



CAN/AM
TECHNOLOGIES

Exhibit C: Statement of Work

City of Stamford, CT

Teller Implementation Project



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October 1, 2021

Overview

This Statement of Work (“SOW”) is issued pursuant to the Teller Software as a Service agreement (the “Agreement”) between the City of Stamford (“Client”) and Can/Am Technologies, Inc (“CanAm”). The SOW describes the scope and pricing of services and hardware for the Teller implementation project.

This Project has a fixed-price cost of **\$126,480** for professional services and **\$7,020** for equipment, not including travel costs and optional items which are itemized in this document. SaaS Licensing costs are specified in the Teller SaaS Agreement. Professional Services costs are fixed costs and payable as per the **Payment Milestones** section in this document.

The schedule will be discussed with the Client project team at the Project Kick-off meeting before a final schedule is established and will be contingent on several factors including Client staff availability and resources.



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Scope of Work

The implementation project includes project planning, project management and project administration services to execute the Project successfully within the stated timelines and budget. The scope includes the project kickoff, Teller setup/configuration, development/testing of all integrations, standard reporting, training, and UAT/Go-live support. The stated Target Month will be determined by CanAm and the Client and may be adjusted once an approved project timeline is completed.

Scope of Software

- Test Teller tenant for Client, for the purpose of testing and training
- Teller production tenant for Client
- 10 named user licenses
- Real-time interface with Oracle GL
- Real-time interface with Oracle Public Sector Community Development and Business Licensing Permitting Software (Oracle CX Permitting)
- Bank of America interface for ICL deposit of checks
- Teller Online module
- Check Recognition for up to 100,000 check scans per year

Scope of Services

Target Month	Activity	Description	Acceptance Criteria
1	Kickoff Meeting, Teller Analysis Workshops, and Configuration	On-site 2-day trip including: <ul style="list-style-type: none"> • Teller Kickoff meeting with implementation team members to provide project overview and demonstration of Teller. • Analysis workshops for configuration of Teller software. • IT workshop for coordination of deployment, hosting, and IT requirements for equipment. • Project planning. 	CanAm has completed workshops and shared the project plan and the resulting decision documentation and City has approved.
2	Interface Workshops	On-site 2-day trip including analysis of: <ul style="list-style-type: none"> • Oracle CX Permitting (Real-time) • Oracle GL interface. (Real-time) 	CanAm has completed workshops and shared the resulting decisions and interface diagrams and the City has approved.
2	Interface Requirements	Interface specifications for all third-party interfaces including: <ul style="list-style-type: none"> • Oracle CX Permitting (Real-time) • Oracle GL interface. (Real-time) • QDS Collection Module • Parking System 	CanAm has delivered Interface Specification documents based on information gathered with Client on each interface and the City has approved.



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3	Teller Configuration	Completion of initial Teller Configuration and Setup based on Workshops.	CanAm has performed initial Teller configuration available to Client in Test environment and provided the Teller Configuration Spreadsheet and Analysis Decisions Document and the City has approved.
3	Teller Online Configuration	Completion of initial Teller Online configuration.	CanAm has performed initial Teller Online configuration available to Client in Test environment.
3	Interface Workshops	Remote Analysis of interfaces to: <ul style="list-style-type: none"> QDS Collector Module Parking System 	CanAm has completed workshops and shared the resulting decisions and interface diagrams, and the City has approved.
4	Interface Development	Development of Teller interfaces to Oracle CX Permitting (Real-time) Configuration of Teller interface to Oracle A/R. Configuration of interface to Bank of America.	CanAm has demonstrated working integrations in Client Test environment and provided a configuration traceability matrix reconciling the plans developed in #1 above and the final configuration and the City has approved.
5	Interface Development	Development of Teller interfaces to QDS Collection Module Configuration of Teller interface to Parking System	CanAm has demonstrated working integrations in Client Test environment and provided Interface Requirements describing implementation, and the City has approved.
5	System Integration Testing	System Integration Testing with City systems and all interfaces and configuration in place.	CanAm has demonstrated working integration in Client Test environment of all system integrations submitted a document listing the City's comments on each interface and related configuration and the City has approved.
6	Training Trip	Delivery of final configuration. Training preparation and on-site 2-day trip for delivery of setup and training sessions: <ol style="list-style-type: none"> Teller Usage training (Train the Trainer) Teller Administrator training (Train the Trainer) Teller Online Administration Training (Train the Trainer) 	Training sessions completed including remedial sessions as needed.



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7	UAT	<p>Remote support for Client’s User Acceptance Testing.</p> <p>Client-led End-User Training.</p>	<p>CanAm has documented all issues identified and resolved any High or Critical priority issues raised during agreed-upon UAT period. All critical Client business functionality has been passed/verified by the City in the Teller system and a final issues status report is delivered to and approved by the City.</p>
8	Go Live	<p>Provision Teller Production environment.</p> <p>Provide 2 days of on-site go live support by a Teller technician.</p> <p>1-week Post-Go Live Support by Implementation team or until any critical or high priority issues remain unresolved.</p> <p>Transition to Teller Client Care for ongoing support.</p>	<p>Teller is utilized in Production by Client for two weeks with all in-scope functions operational and any High or Critical priority issues resolved in Production to Client’s satisfaction. Documentation of the in-scope functions and their disposition is delivered to and approved by the City.</p>
Monthly	Project Management Monthly	<p>Plan and oversee all aspects of the Teller implementation project to meet the Client’s project goals on time and within budget.</p>	<p>\$1,700 per month of project, starting with Project Kickoff and culminating with Go-Live. Estimated at 6 months. CanAm will provide monthly or more frequent project status documents to the City’s project manager and the City has approved.</p>



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Optional Items

Item	Description	Price
Custom Report	Analysis, design, and development of moderate complexity custom report. Configuration of report in Client environment. Moderate Complexity is a report similar in field count and layout elements to the Teller Report of Collections or the Teller Close Out Report.	\$3,450
Additional On-Site Support Trip	Provide 2 days of on-site support by a Teller technician. Travel will be billed at cost in addition to quoted price.	\$4,810

Optional Estimated Travel Costs

Item	Description	Estimated Total
Travel (4 trips)	Actual costs billed monthly as incurred in each month	\$25,000



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Payment Milestones

Invoices will be sent once a month for PM services and the portion of the project attributable to the month per the schedule below. Hardware will be billed on separate invoices. Note that Project Management will continue to be billed monthly should the project go longer than anticipated, at the specified rate of \$1,700 per month.

Month	Planned Activities	Notes	Amount
0	Project Initiation	25% of services upon contract execution (excluding monthly project management fees).	\$28,220
1	On-site Kickoff Meeting, Teller Analysis Workshops.	Services, PM	\$12,280
2	On-site Interface Workshops, Interface Specifications	Services, PM	\$12,280
3	Teller Configuration, Teller Online Configuration	Services, PM	\$12,280
4	Interface Development	Services, PM	\$12,280
5	Interface Development	Services, PM	\$12,280
6	System integration testing, On-site Training, Client-led End-User Training	Services, PM	\$12,280
7	UAT, Production Go-Live	Services, PM	\$12,280
8	Stabilization and High/critical issues resolved	Services, PM	\$12,300
			\$126,480

Pricing Terms

- All quoted pricing is in US dollars and exclusive of any applicable taxes.
- All invoices are based on Net 45 payment terms.



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Hardware Options

Electronic Cash Drawers are optional but necessary for Teller to manage the opening and logging of cash drawer access.

Check Scanners are required for the Client to capture check images as part of taking payments, for ICL remote deposit and research purposes. It is assumed that Stamford will acquire check scanners from Bank of America.

Item	Model	Unit price	Quantity	Total
Receipt Printer	Epson TM-M30/USB/Thermal Printer	\$250	6	\$1,500
Check Scanner	Digital Check CheXpress CX30	\$406	0	\$0
Cash Drawer	APG Series 4000 Electronic Cash Drawer with Multi-Pro interface cable	\$292	6	\$1,752
Credit/Debit Device	Ingenico Lane 5000 USB credit/debit PIN-Pad with cables	\$628	6	\$3,768
Total Equipment				\$7,020



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Assumptions

- All deliverables are provided on a fixed price basis, apart from travel.
- The travel and accommodation costs necessary to deliver the scope of this effort described in this document will be billed based on actual travel costs.
- First year of hosting/licensing will be invoiced per the Teller Software as a Service Agreement.
- Usage training is on a “train the trainer” basis, designed to enable the Client’s key users to train existing and future staff on Teller.
- Client staff will be available when required. Delays caused by lack of access may impact cost and schedule.
- Client will provide remote access to the interfaced business systems as required by CanAm for development and testing of integrations.
- Image Cash Letter integration is based on an interface to Bank of America.

Client Responsibilities

- Provide available current cashing process documentation, including copies of any forms or receipts used.
- Provide mandatory cash management controls required.
- Provide list of items for sale with applicable price & account strings.
- Identify and provide subject matter experts to collaborate with CanAm.
- Attend analysis, demonstration, and training sessions.
- Create user acceptance testing scenarios and plans.
- Provide training to end users prior to go live.
- Acquire and set up all POS hardware and Credit Terminals.
- For all business application interfaces, obtain and provide the Teller implementation team with all API specifications and/or database connections and a dev/test environment suitable for development of the interfaces. Where a test environment is not available, Client will provide a technical resource that will provide sample input data and validation of all output batch files.



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UAT and Change Management

UAT Acceptance

The process of UAT acceptance allows the project teams and other project stakeholders to confidently move the project forward to Go Live knowing that key deliverables have been completed to the satisfaction of both parties.

Upon completion of all deliverables and delivery of the complete system into the Client Testing Environment, Client will conduct User Acceptance Testing based on test plans that the Client develops. CanAm will support Client in this process.

Within 10 business days of testing, Client will deliver to CanAm a list of all issues the High or Critical of which must be resolved prior to go live, if any. Once the issues have been resolved, Client will test and either approve for Go Live or provide an additional list of items to resolve. This process will be documented with an Issues Log to enable tracking of issues and approval of results.

Change Requests

Scope management is a joint responsibility of the CanAm Project Manager and the Client Project Manager. The project team naturally plays a significant role in the management of scope and ultimately the success of the project.

The change control process is initiated when CanAm and/or Client determine that a change is required to the current **scope** or **schedule** baseline at the time the change is identified. Changes to the project scope, schedule and costs will be documented and agreed to using Change Request forms executed by the Client Project Manager and the CanAm Project Manager. The Change request forms will be reviewed and rejected or approved by the City's ERP Project Steering Committee before approval is granted to CanAM.



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Warranty

1. CanAm represents and warrants that:
 - a. it will perform the Services in a professional manner. This includes taking in good faith all reasonable measures to achieve the results described in the Statement of Work;
 - b. the Deliverables created by CanAm in connection with this Agreement will conform to the terms and specifications provided herein;
 - c. it will not unreasonably delay deliverables beyond the estimated completion months set forth above, and it will immediately inform Client of any delays;
 - d. it has the full power and authority to enter into this Agreement, to carry out the obligations under this Agreement and to grant to Client the rights granted hereunder.
2. Unless otherwise directed by Client, CanAm will commence the Services at the time specified in the Statement of Work or as otherwise agreed by the Parties. Unless otherwise specified by Client, the Services will continue without interruption, and the Services will be completed, and the Deliverables will be provided within the time specified. Notwithstanding the foregoing, Client acknowledges that CanAm's performance of this Agreement is dependent in part on Client's actions and that any dates or time periods relevant to the performance of this Agreement by CanAm will be appropriately extended to account for any delays caused by Client's actions or omissions or failure to perform any of its obligations pursuant to this Agreement.
3. CanAm warrants the Services provided under this Agreement for a period of ninety (90) days after go-live.
4. TO THE MAXIMUM EXTENT PERMITTED BY LAW, CANAM DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY, WHETHER ARISING BY STATUTE OR IN LAW OR AS A RESULT OF A COURSE OF DEALING OR TRADE USAGE.

