated and approved by Client. • Training on Operating Budget forms and processes, and reports complete.				
6	Capital Planning Forms and Reports	• Capital process workshops • Capital Request forms configured • System Admin Guide Updates	Scope, design and build forms to capture Capital Project Requests.	• Euna primary owner – to design and configure capital forms. • Client will provide current process documentation • Client and Euna will test
6	Testing – Capital Planning	• System Testing • Integration Testing • Complete/ Test User Guides	System test using developed user guides to test actual usage. This includes report testing, security and workflow	See Exhibit B, Section 2.1.8.

Milestone	Phase and Activities	Deliverables	Description	Owner
			testing, and testing all integration points to ensure data can be transmitted and received in both directions without errors.	
6	Training – Capital Planning	• Train End-Users on Capital Planning	End-user training is recommended as just-in-time training and times may vary depending on different process timelines.	See Exhibit B, Section 2.1.9.
Milestone 6 Complete – Capital Planning Go-Live (November 2026) **Acceptance Criteria:** • Capital Planning forms tested and approved by Client. • Capital Planning reports validated and approved by Client. • Capital Training complete				
7	Internal Services Discovery Workshops	• Internal Services Process Workshops • Report Reviews • Configuration and Playback workshops • System Admin Guide updates	The Discovery workshops will be used to conduct process reviews and visioning of desired solution. Specific workshops will be held for each process, as needed to identify desired future state, and incorporate best practices. These sessions will include report reviews as reports will help drive configuration of Internal Services.	• Euna primary owner • Client to provide current process documentation including reports and attend workshops, 1-3 Client personnel who understand the Internal Services process. • Client to provide input into the Implementation Guide and project plan. • Client project team members will observe and participate in configuration.
7	Budget Management	• Budget Management forms and processes configured.	Conduct configuration and playback sessions soon after Process workshops.	• Euna primary owner. • Client to provide current process documentation and

Milestone	Phase and Activities	Deliverables	Description	Owner
		• Associated budget management reporting complete. • System Admin Guide updates	Client project team members will observe and participate in configuration.	attend workshops, 1-3 Client personnel who understand the budget management processes.
7	Budget Forecasting	• Budget Forecasting configured. • Associated reporting complete. • System Admin Guide updates	Conduct configuration and playback sessions soon after Process workshops. Client project team members will observe and participate in configuration.	• Euna primary owner • Customer to provide current process documentation and attend workshops, 1-3 Customer personnel who understand the budget forecasting process.
7	Testing - Budget Management	• Budget Management forms and processes tested.	See Exhibit B, Section 2.1.8.	See Exhibit B, Section 2.1.8.
7	Training – Budget Management	• Train End-Users on budget management processes and forms.	See Exhibit B, Section 2.1.9.	See Exhibit B, Section 2.1.9.
Milestone 7 Complete – Budget Management Go-Live (January 2027) **Acceptance Criteria:** • Budget Management forms and processes tested and approved by Client • Training on Budget Management components complete.				
8	Performance Measures	• Performance Process Workshops • List of required reports	Scope, design, and build forms to capture performance goals and metrics as well as budget initiatives.	• Euna primary owner • Client to provide current process documentation and attend workshops, 1-3 Client personnel who understand the full budget life cycle

Milestone	Phase and Activities	Deliverables	Description	Owner
8	Configuration & Playback Sessions	• Configuration • Playback Workshops • Report Creation • System Admin Guide updates	Conduct configuration and playback sessions soon after Discovery workshops. Client project team members will observe and participate in configuration. Department stakeholder sessions will also be done at certain points to review/prototype future processes.	• Euna primary owner • Client to contribute to how many and type of forms needed, including form design and data needed • Client to contribute to how many and type of report needed including report design and data needed. Provide screenshots and examples of reports • Client will assist in report development • Client project team members will observe and participate in configuration
8	Report Development and Training	• Reporting Training • Report development	Euna trains Client users on how to make reports to enable Client participation in report configuration activities and on-going support.	• Euna primary owner • Client 2-3 functional budget staff will be trained; if the Client wishes for IT to be involved, this is supported as well
8	Testing – Performance Measures	• System Testing • Integration Testing • Complete/Test User Guides	See Exhibit B, Section 2.1.8.	See Exhibit B, Section 2.1.8.
8	Training - Performance Measures	• Train End-Users on Performance Measures.	See Exhibit B, Section 2.1.9.	See Exhibit B, Section 2.1.9.

Milestone 8 Complete –Performance Measures Go-Live (January 2027)

Acceptance Criteria:

- Performance forms and processes tested and approved by Client
- Training on Performance components complete.

<table>
<tr><th>Milestone</th><th>Phase and Activities</th><th>Deliverables</th><th>Description</th><th>Owner</th></tr>
<tr><td colspan="5"></td></tr>
<tr><td>9</td><td>Print Publishing</td><td>• Budget Book preparation.</td><td>Building and training on template for Proposed Budget Book.</td><td>Euna to build template with Client, training throughout the process.</td></tr>
<tr><td>9</td><td>Testing – Print Publishing</td><td>• System Testing
• Integration Testing
• Complete/Test User Guides</td><td>See Exhibit B, Section 2.1.8.</td><td>See Exhibit B, Section 2.1.8.</td></tr>
<tr><td>9</td><td>Training – Print Publishing</td><td>• Train End-Users on creating Budget Books</td><td>See Exhibit B, Section 2.1.9.</td><td>See Exhibit B, Section 2.1.9.</td></tr>
<tr><td colspan="5">Milestone 9 Complete – Publishing – Proposed Book Complete (May 2027)
Acceptance Criteria:
• Client has validated data accuracy with budget calculations displaying correctly and syncing properly.
• Data integration has been tested and validated.
• Proposed and Approved Budget Book templates completed</td></tr>
<tr><td>10</td><td>Print Publishing</td><td>• Budget Book preparation.</td><td>Building and training on template for Approved Budget Book.</td><td>Euna to build template with Client, training throughout the process.</td></tr>
<tr><td>10</td><td>Testing – Print Publishing</td><td>• System Testing
• Integration Testing
• Complete/Test User Guides</td><td>See Exhibit B, Section 2.1.8.</td><td>See Exhibit B, Section 2.1.8.</td></tr>
<tr><td>10</td><td>Training – Print Publishing</td><td>• Train End-Users on creating Budget Books</td><td>See Exhibit B, Section 2.1.9.</td><td>See Exhibit B, Section 2.1.9.</td></tr>
<tr><td colspan="5">Milestone 10 Complete – Publishing – Approved Book Complete (December 2027)
Acceptance Criteria:
• Client has validated data accuracy with budget calculations displaying correctly and syncing properly.
• Data integration has been tested and validated.
• Proposed and Approved Budget Book templates completed</td></tr>
<tr><td>11</td><td>Transparency</td><td>• Provision transparency site
• Configure visualizations</td><td>Euna will assist in configuring OpenBook core “Visualizations” and</td><td>Euna to provision and provide initial configurations alongside Client.</td></tr>
</table>

Milestone	Phase and Activities	Deliverables	Description	Owner
			"Stories" to a limit of 10 hours of consulting time	
11	Testing – Transparency	• Data integration tested and validated • Reports validated	See Exhibit B, Section 2.1.8.	See Exhibit B, Section 2.1.8.
11	Training – Transparency	• Train Admin Users on Transparency	See Exhibit B, Section 2.1.9.	See Exhibit B, Section 2.1.9.
Milestone 11 Complete – Transparency Go-Live (December 2027) **Acceptance Criteria:** • Transparency website has been tested and validated by Client.				
Post-implementation	Post Go-Live Support – thru first budget cycle	• Support delivered to Budget Office	Euna Implementation team provides support through first budget cycle and assists with first rollover and any year 1 updates.	Euna is primary owner here.

4.0 Euna / ERP Integration

Euna will work with Cognizant to integrate BFM with the Client's Workday solution as defined below:

Euna will establish an integration between Euna Budget and the Workday Systems. The integration shall import the Chart of Accounts, financial actuals and amended budget data required to support the budgeting process and create a file to load data back into the Financial System. We will also standardize the intake of HR data files to kick off the new budget cycle. The integration shall be stable and reliable in a production environment, without any defects

5.0 Client Implementation Activities

The following defines the scope of the Client's implementation activities. The activities identified below are critical for successful implementation and on-going system administration. Depending on the calendar time assigned to the project, the Client will need to dedicate between .25 and .5 FTE with some peak times near 1 FTE. Client activities include:

- A System Administrator is identified prior to project start and participates in knowledge transfer activities for the duration of the project. Optional: A backup System Administrator is recommended, but not required.
- Upload and verify chart of accounts and required attributes. Organize hierarchy tables and assign group aggregation levels.
- Verify import of financial data
- Verify import of HR data
- Verify Personnel Cost Forecasting projection results
- Test all budget forms
- Set up security with Euna support
- Create End User Guides for each process with Euna support (templates are provided)
- Conduct End User training
- Develop the System Administration Guide with Euna support. This is done iteratively throughout the project.
- Test reports
- Develop reports as required to supplement the project team
  - Report review will be conducted for list of required reports
  - Report creation will be divided up by complexity with consideration of time Client can devote to project
  - Report creation is a non-technical exercise

5.1 Project Staffing

A Client team is typically comprised of two (2) main resources, who are designated as the future system administration lead and backup. Depending on their expertise, they will work on different parts of the project. In addition, a capital resource is typically provided since that is specialized with most of our clients. Over the course of the project, these resources learn BFM and help to configure and implement the solution, which empowers them to administer the system after Go-Live. These resources will be assigned to the project approximately half-time over the course of the implementation. During busy budget preparation times, these resources often revert to their budget assignments and the project slows during those planned periods.

Euna suggests the Client staff the project with the personnel listed below. For each assigned role, the estimated FTE's is only during the actual project. Only the System Administrator has on-going time commitment.

- **System Administrator (.5 FTE)** – The individual who will administer the system should also lead the project or be heavily involved with the project. This person, if possible, can also serve as the client project manager. The preferred skill set of the System Administrator is an intimate knowledge of most operating budget processes at a level where most project decisions can be made by this individual.

- **Budget SMEs (.25 FTE)** – There will be targeted workshops on processes such as capital, revenue, budget management, public works and publishing that will require additional staff to participate. Generally, each area will have 2-4 workshops over the course of the Implementation Analysis as well as occasional participation in configuration review and testing. There is no time commitment for on-going sustainment.
- **Report Developers (.25 FTE)** – For sustainment, Budget SMEs will be trained along with system administrators in how to build their own reports, add chart of accounts and other common functions that can be distributed beyond the system administrators. Report Developers will build specialized budget reports for unique budget situations post Go-Live.
- **Departments** – Departments can be involved to help with early acceptance testing. Specific department processes are not in scope.

6.0 Change Management

6.1 Knowledge Transfer

Knowledge transfer takes place throughout the project, most of which is delivered 'just in time' for each functional activity. Our Euna Budget Implementation Methodology ensures the budgeting system will not only meet the requirements identified in the RFP, but may also identify additional user needs not yet identified or even considered.

For example, the Euna Budget team will initially load your chart of accounts, demonstrating each step of the process for your team. Your project team will follow using the jointly developed Euna Budget System Administration Guide to practice loading the chart of accounts and test the results. This knowledge transfer process also facilitates refinements to the Administration Guide to ensure your team has the written resources needed to be successful post-implementation.

6.1.1 Euna Budget Project Training

The Euna implementation team will train Client personnel on key areas of the system. For example, when budget forms are configured, the Client will configure these alongside the Euna team and test the results. By the end of the implementation, all functionality used by the Client will be covered.

6.1.2 Software User Guides

Euna delivers Software User Guides for major functional areas that contain click-by-click instructions on how to navigate, save, delete, and import data where relevant. These are generic guides and do not include client-specific documentation.

6.1.3 System Administration Guide

The System Administration Guide is a client-specific configuration guide that details how the Client will maintain the system. This will include specific tasks, such as how to add a new organization. It is typically not click-by-click; a typical guide item would note that to create an org, these 5 attributes are required and for what reason. The Guide is created by the Client with Euna support. Euna will provide an existing template, which is then jointly modified to accurately reflect the Client's configuration and processes.

6.1.4 Reporting

Reports will be created throughout the project, starting in the first weeks. Euna is ultimately responsible for ensuring all reports are configured.

Initial reports will be ad hoc in nature to test conversions. Subsequently, more 'standard' and formatted reports will be created. Reporting knowledge transfer is critical for long-term maintenance of the solution, since new reports are required frequently. In order to build this expertise, the Client will configure reports alongside our team throughout the project. Euna will work with the Client to determine assignments and will train and support Client in the creation of reports. Euna will likely make some reports without client involvement; in this case, Euna will train the Client on any needed configuration to understand how the report is set up. The Client will test all reports for accuracy.

6.1.5 Reporting Overview

Early in the project, Euna delivers the Reporting Overview session. This course is designed to demonstrate the solution reporting capabilities including navigation, filtering, and export options, and an overview of the data model. We will review the importance of hierarchies and groups and discuss how Measures work. Up to 2 sessions are included.

This instructor-led course is 2 hours in duration for up to 12 participants per course.

6.1.6 Reporting Administration

This course will provide instruction on the administration of the reporting environment including security and document maintenance. This course is offered to the reporting administrator (and a highly recommended back-up administrator). Following this training, the Client will work with Euna to set up and test security for reporting.

This instructor-led course is 2 hours in duration for up to 3 participants per course.

6.1.7 Euna Publishing Administration

For clients using Euna Publishing, Euna will deliver Euna Publishing administration training to ensure clients can maintain the delivered publications. This course will provide instruction on the administration of the publishing environment including security, variable management, directories, and book hierarchies. This course is offered to the publishing administrator (and a highly recommended back-up administrator).

This instructor-led course is 1 hour in duration for up to 3 participants per course.

6.2 Client Engagement

Clients will create user groups at their discretion to ensure users are aware of the project and have an opportunity to provide feedback throughout the process. Following is our recommended approach.

6.2.1 Client Engagement Process

Configuration reviews are performed iteratively throughout the project. The process flow will be the same for each iteration, starting with our small project team and expanding to the larger groups.

Core Project Team >> **Budget Office Team** >> **Department Team (Optional)** >> **End User Group (Optional)**

Our goal is to produce real outputs early in the project to allow for immediate Client involvement. The project plan created for each project will include the review steps noted above. For example, a project may have:

- Review 1: Base budget form and initial conversion, Reporting Overview
- Review 2: Operating Budget forms
- Review 3: Operating Reports
- Review 4: Capital Budget forms and reports
- Review 5: Budget monitoring and execution

6.2.2 Core Project Team

The Core Project team consists of 2-4 people who are the primary members of the implementation team. They will attend design workshops and create the initial configuration.

The Core Project team will have experts in each functional area based on the project scope, including:

- Operating budgeting
- Capital budgeting
- Personnel budgeting
- Performance measures
- Reporting
- Publishing

Time Commitment (Per participant, will vary based on assignments):

- Workshops: 80 hours
- Configuration and Conversion Reviews: 160 hours
- System training (receiving): 120 hours
- Reporting training (receiving): 16 hours
- End User Training Document Preparation or Review: 80 hours
- Core Project Team Training: 24 hours

Typical team size: 3

6.2.3 Budget Office Team

The Budget Office Team will be comprised of representatives (or the full team) who will review key configuration throughout the project. During workshops, the Budget Office team may be brought in to participate in sessions pertaining to their areas of expertise. The Core Project Team will present to the Budget Office Team the proposed processes, workflows, forms, and reports to obtain feedback. The Budget Office Team will be trained by the Core Project Team prior to End User training.

Time Commitment (Per participant):

- Workshops: 8 hours
- Configuration Reviews: 8 hours
- Training Document Preparation or Review: 16 hours
- Training (receiving): 8 hours

Typical team size: 6

6.2.4 Agency/ Department Team

The Core Project Team will create a group of department representatives, typically some from smaller and larger departments, who represent different types of users of the system. During workshops, the Department Team will participate in targeted sessions, such as those pertaining to Department workflows and internal service charges.

The Core Project Team or Budget Office Team will present the configuration to the Agency/Department Team to solicit feedback throughout the engagement.

Time Commitment (Per participant):

- Workshops: 8 hours
- Configuration Reviews: 8 hours
- Training Document Preparation or Review: 16 hours
- Training (receiving): 8 hours

Typical team size: 8

6.2.5 End User Group

The Core Project Team will determine the roster of End users of the system. The Team will send out periodic updates on the project, including key activity dates. There are at least 2 presentations made to the End User Group. The first will be after the initial round of configuration is made, showing users how to use a base-style budget form and reports that show converted data. This will inform users of new look and feel and allow for initial feedback. The second meeting is typically held after a substantial amount of configuration is completed and will present a more holistic view of the configured solution.

Time Commitment (Per participant):

- Attending presentations: 3 hours

Typical team size: 150

6.3 User Training

6.3.1 Training Guides

Regardless of training delivery method, Euna and the Client will work together to create Training Guides from a template provided by Euna. These guides will have an overview of the process and detailed instructions on how each form or function works. These may be supplemented by Quick Reference guides (1 page cheat-sheets) or other types of job aids.

6.3.2 Training – Train the Trainer

Prerequisite: Review of End User training guides is completed before the class begins

Regardless of training approach, budget office staff will be trained to be trainers. If End User training is delivered, the Budget Office Team will deliver this training. If there is no additional formal training for end users, this training will still be used to help support labs and answer questions from departments throughout the process.

This class will include:

- Policies and procedures overview (Client-led)
- System overview
- Review all forms and their purpose
- Practice – each different type of form will be used by the team in class
- Training Guides – we will follow Training Guides to ensure they are complete and accurate

This instructor-led course is 4 hours in duration for up to 8 participants per course.

6.3.3 Training – Standard

Prerequisite: Training the Trainer classes

Euna's recommended approach is specifically designed to support large group training for budgeting. Nearly all clients have a budget kickoff each year. Our training combines this kickoff with system training.

The Core Project Team will work with Euna to create materials that are click-by-click and specific to the exact forms and processes used by the client. Materials will be sent out to end users and will be available in the application.

End User training will be done in 1-4 large-group settings, either virtually, in a large meeting area, or both. The first part of the training is a review of budget policies / budget instructions for the year. This will be followed by a system demonstration, showing how forms are used and how reports and other processes are used. The session will involve questions / answers throughout. Training is recorded for those who cannot attend.

Following end user meetings, the Core Project Team and Budget Office team will host in-person Budget Labs or hold sessions for hands-on training.

6.3.4 End User Training – Client Delivered

Prerequisite: Training the Trainer classes

Clients determine if this optional training is required, based on what they know of their processes and end users. If End User Training is required, the Budget Office Team, supported by the Core Project Team, will deliver training. Classes will follow End User training guides.

This instructor-led course is 2 hours in duration for up to 12 participants per course. If there is a single instructor with no in-room support, Euna recommends no more than 8 per course.

7.0 Standard Support

Euna provides different levels of support for our clients on a subscription basis. Support packages cover a full fiscal year, with built-in assumptions of your more critical, busier times as well as slower times of the budget cycle.

Standard Support assumes a Client Euna Budget System Administrator is trained in the system and that Euna provides support to this Client Administrator. The Client Administrator will perform most administrative tasks but may need support with new processes. Questions about data may arise and the Client Administrator will perform all due diligence and document their analysis and present this to the Euna support team. Client Administrators will triage incoming questions and submit to Euna Support any attempts to recreate the issue and full details around the questions. Client Administrators are responsible for training end users and any replacement Client Administrators. Standard support assumes that the Client Administrator will update documentation, including the administrative guides. This level of Standard Support is included with the BFM software subscription.

Standard Support includes 40 hours of support in the first year, then 25 hours per year for subsequent years and includes the functions in the table below.

Category	Standard Support Functions
Rollover	Perform annual rollover or support BFM Administrator in annual rollover process to prepare the systems for the next budget cycle.
Rollover	Universe support for annual rollover
Rollover	Copy Production to Development or Test environment as part of the annual rollover process
Support	Help desk for BFM Administrator to submit and receive resolutions to system issues
Support	Guidance for client BFM Administrator with configuration of new budget forms or other processes
Reporting	Guidance for client BFM Administrator in creating complex reports
Training	Access to Euna Spotlights and training recordings library

Standard support communications should be directed to help.Euna@eunasolutions.com.

7.1 Assumptions

- The majority of work will be conducted offsite.
- The Client team will provide support related to Financial, HR, or other source/target systems during integration configuration.
- Client to provide timely decisions

- Client staff available to attend workshops and complete assigned tasks per project plan timelines

8.0 Optional Services

8.1 Enhanced Support

Euna offers the following additional support for Euna Budget:

- Enhanced Support
- Full Administration Support
- Publishing Administration support.

Enhanced Support and Full Administration Support are sold on an annual basis, covering a full 12-month budget cycle for which the Client determines the start date. The Client can add, change, or end Enhanced Support or Full Administration Support each year upon renewal.

Enhanced Support Subscription

Enhanced Level Support assumes the client has a Euna Budget System Administrator who serves as Level 1 support and uses our Euna Budget Support Team to augment System Administration duties.

Full Administration Support Subscription

Full Administration Support assumes the client does not have a Euna Budget System Administrator during the contract year or the Administrator may be new to the role and will receive training during this cycle. Full administration support includes all items above included in Standard and Enhanced support as well as:

The Support Matrix below details what is included in Standard Support (included) and Enhanced Support subscriptions.

Support Category	Support Item	Standard Support Subscription	Enhanced Support Subscription	Full Administration Support Subscription
Rollover	Perform annual rollover or support Euna Budget Administrator with annual rollover	X	X	X
Rollover	Universe support for annual rollover	X	X	X
Rollover	Copy Production to Development or Test environment as part of rollover process	X	X	X
Support	Help desk for Euna Budget Administrator to submit and	X	X	X

Support Category	Support Item	Standard Support Subscription	Enhanced Support Subscription	Full Administration Support Subscription
	receive resolutions to system issues			
Support	Guidance for Euna Budget Administrator with configuration of new budget forms or other processes	X	X	X
Reporting	Guidance for Euna Budget Administrator in creating complex reports	X	X	X
Training	Access to Euna Spotlights and training recordings library	X	X	X
PCF	Assist with PCF setup, data loads and verification		X	X
Support	Support the Euna Budget Administrator in data loads / Admin uploads and data verification		X	X
Support	Configure Widgets		X	X
Support	Dedicated working sessions with client Euna Budget team to review/resolve issues.		X	X
Reporting	Support with annual publication reports (excluding Euna Publishing)		X	X
Training	Euna will provide training, if needed, to the Euna Budget Administrator		X	X
System Admin	Perform all system administration functions, such as rollover, stage advancing, importing data, running BCS / Allocations / other admin processes, create new admin processes, and maintain security roles			X
System Admin	Review and update documentation, including the Administration Guides			X
System Admin	Set up forms for the year / for each cycle (create budget forms)			X

Support Category	Support Item	Standard Support Subscription	Enhanced Support Subscription	Full Administration Support Subscription
System Admin	Execute Admin Processes used in configuring budget cycle			X
PCF	Load PCF data and run initial projections. Euna runs initial checks, followed by client verification			X
PCF	Assist with creating PCF “What-If” Scenarios			X
Support	Support the Budget Office with data verification and balancing			X
Support	Euna will act as a help desk to the Budget Office team and can help end users if the Budget Office cannot support requests			X
Support	Euna can hold virtual office hours (open house) to help end users			X
Report Development	Euna will develop new reports as needed			X
Training	Euna will provide training, if needed, to a new Euna Budget Administrator or Budget Office staff			X
Training	Provide web-based training refreshers for end-users			X

8.2 Support Option Pricing

Support Subscription	Description	Annual Subscription Cost
Enhanced Support Subscription (Annual)	Client has a Budget Enterprise System Administrator who serves as Level 1 support. Euna Budget Enterprise Support Team utilized to augment System Administration duties.	$66,126

Support Subscription	Description	Annual Subscription Cost
Full Administrative Support Subscription (Annual)	Euna performs all administrative tasks for the Client. Typically used if the client experiences turnover of trained resources.	$132,252

Exhibit C

Implementation Milestone Completion Sign-off Form

The table below lists the Euna Budget Enterprise project milestone(s) that were approved by Ramsey County during the month of __________ totaling $ ___________ which will be invoiced upon acceptance. The approval of the milestone(s) is based on the completion of the associated activities and deliverables as identified in the current approved Euna Statement of Work (SOW), Exhibit A, Section 3.2. This sign-off form will accompany the invoice for submission of payment.

Project Milestone Completed and Approved for Invoicing

Milestone Number	Milestone Name	Milestone Description	Milestone Amount
		TOTAL	

Signatures

Ramsey County | Acceptance Signature 1
Clients Name:
Client's Title:
Client's Signature:
Date:

Ramsey County | Acceptance Signature 2 (optional)
Clients Name:
Clients Title:
Client's Signature:
Date:

Euna Solutions | Acceptance Signature
Responsible Name:
Title: Project Lead
Responsible Signature:
Date:

Exhibit D

Client Functional and Technical Requirement Matrices

The budgeting requirements from RFP # BA0000001966 have been included below for reference purposes. Euna's response is included under "Availability". Where budgeting functionality is provided by the core ERP System, availability is marked as "[Workday]".

#	Functional Area	Use Case	Requirement	Availability
270	Budget	Create a budget request	Users can submit budget requests for approval.	Y - Yes
271	Budget	Create a budget request	Users can view their previously denied budget requests.	Y - Yes
272	Budget	Create a budget request	Budget requests can be zero based or based on prior year budget, actuals, or forecast.	Y - Yes
273	Budget	Create a budget request	System allows users to choose to copy previous year's budget request into the new request by each line item.	Y - Yes
274	Budget	Create a budget request	System copies notes associated with line items copied from the previous budget.	Y - Yes
275	Budget	Create a budget request	System allows users to calculate line item request by taking a percentage of the previous year's budget.	Y - Yes
276	Budget	Compile budget requests	System can maintain multiple versions of requested, recommended, and approved budgets.	Y - Yes
277	Budget	Create a budget request	Users can link specific expenditures to specific revenue sources in their budget requests.	Y - Yes
278	Budget	Create a budget request	Users can create detailed line item descriptions for each budget line.	Y - Yes
279	Budget	Create a budget request	Ability to allow for departmental budget entry in an account listing style, such as by account, functional area, etc.	Y - Yes
280	Budget	Compile budget requests	Ability to approve all requested budget amounts at the same time, or all requests for a defined department or account range.	Y - Yes
281	Budget	Compile budget requests	Ability to configure security access to budget development and view based on department and organization.	Y - Yes
282	Budget	Create a budget request	Ability to customize budget scenarios based on specific department scenarios and global scenarios (E.g., global increase, department % decrease).	Y - Yes

283	Budget	Compile budget requests	Ability to perform budget preparation global changes (e.g. fringe benefits, merit increases, inflation).	Y - Yes
284	Budget	Compile budget requests	Ability to allocate costs globally or to individual departments based upon percentage increase/decrease.	Y - Yes
285	Budget	Compile budget requests	Ability to allow for users to input and view internal review comments per budget item/line.	Y - Yes
286	Budget	Create a budget request	Ability to identify capital items in the budget with a capital item descriptor, specific to accounts.	Y - Yes
287	Budget	Create a budget request	Ability to generate proposed budget data by extrapolating multi-year historical financial data, prior year budget, and prior year adjusted budget, using user-defined criteria/specifications.	Y - Yes
288	Budget	Compile budget requests	Ability to limit changes within the unadopted budget after a certain point in the budget process has been reached, and require appropriate user authorization to implement any changes.	Y - Yes
289	Budget	Create a budget request	Ability to limit user entry of specific accounts vs. central office budget planning (salaries).	Y - Yes
290	Budget	Create a budget request	Ability for users to customize the budget entry view to include previous entries, current year amounts to date, and budget-to-actuals variances.	Y - Yes
291	Budget	Create a budget request	Ability to set a default budget entry view.	Y - Yes
292	Budget	Create a budget request	Ability for users to directly inquire by account on current and prior years actual activity during budget entry (i.e. drilldown on financial detail).	Y - Yes
293	Budget	Create a budget request	Ability to import developed budget information, developed in Excel, into the budget planning system. Users can use the upload process for some line items and enter other line items via budget entry screen.	Y - Yes
294	Budget	Create a budget request	Ability to update actual data from ERP GL to budget tool on a user-defined cadence with role security.	Y - Yes
295	Budget	Create a budget request	Ability to maintain prior years' departmental and overall budgets for viewing until staff decides to archive.	Y - Yes

296	Budget	Create a budget request	Ability to use historical budget and actual data to create "what if" scenarios which can be archived for future reference.	Y - Yes
297	Budget	Create a capital budget	Users can submit requests for capital projects to be included in the capital plan.	Y - Yes
298	Budget	Create a capital budget	Capital budgets can be prepared on a 6-year rolling basis.	Y - Yes
299	Budget	Create a capital budget	Users can specify expected funded sources when submitting capital project requests.	Y - Yes
300	Budget	Create a capital budget	Ability to classify capital project requests and provide reporting by classification or type (County can configure the categories).	Y - Yes
301	Budget	Create a capital budget	Ability to enter CIP general information and project categorization (e.g. description, map reference, notes).	Y - Yes
302	Budget	Create a capital budget	Ability to rank CIP projects based on selected criteria and score against this criteria.	Y - Yes
303	Budget	Create a capital budget	Ability to apply inflation factors to costs of CIP projects in years beyond the budget years.	Y - Yes
304	Budget	Create a capital budget	Ability to track budget and expense by project, sub-project, and phase.	Y - Yes
305	Budget	Budget for personnel	System can maintain record of positions that are currently vacant and allow for these positions to be included in the budget without assigning a person.	Y - Yes
306	Budget	Budget for personnel	System will allow one or more funding sources to be identified to cover the cost of an individual position and allow for a user-defined allocation by each funding source.	Y - Yes
307	Budget	Budget for personnel	Users can submit new position requests as part of the budget process.	Y - Yes
308	Budget	Budget for personnel	System can calculate position costs (wages and benefits) based on incumbent.	Y - Yes
309	Budget	Budget for personnel	System allows positions to be budgeted by a total dollar amount, FTE percentage, or total number of hours.	Y - Yes
310	Budget	Budget for personnel	System can calculate position cost for employee that is moving to a new position by including the salary of the new position and maintaining the employee's current benefit election costs.	Y - Yes
311	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: number of pay periods for upcoming budget year.	Y - Yes

312	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: Medicare calculation based on wages.	Y - Yes
313	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: retirement system calculation based on wages.	Y - Yes
314	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: workers' comp calculation based on the combination of wages and a fixed rate.	Y - Yes
315	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: health insurance costs.	Y - Yes
316	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: scheduled merit increases.	Y - Yes
317	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: scheduled cost of living adjustment (COLA).	Y - Yes
318	Budget	Budget for personnel	Ability to enter globally or provide calculation-only fields for: other pay factors as identified by County.	Y - Yes
319	Budget	Budget for personnel	Ability to perform position budgeting that includes the calculation of benefits specific to the type of position being budgeted. (i.e. benefits for new hire over 30 hours per week).	Y - Yes
320	Budget	Budget for personnel	System has integrated position budgeting functionality with the Payroll and HR modules.	Y - Yes
321	Budget	Budget for personnel	System can calculate "what-if" scenarios including raises and transfers performed during the budget development cycle.	Y - Yes
322	Budget	Budget for personnel	Ability to calculate preliminary salary and benefits for unapproved/requested positions.	Y - Yes
323	Budget	Budget for personnel	Ability to budget for hourly and seasonal partial-year positions and other non-full-time positions.	Y - Yes
324	Budget	Budget for personnel	Ability to budget for fixed term and limited term positions.	Y - Yes
325	Budget	Create budget forecast	Users can create revenue estimates based on prior year actuals and percentage change.	Y - Yes
326	Budget	Create budget forecast	System can store multiple budget forecasts.	Y - Yes
327	Budget	Create budget forecast	System maintains history of previous years' budget forecasts to facilitate comparisons between forecasted amounts and actual expenditures/revenues.	Y - Yes

328	Budget	Create budget forecast	System can generate multi-year expenditure forecasts based on budget data and user inputs (e.g. percentage increase from previous year, flat increase, etc.).	Y - Yes
329	Budget	Create budget forecast	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments at an employee, position, or organization-wide level.	Y - Yes
330	Budget	Create budget forecast	Ability to provide forecast intervals for short-term (1-2 years), intermediate (3-4 years), and long-term (5 years) for the entire County as well as by object and department.	Y - Yes
331	Budget	Create budget forecast	Ability to perform budget forecasting that incorporates planned salary and benefit adjustments by either percentage, flat rate, or other variable to salaries and/or benefits provided by position, department, start and end date, or for other groups/all employees.	Y - Yes
332	Budget	Create non-financial performance measures	Ability to develop tables to accommodate input of performance measures (e.g., transactions processed, number of staff/customer, etc.).	Y - Yes
333	Budget	Create non-financial performance measures	Ability to establish non-financial strategic objectives and track actual performance against these objectives.	Y - Yes
334	Budget	Create non-financial performance measures	Ability to import files with defined file formats from other external systems into the performance budgeting system to reflect actual performance tracked in other external systems.	Y - Yes
335	Budget	Create non-financial performance measures	Ability to associate performance indicators and metrics to chart of accounts segments.	Y - Yes
336	Budget	Create budget book	System can create a budget book document using the approved budget data and historical data.	Y - Yes
337	Budget	Create budget book	System can create charts and graphs for the budget book using a connection to system data. If the data in the system is updated, the charts and graphs will automatically update.	Y - Yes
338	Budget	Create budget book	System can store multiple versions of the budget book.	Y - Yes

339	Budget	Control expenditures to remain within budget	System will allow budget control at varying levels and combinations of the chart of accounts (e.g., 3rd level of fund; 2nd level of organization, 1st level of general ledger account).	[Workday]
340	Budget	Control expenditures to remain within budget	System can control the budget by department by fund (e.g. department A can spend a total of $100,000 in fund 1 and $200,000 in fund 2).	[Workday]
341	Budget	Control expenditures to remain within budget	System can create alerts when a user will exceed a budgeted line item amount, but allow a transaction if it is under the budget control level threshold.	[Workday]
342	Budget	Control expenditures to remain within budget	Ability to perform funds availability checking at the project level or account level, based on configuration or if a project string is entered for a transaction.	[Workday]
343	Budget	Control expenditures to remain within budget	Ability to perform funds availability checking by WBS/Phases/Tasks (sub-units of project).	[Workday]
344	Budget	Control expenditures to remain within budget	Ability to view available budget during requisition/purchase order entry for any type of purchase order, journal entry, or accounts payable invoice transaction.	[Workday]
345	Budget	Control expenditures to remain within budget	Ability to support budget control rules by account (e.g. payroll accounts can be overspent).	[Workday]
346	Budget	Control expenditures to remain within budget	Ability to support budget warnings at the account level and project level.	[Workday]
347	Budget	Control expenditures to remain within budget	Ability to support budget checking and warnings performed on all system transactions (requisitions, purchase orders, journal entries, budget change requests, etc.).	[Workday]
348	Budget	Control expenditures to remain within budget	Ability to restrict transfers to/from specific accounts (e.g. Payroll).	[Workday]

349	Budget	Control expenditures to remain within budget	Ability to restrict budget transfer requests to specific accounts by user or department (e.g. can only request transfer from user's own department).	[Workday]
350	Budget	Adjust the budget	Users can request a transfer of budgeted funds between accounts, with workflow approval.	[Workday]
351	Budget	Adjust the budget	System maintains a history for all budget adjustments, so users can see the original budget and all amended budgets.	[Workday]
352	Budget	Adjust the budget	Ability to identify a budget adjustment as one-time (this year only) or permanent (affect future base budgets).	[Workday]
353	Budget	Adjust the budget	Ability to enter comments on budget adjustment requests.	[Workday]
354	Budget	Adjust the budget	Ability to record and track multiple different budget amendment types during the year and inquire on the adjustments after the fact (one-time vs. recurring, Board Letter, etc.).	[Workday]
355	Budget	Rollover the budget	Ability to view rollover encumbrance balances separate from current year budgeted amounts for an account.	[Workday]
356	Budget	Rollover the budget	Ability to liquidate a rollover encumbrance while restricting the liquidated amount from being added to the current year budgeted amount (e.g., cancel an outstanding purchase order from a previous year that has an encumbered balance remaining).	[Workday]
357	Budget	Report on the budget	Users can view budget to actuals by category, department, or fund.	Y - Yes
358	Budget	Report on the budget	System can create year-end estimates of expenses and revenues based on actual year to date amounts.	Y - Yes
359	Budget	Report on the budget	Ability to report on any budget version or type (e.g. show actuals, original budget, revised budget, etc. by account on a single report).	Y - Yes
360	Budget	Report on the budget	Ability to provide a public portal for disseminating budget information.	Y - Yes
361	Budget	Report on the budget	Budget authority associated with roll forward purchases orders from prior budgets that are not used are cancelled on an automated schedule.	[Workday]

362	Budget	Adjust the budget	Ability to place a customized cap on amount that can be moved within budget line item without prior approval from grantor (i.e. 10%). Include alert.	[Workday]

Exhibit E

Service Level Agreement (SLA)

CLOUD-BASED SERVICES
Service Level Agreement

Euna Budget Enterprise

Effective 10/4/2024

SERVICE LEVEL AGREEMENT FOR CLOUD-BASED SERVICES IN A PRODUCTION ENVIRONMENT

The following section sets out the Service Level Metrics applicable to Sherpa's cloud-based Services.

Metrics in this document apply to the service level for the hosting level: ***Continental United States, Standard Availability Environment***. Vendor offers additional hosting levels with different metrics.

1. Definitions

Subscriber - The purchaser of the cloud-based services, including, without limitation, all its subdivisions, departments, and constituent entities within its legal scope and jurisdiction.

Vendor - Sherpa Government Solutions

Hosting Region - Vendor offers hosting through Amazon Web Services (AWS) in two regions:

- US-EAST-1 – Virginia
- US-WEST-2 –Oregon

We locate each Subscriber closest geographically. Note that exact locations will not be provided (no addresses are available).

Day - A Day is a business day, excluding weekends and Vendor holidays.

Business Hours - Defined as 8:00am to 8:00pm EDST, Monday to Friday.

Hour - An Hour is defined as an hour within Business Hours**.** For example, if an incident is reported on Monday, 7:00pm EDST with a 4 hour response time, the incident response period is from Monday, 7:00pm EDST to Tuesday,11:00am EDST. During critical Subscriber budget development times, Vendor will make commercially reasonable efforts to extend support outside of Business Hours.

1.1 Incident Definition

Incident(s) - Is an event that is not part of normal operations that disrupts an operational process or processes. An incident may involve the failure of a feature or service that should have been delivered or other type of operation failure.

1.2 Incident Priority Level Definitions

Tier 1 Incidents - Tier 1 incidents have a major impact on the Subscriber's ability to operate their entire business processes. No reasonable work-around or manual process is available.

Tier 2 Incidents - Tier 2 incidents include system or component failure or malfunction causing impact on Subscriber's ability to operate significant business processes. A work-around or manual process may be available but is not a viable option for continued business operations.

Tier 3 Incidents - Tier 3 incidents include component failure or malfunction not causing impact on Subscriber's ability to operate significant business processes. Work-around or manual processes are available.

Tier 4 Incidents - Low level incidents are cosmetic or 'nice to have' requests that have minimal impact on business processes. These will be prioritized and included in the standard release schedule when possible. No communication standard is assigned for this incident tier.

1.3 Support Requests

Support Requests - Subscriber's support requests not relating to an incident will be responded to promptly. Start work and resolution times are dependent on the nature of the request. Support Requests do not have Service Metrics applied.

2. Incident Response

The Vendor will communicate with the Subscriber throughout the resolution period for Tier 1 and Tier 2 Incidents, ensuring that the Subscriber is aware of the estimated Resolution Time, and if they expect the resolution to exceed the Target Resolution Time. The Vendor will make commercially reasonable efforts to resolve Tier 1 and Tier 2 within the respective Resolution Time Targets.

The following standards apply to the response to and handling of incidents impacting customers.

<table>
<tr><th colspan="2">Incident Priority Level</th><th>Tier 1</th><th>Tier 2</th><th>Tier 3</th></tr>
<tr><td rowspan="3">Response Within</td><td>Initial Response</td><td>1 hour</td><td>1 hour</td><td>4 hours</td></tr>
<tr><td>Start Work</td><td>2 hours</td><td>4 hours</td><td>8 hours</td></tr>
<tr><td>Resolution</td><td>4 hours</td><td>8 hours</td><td>4 days</td></tr>
<tr><td colspan="2">Compliance Target</td><td>100%</td><td>100%</td><td>100%</td></tr>
<tr><td colspan="2">Communication Methods</td><td colspan="3">• Email to the Subscriber primary contact acknowledging the incident and process to resolve.
• Phone or email for follow-up communication.
• Communication through our Customer Support / ticketing system.</td></tr>
</table>

Vendor will provide Resolutions with the least disruption to business operations possible. This may be comprised of interim workarounds, 'hot-fix' changes, which do not require a software upgrade, or code changes that do require a software upgrade. Before applying any changes that would result in a software upgrade, Vendor will notify the Subscriber prior to proceeding and obtain approval. If a Subscriber selects to not receive the Resolution for any reason or wishes to delay the Resolution until a later date, the Incident is considered resolved for purposes of Service Metrics.

3. Notifications

3.1 Event Notification

The following standards apply to notification of events that have happened or will happen.

Note: Whenever possible, planned outages are scheduled for overnights and weekends.

Level	Planned A	Planned B	Planned C	Unplanned A
Response	1 week prior	3 days prior	1 day prior	3 days after
Compliance Target	100%	100%	100%	100%
Communication Methods	• Email to the Subscriber primary contact notifying of the event. • Phone available for follow-up communication.			

3.2 Notifications – Planned Events

Vendor will provide notification of planned maintenance and service depending on the impact to the customer and the duration of impact.

Maintenance Type	Communication Standard
Planned emergency outage.	Event Notification - Planned C
Planned emergency maintenance including but not limited to urgent patches.	Event Notification - Planned C
Regular maintenance (requiring downtime) including but not limited to defect fixes, software patches and hardware maintenance. Downtime of 4 hours or less, outside of business hours.	Event Notification - Planned B
Regular maintenance (requiring downtime) including but not limited to software upgrades, defect fixes, software patches and hardware maintenance. Downtime of more than 4 hours.	Event Notification - Planned A

3.3 Notifications – Unplanned Events

Vendor may need to communicate events to Subscriber that were not planned. Such events may include, but are not limited to, the following:

- Emergency maintenance
- Internet/network outages beyond Vendor's control affecting the Vendor application
- Unplanned service degradation
- Natural Disasters affecting the Vendor application

Communication Standard: ***Event Notification* Unplanned A**

4. After Hours Support

After hours support can be requested by the Subscriber. Vendor requires 48 hours' notice to allow for scheduling of after-hours support. If advanced notice is not given, Vendor will make commercially reasonable efforts to provide the requisite support.

5. Submitting Incidents

Subscribers must submit tickets through Vendor's customer success system to ensure incident metrics are tracked properly. Tickets should include, where relevant:

- Environment impacted
- User ID used to create the incident
- Steps to recreate
- Screen shots of the issue
- Business impact

6. Service Metrics

The Subscriber will select the Service Level Metric to be enforced for a single event, at their sole discretion. Under no circumstances will the credits or penalties resulting from a single event be compounded.

6.1 Availability

Metric: Availability ≥ 99.72%

Measurement Period: Monthly

Measurement: Availability with respect to any cloud-based Service in any month equals the number of uptime minutes divided by the number of minutes in the month and multiplied by 100, e.g., a 30 day month will have 43,200 total minutes (30 days x 24 hours x 60 minutes) so if total downtime were 120 min, the Availability would be 99.72% (43,080/43,200 x 100).

Downtime with respect to any month equals the sum of all periods of time during that month when any of the following events are occurring other than as a result of Scheduled Maintenance: (i) the cloud-based Service cannot be accessed by any User; (ii) the performance of the cloud-base Service is materially compromised; or (iii) the Subscriber is unable to use the cloud-based Service to access the Subscriber Data; (iv) a critical function with the cloud-based service is unavailable or is materially compromised.

Scheduled Maintenance means any maintenance conducted by Vendor:

(i) Between 12:00 a.m. and 7:00 a.m. (local server time) or (ii) during any maintenance period for which the Subscriber has been given written notice at least three (3) Business Days in advance of the first day of the maintenance period (provided that the maintenance period does not last longer than 24-hours in total).

(ii) In rare cases, emergency maintenance may be required with little notice.

6.2 Restore Time

Metric: No single period of Down Time will last longer than four (4) hours.

Measurement Period: Each incident

Measurement: A period of Down Time begins at the earlier of the following times: (i) when Vendor becomes aware of the outage or partial outage through its own monitoring efforts; and (ii) when any one of the Vendor's clients reports the outage to Vendor.

A period of Down Time ends when: (i) the cloud-based Service is functioning in substantial accordance with its specifications; and (ii) the Subscriber confirms that it is able to access the affected cloud-based Service and use the cloud-based Service to access the Subscriber Data.

6.3 Incident Response

Metric: Incident Response Time Targets Met 100%

Measurement Period: Monthly

Measurement: Incident Response Time starts at the time an incident is reported by the Subscriber during regular business hours via the Vendor's incident reporting system.

Incident Response Time ends when: (i) the Vendor starts work on the ticket; and (ii) when the Vendor acknowledges receipt of the ticket.

6.4 Incident Resolution

Metric: Incident Resolution Time Targets Met ≥ 99%

Measurement Period: Monthly

Measurement: Incident Resolution Time starts at the time an incident is reported by the Subscriber via the Vendor's incident reporting system.

Incident Resolution Time ends when: (i) a solution has been provided and implemented that resolves the reported incident; or (ii) a work-a-round acceptable to the Subscriber is provided that provides a temporary solution to the reported incident; or (iii) a time frame for implementation of the solution to the reported incident has been established that is acceptable to the Subscriber.

6.5 Disaster Recovery

Metric: Disaster Recovery Target Met

Measurement Period: Any Disaster Event

Measurement: If there is a disaster, the application will be recovered within twenty-four (24) clock hours. For example, if a disaster is reported at 1:00pm on Monday, it will be recovered by 1:00pm on the next day, Tuesday. Disaster Recovery Time starts when a disaster event is encountered that critically impacts the application. Disaster Recovery Time ends when services have been restored.

6.6 Request for Support made within defined Business Hours

Metric: Response time for Request for Support made within defined Business Hours

Measurement Period: Quarterly

Measurement: The average time to return any request for support is four hours.

6.7 RPO, RTO and Backup

Logs are exported from 6am to 6pm local server time on a 30-minute cycle. Vendor operates with a Recovery Point Objective (RPO) during Business Hours of 30 minutes. Vendor Recovery Time Objective (RTO) during Business Hours is 4 hours. The RTO outside of Business Hours is 16 hours.

Vendor will be partnering with AWS and utilizing a data center closest to each customer. All data being transferred between the customer's network and the AWS hosting site would be handled through encrypted channels.

The proposed solution/pricing for this hosting level does not include clustering for hot fail-over.

- With a major system failure, Vendor can restore to the last backup/log, which is in 30 minute increments.
- Vendor can recover 7 days up to the minute from the last backup point
- Full Nightly backups are taken at midnight. This means Vendor can provide restore points to the minute by taking log files up to the 30 minute log file period and restore to the minute required

(e.g., provide a backup from 5 days ago at 9:23 am; log files are selected through 9:30am and restore process will restore data to the 9:23am mark).

- Vendor has a full system backup every Sunday that goes back 1 month
- Vendor has a monthly backup that goes back 12 months.

All servers and databases are snapshot nightly and stored for 14 days.

Currently Vendor backups all databases and SFTP file transfers to the AWS S3 storage. This is a fully redundant backup system across multiple zones/regions so recovery can be done from these sources in the case of catastrophic failure at any individual AWS data center. The Snapshots are housed within the S3 environment which means snapshots can be recovered at any time.

In the event of corrupted data on the database server, the most recent uncorrupted snapshot will be restored to a new server. In most cases, data can be recovered to as little as 30 minutes prior to the corruption. Vendor can then create a backup of the restored database and refresh the corrupted database on the primary database server. In most cases the process takes a few hours. Larger databases will take longer to restore than smaller databases. In the absolute worst-case scenario, where the data center is no longer allowing RDS service, Vendor can switch to a region that has the RDS service running and bring a database online in that region from the most recent uncorrupted source.

6.8 Disaster Recovery and Business Continuity

See Vendor's ***Disaster Recovery*** and ***Business Continuity*** documents for additional detail.

7. Other Services

The Vendor shall demonstrate compliance to support the implemented Vendor software through:

- Continued investment and development of the budget application
- Management of ongoing updates
- Management of tickets and resolution
- Management of approved changes and enhancements

8. Enhancement Requests

Enhancement requests are Subscriber requests that will alter the software as currently designed, by adding functionality or changing existing functionality. Enhancement Requests are not included in Service Metrics.

The Vendor Product Manager, with the support of the Technical Manager, approves all new functionality. In some cases, enhancement requests may be modified to make the request configurable and usable by multiple Subscribers.

Enhancement Requests can be made directly in the Vendor's customer success / ticketing system, or if applicable, can be submitted to the implementation team directly.

The scope of each change will be reviewed on a case-by-case basis by the Vendor Product Manager and Technical Manager to determine a timeframe for the change and a potential cost estimate (if any).

Each change will be categorized and defined as such:

1. If the change is applicable to both the requesting Subscriber and would likely be used by other Subscribers, or the lack of this functionality is a software deficiency, this change request will be added to Vendor's current development schedule.
2. If the change is Subscriber-specific, then Vendor will estimate the cost (if any) for the system change and discuss implementation options with the Subscriber.

Enhancements During Implementation: Subscribers will be receiving upgrades on a regular basis throughout the implementation (often weekly) until go-live preparation begins. This allows enhancements or any new features to be included in the software as they become available. Enhancements will thus be available regardless of if a software upgrade is required.

9. Software Upgrades

Vendor software is updated on a regular basis and is deployed to Subscribers based on a schedule agreed to by the Vendor and Subscriber. Vendor will not apply upgrades to a Production environment without prior notice to the Subscriber. A typical schedule for upgrades is once annually in the period between budget adoption and the subsequent budget cycle start.

Vendor will request a planned system outage to allow for proper testing once upgrades are applied to production. Typical planned system outage is one day; the system is available during this period but Vendor requests minimal activity in the system to allow for efficient testing.

9.1 Vendor Responsibilities

- Copy Production to Development and make appropriate backups
- Apply upgrades
- Unit test software in the client environment, including non-impactful testing in Production (no data is impacted)

9.2 Subscriber Responsibilities

- Approve the upgrade schedule at least 30 days in advance of the upgrade date
- Subscriber testing is not required. If the Subscriber wishes to participate in upgrade testing, it is allowed.

10. Security Incident Response

10.1 Overview

Reflecting the recommended practices in prevalent security standards issued by the International Organization for Standardization (ISO), the United States National Institute of Standards and Technology (NIST), and other industry sources, Vendor has implemented a wide variety of preventive, investigative, and corrective security controls with the objective of protecting information assets.

Ultimately to manage any incident such that recovery time and costs are limited, as well as taking commercially reasonable steps possible to ensure an improved security stance.

10.2 Network Protection

Vendor’s network protections include solutions designed to provide continuity of service, defending against Distributed Denial of Service (DDoS) attacks.

10.3 Monitoring and Event Alerts

Alerts are sent to Vendor’s security team for review and response to potential threats. These alerts are monitored 24x7x365.

10.4 Security Incident Response

Vendor evaluates and responds to suspicious activity/events of unauthorized access to or handling of customer data, whether the data is held in Vendor’s hosting environment within AWS or on personal hardware assets of Vendor employees. Vendor’s Information Security Incident Reporting and Response Policy defines requirements for reporting and responding to incidents. This policy authorizes the Vendor security team to serve as the primary contact for security incident response, as well as to provide overall direction for incident prevention, identification, investigation, and resolution.

Vendor security team will:

- Validate that an incident has occurred
- Communicate with relevant stakeholders
- Preserve evidence
- Document any incident along with related response activities
- Take actions to contain an incident
- Escalate an incident as necessary

- Prevent any future re-occurrence of the incident or tangentially related security concerns

Upon discovery of an incident, Vendor defines an incident-response plan for rapid and effective incident investigation, response, and recovery. Root-cause analysis is performed to identify opportunities for reasonable measures which will improve security posture and defense in depth. Formal procedures and central systems are utilized to collect information and maintain a chain of custody for evidence during incident investigation.

10.5 Notifications

If Vendor determines that a security incident has occurred, Vendor promptly notifies any impacted Subscribers or other third parties in accordance with its contractual and regulatory responsibilities.