Amendment No. 1 to Perficient Master Services Agreement

The Master Services Agreement entered into on September 28, 2021 between Tarrant County ("County") and Perficient Inc. ("Perficient") by Court Order #136505 is hereby amended to modify section 4.4 of the Agreement to update the cost for ME LIMS2 Project to $1,531,543.

All other contract terms and conditions not hereby amended remain in full force and effect.

SIGNED AND EXECUTED this ___ day of _____, 2022 in Tarrant County, Texas.

PERFICIENT, INC.

COUNTY OF TARRANT
STATE OF TEXAS

Erin Moloney (Jul 26, 2022 11:41 CDT)
_____

Erin Moloney
General Manager

_____

B. Glen Whitley
County Judge

APPROVED AS TO FORM:

CERTIFICATION OF AVAILABLE FUNDS:

_____

Criminal District Attorney's Office*

_____

Tarrant County Auditor

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.

PERFICIENT*

STATEMENT OF WORK

This Statement of Work ("**SOW**"), effective as of the last date of execution of this SOW by the Parties below ("**Effective Date**"), is governed by, attached to and made part of Master Services Agreement dated September 28th, 2021 (the "**Agreement**") by and between Perficient, Inc., a Delaware corporation (hereinafter referred to as "**Perficient**"), and the entity identified in the table below ("**Customer**") (each a "**Party**", and collectively the "**Parties**"). All capitalized but undefined terms used herein shall have the meaning ascribed to such terms in the Agreement unless otherwise defined herein. In the event the Agreement expires while this SOW is in progress, this SOW shall continue to be governed by the provisions of the Agreement until this SOW is terminated or completed.

Customer Information: **Contact Information**

Customer Name:	Tarrant County	Customer Contact Name:	Michael Webb
Headquarters Address:	100 E Weatherford Rd. Fort Worth, TX 76196	Customer Contact Email:	Mawebb2@tarrantcounty.com
State of Formation:	TX	Perficient Contact Name:	Shanell Adams
Phone Number:	817-212-7454	Perficient Contact Email	shanell.adams@perficient.com

1. **SOW Name**: Medical Examiner Case Management System (ME-CMS)

2. **Project Overview:** The goal is for Perficient to deliver a Medical Examiner Case Management Product to users within the Tarrant County Medical Examiner (TCME) with respect to 1) Jurisdiction Cases; 2) Jurisdiction Terminated Cases; 3) Non-Jurisdiction Cases; and 4) Cremation Cases.

3. **SOW Scope:** Perficient shall provide professional services to design, configure, unit test, remediate\fix defects identified in UAT, and deliver features for a functional Medical Examiner Case Management System (ME-CMS) application. These activities are broken down into 6 workflow based Epics below which are furtherbroken down into specific Product Features outlined in the deliverables section:
   - Application Parameters & Controls
   - Jurisdiction and Non-Jurisdiction Case Management (Create Case, Search, Manage Case)
   - Jurisdiction Terminated Case Management (Create Case, Search, Manage Case)
   - Cremation Case Management (Create Case, Search, Manage Case)
   - Dashboards
   - Reports

   The Perficient team will build case management applications and reporting to enable TCME users to perform tasks in a manner that is effective and produces an enjoyable user experience for daily case management.

   The Perficient team will be responsible for creation of a testing plan, test case creation, functional test execution, documentation of test results & issues, and reporting on testing progress during testing. In addition, Perficient will create technical training manuals with step-by-step instructions and screenshot to enable Tarrant County to conduct user training.

4. **SOW Term:** The term of this SOW will begin on the Effective Date and continues through to March 31st, 2023, unless extended in writing by the Parties, assuming a start date of no later than Tuesday, August 2th, 2022.

5. **Project Timeline:** This engagement is estimated to last 9 months. The ME-CMS application will be developed and QA tested incrementally in 3 week Sprints followed by 1 week of User Acceptance Testing that overlaps with the next Sprint. The input of each Sprint will be a commitment to a set of Stories that have been reviewed with Product Owners and can be completed within the 3 week timebox. The output of each Sprint will be a releasable package of those completed Stories to be pushed to STG for User Acceptance Testing. Product Owners will have 5 days of devoted testing time in STG (following a deployment) to provide Acceptance. Tarrant County SDLC processes and procedures will determine

timeline for Stage and Production deployments. The pilot can be used for training and internal marketing on upcoming functionalities.

- Development: The project will be delivered within 37 weeks of work product sprints of 3 weeks each, to perform Agile implementation services and execution of a product backlog.
- User Release Testing: A reoccurring week of testing in STAGE will be part of the schedule at the end of each Sprint to allow for acceptance by the Stakeholder\Product Owners group. Feedback received during this period will be incorporated into the backlog by Perficient for remediation during later Sprints not to exceed the overall project timeline. Defects against the Acceptance Criteria of a completed Story will be captured as Bugs and prioritized above other work to meet Sprint Acceptance in a timely manner. Any other feedback or enhancement requests will be captured as new Stories to be prioritized and worked as time allows.
- Technical User Manuals: Develop end user training manuals for each division as reference materials and to assist Tarrant County to train-the-trainers to deliver end-user training. User manuals will include step-by-step instructions and screen shots.
- Product Hardening & Soft Launch Period: 7 weeks (concurrent with Product Launch) leading up to and post Soft-Launch for support for end-user testing and ensuring the application is production-ready will be performed incrementally during the work products in addition to the correction of critical and blocker identified issues.

Perficient will implement the ME-CMS application on the Appian platform using a prioritized list of User Stories. The high level epics for the basis on which the effort will be performed, and will be used to confirm the list of features below and decomposed by Perficient into a backlog of authored User Stories for development:

6. **Project Assumptions:**
   a. Customer will assign three Product Owners for the ME-CMS application to serve as the primary and central point of contact for Perficient. All reviews, feedback, decisions, and approvals are communicated through this communication channel. Feedback from Customer stakeholders will be consolidated into singular, actionable direction for Perficient to implement.
   b. Customer will identify a core stakeholder team as Product Owners capable of participating, as needed, in reviewing and approving key deliverables throughout the project. Customer will provide availability of these resources for insight, feedback, direction, and approvals, as necessary.
   c. Customer will provide Perficient all of the necessary information and documentation related to the development and unit testing of features.
   d. Customer will conduct the following prior to starting the engagement
      i. Identify Stakeholders, Teams, and requirement participation
      ii. Define Roles & Responsibilities
      iii. Schedule Stakeholder Meetings
      iv. Capture Known Risks, and Issues
   e. An up to 9-month timeboxed engagement during the identified period of execution based on resource capacity of the team ongoing team planning of features, user story definition, and prioritized defects.
      i. Implementation of the 8 Features outlined in the Statement of Work under Section 10 Deliverables
      ii. Unit, Functional, and Regression testing of functionality and enhancements based on defined requirments within the Product Backlog.
      iii. Configure test and test processes, rules, interfaces, data objects, and other Appian objects to ensure quality.
      iv. Conduct and lead application demos for Sprint Ceremonies.
      v. SAFe/ Kanban Ceremonies
   f. Perificient will provide Tarrant County with test cases to facilitate TCME acceptance of the product.
   g. Team will establish capacity(velocity) within first three sprints.
   h. Each user story recorded in Agile project management tool will be estimated based on relative difficulty, size, complexity, uncertainty, technical challenges, and acceptance criteria.
   i. No out-of-pocket expenses are expected as part of this engagement. All such expenses are prohibited without written permission from Tarrant County Business Services.

j. Software Vendors will provide information as necessary to collaborate towards the remediation solution based on desired architecture.

k. Perficient my take advantage of reusable bug-free code from the previous Appian application that has been validated in ME-CMS to accelerate the development timeline.

l. Customer shall provide necessary access to all systems relevant to the production of the Work Products and Activities described within this SOW such as Appian, Environments, VPN, and Agile Project Management tools. Customer shall identify and provide data sources, fields, and files to Perficient for the new features.

m. Integrations with the new LIMS system is out of scope.

n. Customer will provide User Approved Testers and Quality Assurance to ensure Work Products and features can handle required tasks in real-world scenarios, according to specifications.

o. API and Web Service development outside the Appian Platform will be out of scope.

p. There will be no Data Migration from any existing systems into Appian. ME-CMS will contain net new data with the exception of lookup values for descriptions or codes.

q. Perficient Quality Assurance Tester will be responsible for executing tests in the DEV environment within each sprint. The following types of tests will be executed.
   i. Functional (including integration and database validation)
   ii. Prioritized Regression Test Scenarios
   iii. Post deployment environment shakedown

r. Tarrant County will be responsible for gaining Customer Acceptance of the project deliverables.

s. Perficient Quality Assurance Tester will support Tarrant County QA Testers and Project Manager to plan, schedule, and monitor user acceptance testing activities and will also verify identified UAT defects and retesting once defects are resolved.

t. A case bridge for legacy case lookup will be developed by the Tarrant County ITD within the ME-CMS UX\UI.

u. Perficient may attempt to automation some unit and functional testing whenever determined as feasible.

v. As much as possible production data, will be confirmed by Tarrant County as being fit for purpose prior to being used for testing.

w. Perficient will seek to develop a singular\primary or "happy path" approach for all feature design and implementation to eliminate variances in input, output, condition, or throughput differences which may contribute to testing complexity.

x. Laborataory Information Management System (LIMS) is out of scope.

y. Legacy Data Migration from CRYPT or DEAD is out of scope.

z. Evidence Module or DNA is out of scope.

aa. Testing can never be a guarantee error-free software, nor economically reasonable to develop and execute an exhaustive collection of test for each possible input condition to a component, and a exhaustive analysis of every path through the code to each component. The emphasis will be on identifying enough defects to production software that is "good enough" quality for the Medical Examiner's Office.

7. **Project Exclusions:** All services not specifically set forth in this Statement of Work (SOW) shall be considered outside the scope of this SOW. Any additional services requested shall require a written amendment or Change Request (as herein defined) executed by the Parties hereto.

8. **Customer Responsibilities:** Perficient's approach and estimate are based upon the following Customer responsibilities and assumptions. Changes to these responsibilities and assumptions may require changes to Perficient's approach, scope and/or estimate. Perficient's project management will notify Customer as soon as they are aware of any changes to these responsibilities and assumptions and the potential implications:
   - Customer will provide access to all existing documentation for the ME-CMS application prior to project kick-off.
   - Customer will provide documentation for dependencies between applications (if any exists).
   - Customer will designate specific members of their team to be invited to observe and participate in the work for mentoring purposes.
   - Customer will be responsible for generating any testing artifacts or document for reporting or apporvals outside of Jira.
   - Customer will create or modify end-to-end business process testing.

- Customer will perform functional, integration and acceptance testing.

9. **Perficient Responsibilities:** Perficient will provide services outline in this Statement of Work (SOW).

10. **Deliverables:** Perficient will develop and provide process artifacts and configurations for functioning application on Appian based on a mutually agreed upon product backlog to implement end-user features based on Product Owner prioritization for the following Deliverables:

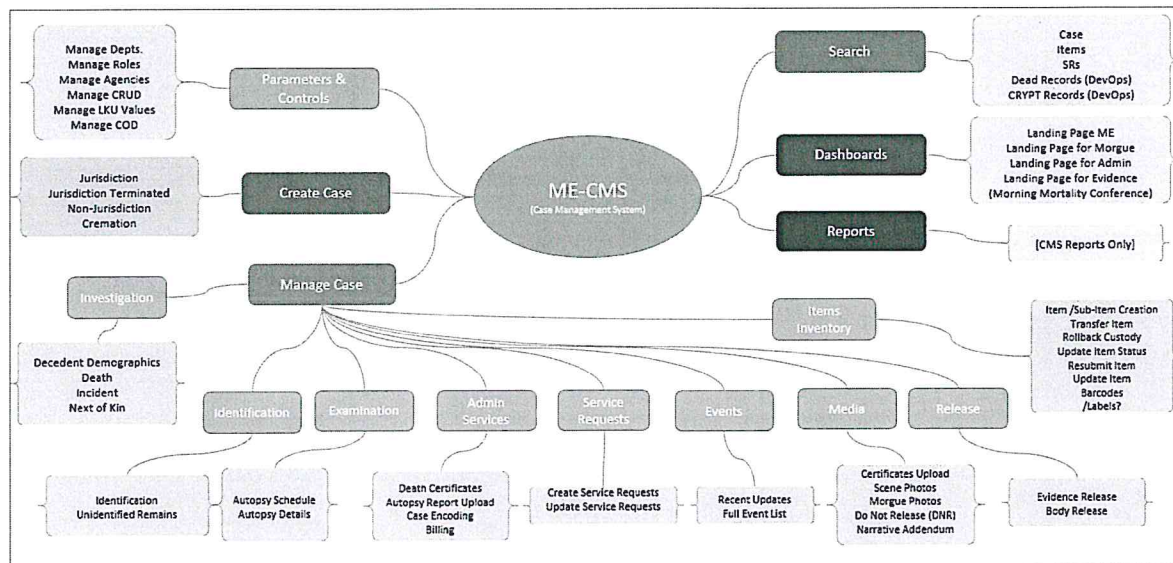| No.	Deliverable (Epic)	Specifications	Format
1	ME-CMS: Establish and maintain ME-CMS Parameters and Controls	Create an Administrative back-end of controls that manage parameters as displayed within the CMS to include, but not limited to dropdown menus options, check-box options, radial button options and role listings through look-up table access for users of sufficient permission. Enable TCME to manage security permissions by role and component in an easy-to-use internal interface or page.	Source Code & Release Notes
2	ME-CMS: Case Creation (Jurisdiction, Jurisdiction Terminated, Non-Jurisdiction, Cremation)	Provide functionality to enable TCME to create cases of differing types, for various counties, with differing data entry requirements. Track, identify, status and make searchable all cases created within the ME-CMS.	Source Code & Release Notes
3	ME-CMS: Manage Cases (Investigation, Identification, Examination (Autopsy), Admin Services, Service Requests, Items, Events)	Features to be developed include but are not limited to: Capture of Investigation, Identification, and Examination case details, Barcode generation, Type of Death Report generation, Body Release workflow, Press Release data made available to existing external Web Site, Events logging, Narrative Addendum generation with Addendum additions, Associated Digital Media upload, DNR Media (do not release). Item creation, Association of items with cases, managing Autopsy detail capture and Death Certificate or Cremation Permit generation and Service Request creation, status management, tracking and disposition will be part of the final deliverable CMS.	Source Code & Release Notes
4	ME-CMS: Search	Case Search to retrieve cases that meet specific criteria, Search for items assigned to users.	Source Code & Release Notes
5	ME-CMS: Morning Mortality Conference to Generate Daily Report	Develop aggregated schedule for medical examiners to use in the morning mortality conference meeting in the form of an action, resulting in the download of a Word document, on the Landing Page/ Worklist.	Source Code & Release Notes
6	ME-CMS: Media (Manage Documents)	Develop a document repository utilizing Native Appian Document Management as recommended by TCITD. Ensure users may download, modify locally, upload, create, or delete documents as needed. When uploading a document the system	Source Code & Release Notes

		will allow it to be added as either a new document or a new version to an existing document. The system will allow the generation of the Investigator's Narrative Report, Autopsy Report, and other Certificates based off of provided Word Templates. Allow for Service Request Result Reports from the Lab system to be manually uploaded in ME-CMS and tied back to the associated Service Request for tracking. .	
7	ME-CMS: Dashboards	Design department-specific landing pages to allow for a quick bird's eye view of open activities needing attention. This will include functionality similar to the Work List page in REAPER for the ME and Morgue to facilitate autopsy scheduling, capture, and body release. Ensure body release follows pre-defined preconditional steps to prevent unauthorized release. Create a component for group task assignments Allow selection and self-assignment of an end-user to a task. . .	Source Code & Release Notes
8	ME-CMS: Reports	Provide a listing of canned reports as defined by TCME as being required for ME-CMS and that do not fall under the LIMS system's purview.. The development of Reports will be shared with TCITD .	Source Code & Release Notes
9	Test Plan	Document to identify the roles and responsiblities of the Team members involved in successful implementation of testing in the project including scope for testings, test planning and execution, test plan, test correction, test acceptance, defect tracking & correction.	PowerPoint Presentationrt or Word Document
10	Test Scripts, & Issues Log	Within current sprint, or development during previous sprints the following will occur • Define Test Case, within Jira, for User Story • Document Test Case results on User Story • Log testing issues as bugs within Jira	JIRA or JIRA Export
11	Technical User Manauls	Electronic end user training manuals in the form of a Microsoft Word document to be used as reference materials and to assist Tarrant County to train trainers to deliver end-user training. User manuals will include step-by-step instructions and screen shots.	Document

Below is the expected Product Map for the ME-CMS Application.

Manage Depts.
Manage Roles
Manage Agencies
Manage CRUD
Manage LKU Values
Manage COD

Parameters & Controls

Search

Case
Items
SRs
Dead Records (DevOps)
CRYPT Records (DevOps)

Jurisdiction
Jurisdiction Terminated
Non-Jurisdiction
Cremation

Create Case

ME-CMS
(Case Management System)

Dashboards

Landing Page ME
Landing Page for Morgue
Landing Page for Admin
Landing Page for Evidence
(Morning Mortality Conference)

Reports

[CMS Reports Only]

Investigation

Manage Case

Items Inventory

Item /Sub-Item Creation
Transfer Item
Rollback Custody
Update Item Status
Resubmit Item
Update Item
Barcodes
/Labels?

Decedent Demographics
Death
Incident
Next of Kin

Identification

Examination

Admin Services

Service Requests

Events

Media

Release

Identification
Unidentified Remains

Autopsy Schedule
Autopsy Details

Death Certificates
Autopsy Report Upload
Case Encoding
Billing

Create Service Requests
Update Service Requests

Recent Updates
Full Event List

Certificates Upload
Scene Photos
Morgue Photos
Do Not Release (DNR)
Narrative Addendum

Evidence Release
Body Release

11. **Acceptance:** Notwithstanding anything to the contrary in the Agreement, unless otherwise agreed in writing, Customer will have five (5) business days after delivery to test and review a Deliverable ("Acceptance Period"). If a Deliverable does not comply with the specifications herein, in all material respects, Customer may reject such Deliverable by written notice of rejection to Perficient within the Acceptance Period. A written notice of rejection must specify in detail the reasons the Deliverable fails to meet the relevant specifications set forth herein. Perficient will correct any material deficiencies and provide Customer with a revised Deliverable. If Customer does not provide its acceptance or rejection of any applicable Deliverable within the Acceptance Period, the Deliverable will be deemed accepted by Customer.

12. **Project Type and Fees:**

Time and Materials. Perficient will invoice Customer monthly in arrears on a time and materials basis per the rates identified in the table shown in subsection (a). No invoices will be paid without corresponding weekly timesheets provided by Perficient. This SOW authorizes Services fees of **$1,531,543** based on an estimated **10,445** consultant hours. Customer's prior written approval is required for Services that will exceed the estimated amount.

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STATEMENT OF WORK

	7/4/22	7/20/22	8/10/22	8/31/22	9/21/22	10/12/22	11/2/22	11/23/22	12/14/22	1/4/23	1/25/23	2/15/23	3/8/23	3/29/23	
	Sprint 0	Sprint 1	Sprint 2	Sprint 3	Sprint 4	Sprint 5	Sprint 6	Sprint 7	Sprint 8	Hardening	Hardening	Soft Launch	Soft Launch	Prod Support	Totals
Engagement Director	0	17	20	16	16	16	16	16	16	16					149
Scrum Master 1	0	120	120	120	120	120	120	104	96	120	120	120	120	72	1,472
Appian Lead Designer 1	0	120	120	120	120	120	120	104	96	120	120	120	120	72	1,472
Appian Senior Designer 1	48	120	120	120	120	120	120	104	96	120	120	120	72	72	1,472
Appian Designer/ Tester 1	0	120	120	120	120	120	120	104	96	104					1,024
Scrum Master 2	80	120	120	120	120	120	120	104	96	16					1,016
Scrum Master 3	12	32	24	18	12	12	12	12	12	12	12	12	24	24	230
Appian Lead Designer 2	0	72	120	120	120	120	120	104	96	120	120				1,112
Appian Designer/ Tester 2	0	88	120	120	120	120	120	104	96	120	16				1,024
Appian Designer/ Tester 3	66	120	120	120	120	120	120	104	96	120	88				1,194
Appian Lead Designer 3										120	120	40			280

Figure: Forecasted hours breadown of resources by sprint.

	7/4/22	7/20/22	8/10/22	8/31/22	9/21/22	10/12/22	11/2/22	11/23/22	12/14/22	1/4/23	1/25/23	2/15/23	3/8/23	3/29/23	
	Sprint 0	Sprint 1	Sprint 2	Sprint 3	Sprint 4	Sprint 5	Sprint 6	Sprint 7	Sprint 8	Hardening	Hardening	Soft Launch	Soft Launch	Prod Support	Totals
Engagement Director	$ -	$ 3,910.00	$ 4,600.00	$ 3,680.00	$ 3,680.00	$ 3,680.00	$ 3,680.00	$ 3,680.00	$ 3,680.00	$ 3,680.00	$ -	$ -	$ -	$ -	$ 34,270.00
Scrum Master 1	$ -	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 18,200.00	$ 16,800.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 12,600.00	$ 257,600.00
Appian Lead Designer 1	$ -	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 20,280.00	$ 18,720.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 14,040.00	$ 287,040.00
Appian Senior Designer 1	$ 7,200.00	$ 18,000.00	$ 18,000.00	$ 18,000.00	$ 18,000.00	$ 18,000.00	$ 18,000.00	$ 15,600.00	$ 14,400.00	$ 18,000.00	$ 18,000.00	$ 18,000.00	$ 10,800.00	$ 10,800.00	$ 220,800.00
Appian Designer/ Tester 1	$ -	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 13,000.00	$ 12,000.00	$ 13,000.00	$ -	$ -	$ -	$ -	$ 128,000.00
Scrum Master 2	$ 14,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 21,000.00	$ 18,200.00	$ 16,800.00	$ 2,800.00	$ -	$ -	$ -	$ -	$ 177,800.00
Scrum Master 3	$ 2,100.00	$ 5,600.00	$ 4,200.00	$ 3,150.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 2,100.00	$ 4,200.00	$ 4,200.00	$ 40,250.00
Appian Lead Designer 2	$ -	$ 14,040.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 23,400.00	$ 20,280.00	$ 18,720.00	$ 23,400.00	$ 23,400.00	$ -	$ -	$ -	$ 216,840.00
Appian Designer/ Tester 2	$ -	$ 11,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 13,000.00	$ 12,000.00	$ 15,000.00	$ 2,000.00	$ -	$ -	$ -	$ 128,000.00
Appian Designer/ Tester 3	$ 8,250.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 15,000.00	$ 13,000.00	$ 12,000.00	$ 15,000.00	$ 11,000.00	$ -	$ -	$ -	$ 149,250.00
Appian Lead Designer 3	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 23,400.00	$ 23,400.00	$ 7,800.00	$ -	$ -	$ 54,600.00
															$ 1,694,450.00

Figure: Forecasted cost breadown of resources by sprint.

a. **Total Estimated SOW Amount:**

Role	Primary Responsibility	Hourly Rate	Estimated Hours	Standard Service Fees	Discount	Discounted Service Fees
Engagement Director	Delivery Oversight	$230	149	$ 34,270	-	$ 34,270
Scrum Master 1	Agile Delivery	$175	1,472	$257,600	-	$257,600
Appian Lead Designer 1	Architecture	$195	1,472	$287,040	-	$287,040
Appian Senior Designer 1	Development	$150	1,472	$220,800	-	$220,800
Appian Designer/ Tester 1	Development	$125	1,024	$128,000	-	$128,000
Scrum Master 2	Business Analysis	$175	1,016	$177,800	11%	$157,480
Scrum Master 3	Back Office Management	$175	230	$ 40,250	-	$ 40,250
Appian Lead Designer 2	Development	$195	1,112	$216,840	23%	$166,800
Appian Designer/ Tester 2	Development	$125	1,024	$128,000	-	$128,000
Appian Designer/ Tester 3	Testing	$125	1,194	$149,250	8%	$137,310
Appian Lead Designer 3	Change Management	$195	280	$ 54,600	-	$ 54,600
			Sub Totals	$1,694,450	$82,300	$1,612,150
		Perficient Investment Discount (5%)			$80,608	$1,531,543
		SOW Total Amount		$1,694,450	$161,215	$1,531,543

13. **Change Request Procedure:** If either Customer or Perficient believe that a change to a SOW is necessary or desirable, then, such Party will submit a fully completed and signed written Change Request to the other. If a Change Request is agreeable to both Customer and Perficient, then each of them shall sign such Change Request and this SOW shall be considered amended by such signed Change Request. Neither Party shall be obligated to agree to any Change Request. Accordingly, absent the execution of such a Change Request by both Parties, no Change Request will be binding on either Party and the Parties will proceed to fulfil their obligations under this SOW absent the Change Request.

14. **Resources:** A Perficient SCRUM Master, Project Manager, and/or Delivery Manager will supervise, control, and direct the duties, conduct, and duration of the assignment for all Perficient personnel during the performance of Services hereunder. Customer will have no power or authority to directly supervise or control Perficient personnel with respect to the means, manner or method of performance of the Services under this SOW.

15. **Customer Team:**

Role	Responsibilities
Sponsor (Executive, Business & Technical)	• Provides overall project direction, guidance, and high-level scope boundaries • Attends Project kickoff and management checkpoint meetings • Facilitates changes to SOWs from Customer's standpoint
TCME Product Owner(s)	• Delivers any necessary Customer content • Approves Perficient designs and Deliverables • Makes scope, schedule, cost, and resource decisions including Stage Gate Approvals
ITD Project Manager	• Day-to-day contact for Perficient team • Schedule project kickoff meeting and others as requested • Receives weekly status reports and facilitates scheduling meetings • Ensures Customer personnel execute Customer tasks as outlined in the project schedule

	• Ensures timely response to functional and technical considerations • Aligns Customer's functional and technical resources to the project • On Board Perficient Resources Requests hardware/software resources
ITD Technical Lead	• Identifies, resolves/mitigates, and escalates technical risks and issues with Project Team. Go-To person.

16. **Perficient Team:**

Role	Location	Responsibilities
Engagement Director	US	Provides overall project oversight and serves as the immediate escalation point for Customer and Perficient teams. Also provides insight into project approach and governance.
Lead Designer, Appian	US	Overall architecture lead from Perficient. Coordinates end-to-end application design, incorporating feedback from the other Perficient team members. Assists in the definition and estimation of requirements in addition to providing direction on Application design. Produces Release Notes and creates documentation needed to guide ME adoptions of the software. Develops technical end-user manuals as reference materials and to assist Tarrant County to train trainers to deliver end-user training.
Senior Designer, Appian	US	Senior Appian developer to Perficient Appian platform development and guidance on best practice and reviews. Develops and assists in technical design in addition to contributing to user story development.
Designer / Tester, Appian	US	Strong Appian developer to author test cases, perform and document testing in QA, and assist with testing triage in addition to contributing to user story development. Secondary responsibilities include execution of functional tests based onwireframes, record pass or fail against each test, raise all issues/ updates defect withing Jira, Re-tests defects found during test cycle as per schedule, and reports on testing progress.
Business Analyst	US	Owns the Product Backlog. Primary responsibility will be to work with SMEs to lead meetings, execute process decomposition, translate requirements to user stories, lead Backlog Refinement & Sprint Planning with the Project Team, and obtain Product Owner Sign-off on stories in order to meet the Definition of Ready.
Scrum Master	US	Oversees project timelines and tracking deliverables to ensure forward motion. Facilitates Scrum Ceremonies and development processes. Coordinates resources and removes impediments to ensure that the rest of the team can progress efficiently and effectively. Administers Jira for requirement tracking. Assists Business Analysts and Product Owners in refining the backlog and capturing requirements. Oversees timesheet tracking, invoices, and financial management.

Perficient may use any combination of resource-types/hours as deemed necessary to complete the project within scope, timeline, and cost. The addition of any resource-type\quality shall not be at any additional cost to Customer.

17. **Invoicing:** Payment terms are as stated in the Agreement. Customer agrees to pay all invoices promptly, in accordance with the terms and conditions of this SOW and the Agreement. Perficient reserves the right to stop work on the project if there are invoices over thirty (30) days past due.

The following invoicing method will be used.

Option	Invoicing Method	Contact Address
X	Invoices sent via email	ITD Business Ofc ITInvoices@tarrantcounty.com, Michael Webb mawebb2@TarrantCounty.com
	Invoices sent to physical address	
	Invoices entered into payment portal/website	
	Other (please describe):	

18. **Conflicts and Exceptions:** Any exceptions to the Agreement are noted in this SOW and are not to be construed as permanent modifications to the Agreement (i.e. they apply only to this SOW). In the event of a conflict between the terms and conditions of this SOW and the terms and conditions of any associated purchase order, the terms and conditions of this SOW shall control.

19. **Software:** Notwithstanding anything to the contrary herein or in the Agreement, any third party–owned or Perficient-owned software and all modifications, updates, or derivatives thereof, as well as all use of or access to, and warranties, liabilities and indemnities related to same, will be subject to and governed by the terms and conditions of the separate license agreement between Customer and the respective licensor. Perficient hereby disclaims any responsibility or liability with respect to any third party–owned software. For clarity, the Parties hereby acknowledge that such third party–owned or Perficient-owned software shall not be deemed a Deliverable.

ACCEPTED AND AGREED TO:
PERFICIENT, INC.   TARRANT COUNTY

Erin Moloney (Jul 26, 2022 10:10 CDT)
_____   _____
Signature   Signature

Erin Moloney
_____   _____
Name (please print)   Name (please print)

General Manager
_____   _____
Title (please print)   Title (please print)

7/26/2022
_____   _____
Date   Date

APPROVED AS TO FORM: CERTIFICATION OF AVAILABLE FUNDS:

_____   _____

Criminal District Attorney's Office*   Tarrant County Auditor

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.