GRAVITON
CONSULTING SERVICES

COLLABORATION. KNOWLEDGE. INNOVATION.



City of Stamford, Connecticut

Consulting Services for Oracle ERP

Response to Board Questions

23 October 2026

Burt Rosenberg
Asst. Corporation Counsel City of Stamford, CT

Re: Graviton Consulting - Additional Issue Raised by Fiscal Committee

Graviton Consulting Services, LLC ("Graviton"), respectfully submits the attached responses to the questions and comments received from the City on October 16, 2026.

Graviton appreciates the opportunity to review and respond to the City's comments and to further clarify its position regarding the applicable contractual terms, scope of services, pricing, invoicing, and other matters identified in the City's correspondence.

The attached responses are intended to provide additional clarification and, where appropriate, reaffirm the contractual terms, pricing, and commitments previously submitted by Graviton and accepted by the City. In particular, the responses address the specific questions and comments raised by the City and clarify Graviton's position regarding the applicable contractual requirements, previously agreed-upon terms, and the pricing and conditions reflected in the awarded contract.

Graviton remains committed to working collaboratively and in good faith with the City to address the remaining open items, achieve alignment on outstanding matters, and support the successful performance and completion of the contracted services. We appreciate the City's continued engagement and look forward to working together to resolve these matters and move forward with contract implementation.

If you have any questions about our response contained herein, please feel free to contact me at 301-471-2431 or email at matthew.martin@gravitonconsulting.com.

Sincerely,

Matthew P. Martin

Matthew P. Martin,
Director of Contracts
Graviton Consulting Services, LLC
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Question #1: Which company is the City Hiring

I. The BAFO is from Graviton Consulting Services, Inc.
II. The Agreement names Graviton Consulting Services, LLC.
III. The W-9 identifies Highstreet IT Solutions, LLC on line 1 and Graviton Consulting Services, LLC on line 2.
IV. We need the exact contracting entity, its current ownership and relationship to Highstreet, current officers and authorized signatories, current financial information and insurance, and a parent guarantee if the contracting entity does not independently have adequate financial capacity.

Graviton's Response to Question #1:

The city will sign a contract with Graviton Consulting Services, LLC. The name change was due to an acquisition. Highstreet IT Solutions, LLC acquired 100% of Graviton Consulting Services, LLC ("Graviton LLC"), effective 27 February 2026. As part of the pre-acquisition integration process, Graviton Consulting Services, Inc. ("Graviton Inc.") converted its legal structure from a corporation (Inc.) to a limited liability company (LLC) with no change in the EIN on February 24, 2026. This conversion was undertaken to align the acquired entity with the acquiring organization's corporate structure and governance framework while supporting administrative, operational, and business efficiencies.

The conversion represents a change in legal form only. The company continues to operate the same business, provide the same services, employ the same personnel, utilize the same management structure, and maintain the same operational processes that existed prior to the conversion.

Graviton LLC is responsible for performing its and Graviton Inc.'s contractual obligations, including the delivery of services, invoicing, and receipt of payments. Graviton LLC retains the personnel, experience, technical expertise, and operational capabilities of Graviton Inc. to perform its contractual responsibilities, with support from Highstreet as its parent company.

The authorized signatory for the agreement is Greg Catanzano, Executive Vice President.

Question #2: Final Agreement

We still need one consolidated, execution-ready Agreement that:

1. Identifies the correct contractor.
2. Attaches the exact final exhibits.
3. Establishes an order of precedence.
4. Reconciles the term with the five-year pricing.
5. States which services are presently authorized.
6. States the aggregate contract ceiling.

If all four components are authorized, the BAFO appears to contemplate as much as $396,280 in the first year and $818,520 over five years. The Agreement should state this clearly—or identify which components are not presently being approved.

Graviton Response Question #2

1. Identifies the correct contractor.
    a. The Attached Long-Term Agreement has the name of the correct legal entity which is Graviton Consulting Services, LLC.

2. Attaches the exact final exhibits.
    a. The Long-Term Agreement contains all the final exhibits, including the answers to the original questions submitted on 09 October 2026.

3. Establishes an order of precedence.
    a. The attached Long-Term Agreement contains an Order of Precedence.

4. Reconciles the five year term with the five year pricing.
    a. The Long-Term Agreement contains the same five year term and five-year pricing that was in the BAFO i.

5. States which services are presently authorized.
    a. The Long-Term Agreement contains the Services that Graviton is authorized to execute.

6. States the aggregate contract ceiling. If all four components are authorized, the BAFO appears to contemplate as much as $396,280 in the first year and $818,520 over five years. The Agreement should state this clearly—or identify which components are not presently being approved.
    a. The Long-Term Agreement contains all the funding that was in the BAFO.

Question #3: Deliverables and Acceptance

"Firm fixed price" answers how the implementation work is priced, but not what Graviton must deliver before it is paid. We still need a concise, binding schedule of deliverables, milestones, completion dates, acceptance standards, payment milestones and remedies for incomplete or unacceptable work.

Graviton Response Question #3

Deliverables and completion dates. The milestones, acceptance criteria and target weeks below will be included in an exhibit to the Long-Term Agreement. Target weeks are measured from the City's Notice to Proceed (NTP). Cash Management will go live within six (6) months of NTP and Lease Accounting will go live within nine (9) months of NTP, each followed by thirty (30) days of hypercare. Graviton will invoice a milestone only after the City accepts it in writing. The milestones follow the Discover – Design – Build – Test – Deploy – Support methodology described in Section 2.4 of the Proposal.

1.3 Implementation of Cash Management – $134,600

Phase	#	Milestone	Acceptance Criteria	Target Week	Payment
Discover	1	**Project Kickoff & Planning Complete**	City approves project plan and schedule	1	$13,460.00
	2	**Discovery & Requirements Complete**	City sign-off on requirements for cash positioning, forecasting, reconciliation and approvals	2	$20,190.00
Design	3	**Design Complete**	City sign-off on design document (bank account structure, reconciliation rules, security roles and approvals)	4	$16,152.00
Build	4	**Configuration Complete**	Configuration and bank integration built, demonstrated to the City and signed off	11	$16,152.00
	5	**Integrations & Reports Complete**	AP, AR and GL integrations, reconciliation automation and reports (daily cash position, reconciliation summary, exceptions) built and unit-tested	14	$14,806.00
Test	6	**System Integration Testing Complete**	Test scripts passed, including bank and upstream module integrations; no open Severity 1 or 2 defects	19	$10,768.00
	7	**User Acceptance Testing Complete**	City completes UAT; converted GL data validated by the City	21	$9,422.00

Deploy	8	**Training & Production Migration Complete**	Treasury and Finance training delivered; quick-reference guides and job aids provided; production configured	24	$9,422.00
	9	**Go-Live**	Successful cutover; first bank reconciliation completed in production	25	$10,768.00
Support	10	**Hypercare Complete**	30 days of stable operation; first month-end close completed; no open Severity 1 or 2 defects; Functional Configuration Workbook and end-user documentation delivered	29	$13,460.00
		Total			**$134,600.00**

1.4 Implementation Service of Lease Accounting – $160,400

Phase	#	Milestone	Acceptance Criteria	Target Week	Payment
Discover	1	**Project Kickoff & Planning Complete**	City approves project plan and schedule	1	$16,040.00
	2	**Discovery & Requirements Complete**	City sign-off on lease portfolio review, lease classification and GASB 87/96 requirements	4	$24,060.00
Design	3	**Design Complete**	City sign-off on design document (accounting and amortization rules, lease lifecycle, security) and lease data conversion mapping	6	$19,248.00
Build	4	**Configuration Complete**	Lease Accounting and related AP, AR, GL and Fixed Assets configuration built, demonstrated to the City and signed off	14	$19,248.00
	5	**Integrations & Reports Complete**	GL, Fixed Assets and Budgetary Control integrations and lease reports built and unit-tested	18	$17,644.00
Test	6	**System Integration Testing Complete**	Test scripts passed for lease creation, modification, termination, amortization, integrations and reports; no open Severity 1 or 2 defects	26	$12,832.00
	7	**User Acceptance Testing Complete**	City completes UAT; converted leases reconciled to source records	29	$11,228.00

Deploy	8	**Training & Production Migration Complete**	End-user, approver and finance staff training delivered; training materials and reporting manuals provided; configuration and converted leases migrated to production	34	$11,228.00
	9	**Go-Live**	Successful cutover; legacy-to-Oracle reconciliation and first period-end lease accounting completed	35	$12,832.00
Support	10	**Hypercare Complete**	30 days of stable operation; first period-end close completed; no open Severity 1 or 2 defects; Functional Configuration Workbook, change log and end-user documentation delivered	39	$16,040.00
		Total			**$160,400.00**

Acceptance. Within 10 business days of receiving a deliverable, the City will either accept it in writing or document deficiencies. Graviton will address the deficiencies and resubmit within 10 business days.

Remedies. If a deliverable still does not meet its acceptance criteria after two rounds of corrections, the City may withhold payment for that milestone and any later milestones until the deficiency is corrected, or terminate the ether tasking in accordance with the Long-Term Agreement Section 18 and pay only for milestones already accepted. Delays caused by the City extend the schedule by the same amount of time.

Question #4: Offshore Work

The new BAFO continues to budget substantial offshore staffing. We need an affirmative decision about whether offshore access is permitted and appropriate contractual language governing access to City systems and data. This cannot be left to an informal understanding.

Graviton Response Question #4

Highstreet IT Solutions, LLC ("Highstreet"), Graviton's parent company) maintains SOC 2 compliance through established information security policies, procedures, and internal controls designed to protect customer data, maintain the confidentiality and integrity of information, and support the secure delivery of services. These controls include access management, user authentication, data protection, security monitoring, and personnel security practices designed to mitigate risks associated with unauthorized access, disclosure, or use of customer information.

All international employees are subject to background screening in accordance with applicable laws, regulations, Highstreet's established policies and procedures and all customer screening requirements. Such screening is intended to support personnel reliability and security before individuals are authorized to perform assigned services or receive access to applicable systems, networks, or customer data. Access is granted based on business necessity and assigned responsibilities and is subject to applicable customer requirements, contractual obligations, and security controls. Highstreet maintains oversight of personnel access and follows its and customer procedures for modifying or revoking access when an individual's role or assignment changes or access is no longer required.

Highstreet and Graviton remains committed to protecting customer information, and meeting applicable customer contractual and security requirements. The company will continue to review and apply its security practices as necessary to address evolving customer requirements, identified risks, and applicable compliance obligations.

Question #5: Outstanding Documents

I. The executed interim agreement.

II. Invoices, work performed and payments made under that agreement.

III. The complete procurement and selection record.

IV. Legal's determination concerning the change from the original bidder to the proposed contracting entity following the Highstreet acquisition.

Graviton Response Question #5

1. The executed interim agreement.
    a. This agreement is attached to this submittal.

2. Invoices, work performed and payments made under that agreement.
    a. Please see the attached two submitted invoices as requested.

3. The complete procurement and selection record.
    a. The Stamford Procurement Official will provide this.

4. Legal's determination concerning the change from the original bidder to the proposed contracting entity following the Highstreet acquisition.

Aa. As set forth above in the response to Queston #1, the change from the original bidder was a name change only, in connection with Highstreet's acquisition of Graviton.

Attachments to this Response

A. Attachment C Interim Agreement 2026.0038 Graviton
B. Graviton Long-Term Agreement
C. SOC 2 Compliance Audit
D. Two Graviton Invoices