



City of San Leandro, CA

# **Enhancement Services and On-Going Maintenance Support Statement of Work**

**Prime Contractor: VIP**

**Direct Contract**

**Date: November 24, 2025**

- Revised 12/1/2025

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## Introduction

This Statement of Work (“SOW”) dated November 24, 2025, defines the professional services (collectively, the “Services”) to be provided by Visionary Integration Professionals, LLC (hereinafter “VIP”) to the City of San Leandro (hereinafter “Department”). This SOW is governed by the Master Client Agreement, executed January 4, 2022, and describes the work to be performed by VIP.

## Scope of Services – Overview

The City of San Leandro's (SL) Engineering Remediation project went live on November 3, 2025. VIP has supported numerous clients identical to these services being requested by San Leandro by providing maintenance and support services after a major release to production.

Typically, we see the greatest need for support during the first 6 to 8 months after go-live. After that, the need for support levels out. The exception to this is whether the Department desires many enhancements and/or additional support as defined and maintained in the product backlog.

Further details of these San Leandro post implementation maintenance services are included in this Scope of Work (SOW). This includes a base post implementation support period of nine months.

The City of San Leandro has requested additional maintenance and operations services, including possible changes and enhancements. The City of San Leandro changes and enhancements include Finance Reports, Cashiering enhancements, and post-production support.

## SOW Services - Details

### Introduction

VIP's approach to support is straightforward. VIP provides what the Department wants, how much the Department wants, and when the Department wants it within the level of support you purchase. The Department is buying maintenance and support services using unique and specialized skill sets and deep experience (including best practices) to support alignment with the implementation functionality implemented for the Engineering program. This initial base support is estimated to be nine months.

### Services Provided

Simply put, VIP's intent is to support what the client needs. VIP builds customized and targeted services for the Department based on the Department's requests and our analysis of those requests. This can include on-going maintenance and support services including bug fixes, knowledge transfer and training, enhancement requests for additional decision logic fine tuning, business verification policy changes, configuration, automation, reports, etc.

The following summarizes enhancement requests for Engineering. For all items listed below, the scope includes modifications to existing areas or implementation of new ones.

### Outstanding Enhancement Items Identified

- Update Old Permit Record Workflow Task for Final Processing
- Update all permits for lane closure hours
- Create batch job to update Accela records for refunds issued out of Eden.
- Relate Emergency Notifications with Resulting Permit Applications
- Add Permit Review to Front End Overtime Request Process
- Global Update for Engineering Permits to Require Submittal of ABH
- Major or Grading permits require time submission on inspections
- Support Payment adapter changes for PCI compliance

### ***Cashiering and Reporting Enhancements***

- Financial Reporting and Analysis
- Update Deposit Summary report
- Update Payment Receipt for Utilities to Include Utility Project Number

In addition to the above items, we recommend that we support the Department with product updates from Accela, as needed.

## Period of Performance, Support Levels, and Associated Cost

### Period of Performance – Base Period (9 Months)

The start and end dates below represent the dates for execution of the scope for services defined within this SOW.

**Period Of Performance Start Date:** December 1, 2025

**Period Of Performance End Date:** August 31, 2026

### Payment Terms

Payment term information is provided below for Enhancement services and Ongoing Maintenance Support fees. All payments will be invoiced monthly, in arrears.

### Maintenance Enhancements and On-Going Support

Ongoing maintenance support plus enhancement services are being delivered on a time and materials (T&M) basis not to exceed \$83,400. The hours per role are estimates and may need to be adjusted between roles to meet the Department's needs. The estimated hours by resource type are outlined in the table below.

Hours for each month will be invoiced as a separate line item on the invoice by resource type.

Role	Hourly Rate	Estimated Hours	Estimated Price Per Role
Project Management Support	\$115	105	\$12,075
Implementation Consultant	\$180	240	\$43,200
Functional Lead	\$195	75	\$14,625
Report Analyst/Developer	\$180	75	\$13,500

### Change Requests

The estimated fees for this SOW are predicated on the timely completion of service support requests. If a change is identified that will impact the services timeline, resources, or scope the Department Project Manager and TeamVIP Project Manager will invoke a Change Request process. The process will determine the impact to the project budget, project schedule, and project resourcing and a Change Order will be created for mutual review and approval. All Change Orders shall be signed by TeamVIP and the Department prior to commencing any activities defined in the Change Order. Change Orders are used to document items such as, but not limited to, a change in approach, adjustments for delays resulted by the Department, removal of scope, addition of scope, timeline delays, addition of resources per the request of the Department, etc.

## Assumptions – Maintenance Enhancements and On-Going Support Services

On going maintenance and support general assumptions beyond assumptions and statements preceding this are listed below.

- VIP will continue the post-go live support for the Engineering Remediation implementation, the building department, and planning department.
- VIP will continue to make Jira and Confluence available, during the ongoing maintenance and support period, to track defects, bugs, and enhancements for the product backlog.
- It will be the responsibility of the software vendor (e.g. Accela) to address core product hardware/software defects/failures the software vendor manages as part of their hardware/software suites and interfaces. VIP will support the Department in helping the Department address these defects/failures with the vendor and coordinate the efforts.
- The Department will provide the required Department personnel, hardware, and software resources as needed to support root cause analysis and issue resolution.
- Analysis sessions would be held to gather requirements and refine Jira stories for each enhancement or report to be developed.
- The outstanding enhancements identified are a ballpark estimate and may change once requirements gathering and analysis are completed.
- If analysis shows that the ballpark estimates will need to be increased, a change request will be prepared and processed for the additional cost.

The VIP maintenance support team is committed to helping ensure that maintenance work is completed in the most efficient and effective manner possible. However, as we have seen with many other implementations of this size and scope, as users start using the new Engineering system, additional enhancement requests will be captured. When these requests come in and get analyzed/prioritized, VIP will attempt to address as many of these requests as possible.