

Gray Quarter, Inc.



## Interface Development and Implementation

prepared for **Sparks, Nevada**

### Document Control

Date	Author	Version	Changes
08/22/2019	Dane Quatacker	1	Initial

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## Overview

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This Statement of Work ("SOW"), dated 08/22/2019, describes how Gray Quarter, Inc. ("Gray Quarter") will provide the Sparks, NV ("Client") with Interface Development (collectively known as "Services").

## Services Description

Gray Quarter will provide Services to Client to implement the Gray Quarter shopping cart with the Civic Platform and JetPay, NCR for Client in a single Accela Civic Platform Agency.

## Schedule

This SOW will expire 12/31/2019 or upon completion of the Services defined in Services Description. Once completed, this SOW will be closed unless a subsequent Change Order is negotiated and executed by both parties.

## Payment Terms

Gray Quarter will perform the Services detailed in Appendix A at a fixed price. Client will be invoiced at the start of the project and upon completing UAT of deliverables in a non-production environment. The payment terms for all invoices will be due net 30.

Billing Milestone	Amount
1. 50% on Contract Signing	\$1500
2. 50% on UAT Acceptance in Non-Production environment	\$1500
<b>Total</b>	<b>\$3000</b>

## **Expenses**

No travel is anticipated. If travel is required, it will be added through a Change Order.


## **Change Order**

Should additional services be identified as needed beyond the original scope of this SOW, they will be identified and estimated at Gray Quarter's current Time & Materials rate. No additional services will be provided without a fully executed Change Order signed by Gray Quarter and the Client.

## **General Assumptions**

- Client and Gray Quarter will review their responsibilities before work begins, to ensure that the Services can be satisfactorily completed in the appropriate timeframe.
- The Client will commit, and provide access to, all necessary stakeholders, subject-matter experts, and systems required to complete Services.
- The Client will provide Credential to 3<sup>rd</sup> Party services as needed for development and testing.
- Gray Quarter is not responsible for impacts to the timeline that are caused by a dependency on a third party.
- Unless otherwise stated, custom deliverables are provided as-is with no warranty or maintenance implied.
- The Client will select an external payment process with will formed API's suitable for payment integration activities via web services.

## SOW Acceptance

Gray Quarter Inc. ("Gray Quarter")	Sparks, Nevada ("Client")
Signature 	Signature
Name Printed Dane Quatacker	Name Printed
Title Secretary	Title
Date 9/16/2019	Date

Attest:

\_\_\_\_\_  
Lisa Hunderman, Sparks City Clerk

Approved as to form:

\_\_\_\_\_  
Chet Adams, City Attorney

## **Appendix A – Detail of Services**

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### **Deliverable 1 – Payment Connector Implementation**

Gray Quarter will work with client to configure the Accela Civic Platform, Accela Citizen Access, and Gray Quarter iPaaS to work together in order to process electronic payment transactions.

#### ***Deliverable Output***

- Enable ACA Wrapper file for redirect style payment transactions (if required) (ASP .Net aspx files)
- Assist Client with SQL needed for reconciliation and receipt of transactions (if required) (SQL Scripts)
- Enable the Hosted ePayment Connector in up to 3 Accela Civic Platform environment (assumes Development, Test, and Production) (SQL Script)
- Implement custom EMSE Scripts for absorbed and convenience fee style transactions (EMSE JavaScript File)
- Demonstrate working payment adapter (Web Meeting)

#### ***Gray Quarter Responsibilities***

- Assist client with reconciliation requirements needed to confirm transactions between system
- Provide the ePayment SDK required SQL Scripts to enable the payment processing adapter
- Deploy EMSE Scripts required for construct API call backs
- Provide Web Meeting demonstrating the working adapter
- Provide project management to oversee application and provide status

#### ***Client Responsibilities***

- Provide Named user accounts in each Accela environment with unique passwords
- Create Accela Support Tickets as needed to have Accela Support run ePayment enablement scripts
- Develop reconciliation process with assistance from Gray Quarter
- Test and Confirm Reconciliation process
- Perform User Acceptance Test of solution in non-production environment

#### ***Acceptance Criteria***

- Written Acceptance of Solution in Non-Production environment **\*Triggers 50% billing milestone**

## **Deliverable 2 – Go Live**

Gray Quarter will work with client to enable Production Environment for Transaction Processing.

### ***Deliverable Output***

- Enable Production Payment Adapter (Web Meeting)
- Walkthrough Gray Quarter iPaaS Administration (Web Meeting)

### ***Gray Quarter Responsibilities***

- Enable the Production Payment Adapter in Gray Quarter iPaaS
- Assist client with enablement of Production Payment Adapter in Accela Civic Platform
- Provide Go-Live assistance to confirm transaction processing
- Provide Gray Quarter support account and transition to Hosted Support

### ***Client Responsibilities***

- Define Go-Live Date
- Provide Access to Production Credentials for Payment Processor
- Work with Gray Quarter to confirm production transactions
- Participate in Support Transition web meeting
- Identify interface administrators that will interact with system
- Identify interface users that will be able to submit trouble tickets to Gray Quarter

### ***Acceptance Criteria***

- Written sign-off of project