

Statement of Work

EMSE Script Upgrade to 3.0

City of Clearwater, FL

4/14/2017

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Document Control

Date	Author	Version	Change Reference
12/20/16	Ean Darbo	1.0	Initial Draft

Overview

The following Statement of Work will detail how Accela will provide you with Professional Services consulting. The goal of this effort is to:

- Convert all of the agency's EMSE scripts from standard-choices to pure JavaScript
- Identify any customizations and secure them in a re-usable library (INCLUDES_CUSTOM script)
- Provide assistance in deploying the new scripts, and resolve issues with the conversion
- Provide a review of the script code and identify any potential logic or performance issues.

This Statement of Work ("SOW") dated Friday, April 14, 2017 sets forth a scope and definition of the consulting/professional services, work and/or project (collectively, the "Services") to be provided by Accela ("Accela") to City of Clearwater, FL ("Agency").

Capitalized terms not defined in this SOW are as defined in the Services Agreement. In the event of any conflict between the Agreement and this SOW, the terms of the Services Agreement shall govern.

Work Description

Accela will work with Agency staff to analyze and deliver an updated script package to support Master Scripts 3.0 according to the requirements set forth by the Agency. The specific scoping points can be found in Appendix A. Sample deliverables can be found in Appendix B.

Project Schedule

The termination of this project is 4 months from the date of execution.

Due to the compressed nature of the project schedule, if an Agency-based delay puts the project on hold more than one (1) month, Accela reserves the right to terminate the contract and new terms will need to be negotiated. If an Agency-based delay puts the project on hold past the termination period, Accela reserves the right to terminate the contract at the time of the delay.

Payment Terms

Payment Schedule:

Accela will deliver fixed-fee Services based on: the nature and scope of the Services and associated Deliverables outlined in Appendix A, the expected staffing requirements, project schedule, Accela's and Customer's roles and responsibilities and the other assumptions set forth in this SOW. Accela's total price to perform the Services and provide the Deliverables described in Appendix A is \$32,215.26 exclusive of taxes and expenses (the "Fixed-Fee"). The Fixed-Fee price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW.

The price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Should there be changes to the scope, timeline or resources that increases the hours or costs needed to complete the project, a Change Order may be required prior for project continuation. Please see Change Order details below.

Invoices will be sent every two weeks for work completed. Accela will not exceed the total estimate amount without the prior approval of Customer; however Agency is responsible to pay all actual project hours worked. Accela has the right to refuse to work additional hours should there be no remaining estimated hours and no Change Order delineating additional hours.

Any estimated hours remaining on the project when Accela has completed work will not be used for other work without a Change Order delineating the scope. Any estimated hours remaining on the project when Accela has completed work will either terminate when the project is complete or expire on the term date of the agreement whichever is sooner.

Task	Price
Contract Acceptance	\$10,850.00
Deliverable 1. Professional Services, Master Script Upgrade Deployment Package	\$10,515.26
Deliverable 2. Professional Services, Master Script Upgrade Acceptance	\$10,850.00
Total	\$32,215.26

Expenses:

There is no provision for travel expenses or travel time in this agreement because Agency does not need any onsite resources. Travel to the Agency will not be conducted unless a Change Order is signed prior to travel commencing to cover the cost of the travel.

Contract Sum

The total estimated amount payable under this Agreement is therefore \$32,215.26 including travel expenses and travel time.

Change Order

The estimated fees for this SOW are predicated on the timely completion of project milestones. However, should completion of milestones slip due to actions of Agency, and should this slippage result in material effort to Accela in excess of the hours provided for in this document, Accela will produce a change order for additional hours in support of the scope and deliverables contained herein. Any change order will need to be approved by both Agency and Accela. Change orders will need to be approved within three business days of delivery to avoid a halt of work on the engagement.

General Assumptions

- Scope is based on discovery sessions with Agency prior to the SOW development.
- Agency and Accela will review their responsibilities before work begins to ensure that Services can be satisfactorily completed and in the appropriate timeframe.
- Coding not specifically described in this document is the responsibility of Agency.
- Agency has committed to the involvement of key resources and subject matter experts for ongoing participation in all project activities as defined in the project plan associated with this SOW.
- Agency will provide access to subject matter experts and decision makers in a timely fashion.
- Agency will commit project sponsors and all necessary stakeholders and SME's during the project kickoff.

- Any additional worked hours over the hours or scope stated in the SOW will require a Change Order.
- Accela is not responsible for impacts to project timeline created by dependency on Agency third party consultants. Timeline changes will result in a Change Order for extension of Accela project resources caused by Agency third party consultant actions (including availability) resulting in additional time or scope.
- Invoices are due net 30 of the invoice date.

Acceptance:

Accepted By:

ACCELA, INC.

Authorized Signature

Name - Type or Print

Title

Date

Countersigned:

CITY OF CLEARWATER, FLORIDA

George N. Cretekos
Mayor

By: _____
William B. Horne II
City Manager

Approved as to form:

Attest:

Assistant City Attorney

Rosemarie Call
City Clerk

Appendix A & B follow

Appendix A: Specific Scoping Details and Assumptions

Deliverable 1: Accela will analyze and deliver updated scripts to support Master Scripts 3.0, including:

- Analysis and conversion of existing EMSE Event scripts
- Unit testing each script for proper JavaScript syntax prior to installation in Agency's development environment.
- Delivery of a customized master script 3.0 deployment package/repository
 - The script package will be compressed file and/or online SVN or Git repository containing all scripts for the Agency (standard choices) converted to JavaScript files and functions. The conversion process will consist of optimizing and formatting the code properly, as well as converting redundant code into functions as deemed necessary.
 - The script package will also contain a suggested folder structure for a source code repository.
 - The script package will include custom/modified functions to be used to create the INCLUDES_CUSTOM script.
- Delivery of an analysis document that describes modifications and suggestions for script improvement, as well as deployment instructions
- A remote session to assist in installation of the deployment package. This session will also cover best practices for future script development.

Agency Responsibilities:

- Provide data manager extract of the current production scripting configurations (events, scripts, and standard choices)
- Minimize edits to production scripts during the conversion process. Track any edits that are made and implement manually after the 3.0 script deployment.

Acceptance Criteria: The deliverable will be accepted when the updated scripts are deployed in the Agency's development environment.

Assumptions:

- Agency currently is using approximately 29 active events, with 562 active standard choice scripts to be converted.

- Agency is currently using Master Scripts, but not variable branching.
- Only event scripts will be converted. Page flow scripts will not be converted.
- Disabled standard choices will not be converted in order to preserve code clarity.
- A Source code repository is not included. If source code control is desired, the Agency will need to provide one of their choosing. Accela Automation 7.3.3 Service Pack 2 supports integration with GIT and Subversion protocols for source code control. Prior to this version, scripts must be manually copied from the repository to Accela Automation.

Deliverable 2: Accela will provide defect resolution and testing support for the Master Scripts 3.0 upgrade, including:

- Deployment Support - Accela will instruct Agency on how to deploy the updated scripts and respond to any issues that arise from their deployment
- Testing Support - Accela will respond to issues that arise during Agency testing of the new scripts and resolve any issue arising from the script upgrade

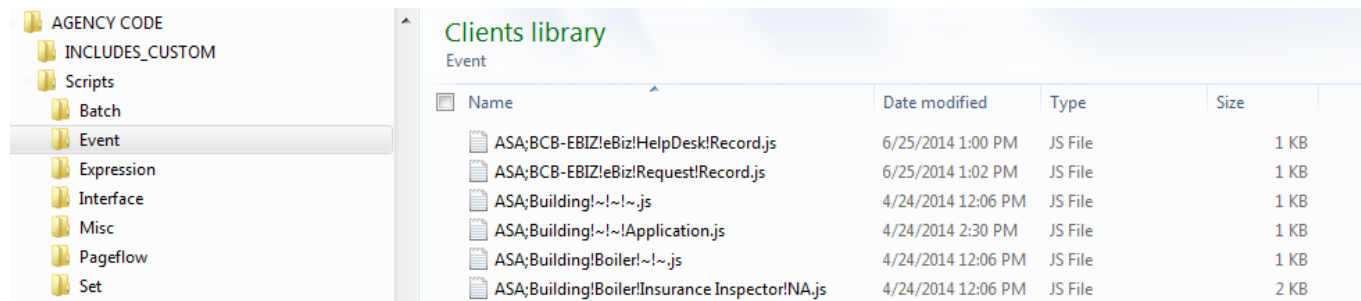
Agency Responsibilities:

- Prepare a plan to regression test the converted scripts
- Implement and test the deployment package in a testing environment
- Implement the deployment package in the production environment
- Maintain the repository to include any script changes in production in order to keep the environments synchronized prior to go-live.

Acceptance Criteria: The deliverable will be accepted when the updated scripts are accepted in the Agency's Testing environment.

Appendix B: Sample Deliverables

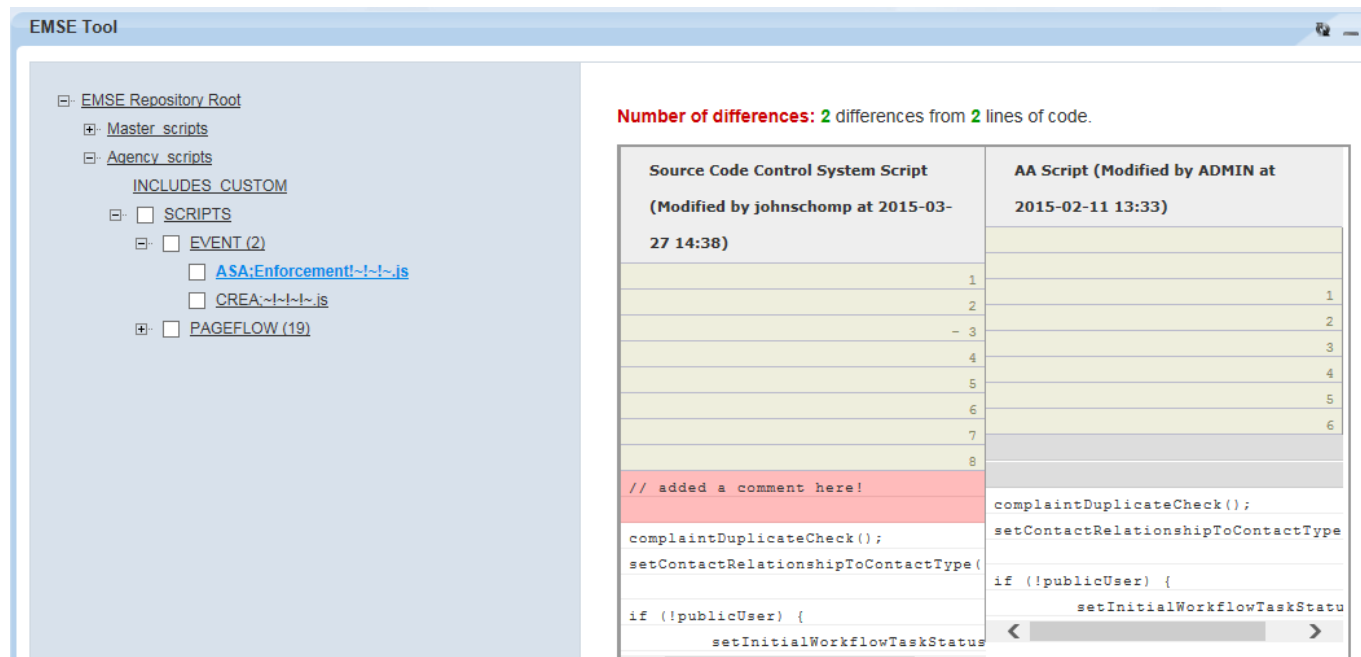
Figure 1: Sample structure of converted script library



Name	Date modified	Type	Size
ASA;BCB-EBIZ!eBiz!HelpDesk!Record.js	6/25/2014 1:00 PM	JS File	1 KB
ASA;BCB-EBIZ!eBiz!Request!Record.js	6/25/2014 1:02 PM	JS File	1 KB
ASA;Building!~!~!~.js	4/24/2014 12:06 PM	JS File	1 KB
ASA;Building!~!~!~Application.js	4/24/2014 2:30 PM	JS File	1 KB
ASA;Building!Boiler!~!~.js	4/24/2014 12:06 PM	JS File	1 KB
ASA;Building!Boiler!Insurance Inspector!NA.js	4/24/2014 12:06 PM	JS File	2 KB

Figure 1

Figure 2: Screenshot of EMSE Tool connected to source code repository



Number of differences: 2 differences from 2 lines of code.

Source Code Control System Script (Modified by johnschomp at 2015-03-27 14:38)	AA Script (Modified by ADMIN at 2015-02-11 13:33)
1	1
2	2
3	3
4	4
5	5
6	6
7	6
8	
// added a comment here!	
complaintDuplicateCheck();	complaintDuplicateCheck();
setContactRelationshipToContactType(setContactRelationshipToContactType
if (!publicUser) {	if (!publicUser) {
setInitialWorkflowTaskStatus	setInitialWorkflowTaskStatus

Figure 2

Figure 3: Sample of standard choices converted to JavaScript

```

1
2  applicUserId = "";
3  permitUserId = "";
4
5  if (wfTask == "Application Submittal") {
6      assignTask("Application Submittal", aa.person.getUser(currentUserId).getOutput());
7  }
8
9  if (wfTask == "Issue Permit" && wfStatus == "Permit Issued") {
10     permitUserId = aa.person.getUser(aa.env.getValue("CurrentUserID")).getOutput();
11     wf = aa.workflow.getTaskItemByCapID(capId, null).getOutput();
12     for (x in wf) {
13         getIntakeUserID();
14     }
15 }
16
17 if (wfTask == "Issue Permit" && wfStatus == "Permit Issued" && (typeof(applicUserId) == "object" && typeof(permitUserId) == "object" && (
18     showMessage = true;
19     comment("The same user cannot issue the permit. Issuance cancelled.");
20     cancel = true;
21 })
22
23 if (wfTask == "Plan Review" && (getDepartmentName(aa.env.getValue("CurrentUserID")) != "Plan Reviewer" && getDepartmentName(aa.env.getVal
24     showMessage = true;
25     comment("The plan review can only be updated by a Plan Reviewer. Update cancelled.");
26     cancel = true;
27 }
28
29 if (wfTask == "Issue Permit" && (getDepartmentName(aa.env.getValue("CurrentUserID")) != "Permit Tech" && getDepartmentName(aa.env.getValu
30     showMessage = true;
31     comment("The permit can only be issued by a Permit Tech. Update cancelled." + getDepartmentName(aa.env.getValue("CurrentUserID")));

```

Figure 3

Figure 4: Screenshot of data manager package

Scripts	
Find By Script Code <input type="text"/> <input type="button" value="View Selected Only"/>	
<input type="checkbox"/> Script Code	Script Title
<input checked="" type="checkbox"/> ASA:LICENSES/COMPLAINT/*/*	ASA:LICENSES/COMPLAINT/*/*
<input checked="" type="checkbox"/> ASB:BUILDING/BOILER/INSURANCE INSPECTOR/NA	ASB:BUILDING/BOILER/INSURANCE I
<input checked="" type="checkbox"/> ASB:BUILDING/COMBO/*/*	ASB:BUILDING/COMBO/*/*
<input checked="" type="checkbox"/> ASIA:BUILDING/BOILER/INSURANCE INSPECTOR/*	ASIA:BUILDING/BOILER/INSURANCE
<input checked="" type="checkbox"/> ASIA:BUILDING/BOILER/NA/*	ASIA:BUILDING/BOILER/NA/*
<input checked="" type="checkbox"/> ASIA:BUILDING/BUILDING/*/*	ASIA:BUILDING/BUILDING/*/*
<input checked="" type="checkbox"/> ASIA:BUILDING/COMBO/*/*	ASIA:BUILDING/COMBO/*/*
<input checked="" type="checkbox"/> ASIA:BUILDING/ELECTRICAL/CONTRACTOR/NA	ASIA:BUILDING/ELECTRICAL/CONTR
<input checked="" type="checkbox"/> ASIA:BUILDING/ELECTRICAL/RESIDENTIAL/*	ASIA:BUILDING/ELECTRICAL/RESIDE
<input checked="" type="checkbox"/> ASIA:BUILDING/ELEVATOR/*/*	ASIA:BUILDING/ELEVATOR/*/*
<input checked="" type="checkbox"/> ASIA:BUILDING/MECHANICAL/*/*	ASIA:BUILDING/MECHANICAL/*/*
<input checked="" type="checkbox"/> ASIA:BUILDING/PLUMBING/*/*	ASIA:BUILDING/PLUMBING/*/*
<input checked="" type="checkbox"/> ASIA:LICENSES/*/*/*	ASIA:LICENSES/*/*/*
<input checked="" type="checkbox"/> ASIA:LICENSES/BOILER OPERATOR/*/*	ASIA:LICENSES/BOILER OPERATOR/
<input checked="" type="checkbox"/> ASIA:LICENSES/CRANE AND HOIST OPERATOR/*/*	ASIA:LICENSES/CRANE AND HOIST (
<input checked="" type="checkbox"/> ASIA:LICENSES/FIRE PROTECTION/LICENSE/*	ASIA:LICENSES/FIRE PROTECTION/L

Figure 4

Figure 5: Sample recommendations after script code analysis

RECOMMENDATIONS

Some recommendations on the existing code are as follows:

- There are 654 script lines used to create outgoing emails. There is new email template functionality that can be used which would make management of these emails much easier. See the V360 Admin -> Notification Template feature for more information. The number of scripts used to send these emails could be dramatically reduced.
- The *addFee* function is used in events other than *ApplicationSubmitAfter*. This means that the fee could be added more than once to the same record. Consider using *updateFee* which will increment the units on a non-invoiced fee to prevent creating duplicates.
- There are many comments embedded in the script controls. Using the 2.0 master script

Figure 5