

EXHIBIT A – STATEMENT OF WORK

Pilot agency Licensee shall agree to the following prior to SAMS 1.0 installation:

1. Technical resource dedicated to SAMS 1.0 implementation with administration of table driven applications, and SQL database and software installation. This resource will be available during the installation and will be responsible for support of the technical implementation resolving technical issues with the installation.
2. Functional resource dedicated to functional testing.
3. Technical resource dedicated to support during testing.
4. Functional testing shall include an initial round of testing and one round of retesting.
 - a. During initial testing, the agency will follow a test script supplied by PPB.
 - b. Retesting will include regression testing, as well as, testing of functions found to have issues, and functions offered as ideas for improvement during initial testing.
5. Licensee shall provide feedback for two rounds of testing.
 - a. Feedback for the first round of testing will include results of performing functions in test script, any other functions that experience issues, and ideas for improving SAMS 1.0. Feedback shall be provided to PPB within 30 calendar days of receiving SAMS 1.0.
 - b. Round two testing will consist of any issues found during regression testing, result of testing functions found to have issues during first round testing, and new functions developed. Feedback shall be provided to PPB within 30 calendar days of receiving updated SAMS 1.0.
6. The City of Portland does not provide warranties or guarantee any support for the installation. The Licensee accepts the SAMS 1.0 software as is and has no expectations of technical support.