



ONDARO STATEMENT OF WORK

ServiceNow SPM

PREPARED FOR

City of Orlando

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1. EXECUTIVE SUMMARY

City of Orlando – ServiceNow SPM Executive Summary

Focus: Project & Resource Management | Goal: Improved Resource Visibility

The City of Orlando is implementing **ServiceNow Strategic Portfolio Management (SPM)** to enhance visibility, prioritization, and execution of projects while optimizing resource utilization.

Key Goals:

- Centralize project intake, prioritization, and tracking.
- Improve visibility into resource capacity, skills, and availability.
- Align projects with strategic citywide objectives.

Expected Outcomes:

- **Increased Resource Availability:** Real-time data enables better planning, reducing overallocation and downtime.
- **Operational Efficiency:** Automated workflows streamline project and resource processes.
- **Informed Decision-Making:** Dashboards and reporting provide leadership with actionable insights.

By leveraging SPM, the City aims to deliver higher-impact projects, ensure effective use of staff, and improve services to the community.

2. APPROACH & SCOPE

2.1 Scope Summary

The following provides a list of the application/process, data migrations, integrations, or other components that are in scope of this project. Due to the vast nature of the platform, any application process / sub-process components, data sources, integrations, or any components that are not specifically listed are considered out-of-scope.

Phase 1: ServiceNow Strategic Portfolio Management (SPM)
• SPM – Project Portfolio Management
• SPM – Resource Management

2.2 Implementing the Project & Program Management Module

Capabilities Delivered:

- Create and manage waterfall, hybrid, and agile projects
- Create and track risks, issues, decisions, actions, and request changes
- Utilize Project Templates
- Utilize Project Workspace for WBS and Gantt
- Project Status Reporting
- Associating Projects to Program and Portfolios for reporting purposes
- Create and maintain program tasks
- Create and maintain program risks and issues
- Create and maintain program status reports
- Project Notifications and Approvals

In-Scope Activities:

- Prescriptive Design Working Sessions: Demonstrate out-of-the-box capabilities/process, determine City of Orlando’s business process design/flow, identify functional roles/responsibilities required to support business process, gather foundational data values (users, roles, etc.), and determine user stories for configuration
 - Up to six (6) two-hour workshop sessions
- Review Business Process with client and obtain sign-off
- Review User Stories with the client and obtain sign-off
- Dev Instance Configuration Completed and Demonstrated to client
- Client Demo acceptance documented (if client requests changes to approved stories, additional hours will need to be estimated)
- Configurations Packaged and moved to Test Instance for UAT
- UAT (Application & BPD Business Process Documentation) Support. Ondaro will support resolving defects identified during UAT. A defect is defined as an approved story not functioning as described in the story package approved by the City of Orlando
- Develop Process Guides
- Technical Knowledge Transfer Documentation and Technical Knowledge Transfer session. Two (2) One-Hour Knowledge Transfer Session(s) held with the City of Orlando’s administrator.
- Post Production Support – a total of thirty (30 business-day hyper care support once the solution goes live

Scope Constraints:

- One (1) Project Management Workflow Implemented for the City of Orlando based on the out-of-the-box SPM process

- Admin Access to the client's development environment must be supplied to the Ondaro team in a timely manner, or it can delay the build schedule
- UAT Management & Script Creation is the responsibility of the City of Orlando.
- Clients are responsible for the move to production unless specifically requested that Ondaro handle that responsibility. Additional hours would need to be estimated.
- Applicable SPM licensing has been procured

Exclusions

- Clean-up of data (historical or current state) is out of scope
- Creation of custom dashboards and reports is out of scope
- Changes to the OOB Project management process are out of scope
- Migration of historical data is out of scope
- Building External System Interfaces is out of scope
- Domain separation is out of scope

2.3 Implement Resource Management Module

Capabilities Delivered

- Create Resource Assignments for Projects
- Create Resource Assignments for Operational Work
- Resource Managers Review and Approve Pending Assignments
- Utilize Resource Management Workspace
- Utilization of basic role rate mode to calculate cost plan estimates
- Utilize Default Resource Schedule
- Greater visibility into Resource allocations, utilization, and availability through OOB Dashboards and Reporting

In-Scope Activities:

- Prescriptive Design Working Sessions to demonstrate out-of-the-box capabilities/process, determine City of Orlando's business process design/flow, identify functional roles/responsibilities required to support business process, gather foundational data values (users, roles, etc.), and determine user stories for configuration
 - Up to six (6) two-hour workshop sessions
- Review Business Process with client and obtain sign-off
- Review User Stories with the client and obtain sign-off
- Dev Instance Configuration Completed and Demonstrated to client
- Client Demo acceptance documented (if client requests changes to approved stories, additional hours will need to be estimated)
- Configurations Packaged and moved to Test Instance for UAT

- UAT (Application & BPD Business Process Documentation) Support. Ondaro will support resolving defects identified during UAT. A defect is defined as an approved story not functioning as described in the story package approved by the City of Orlando
- Develop Process Guides
- Technical Knowledge Transfer Documentation and Technical Knowledge Transfer session. One (1) Hour Knowledge Transfer Session(s) held with the City of Orlando's administrator.
- Post Production Support – a total of thirty (30 business-day hyper care support once the solution goes live

Scope Constraints:

- One (1) Resource Management Workflow Implemented for the City of Orlando based on the out-of-the-box SPM process for three (3) resource groups
- Admin Access to the client's development environment must be supplied to the Ondaro team in a timely manner, or it can delay the build schedule
- UAT Management & Script Creation is the responsibility of City of Orlando
- Client is responsible for the move to production unless requested specifically that Ondaro handles that responsibility; additional hours would need to be estimated
- Applicable SPM licensing has been procured

Exclusions:

- Data migration/conversion is out of scope
- Creation of custom dashboards and reports is out of scope
- Changes to the OOB Resource Management Process are out of scope
- Interfaces to external systems is out of scope
- Ondaro Training Videos are out of scope. Ondaro will provide links to ServiceNow On-Demand training available at no charge (Learning credits not required)
- End User Training and End User Training Materials are out of scope
- Domain separation is out of scope

2.4 Delivery Approach

For this effort, Ondaro will deploy our standard Ondaro Value Delivery Methodology, CVDM. This agile-based approach integrates ServiceNow's Now Create implementation methodology, which we have further refined across more than 1,000 projects.

The goal of CVDM is to achieve and sustain transformational results on the ServiceNow platform for our clients. This is realized by an integrated, client-focused team that spans account management, engagement management, business and technical subject matter expertise, as well as senior delivery oversight and guidance. Team roles and responsibilities are detailed in Section 4 of this SOW.

Figure 1, below, highlights the Stages of CVDM and their respective focus and related major activities.

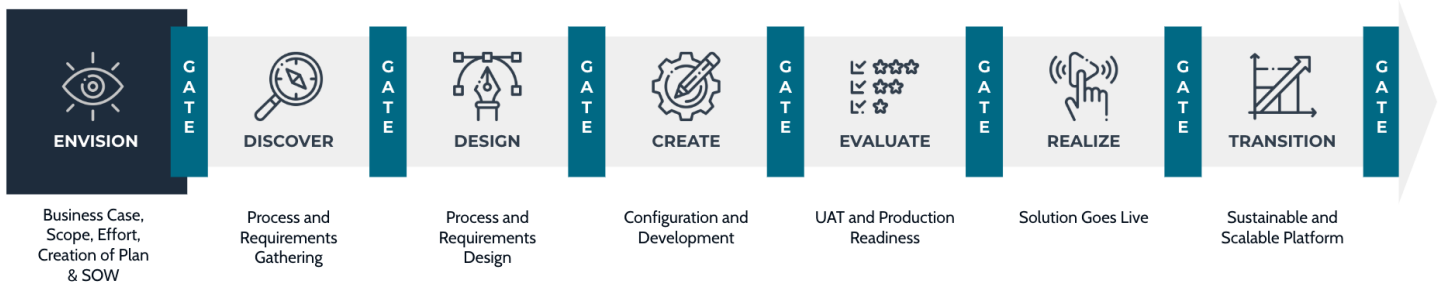


Figure 1: CVDM Overview

- **Envision:** Solution discovery, capability alignment, and delivery plan agreement
- **Discover:** Current state assessment, data collection and requirements gathering
- **Design:** Solution design, story writing, sprint planning and design approval
- **Create:** Configuration and development, unit testing
- **Evaluate:** UAT enablement, City of Orlando UAT, and validate production readiness
- **Realize:** Training and Knowledge Transfer, release to Production
- **Transition:** Post go live operational support, share outcomes and lessons learned

Progression from Stage to Stage encompasses a CVDM Stage Gate, or CVDM Gate Review. CVDM Gate Reviews, detailed as deliverables in the SOW below, are critical to ensuring shared understanding, expectations, and team readiness. With CVDM Gate Reviews, Ondaro will acquire City of Orlando acknowledgement and/or acceptance, as required by Stage activities, for delivery activities to advance. For example, a CVDM Gate Review to advance from Discover to Design Stages ensures that originally scoped estimates are still achievable once the full detailed requirements are captured.

This CVDM Gate Review permits the delivery team to make decisions about scope and next steps in alignment with all the available information, and modify this SOW, as necessary, to reflect changes in client and/or project team needs, objectives, capabilities, and/or timeline.

2.5 Project Timeline

Our effort will apply CVDM to a hybrid, agile-based delivery approach. Our proposed activities and schedule are tailored to optimize business outcomes, time, cost, and risk. Our delivery represents a time-boxed period in which we will deliver specific and measurable outcomes in alignment with the City of Orlando's business priorities and technical requirements.

We believe that this is approximately a twenty-two (22) week end-to-end project, with one (1) additional week (Week 0) for project planning and logistics, for a total of twenty-three (23) weeks. Figure 2

illustrates how CVDM activities are aligned to a representative implementation timeline, with major activities, tasks, and deliverables fully described in Section 3.

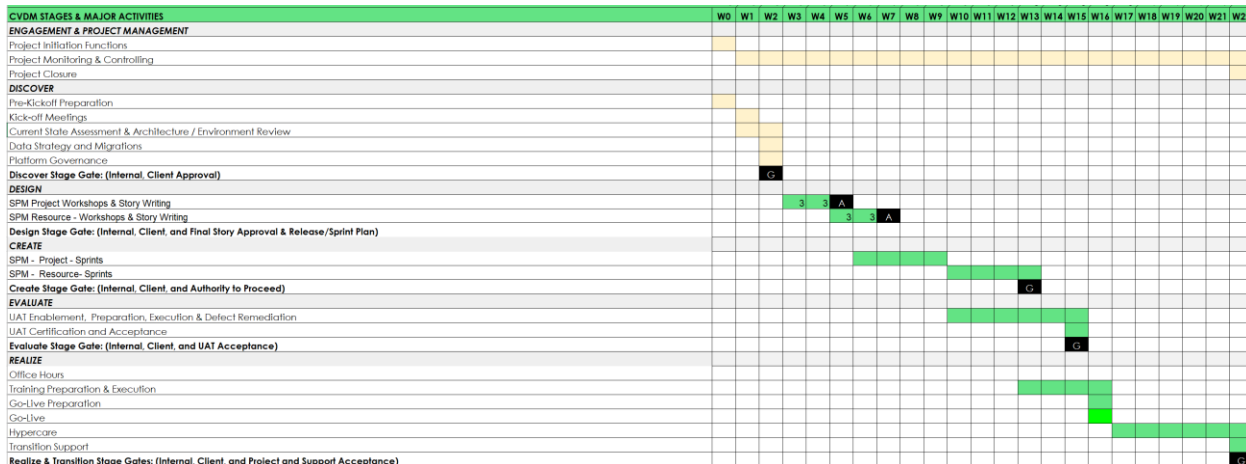


Figure 2: Phase 1 Time to Value

This approach provides shared project planning and business value management activities that will organize and monitor the delivery of agile-based, concurrent functional areas. Each functional area includes tasks such as discovery and design, sprint planning and development, and unit testing. Project activities then reconverge to ensure a singular focus on User Acceptance Testing (UAT), solution acceptance, and enablement.

2.6 Term & Duration

This engagement will begin on a date mutually agreed upon by the City of Orlando and Ondaro. Ondaro expects to complete all Services on or before the SOW Completion Date unless this SOW is terminated sooner in accordance with the terms of the parties' Agreement.

Effective Date	Date of Last Signature
Estimated Project Team Start Date:	02/16/2026 (TBD)
Expected Duration:	22 Weeks
Estimated Completion Date:	06/26/2026 (TBD)

2.7 Project Pauses

In the event Ondaro's work on the project is delayed or interrupted at any time for more than three (3) business days due to City of Orlando delay/interruption, Ondaro shall be entitled to reassign personnel at its discretion and invoice City of Orlando for reasonable fees and expenses incurred. Reasonable fees and expenses represent work performed by Ondaro resources up to the time work has been delayed/stopped. Any deadlines associated with such delays may also be altered not only due to the delay, but also due to the assignment of personnel. Ondaro expects to complete all Services on or before the SOW Completion

Date unless this SOW is terminated sooner in accordance with the terms of the parties' Agreement.

Should the delay or interruption last for longer than ten (10) business days, the City of Orlando has the option to create a change order and provide payment to reserve the same Ondaro team for the resumption of the projects. If such an option is not exercised, and Ondaro reassigns personnel from this project, Ondaro cannot guarantee that the same staff will be able to be reassigned to the City of Orlando. Additionally, if such a reassignment takes place, the City of Orlando understands that it could take up to thirty (30) days to restaff the project and resume work.

Delays shall be formally communicated through written notice in a mutually agreed written format from the affected party to the designated contract rep within each company. The notice shall include the cause of the delay, the expected impact on performance or delivery, and any proposed corrective actions.

3. MAJOR ACTIVITIES, TASKS & DELIVERABLES

3.1 Project Initiation

Within four (4) weeks of a finalized agreement, Ondaro's Engagement Manager will jump-start our project with a series of Initiation Meetings. These preliminary conversations are strictly with the Ondaro project team and the City of Orlando-provided Project Manager. The activities performed during these initial conversations include:

- Review and finalize the Project Plan, including:
 - Schedule, "locking in" dates for the engagement
 - Work Breakdown
 - Resource Plan
 - Budget Plan
 - Definition of Done/Ready
 - Project RACI
- Validate and schedule resources (e.g., attendees) for Kickoff Meeting
- Schedule resources and confirm resource readiness for Workshops

During these logistics conversations, Ondaro's Engagement Manager will also schedule the weekly status meetings with City of Orlando stakeholders. This virtual meeting will review Ondaro's prepared written Weekly Status Report (WSR). The WSR will be submitted to the City of Orlando Project Manager following each weekly meeting. Should the weekly meeting be canceled by the City of Orlando, the Ondaro Engagement Manager shall submit the report by the close of business on Friday. The WSR shall:

- Communicate project status by measuring, tracking, and evaluating progress against the Project Plan
- Highlight tasks or milestones that are not on schedule; provide a resolution plan to return to the planned schedule; or re-baseline
- Highlight critical risks or issues, including proposed and actual resolutions

- Identify key decision points that need to be reviewed and evaluated by leadership
- Track and report all outstanding action items, identify resources, and track/report the status of all open action items
- Maintain a history of closed action items, including the due date and point of contact responsible for execution
- Anticipated tasks to be completed for the next week

Project Initiation activities also involve identifying key project leaders and scheduling governance meetings. Governance provides an additional layer of oversight via the City of Orlando executive stakeholders' direct engagement with Ondaro Engagement Management [and a senior delivery leadership representative]. This higher tier of synchronization maintains open dialogue with results-focused emphasis on long-term goals, objectives, and realized value.

The EM [and Practice Principal] will facilitate an additional bi-weekly (or monthly) virtual meeting for the duration of the project to ensure our team not only executes the project plan, but also works well with you as a valued, trusted resource. This checkpoint covers:

- Ondaro performance
- Staffing and key personnel feedback, delivery team fit
- Successes and challenges
 - Issue escalation
 - Risk escalation
 - Proposed resolutions / actual resolutions
- Ondaro feedback
 - City of Orlando personnel participation and commitment
 - Areas identified where Ondaro needs more attention and/or support from the City of Orlando for our project's success

Alongside these activities, the Ondaro team is simultaneously preparing for Kickoff, for which we request all key stakeholders and project participants be present. During the Kickoff, we introduce and review:

- Ondaro Project Team
- Project Plan
- Project Scope
- Project Deliverables
- Baseline Data / Metrics
- Project Definition of Success

At the conclusion of the kickoff meeting, the Ondaro team completes a CVDM Gate Review with the project's business owners. This will confirm that expectations for this Stage of our project are clearly shared before advancing to solution design activities. With Business Owner approval, our combined effort is ready to advance to the next component of delivery.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
1.1	Logistics Meeting Materials	Initial communication between Ondaro and the City of Orlando leads to a discussion of the Project Plan and the project Kickoff.	One (1) Microsoft (MS) PowerPoint file
1.2	Logistics Meeting(s)		Meeting, not to exceed (NTE) two (2) hours
1.3	Project Plan	Integrated master project plan that includes planning, sprint demo dates, and applicable dependencies, tasks, and deliverables.	One (1) Smartsheet file, or native
1.4	Project Kickoff Meeting Materials	Introduces Ondaro Project Team and sets expectations across executive sponsors, stakeholders, and City of Orlando team members; discusses project vision, goals, and scope; walkthrough of Project Schedule activities, timeline, and expected outcomes.	One (1) MS PowerPoint file
1.5	Project Kickoff Meeting		Meeting, NTE two (2) hours
1.6	Weekly Status Meeting & Report (WSR)	Foster communication, maximize transparency, and consistently validate that our team is executing in accordance with the Project Plan, project vision, and requirements. Summarize work accomplished, raise concerns and/or issues, and discuss proposed resolutions. Capture new action items and status updates of previously assigned action items.	Meeting, NTE one (1) hour, weekly. One (1) PDF file, weekly
1.7	Project Plan Revisions	Updated in accordance with project progress, as applicable.	One (1) Smartsheet file, or native
1.8	Governance Meeting	Virtual meeting across the City of Orlando and Ondaro project leader(s) to support the successful delivery of the current project and provide guidance and thought leadership to the City of Orlando in alignment with future goals	Meeting, NTE one (1) hour, biweekly
1.9	CVDM Gate Review & Approval	A Stage Gate acceptance document will be executed by the City of Orlando Business Owner(s) to confirm the City of Orlando's capability required for forthcoming project activities and tasks	One (1) MS Word document

3.2 Agile-Based Implementation

With coordinated planning complete, the Ondaro and City of Orlando delivery team progresses to our next major activity: agile design and development for your solution’s implementation.

Our team’s focus shifts to functional areas or ServiceNow platform features. Ondaro leads tasks in

Discover and Design, Solution Development, and Unit Testing across each functional area to help you realize your business objectives through our configuration of ServiceNow's out-of-the-box capabilities. Gate Reviews across our effort continue to ensure alignment across Ondaro and the City of Orlando, as well as customer satisfaction with project outcomes.

3.2.1 Discover

To prepare the City of Orlando and Ondaro for each design workshop, Ondaro will complete the current state discovery. More specifically, this includes: a review of existing materials, validation of our recommended approach and delivery scope, and identification and introductions to stakeholders and the team.

Ondaro's review of existing materials may further include a variety of qualitative and quantitative assessments to gain an understanding of the City of Orlando's operations, business capabilities, and challenges specific to each functional area. These assessments provide our team with a foundational understanding that sets the stage for more specific and comprehensive work in subsequent design activities.

Ondaro's Engagement Manager will additionally work with the City of Orlando's designated point(s) of contact to collect available, relevant documentation, including, but not limited to, the following, to complete our initial discovery:

- Organizational charts that identify stakeholders, platform owners, process owners, and system administrators
- Current state process and/or policy documentation
- Platform governance documentation
- Architectural diagrams
- Technology reference guides

3.2.2 Design: Requirements Gathering Workshops

As part of the Design stage activities, Ondaro will elicit requirements for solution and integration design, then complete design review and client acceptance activities.

Ondaro assumes all work will be completed remotely. Therefore, we will facilitate a series of remote workshops to complete the in-scope design and requirements gathering for each functional area. These sessions help ensure our design meets your business needs and will incorporate the following high-level activities:

- Review of best practices as a baseline for process design
- Develop process workflow, identify key activities, handoffs, and information exchanges
- Identify roles and responsibilities, including a RACI
- Identify metrics necessary for ongoing performance management of the process

- Service Level Agreements' (SLAs) requirements for in scope processes
- Out-of-the-box reporting and dashboarding configuration for in-scope processes

Ondaro and the City of Orlando's progression from Discover to Design activities marks our team's advancement to requirements validation; specifically, collaboratively ensuring that the current state, notional requirements, and desired future state align with our in-scope schedule and effort. Executive Sponsor approval for this CVDM Gate Review confirms that no adjustments to follow-on activities are required in order for delivery activities to proceed.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
2.1	Process Design Workshops	Remote process design and requirements gathering working sessions for platform functional areas and related integrations and/or data migrations, as defined above.	Up to twelve (12) two-hour workshop sessions Virtual meetings, as defined above
2.2	Process Guides	Base documented process, including flow(s), roles, recommended SLAs, and metrics in the context of strategic objectives and best practices for the following areas: <ul style="list-style-type: none"> • Project & Portfolio Management • Resource Management 	One (1) Microsoft (MS) Word file each, for a total of two (2)
2.3	User Stories	Documented business requirements in the form of user stories with acceptance criteria for the following areas: <ul style="list-style-type: none"> • Project & Portfolio Management • Resource Management 	Native; or one (1) MS Excel file each, for a total of two (2)
2.4	CVDM Gate Review & Approval	Business Owner(s) acknowledge and approve that the to-be-designed effort is aligned with in-scope delivery activities.	One (1) MS Word document

3.2.3 Design: Review & Acceptance

For each process and technical area detailed above, our Architect and Technical Consultant(s) will meet with City of Orlando key stakeholders to validate stories and (re)define user acceptance criteria around each story in grooming sessions scheduled within one (1) week of the working sessions. Once stories are groomed, Ondaro's Architect assigns a number of points to each story. Once all stories are groomed and estimated, the City of Orlando will approve stories prior to their release from the backlog for Ondaro Technical Consultant(s) development.

Ondaro then aligns stories to sprints based on resource allocation and story prioritization. If any stories do not fit within the budgeted schedule, Ondaro will work with the City of Orlando to re-prioritize stories and identify those that should be considered for a later release.

Story and sprint plan approval is accompanied by a formal CVDM Gate Review in order to transition from design to development activities. Stories capture the detailed configuration of your end solution, and as such are pivotal to ensuring transparent, shared expectations regarding the capabilities of your final product. With Business Owner approval, our combined effort is ready to advance to the next component of delivery.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
3.1	Sprint Plan	Sprint Plan based on prioritized work effort. Serves as the primary requirements document for application implementation	One (1) MS Excel file, or native
3.2	CVDM Gate Review & Design Approval	Business Owner(s) acceptance of solution design, i.e., stories and their prioritization into sprints, for in-scope functional areas	One (1) MS Word file

3.2.4 Create

Once requirements are recorded as stories within the ServiceNow Agile application and sprints are planned, Ondaro will perform agile-based platform implementation activities using a sprint-based schedule.

This effort’s business objective realization is determined by the project timeline and our in-scope development sprint capacity. Ondaro executes development sprints that are ten (10) business days in length each. Our scope of work includes four (4) sprints as detailed below.

In Scope Sprints

Implementation Task	Sprint #
Project and Portfolio Management Sprints	Two (2) Sprints
Resource Management Sprints	Two (2) Sprints
Total Sprints:	Four (4) Sprints

Ondaro will perform unit testing at the end of each sprint. Each sprint will include the following types of unit testing:

- Unit testing of individual processes and transactions
- System testing of all processes, integration, interfaces, and data conversion/migration
- Methods for verifying the accuracy of information relative to transaction processes, interfaces, data

conversion, reports, account history, notes, and ad-hoc reporting.

Ondaro will perform all testing within the test environment. Our functional testing includes all user stories against acceptance criteria prior to the City of Orlando UAT. Any and all defects found during Ondaro testing will be fixed prior to UAT.

Please note, no Performance Testing will be conducted during this implementation. As a SaaS/ PaaS solution, performance and availability levels are guaranteed by the software creator, ServiceNow.

Each sprint will also include a product demonstration, giving the City of Orlando continuous visibility into Ondaro's development of your solution. After each sprint, Ondaro facilitates another sprint planning session, where stories may be added and reprioritized in light of feedback from the City of Orlando.

Ondaro's Engagement Manager will coordinate all relevant story acceptance, sprint planning, and sprint demo meetings with the City of Orlando Project Manager.

After the final sprint, Ondaro will then facilitate a final product demo. The final demo is combined with a CVDM Gate Review in order to transition from agile development across functional areas to converged solution acceptance activities.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
4.1	Development Sprints, Testing, & Functional Demos	Execution of sprints to complete prioritized development. During each sprint, the Architect unit tests each piece of functionality. After each sprint, Ondaro facilitates a product demo and sprint planning session, in which stories may be added and/or reprioritized.	Native sprints and testing. Demo meetings are NTE one (1) hour weekly
4.2	CVDM Gate Review & Approval	Business Owner(s) approval that in scope sprints have been completed per Ondaro and City of Orlando agreed upon and prioritized stories	One (1) MS Word document

3.2.5 Evaluate: City of Orlando User Acceptance Testing (UAT)

This Stage's activities consist of system completion and client acceptance. Together, the Ondaro and City of Orlando teams validate our technical delivery by performing City of Orlando-led acceptance testing and Ondaro defect mitigation for solution acceptance.

After all functional area sprints have been completed and a product demo has been provided, an Ondaro Business Consultant will work with the City of Orlando's identified UAT Lead to help plan a comprehensive

(i.e., inclusive of all developed, in scope capabilities) UAT with a focus on critical business processes.

Specifically, Ondaro’s Business Consultant will provide recommendations on how the City of Orlando may prepare to complete UAT; this may include but is not limited to: recommended ServiceNow training for City of Orlando system familiarity in support of UAT completion, how to leverage Ondaro stories for City of Orlando test case development, and/or best practice suggestions on how to complete UAT.

Ondaro has allocated Business Consultant effort, including three (3) UAT Guidance Sessions, not to exceed two (2) hours in duration, each. However, please note that all test plans, test case scenarios, test scripts, and testing must be completed by the City of Orlando as an objective confirmation of Ondaro’s work.

All defects found by the City of Orlando will be entered into Ondaro’s ServiceNow instance, allowing them to be tracked accordingly. Ondaro will remediate and retest each issue encountered to ensure expected functionality and outcomes are achieved. Please note that any requirements surfaced that are not reflective of the approved requirements (i.e., do not have an associated story) are defined as enhancements and will be added to the product backlog. City of Orlando may consider a change order to address enhancement requests and their respective cost, scope, and/or schedule changes.

All other facets of testing (i.e., unit, system, integration) are incorporated during Ondaro’s Agile Development sprints, detailed above.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
5.1	UAT Guidance Sessions	Best practice recommendations with Ondaro business process Business Consultant, with a specific focus on preparatory activities for the City of Orlando's completion of test plans, scripts, use cases, and native testing.	Three (3) working sessions, NTE two (2) hours duration each

3.2.6 Evaluate: Ondaro Defect Mitigation

After the City of Orlando UAT is completed, our Architect and Technical Consultant(s) will review identified defects, associate them with their related story, and begin defect mitigation. As noted above, any identified defects that do not have an associated requirement as documented in a story will be classified as an enhancement and out of scope. Once all in-scope defects are mitigated, the solution build is considered complete.

After defect mitigation, Ondaro will facilitate a UAT sign-off with the City of Orlando. Acceptance of a successful UAT will provide final confirmation that the solution implemented is functioning as designed. This sign-off serves as solution acceptance as well as our project team’s CVDM Gate Review to transition from solution acceptance to enablement activities.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
6.1	Defect Mitigation	Mitigation of defects that are associated with user stories and requirements. Once all defects have been mitigated, the solution configuration work is considered complete.	Native
6.2	CVDM Gate Review & Solution Acceptance	City of Orlando's acceptance of completed sprints following Ondaro's final product demo. City of Orlando confirmation that the solution is functioning as designed	One (1) MS Word file

3.2.7 Realize: Knowledge Transfer

Our project’s transition from evaluation to City of Orlando realization shifts our team’s focus from finalizing your solution to activities that will help the City of Orlando support the operation, maintenance, and enhancement of your ServiceNow platform following our joint effort.

To support the City of Orlando’s upcoming platform ownership and maintenance, Ondaro will facilitate detailed solution enablement sessions to provide both technical and advisory Knowledge Transfer to City of Orlando personnel once all Processes are designed and the solution has been built, tested, and all defects mitigated. Technical Knowledge Transfer for City of Orlando ServiceNow System Administrator(s) includes a walk-through of build-logs against documented user stories. This session is four (4) hours in duration.

Advisory Knowledge Transfer is also facilitated for City of Orlando Process Owners. These sessions help ensure the City of Orlando's new and/or changed processes are managed effectively across their lifecycle. Ondaro leverages our process guide deliverables’ RACI matrices to assign roles and responsibilities across the City of Orlando. Process Owners' identification and their acknowledgement of end-to-end operational authority promote critical accountability.

Advisory Knowledge Transfer for Process Owners details the process in question, including its roles and responsibilities, and suggests feedback mechanisms to ensure that changes in the City of Orlando's business needs are incorporated into the process and, ultimately, the solution. Sessions also cover how to leverage process-specific KPIs identified during process design sessions to validate and revise processes as needed. Ondaro will facilitate one (1) advisory Knowledge Transfer session for the following processes: Project & Portfolio Management, and Resource Management. Each session will be one (1) hour in duration.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
7.1	Technical Knowledge	Technical knowledge transfer to key platform	One (1) meeting, NTE

	Transfer	administrators, enabling the City of Orlando to effectively support the solution.	four (4) hours in duration
7.2	Advisory Knowledge Transfer	Walkthrough of each respective process, including key activities, roles, and responsibilities, KPIs, and offer best practice recommendations on continuous improvement in the context of strategic objectives.	One (1) meeting, NTE one (1) hour in duration, for each identified process

3.2.8 Realize: Training Program

Ondaro’s recommended training program, detailed below, considers the functional areas, users, and enablement needs. Please note, training design is finalized following system development and any defect mitigation changes. This ensures that our training program is aligned with your platform, processes, and configuration. The program below can be modified to better align with the City of Orlando's needs, as identified during our implementation.

Ondaro will begin training activities requirements by completing high-level, training pre-work in collaboration with the City of Orlando. This assessment will serve as a diagnostic to ensure that content aligns with training objectives and needs.

Ondaro recommends, and in accordance with the City of Orlando's stated preference, that our training program deliver both role-based and train-the-trainer approaches. Specifically, we recommend the following sessions:

- Functional & Process Training Sessions. These train-the-trainer session provides an overview of applicable ServiceNow terminology, ServiceNow navigation, and a walk-through of Project & Portfolio Management and Resource Management processes as configured for the City of Orlando.
 - Ondaro recommends no more than twenty (20) participants attend this session
 - This session will be approximately four (4) hours in duration
 - City of Orlando will receive one (1) editable PowerPoint of the training presentation
 - One (1) video recording (facilitated voiceover recording) of the training presentation
 - Up to three (3) Job Aids or Knowledge Articles specific to HR Case Management

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
8.1	Functional and Process Session & Materials	City of Orlando-identified train-the-trainer and pilot group participants receive detailed enablement on the configuration of platform capabilities in support of Fulfillers' roles and responsibilities. Session may be split into multiple sessions under the in scope Ondaro training analysis of the City of Orlando's	NTE four (4) hours, one (1) MS PowerPoint presentation; one (1) video recording; three (3) Job Aids

needs.

3.2.9 Realize: Go Live Checklist & Handover

In tandem with Knowledge Transfer and training, Ondaro’s project team will build a Go Live Checklist, or Transition Plan, that identifies key activities and checkpoints necessary to track your progress against Go Live readiness. This entails all cutover activities, including process, governance, system, and organizational dimensions of readiness.

Ondaro will work with the City of Orlando to finalize the Checklist and support the City of Orlando's completion of prerequisite activities to help ensure a successful Go Live. As part of this effort, Ondaro will recommend a technology rollout to manage update sets, working closely with City of Orlando System Administrators to ensure the system is live in production before granting user access.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
9.1	Go Live Checklist	Checklist that details preparation activities to support successful Go Live. Supported completion ensures all dimensions of Go Live are achieved for a smooth transition to an operational state.	One (1) MS Excel file

3.2.10 Realize: Go Live Hypercare Support

Following Go-Live, Ondaro’s project effort completes the transition process in which we support City of Orlando as you begin your platform ownership, as well as finalize any outstanding deliverables and/or milestones, capture our first effort’s successes and lessons learned, and revisit your roadmap for future expansion.

With Ondaro’s Post Go Live Hypercare Support, our Architect and Technical Consultant will be available on-call to remotely support City of Orlando with troubleshooting, answer questions, and provide other configuration-specific support for thirty (30) business days following Go Live.

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
10.1	Go Live Support	Project team support services guiding migration of update sets to Production and supporting resolution of break/fix issues. Thirty (30) business days.	Native

3.3 Project Close

Project close marks our partnership’s transition to an operational state. Project and Business Value Management activities will conclude with a project closeout meeting. This meeting will capture lessons learned, confirm deliverables, and ensure the transfer of information from Ondaro to City of Orlando. The team will also review any pertinent KPIs and capture action items for City of Orlando to successfully operate and maintain your solution.

Once our project is complete, your Account Executive and additional subject matter expert support will set up planning sessions with key stakeholders to evaluate potential follow-on effort(s) in alignment with City of Orlando’s long-term vision, strategy and goals (as necessary).

Ondaro Deliverables

#	Deliverable	Description & Business Value	Format
11.1	Project Closeout Meeting & Report	Details lessons learned and program successes; confirms delivery and acceptance of any outstanding deliverables; reviews KPIs and any pending action items.	One (1) meeting, NTE one (1) hour, and one (1) MS PowerPoint file

4. ROLES & RESPONSIBILITIES

4.1 Delivery Team

Ondaro anticipates that we will self-perform all professional services related to this contract. Our proposed project team will be identified based on their subject matter expertise as well as their commitment to concurrent projects. Please note, the completion of negotiations and award documentation may impact our presumed start date, which may impact the availability of our to-be proposed resources.

Role	Responsibilities	Value to City of Orlando
Engagement Manager	<p>Our Engagement Manager is responsible for:</p> <ul style="list-style-type: none"> • Project scope • The engagement schedule and budget • Ondaro resources assigned to the project • Meets with City of Orlando on a weekly basis to discuss project status, schedule, accomplishments, budget, risks, and upcoming work for the following week, providing a weekly written project status report • Facilitates milestone sign-off with City of Orlando, as required 	<ul style="list-style-type: none"> • Keeps the project on time • Manages the budget • Enables effective communication between City of Orlando and Ondaro on progress • Ensures prompt resolution of risks, issues, questions, and escalations

	<p>In Governance role, is responsible for:</p> <ul style="list-style-type: none"> • Meets with City of Orlando every other week to provide program support and gather City of Orlando feedback • Serves as internal liaison and advocate for City of Orlando across Ondaro operational and delivery teams • Serves as point of escalation, as necessary • Ensures quality and caliber of Ondaro resources and work
<p>Business Consultant</p>	<ul style="list-style-type: none"> • Completes data analysis and leads working sessions to develop processes, define roles and responsibilities, determine key metrics and KPIs, • Identifies and mitigates potential risks to long term City of Orlando goals and platform • Develops functional requirements and user stories • Builds process documents and collaborates with the Architect to ensure stories support the processes developed • Provides expertise including the development of communications plans, training needs analysis, organizational change management materials, training materials, and other support <ul style="list-style-type: none"> • Provides functional subject matter expertise to ensure the solution follows procedural and industry best practices • City of Orlando leverages their experience working on projects of similar size and scope
<p>Architect</p>	<p>Works with City of Orlando to:</p> <ul style="list-style-type: none"> • Provides overall platform expertise and best practice recommendations for City of Orlando near- and long-term goals • Identify functional and technical requirements • Groom and size user stories • Manage daily sprint standups • Demo our product at the end of each sprint • Manages internal unit testing prior to City of Orlando UAT • Prepare City of Orlando for go-live by reviewing checklist and associated activities • Leads knowledge transfer activities between Ondaro and City of Orlando <ul style="list-style-type: none"> • Ensures the solution follows technical best practices • Maintains an upgrade path and is Ondaro quality checked • Helps City of Orlando evaluate the right places to develop and integrate with technologies outside of ServiceNow • Prepares City of Orlando so they can support the solution after the post go-live support period ends
<p>Sr. Technical Consultant (Nearshore)</p>	<ul style="list-style-type: none"> • Works with Architect to configure, script, and develop solution based on requirements built and sprints defined between Ondaro and City of Orlando <ul style="list-style-type: none"> • Provides City of Orlando technical expertise to ensure a quality solution

- Mitigates defects that are found as part of unit testing and UAT. Participates and supports the migration of work completed to test and production environments
- Primary support resource during post-go live period

4.2 Requested City of Orlando Participation

In our experience, the greatest potential risk to our project is the lack of participation of the City of Orlando team. Ondaro project progress depends on City of Orlando participation and decision-making in process design sessions; City of Orlando approval of process design, stories, and sprints to release work for technical development; and, City of Orlando participation in training and knowledge transfer to ensure the successful Go-Live, adoption, and operational transition of your solution.

To ensure our shared success, Ondaro recommends City of Orlando fulfill the following roles to actively participate in the project. The table below details the resources from City of Orlando that will be required to fulfill activities required for this engagement’s success.

Role	Description
Project Manager	<ul style="list-style-type: none"> • Participate in project planning and kickoff meetings • Work with the Ondaro Engagement Manager to validate and finalize the project plan • Collect data requested from City of Orlando team members to provide to the Ondaro Engagement Manager • Coordinate Executive Sponsor, Project team members, and stakeholders’ attendance at the Project Kickoff meeting • Work with Ondaro Engagement Manager to schedule sessions and participate as required • Work side-by-side with Ondaro’s Engagement Manager to ensure City of Orlando resources are available and present when required • Ensure all commitments needed from City of Orlando are met to completion and on time • Assist in coordinating resources for story grooming sessions • Collect and share feedback on stories from team and share with Ondaro team • Ensure that specific tasks, such as validation of content and platform implementation, are accepted in a timely manner

	<ul style="list-style-type: none"> • Help document lessons learned to share in Project Close Meeting • And, participate in Project Close Meeting
Business Owner(s)	<ul style="list-style-type: none"> • Deliver a clear and consistent vision as well as messages of project objectives and goals throughout the duration of the project • Be a program champion across all organizations involved
Process Owners	<ul style="list-style-type: none"> • Representatives who have the authority to create new, or update existing, processes and procedures, that will supplement the successful implementation of the ServiceNow module • Representatives who have the authority to validate and accept the final iteration of the ServiceNow module prior to go-live deployment
SMEs / Workshop Participants	<ul style="list-style-type: none"> • Participate in functional and technical requirements working sessions • Be key decision makers in these sessions to ensure that City of Orlando's functional and technical requirements are adequately represented, and decisions can be made in a timely manner
UAT Lead & Coordinator	<ul style="list-style-type: none"> • Responsible for the creation of City of Orlando test plan, cases, and scripts • Responsible for testing execution, and reporting and prioritizing all defects to Ondaro project team for Ondaro defect mitigation
ServiceNow System Admin(s)	<p>Ondaro's most successful engagements occur when we work hand-in-hand with system administrators who are familiar with the ServiceNow platform. City of Orlando's future ServiceNow system administrator(s) should be made available to:</p> <ul style="list-style-type: none"> • Review the work completed by Ondaro • Help to lead acceptance testing and validation • Receive the proper training from Ondaro's Architect

5. DELIVERABLES INDEX & ACCEPTANCE CRITERIA

Ondaro's pricing is dependent upon City of Orlando adherence to the to-be-finalized Project Plan. To ensure project activities remain on time, City of Orlando will provide timely review, within five (5) business days, of any work product (e.g. draft Process Guides, user stories, training materials). Any delay in this review due to City of Orlando availability and/or participation that significantly impacts project progress and resource utilization may prompt Ondaro to stop work.

City of Orlando will provide timely acceptance, within five (5) business days, for any formal deliverables described in the Statement of Work. If there is no formal acceptance within this timeframe after two (2) documented attempts the deliverable will be deemed accepted.

#	Project Element	Deliverable	Acceptance Criteria / Deliverable Requirements
3.1 Project & Business Value Management			
1.1, 1.2	Project Initiation Functions	Logistics Meeting(s) & Materials	Initial communication between Ondaro and City of Orlando to discuss resource needs, Project Plan outline, working sessions dates, dependencies and more. One (1) MS PowerPoint presentation
1.3, 1.7	Project Initiation Functions	Project Plan	Schedule of initial project tasks and other project related activities. Revised as required across the course of our project delivery. One (1) Smartsheet file or native.
1.4, 1.5	Project Initiation Functions	Kickoff Meeting & Presentation	Presentation of project goals, scope, activities, timeline, and expected outcomes. One (1) MS PowerPoint presentation.
1.6	Project Initiation Functions	Weekly Status Meetings & Reports	Weekly meeting of progress in accordance with Project Plan deliverable that summarizes risks, actions, issues, and decisions, as required. One (1) MS PowerPoint presentation, per week for project duration.
1.8	Project Initiation Functions	Governance Meetings	Executive cadence between Ondaro project leader(s) and City of Orlando executive stakeholders to discuss team performance and mitigate challenges for a successful partnership.
1.9	Project Initiation Functions	CVDM Gate Review & Approval	A Stage Gate acceptance document will be executed by City of Orlando Business Owner(s) to ensure acceptance of deliverables and confirmation of City of Orlando capability required for forthcoming project activities and tasks. One (1) MS Word document.
3.2 Agile-Based Implementation			
2.1	Discover: Requirements Gathering Workshops	Design Workshops	Remote process design and requirements gathering working sessions for platform functional areas and related integrations and/or data migrations, as defined by Statement of Work.
2.2	Discover: Requirements Gathering Workshops	Process Guides	Process and business requirements including workflows, key activities w/narratives and roles and responsibilities documented in MS Word Document. Total of two (2) as defined by Statement of Work.
2.3	Discover: Requirements Gathering Workshops	User Stories	Solution design and detailed requirements groomed into user stories for the implementation of in scope ServiceNow modules. Can be documented in City of Orlando or Ondaro ServiceNow instance, or exported to one (1) MS Excel file.

2.4	Discover: Requirements Gathering Workshops	Gate Review & Approval	Business Owner(s) acknowledgement and approval that to-be designed effort is aligned with in scope delivery activities. One (1) MS Word document.
3.1	Design: Review & Acceptance	Sprint Plan	Sprint Plan based on prioritized work effort. Can be documented in City of Orlando or Ondaro ServiceNow instance, or exported to one (1) MS Excel file.
3.2	Design: Review & Acceptance	CVDM Gate Review & Design Approval	City of Orlando Business Owner acceptance of solution design, i.e. stories and their prioritization, prior to respective sprints. One (1) MS Word document.
4.1	Create	Development Sprints, Testing, & Functional Demos	Development sprints that are each ten (10) business days in length executed to complete prioritized Solution Development. During each sprint, the Architect unit tests each piece of functionality. After each sprint, Ondaro facilitates a product demo and sprint planning session, in which stories may be added and/or reprioritized.
4.2	Create	CVDM Gate Review & Create Approval	Business Owner(s) approval that in scope sprints have been completed per Ondaro and City of Orlando agreed upon and prioritized stories. One (1) MS Word document.
5.1	Evaluate: City of Orlando User Acceptance Testing (UAT)	UAT Guidance Sessions	Facilitated by Ondaro’s Business Consultant, these virtual sessions provide best practice and general recommendations on preparatory activities for City of Orlando completion of test plans, scripts, use cases, and native testing. Three (3) working sessions, NTE two (2) hours duration, each.
6.1	Evaluate: Ondaro Defect Mitigation	Defect Mitigation	All defects associated with a story are mitigated. Defects reported by City of Orlando that do not have an associated requirement as documented in a story will be classified as an enhancement. Enhancements are considered changes to original scope and therefore out of scope. Once all defects have been mitigated the solution configuration work is considered complete.
6.2	Evaluate: Ondaro Defect Mitigation	CVDM Gate Review & Solution Acceptance	Business Owner(s) acceptance of configured solution and applicable mitigated defects. One (1) MS Word document.
7.1	Realize: Knowledge Transfer	Technical Knowledge Transfer	Technical knowledge transfer to City of Orlando System Administrator(s), including a walk-through of build-logs documented against user stories. Delivered through one (1) working session, NTE four (4) hours in duration.
7.2	Realize: Knowledge Transfer	Advisory Knowledge Transfer	Knowledge Transfer sessions for identified City of Orlando Process Owners for in scope processes as identified in the Statement of Work. Delivered through one (1) working

			session per in scope process area, NTE one (1) hour in duration each.
8.1	Realize: Training Program	Functional & Process Train the Trainer Program & Materials	One (1) session, four (4) hours in duration, for City of Orlando-identified training personnel and super-user participants. City of Orlando will receive one (1) editable MS PowerPoint, one (1) video recording, and three (3) Job Aids or Knowledge articles.
9.1	Realize: Go Live Checklist & Handover	Go Live Checklist	Go Live checklist to prepare for Go Live, verifying all dimensions of City of Orlando Go Live readiness for smooth transition to production and operations. One (1) MS Excel file.
10.1	Realize: Go Live Hypercare Support	Go Live Hypercare Support	Thirty (30) business days of remote Architect and Engineer support for the City of Orlando to assist with troubleshooting, questions, and other configuration-specific support. Native.
3.3 Project Close			
11.1	Project Close	Project Closeout Meeting & Report	Lessons learned, confirmed deliverables, and KPI checkpoint for the project. One (1) meeting, NTE one (1) hour. One (1) MS PowerPoint presentation.

6. ASSUMPTIONS

In addition to those scope assumptions incorporated into our detailed effort above, Ondaro’s proposed pricing and level of effort makes and is dependent upon the following assumptions:

6.1 Project Management

- Client will provide a project manager who will have overall responsibility for managing and coordinating the performance of the party it represents in a prompt and professional manner.
- The Project Manager will meet no less than weekly with the Ondaro Engagement Manager at regular intervals to review progress and resolve any issues relating to the Engagement.
- The Ondaro Engagement Manager, in coordination and collaboration with the Client Project Manager and Staff, will develop a comprehensive project plan to be used for implementation.
 - Once a project plan has been agreed to by the Client, the dates associated with the plan are considered final.

- Client must be available based on the agreed project schedule and response SLA for approvals based on the timeline for this project. Any delays on meetings, approvals, etc. would delay the project timeline.

6.2 Client Project Team Availability & Participation

- Client will provide a stakeholder list and system administrators with contact information (name, title, email and phone number).
- Client will provide organizational charts, current state process documentation, and resources to collaborate with the Ondaro Business Consultant in advance of engagement kickoff.
- Client will provide access to necessary resources including designated decision makers to participate in any process and requirement (user story) sessions.
- Client will provide Ondaro with the ability to have scheduled working sessions with groups of key stakeholders to develop processes and gather requirements (user stories).
- Client will provide access to appropriate personnel as applicable to the project.
- Client is responsible for any delays to the project schedule, including increased cost, by failure to provide timely access documentation or attend workshops or provide decisions required for the project.

6.3 Client Prerequisites, Pre-Work & Responsibilities

- Client is responsible to have the required software and licenses needed to complete the effort and outcomes in this SOW.
- Client will clone the production environment over the Development environment before any development work will be commenced by Ondaro.
- Client will provide Ondaro full access to the ServiceNow environment from Day 1.
- Client will notify Ondaro in advance of any planned changes to the ServiceNow System and or Platform. These changes include but are not limited to:
 - Code changes, cloning in or out of the environment, installation of patches/upgrades.
 - Ondaro and Client will need to have mutual agreement on the date/time of any ServiceNow system or platform changes to ensure that the changes do not impact this engagement.

- If changes are made without mutual consent, the project timeline and costs may be impacted.
- Client will provide documentation from staff and any applicable outsourced provider prior to engagement commencement.
- Client is responsible for the remote side integration configuration (if any) and security access.
- Client will be responsible for the creation of test scripts/cases, performing user acceptance testing, and working in conjunction with the Ondaro project team to review and differentiate defects vs. enhancements.
- Client will supply all data to be imported in a ServiceNow supported format (e.g. XML, delimited text file) where applicable.
- Client will be responsible for any data cleansing, alterations, and/or validation required as part of the engagement.
- Client will be responsible for the communication plan and organizational change management to drive adoption of the changes to processes and technology as part of this engagement. Ondaro can support these activities upon Client request and upon approval of a change order to add scope, cost, and/or schedule to the initiative in support of these activities.
- Ondaro assumes all work will be completed remotely.

6.4 Client Instance Architecture & Security

- All Services will be performed directly into Client's ServiceNow instance. At no time will Ondaro ingest any Client Data or hold any Client Data. All work will be focused on Client's instance of ServiceNow.
- Client will utilize the standard ServiceNow role and object-based access control model for securing individual data elements, records, and tables to the appropriate logged in user.
- IP-based access controls are assumed out of scope.
- Ondaro is developing a solution in Client's ServiceNow system. This work does not create any additional security risks or vulnerabilities for the Client beyond the regular access to the Client's ServiceNow instance. The Client assumes and understands that by adding this solution or any access to the Client's ServiceNow system, it may create vulnerabilities that could allow unauthorized access to the system. It is assumed that Client's IT Security team will be actively monitoring this access on an ongoing basis.
- The provided pricing assumes Ondaro is using their Global team. This includes Ondaro personnel, affiliates, subcontractors, or otherwise, who will be primarily located anywhere in North America,

including the United States, Canada, and Mexico. Ondaro may also utilize personnel located outside of North America. The location(s) of Global Team member(s) working on this agreement are available upon the Client's request.

- Client has been made aware, and pre-approves the potential use of subcontractors in the provision of services under this agreement.

6.5 Work Hours & Days

- All work will be performed during normal business hours defined as Monday through Friday 8AM – 5PM (based on Client's primary office time zone) and excluding Ondaro company holidays.
- Any work requested outside of normal business hours must be previously arranged and mutually agreed upon at least two (2) business days in advance.

6.6 Ondaro Approach & Deliverables

- This project is based on a fixed duration / schedule; any party responsible for unplanned delays will be responsible for costs incurred.
- Client will accept / reject all deliverables within five (5) business days of receipt.
- The provided pricing assumes Client may leverage Global team resources.
- While creative vision may be more inclusive, Ondaro will determine the final development scope in collaboration with Client to ensure it can be accomplished within the sprint development scope as outlined.
- Based on business requirements and end user needs defined during the workshops and in scope analyses, the scope may fluctuate as there are still many unknowns.
- Any requests for information or effort not specifically identified as a deliverable above will be considered out of scope for this proposal.

7. WARRANTY

7.1 Project-Based Services Warranty Terms

Ondaro warrants that (i) it is competent, experienced and trained to provide all Services herein and that all

Services will be provided in a professional and workmanlike manner in accordance with the applicable required specifications and (ii) the Services performed by it under this Agreement will not deviate in any material respect from the required specifications for such Services set forth in this Agreement, in each case for a period of thirty (30) days from the date of Acceptance ("Warranty Period"). Upon a showing by Client that Ondaro's Service is itself in error and that actions of the Client, or other party, did not cause any warranty issue, Ondaro will promptly correct and redeliver the affected Service at no additional charge to Client, within a reasonable period of time. Any service with respect to Ondaro deliverables provided by Ondaro after the Warranty Period shall be provided in accordance with the terms of this Agreement executed by the parties. Ondaro warranty excludes remedy for damage caused by abuse by Client or modifications not made by Ondaro or improper use to the extent that such maintenance is not the responsibility of Ondaro hereunder.

8. FEES

8.1 Project-Based Professional Services Fees

This is a Firm-Fixed-Price (Deliverables-based) engagement. Ondaro shall perform the Services defined in this SOW for an estimated fee equal to **\$278,975.00** (the "Fees"). Ondaro's level of effort is not to exceed the total amount detailed below. We reserve the right to unilaterally realign hours and labor categories to complete in scope requirements while working within the overall labor-funded amount.

Milestone	Description	Estimated Invoice Date	Amount
M1	<ul style="list-style-type: none"> Discover Phase Stage Gate SPM - Project Story Approvals 	3/27/2026	\$ 63,710.08
M2	<ul style="list-style-type: none"> SPM - Resource Story Approvals Sprint 1 Demo Sprint 2 Demo 	5/1/2026	\$ 95,565.12
M3	<ul style="list-style-type: none"> Create Phase Stage Gate UAT Enablement & Guidance Sessions 	5/29/2026	\$ 69,743.75
M4	<ul style="list-style-type: none"> UAT Defect Remediation Completion Evaluate Phase Stage Gate Training Sessions/material completion Go-live/Hypercare 	6/26/2026	\$ 33,815.15
M5	<ul style="list-style-type: none"> Completion of Hypercare Realize Phase Stage Gate Project Close Meeting 	8/7/2026	\$16,907.58
Total			\$ 278,975.00

If in the performance of work and due to circumstances unforeseen or unknown during the development of this Statement of Work and assumed effort, Ondaro determines that the requested work cannot be

accomplished in the hours detailed above, Ondaro will notify City of Orlando as soon as reasonably possible in writing with an estimate of the additional hours to complete the requested work in full. Upon receipt of such notification, City of Orlando and Ondaro may alter the requested scope to define tasks that can be accomplished within the remaining work hours, or, extend Ondaro’s effort to accomplish the requested scope of work in full. Any modifications will be made by mutual agreement of the contracting parties through written amendment, which shall not be effective until executed by both parties.

Ondaro assumes all work will be completed remotely. If City of Orlando requests on site services, an amendment must be executed to incorporate travel expenses and City of Orlando travel policy. All reasonable travel, meals, and living expenses for all Ondaro personnel who travel in support of the Engagement shall be billable at cost and all such expenses shall be borne solely by City of Orlando. Travel and expenses will be incurred in accordance with City of Orlando Travel Policy provided such a policy is provided to Ondaro prior to the start of an engagement or upon execution of the aforementioned amendment.

8.2 Summary Fees

All fees exclude any applicable Sales Tax, Tariffs, Duties, VAT, and/or any other Ad-Valorem Taxes or fees, for which the Client is responsible. The Statement of Work and optional Subscription Services Agreement fees does not include any licensing for ServiceNow or any other SAAS or PAAS products.

Item	Total Fees
PROJECT-BASED SERVICES	\$278,975.00
Extended Total Fees, including all options:	\$278,975.00

9. AGREEMENT

This **Statement of Work #01** (“SOW”) is entered into as of the SOW Effective Date (the “Effective Date”) and will be governed by the terms of the General Services Administration, Multiple Award Schedule (Ondaro GSA MAS ID: 47QTCA21D002F), dated as of 12/03/2020, by and between Ondaro LLC (“Ondaro”) and City of Orlando (“{City of Orlando}”, (“Client”), which is fully incorporated by reference into this SOW. All capitalized terms that are used herein without being defined herein will have the meanings given to such terms in the Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THIS CONTRACT AGREEMENTS OF THE DATES SET FORTH BELOW:

City of Orlando	ONDARO LLC
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Print Name:

Print Name:

Signature:

Signature:

Title:

Title:

Signing date:

Signing date:
