



Interface Development and Implementation

prepared for **City of Reno, Nevada**

Document Control

Date	Author	Version	Changes
05/26/2019	Dane Quatacker	1	Initial
07/05/2019	Dane Quatacker	1.1	Updated to removed named payment processor, updated assumptions

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Overview

This Statement of Work ("SOW"), dated 05/26/2019, describes how Gray Quarter, Inc. ("Gray Quarter") will provide the City of Reno, NV ("Client") with Interface Development (collectively known as "Services").

Services Description

Gray Quarter will provide Services to Client to build a customized Shopping Cart, Redirect Interface, and Connector to the External payment processor in order to accept electronic payment transactions within Accela Citizen Access.

Schedule

This SOW will expire 12/31/2019 or upon completion of the Services defined in Services Description. Once completed, this SOW will be closed unless a subsequent Change Order is negotiated and executed by both parties.

Payment Terms

Gray Quarter will perform the Services detailed in Appendix A at a fixed price. Client will be invoiced at the start of the project and upon completing UAT of deliverables in a non-production environment. The payment terms for all invoices will be due net 30.

Billing Milestone	Amount
1. 50% on Contract Signing	\$25,880
2. 50% on UAT Acceptance in Non-Production environment	\$25,880
Total	\$51,760

Expenses

No travel is anticipated. If travel is required, it will be added through a Change Order.



Change Order

Should additional services be identified as needed beyond the original scope of this SOW, they will be identified and estimated at Gray Quarter's current Time & Materials rate. No additional services will be provided without a fully executed Change Order signed by Gray Quarter and the Client.

General Assumptions

- Client and Gray Quarter will review their responsibilities before work begins, to ensure that the Services can be satisfactorily completed in the appropriate timeframe.
- The Client will commit, and provide access to, all necessary stakeholders, subject-matter experts, and systems required to complete Services.
- The Client will provide Credential to 3rd Party services as needed for development and testing.
- Gray Quarter is not responsible for impacts to the timeline that are caused by a dependency on a third party.
- Unless otherwise stated, custom deliverables are provided as-is with no warranty or maintenance implied.
- The Client will select an external payment process with will formed API's suitable for payment integration activities via web services.

SOW Acceptance

Gray Quarter Inc. ("Gray Quarter")	Reno, Nevada ("Client")
Signature 	Signature 
Name Printed Dane E Quastack	Name Printed Rishma Klumji
Title Secretary	Title Director of Tech
Date 07/24/2019	Date 07/29/19

Appendix A – Detail of Services

Deliverable 1 – Custom Shopping Cart Development

Gray Quarter will work with client to design and implement a custom shopping cart to be used with the Agency's Accela Citizen Access. The shopping cart functionality will be hosted on the Gray Quarter Integration Platform as a Service (iPaaS). The shopping cart will be designed to Accept both eCheck and Credit Card transactions for electronic clearing by an Associated Payment Connector.

Deliverable Output

- Design Document for Custom Shopping Cart Application (MS Word)
- Hosted Shopping Cart Application on Gray Quarter iPaaS (Hosted Web Application)

Gray Quarter Responsibilities

- Consult with Client and create Design Document
- Develop Shopping Cart Application per design specification
- Demonstrate the Shopping Cart Application
- Deploy Shopping Cart Application on Gray Quarter iPaaS (Development, Test, and Production)
- Provide project management to oversee application and provide status

Client Responsibilities

- Participate in specification session
- Provide design input on screens and CSS Sheets
- Review and approve/reject deliverable within 5 business days of receipt

Acceptance Criteria

- Written Acceptance of Deliverable Output

Deliverable 2 – Payment Connector

Gray Quarter will develop a custom connector between the Shopping Cart Application and Payment Processor for clearing electronic payment transactions.

Deliverable Output

- Interface Specification Document (MS Word)
- Payment Connector (Hosted API Application)

Gray Quarter Responsibilities

- Work with Client and Payment Provider to specify and develop Payment Connector
- Integrate Connector logging to Gray Quarter iPaaS for logging
- Deploy connector on Gray Quarter iPaaS (Development, Test, and Production)
- Provide project management to oversee application and provide status

Client Responsibilities

- Provide access to Payment Provider credentials
- Build user acceptance test cases to confirm eCheck and Credit Card Transactions
- Confirm transactions recorded as expected in Payment Provider transactions logs

Acceptance Criteria

- Written Acceptance of Deliverable Output

Deliverable 3 – Payment Connector Implementation

Gray Quarter will work with client to configure the Accela Civic Platform, Accela Citizen Access, and Gray Quarter iPaaS to work together in order to process electronic payment transactions.

Deliverable Output

- Enable ACA Wrapper file for redirect style payment transactions (if required) (ASP .Net aspx files)
- Assist Client with SQL needed for reconciliation and receipt of transactions (if required) (SQL Scripts)
- Enable the Hosted ePayment Connector in up to 3 Accela Civic Platform environment (assumes Development, Test, and Production) (SQL Script)
- Implement custom EMSE Scripts for absorbed and convenience fee style transactions (EMSE JavaScript File)
- Demonstrate working payment adapter (Web Meeting)

Gray Quarter Responsibilities

- Assist client with reconciliation requirements needed to confirm transactions between system
- Provide the ePayment SDK required SQL Scripts to enable the payment processing adapter
- Deploy EMSE Scripts required for construct API call backs
- Provide Web Meeting demonstrating the working adapter
- Provide project management to oversee application and provide status

Client Responsibilities

- Provide Named user accounts in each Accela environment with unique passwords
- Create Accela Support Tickets as needed to have Accela Support run ePayment enablement scripts
- Develop reconciliation process with assistance from Gray Quarter
- Test and Confirm Reconciliation process
- Perform User Acceptance Test of solution in non-production environment

Acceptance Criteria

- Written Acceptance of Solution in Non-Production environment ***Triggers 50% billing milestone**

Deliverable 4 – Go Live

Gray Quarter will work with client to enable Production Environment for Transaction Processing.

Deliverable Output

- Enable Production Payment Adapter (Web Meeting)
- Walkthrough Gray Quarter iPaaS Administration (Web Meeting)

Gray Quarter Responsibilities

- Enable the Production Payment Adapter in Gray Quarter iPaaS
- Assist client with enablement of Production Payment Adapter in Accela Civic Platform
- Provide Go-Live assistance to confirm transaction processing
- Provide Gray Quarter support account and transition to Hosted Support

Client Responsibilities

- Define Go-Live Date
- Provide Access to Production Credentials for Payment Processor
- Work with Gray Quarter to confirm production transactions
- Participate in Support Transition web meeting
- Identify interface administrators that will interact with system
- Identify interface users that will be able to submit trouble tickets to Gray Quarter

Acceptance Criteria

- Written sign-off of project