JK
6/18/2015
#9

AN ORDINANCE 2015-06-18-0528

APPROVING MULTIPLE CHANGE ORDERS TO THE CONTRACT WITH HUB PARKING TECHNOLOGY USA, INC., FORMERLY CTR SYSTEMS, INC., FOR THE DESIGN AND INSTALLATION OF A PARKING REVENUE CONTROL SYSTEM, INCREASING THE ORIGINAL CONTRACT FROM $2,573,186.41 TO $2,735,135.41.

* * * * *

WHEREAS, on June 17, 2010, City Council passed Ordinance 2010-06-17-0533, which approved the contract award to CTR Systems, Inc. for a parking revenue control system to upgrade the City's five downtown parking lots and four multi-level parking garages; and

WHEREAS, change orders are necessary for the purchase of pay-by-foot and pay-in lane pay stations to be installed at the Central Library, Houston Street, and Convention Center garages and at Municipal Court Lot to complement existing equipment and enhance areas where there are no pay stations; **NOW THEREFORE:**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. Change orders with HUB Parking Technology, formerly CTR Parking Systems, Inc., increasing the original contract amount from $2,573,186.41 to $2,735,135.41, is hereby approved. A copy of the change order is attached hereto and is incorporated by reference as **Attachment I**. The Director or their designee is authorized to execute the amendment and any related documents.

SECTION 2. Funding in the amount of $161,949.00 for this ordinance is available for Fund 53001000, Cost Center 1910100001 and General Ledger 5201040, as part of the Fiscal Year 2015 Budget.

SECTION 3. Payment not to exceed the budgeted amount is authorized to HUB Parking Technology USA, Inc. and should be encumbered with a purchase order.

SECTION 4. The financial allocations in this Ordinance are subject to approval by the Director of Finance, City of San Antonio. The Director of Finance, may, subject to concurrence by the City Manager or the City Manager's designee, correct allocations to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers and SAP GL Accounts as necessary to carry out the purpose of this Ordinance.

SECTION 5. This ordinance shall be effective immediately upon passage by eight affirmative votes; otherwise it shall be effective on the tenth day after passage hereof.

JK
6/18/2015
#9

PASSED and APPROVED this 18th day of June, 2015.

M A Y O R
Ivy R. Taylor

ATTEST:

Leticia M. Vacek, City Clerk

APPROVED AS TO FORM:

Martha G. Sepeda, Acting City Attorney

Agenda Item:	**9 (in consent vote: 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19, 20, 21, 22, 24, 25A, 25B, 25C, 25D, 25E, 25F, 25G, 25H, 26, 28, 29, 30, 31, 32, 33, 34, 35A, 35B, 36, 37, 38, 39, 41, 42, 43, 44, 45, 46, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64A, 64B, 65A, 65B, 66A, 66B, 66C, 67A, 67B, 67C, 68A, 68B, 68C, 69A, 69B, 69C, 69D, 70A, 70B, 70C, 70D, 70E)**
Date:	06/18/2015
Time:	10:00:14 AM
Vote Type:	Motion to Approve
Description:	An Ordinance approving multiple change orders to the contract with HUB Parking Technology USA, Inc. formerly CTR Systems, Inc. for the design and installation of a parking revenue control system increasing the original contract in the amount of $242,767.00. [Ben Gorzell, Chief Financial Officer; Troy Elliott, Director, Finance]
Result:	Passed

Voter	Group	Not Present	Yea	Nay	Abstain	Motion	Second
Ivy R. Taylor	Mayor		x				
Roberto C. Trevino	District 1		x				
Alan Warrick	District 2		x				x
Rebecca Viagran	District 3	x					
Rey Saldaña	District 4		x				
Shirley Gonzales	District 5		x				
Ray Lopez	District 6		x			x	
Cris Medina	District 7		x				
Ron Nirenberg	District 8		x				
Joe Krier	District 9		x				
Michael Gallagher	District 10		x				

Change Order Request Form

Change Order Number: 11

Project: City of San Antonio Parking Revenue Control System

Date: July 18th, 2012

The contract is changed as follows:

This represents a request by COSA to:

Delete the equipment for the entry and exit Lanes and associated electrical work for the Municipal Court lot. These lanes will be operated without gates. The operation then would include a Cashier Station for pay on entry to record transactions in the system, free out from the exit lane. Entry and exit counts are included.

Original Contract Sum	$	2,573,186.41
Net change by previously authorized change order #1	$	+20,465.00
Net change by previously authorized change order #2	$	-231,784.00
Net change by previously authorized change order #3	$	+63,224.00
(Change Order #4 was combined with change order #3 and is void)		
Net change by previously authorized change order #5 revision 1	$	+31,440.00
Net change by previously authorized change order #6	$	+ 3,870.00
Net change by previously authorized change order #7	$	+ 9,400.00
Net change by previously authorized change order #8	$	-74,150.00
Net change by previously authorized change order #9	$	+21,717.00
Net change by previously authorized change order #10	$	+75,000.00
Contract Sum Prior to this change order	$	2,492,368.41
Contract Sum will be decreased by this change order in the amount of	$	-14,162.00
New Contract Sum including this change order will be	$	2,478,206.41

The Contract Time will be increased by: To be determined

The date of Substantial Completion as of the date of this change order therefore is: See Current Timeline

Note: Equipment will not be ordered without authorization and execution of the change order.

Delivery is subject to manufacturing lead time.

NOT VALID UNTIL SIGNED BY THE CONTRACTOR AND OWNER.

	CITY OF SAN ANTONIO
Contractor	Owner
	P.O. Box 839966 SA TX 78203
Address	Address
By (Signature)	By (Signature)
	JAMES MERY
(Typed Name)	(Typed Name)
	8/1/12
Date	(Date)

Change Order Request Form

Change Order Number: 12

Project: City of San Antonio Parking Revenue Control System

Date: July 18th, 2012

The contract is changed as follows:

This represents a request by COSA to:

Re-Install, configure and test the existing Pay in Lane currently installed in the Training room to the exit side of the reversible lane at the Houston Garage.

Original Contract Sum	$	2,573,186.41
Net change by previously authorized change order #1	$	+20,465.00
Net change by previously authorized change order #2	$	-231,784.00
Net change by previously authorized change order #3	$	+63,224.00
(Change Order #4 was combined with change order #3 and is void)		
Net change by previously authorized change order #5 revision 1	$	+31,440.00
Net change by previously authorized change order #6	$	+ 3,870.00
Net change by previously authorized change order #7	$	+ 9,400.00
Net change by previously authorized change order #8	$	-74,150.00
Net change by previously authorized change order #9	$	+21,717.00
Net change by previously authorized change order #10	$	+75,000.00
Net change by not yet authorized change order #11	$	-$14,162.00
Contract Sum Prior to this change order	$	2,478,206.41
Contract Sum will be increased by this change order in the amount of	$	+$3,247.00
New Contract Sum including this change order will be	$	2,481,453.41

The Contract Time will be increased by: To be determined

The date of Substantial Completion as of the date of this change order therefore is: See Current Timeline

ATTACHMENT I

Note: Equipment will not be ordered without authorization and execution of the change order.

Delivery is subject to manufacturing lead time.

NOT VALID UNTIL SIGNED BY THE CONTRACTOR AND OWNER.

	CITY OF SAN ANTONIO
Contractor	Owner
	P.O. BOX 839966 S.A. TX 78203
Address	Address
	INTERIM DIRECTOR
By (Signature)	By (Signature)
	JAMES MERY
(Typed Name)	(Typed Name)
	8/1/12
Date	(Date)

Change Order Request Form

Change Order Number:	13
Project:	City of San Antonio Parking Revenue Control System
Date:	July 18th, 2012

The contract is changed as follows:

This represents a request by COSA to:

Re-Install, configure and test the existing Cashier Station currently installed in the Training room to the booth at the Houston Garage to be used as pay on entry during events through the entry side of the reversible lane, to facilitate cash and credit card transactions. This will be placed beside the original cashier station in the booth which will be used for exit cashiering in the main exit lane.

Install, configure and test a fabricated kiosk to extend the display and card device of the cashier station to the curb for use by the parking customer on the entry side of the reversible lane. The customer will then interact with an attendant during events for cash and credit card payments. The attendant will process all transactions during events through the pay on entry cashier station. The parking customer will be able to view the charge on the display in the kiosk and to insert their credit card into the card device in the kiosk. This precludes the attendant from having to handle the credit card.

- Existing FCXR Cashier Station installed in the Training Room will be used
- Does not include any booth modification
- Kiosk does not include intercom
- Kiosk and Kiosk installation delivery is 8 to 10 weeks from authorization
- Cashier Station installation for cash transactions may be implemented concurrently with Houston garage installation schedule pending authorization

Original Contract Sum	$	2,573,186.41
Net change by previously authorized change order #1	$	+20,465.00
Net change by previously authorized change order #2	$	-231,784.00
Net change by previously authorized change order #3	$	+63,224.00
(Change Order #4 was combined with change order #3 and is void)		
Net change by previously authorized change order #5 revision 1	$	+31,440.00
Net change by previously authorized change order #6	$	+ 3,870.00
Net change by previously authorized change order #7	$	+ 9,400.00
Net change by previously authorized change order #8	$	-74,150.00
Net change by previously authorized change order #9	$	+21,717.00
Net change by previously authorized change order #10	$	+75,000.00
Net change by not yet authorized change order #11	$	-$14,162.00
Net change by not yet authorized change order #12	$	+$3,247.00
Contract Sum Prior to this change order	$	2,481,453.41
Contract Sum will be increased by this change order in the amount of	$	+$13,013.00
New Contract Sum including this change order will be	$	2,494,466.41

The Contract Time will be increased by: To be determined

The date of Substantial Completion as of the date of this change order therefore is: See Current Timeline

Note: Equipment will not be ordered without authorization and execution of the change order.

Delivery is subject to manufacturing lead time.

NOT VALID UNTIL SIGNED BY THE CONTRACTOR AND OWNER.

	City of San Antonio
Contractor	Owner
	P.O. Box 839966
Address	Address
By (Signature)	By (Signature)
	James Merry Interim
(Typed Name)	(Typed Name)
	8/9/12
Date	(Date)

Change Order Request Form

Change Order Number: 14

Project: City of San Antonio Parking Revenue Control System

Date: July 18th, 2012

The contract is changed as follows:

This represents a request by COSA to:

Re-Install, configure and test the existing Pay in Lane currently installed in the Exit Lane at the St Mary's Garage to the exit side of the reversible lane of the St Mary's Garage.

Original Contract Sum	$	2,573,186.41
Net change by previously authorized change order #1	$	+20,465.00
Net change by previously authorized change order #2	$	-231,784.00
Net change by previously authorized change order #3	$	+63,224.00
(Change Order #4 was combined with change order #3 and is void)		
Net change by previously authorized change order #5 revision 1	$	+31,440.00
Net change by previously authorized change order #6	$	+ 3,870.00
Net change by previously authorized change order #7	$	+ 9,400.00
Net change by previously authorized change order #8	$	-74,150.00
Net change by previously authorized change order #9	$	+21,717.00
Net change by previously authorized change order #10	$	+75,000.00
Net change by not yet authorized change order #11	$	-$14,162.00
Net change by not yet authorized change order #12	$	+$3,247.00
Net change by not yet authorized change order #13	$	+13,013.00
Contract Sum Prior to this change order	$	2,494,466.41
Contract Sum will be increased by this change order in the amount of	$	+$2,626.00
New Contract Sum including this change order will be	$	2,497,092.41

The Contract Time will be increased by: To be determined

The date of Substantial Completion as of the date of this change order therefore is: See Current Timeline

Note: Equipment will not be ordered without authorization and execution of the change order.

Delivery is subject to manufacturing lead time.

NOT VALID UNTIL SIGNED BY THE CONTRACTOR AND OWNER.

	City of San Antonio
Contractor	Owner
	P.O. Box 839966 SA TX 78203
Address	Address
	Interim Director
By (Signature)	By (Signature)
	JAMES MERCY
(Typed Name)	(Typed Name)
	8/1/12
Date	(Date)

Statement of Work

City of San Antonio Parking Equipment Addition, Phase 1

Version 1.0

Date 6.3.15

HUB Parking

Contents

1 Project Summary 3
1.1 Project Scope 3
1.1.1 What is in the Project Scope 3
1.1.2 What is not in the Project Scope 3
2 Project Management 4
2.1 Project Status Reporting 4
2.1.1 Project Reporting Tools 5
2.1.2 Project Reporting Schedule 5
2.1.2.1 Weekly status report and meeting 5
2.1.2.2 Periodic quality assurance review meetings 5
2.1.2.3 Project Management Plan 6
2.2 City Responsibilities 6
2.3 Documentation 6
3 Implementation Work 8
3.1 Software Installation 8
3.1.1 Installation of the <Product> software in four environments. 8
3.2 Software Configuration 9
3.3 Professional Services 11
3.3.1 Integration 11
3.3.2 Processes 11
3.3.3 Product Enhancements 11
3.3.4 Testing 12
3.4 Training 12
4 Project Assumptions 14
5 Software 16
6 Payment Milestones 17

1 Project Summary

HUB Parking will implement Parking Equipment Addition for the City of San Antonio

1.1 Project Scope

The scope of this project is Phase 1 of the Parking Equipment Addition Implementation for the City of San Antonio. Subsequent phases will be contracted for in separate statements of work.

The purpose of this scope section is to understand and document in as exclusive terms as possible those factors which govern, limit, and bound the HUB Parking project work necessary to satisfy San Antonio's business needs.

1.1.1 What is in the Project Scope

Included in the scope is project management, software installation and base configuration, training, skills transfer workshops, integration, etc and onsite technical support.

1.1.2 What is not in the Project Scope

This project does not involve Electric

2 Project Management

The project management approach is based upon standards set forth in the Project Management Institute's (PMI) "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)," addressing each of the five major project management processes: Project Initiation, Project Planning, Project Execution, Project Control, and Project Closeout.

A comprehensive project management methodology is focused upon the following tasks required for the planning of activities, identifying milestones, and ensuring on-time, on-budget deliverables:

- Managing staff
- Allocating resources
- Performing quality assurance activities
- Controlling project scope
- Producing meaningful project status reports
- Identifying project risks and risk mitigation strategies
- Providing a structure for planning the sequencing and timing of tasks
- Collecting relevant progress data
- Managing changes to the project work plan
- Controlling project costs
- Managing the deliverable review process

A project management methodology consists of project management strategies, control mechanisms, quality assurance protocols, and risk identification and mitigation plans. Most project management tasks will be continuous throughout the project implementation life cycle, providing a planning framework for the management of the project.

Quality assurance and performance reporting aspects of project management are particularly important. We can monitor the quality of the project because strict client-management and end-user measures are agreed on during the initial project phases. The process helps ensure that clients stay abreast of developing issues on their projects so that potential problems are addressed and solved before they become liabilities.

2.1 Project Status Reporting

Project status reporting is the presentation of relevant, factual project data in an objective, understandable format. Reporting provides management with an objective picture of the project's current status. Status reporting is an inherent part of the management of a project. Reporting does the following:

- Provides a picture of project status
- Identifies obstacles and vulnerabilities

- Highlights future trends
- Communicates the appropriate level of detail for the designated audience

When effective project control processes have been implemented, project reports present management with very few surprises. Most problems will have been anticipated and appropriate corrective actions will already be in place.

A variety of reports can be used to identify project status and trends. Project characteristics, including project risk levels and duration, are assessed to determine the specific reports required. Basic report categories are presented in the following table, along with a sample listing of analytical questions to be addressed by reports in each category.

2.1.1 Project Reporting Tools

The City uses Microsoft Project to manage project activities and deliverables. Reports from this project management application can be distributed to all members of the project team at any time, permitting evaluation of project events. HUB Parking will work with the City project management team to determine appropriate formats for reporting.

2.1.2 Project Reporting Schedule

Project status meetings will be held on a regular basis. This helps ensure that all project staff are up to date on the current project status, possible issues and risks, and planned activities in the coming weeks and months. The following describes our recommended project status reporting schedule.

2.1.2.1 Weekly status report and meeting

The project management team attends this meeting along with various staff from both teams who are involved in that week's activities. This meeting generally lasts no longer than one hour and gives an overview of the week's successes and issues. It also discusses strategies and plans for the following week. The meeting is scheduled regularly on the project calendar. We will also prepare and deliver a weekly status report, risk and issues log, and project plan update (as required). The typical weekly project management reporting includes the following:

- Status report
- Issue summary and resolution report
- Change control summary with detailed change control report
- Project work plan updates, incorporating agreed changes and defining the implications for resources and schedules

2.1.2.2 Periodic quality assurance review meetings

As part of the management structure, a quality assurance team will perform independent reviews of the progress of the project. This review will verify and validate the following:

- Project resource utilization and budget status
- Outstanding issues and risks and how these issues and risks will affect the project
- Whether work products meet HUB Parking and City standards

2.1.2.3 Project Management Plan

HUB Parking will provide a project management plan to the City which will include the agreed Statement of Work. This will be presented to the City and, once approved, a project kick-off meeting will be scheduled for the project team and stakeholders.

2.2 City Responsibilities

The City also expects a significant number of informal meetings to take place on specific project issues. These meetings, unscheduled or unplanned at project onset, are documented and included in the monthly status reports.

HUB Parking will rely on the City's Project Manager to provide all information necessary for satisfactory performance of the required tasks. HUB Parking will direct all communication to, and take direction from the City's project manager. Project meetings should be scheduled on a regular basis and will serve as a means of identifying emerging issues and reporting on progress. The initial meetings may be brief, but subsequent meetings will at times require a number of personnel to address problems and answer questions.

The City's project manager and project team will be responsible for contributing to and reviewing Weekly Status Reports, reporting Project Issues, and updating the Project Plan.

2.3 Documentation

The following table identifies the roles and responsibilities associated with Documentation and delivery of required deliverables services. The table attempts to define the lead role, but it is expected that both HUB Parking and the City of San Antonio will work collaboratively to develop the documentation. An "L" Lead, "R" Review, "S" Support, or "A" Approve is placed in the column under the party that will be responsible for performing the task.

Documentation Roles and Responsibilities	Vendor	City
1. Recommend specifications and documentation format and content	R	L
2. Approve documentation format and content	S	A
3. Develop and document system functional specifications	L	A
4. Develop and document system architecture including security	L	A
5. Develop and document systems design specification	L	A
6. Develop and document system test cases	L	S
7. Develop and document system interface specifications	S	L

Documentation Roles and Responsibilities	Vendor	City
8. Develop and document systems interface control plan	S	L
9. Develop and document database design (logical and physical) documents	S	L
10. Develop and document data dictionary	L	A
11. Develop and document user interface specification	L	A
12. Develop and document data conversion plans	N/A	N/A
13. Develop and document System (and Release) Test Strategy	L	A
14. Develop and document system Test Plan(s) and Scripts	L	A
15. Develop and document system Quality Assurance Plan	L	A
16. Develop and document system turn over to production plans	L	A
17. Develop and document System Training and Knowledge Transfer Strategy and Plans (end-user and system administration).	L	A
18. Develop and document System Training and Knowledge Transfer Materials (end-user and system administration).	L	A
19. Develop and document knowledge transfer testing results/completion documentation	L	A
20. Develop and document system post implementation support plans	L	A
21. Develop and document system back-up and recovery requirements and plans	S	L
22. Develop and document Configuration Management Plan	S	L
23. Develop and document Weekly Project Status Reports	L	A
24. Develop and document Project Management Plans and Schedules	L	A
25. Develop and document Risk Management Plan	L	A
26. Develop and document Issues Logs	L	A
27. Develop and document Organizational Change Management Plan	N/A	L
28. Develop and document operational process flows and use cases	S	L
29. Develop and document system installation, support, and configuration manuals	L	A
30. Develop and document application hardware and system software requirements documentation	L	A
31. Develop and document Application Code Listings	L	A
32. Develop and document End-User documentation (if not already "standard")	L	A
33. Develop and document system and application security procedures	S	L
34. Develop and document systems standard operating procedures	S	L
35. Develop and document updates and release notes	L	A
36. Approve documentation delivered	S	A

3 Implementation Work

3.1 Software Installation

The following tasks will be completed as a part of the Implementation effort:

3.1.1 Installation of the <Product> software in four environments.

Not Applicable

3.2 Software Configuration

3.3 Professional Services

HUB Parking Professional Services personnel will provide the following services:

3.3.1 Integration

HUB Parking will engage in discovery sessions with the customer to gather requirements for the necessary integrations. These sessions will result in an integration document deliverable, which will detail the design of the integrations. The City must review and approve the design prior to initiation of the work effort.

It is expected that the integration will involve … .

If, upon completion of the discovery sessions, the scope of the expected integration changes, HUB Parking will consult with the customer to either reduce the scope of the integration or increase the time necessary to complete via the change order process.

3.3.2 Processes

HUB Parking will rely on the City of San Antonio to provide its "As-Is" process documentation for a HUB Parking Business Consultant to review. Upon review, the Business Consultant will conduct discovery sessions with representatives from each department and the project team to develop the "To- Be" processes to be implemented in <Product>.

3.3.3 Product Enhancements

HUB Parking will provide the following product enhancements as a part of this engagement with the City:

- N/A

HUB Parking will provide the following report for the City of San Antonio (not provided in the standard report package):

- N/A

HUB Parking will also provide 99 days of effort to modify a to be determined number of standard reports selected from those delivered to the City as a part of the standard reporting packages.

3.3.4 Testing

HUB Parking will work with the City to develop a test plan for Unit, System, Integration, Regression and Stress testing of the application and interfaces. The development of the plan will require input from the City and will be the responsibility of both HUB Parking and the City of San Antonio. HUB Parking will work with the City to develop test scripts, which will describe the functionality expected when entering a service request from call receipt to submission and acknowledgement of message receipt and updates from back-end systems.

Testing will include all installed and configured <Product> software (including integration code) to be used in Phase 1.

HUB Parking will document the test results and provide them to the City for review. Defects will be logged in a defect tracking system. Defects will be reviewed as to priority, assigned to responsible parties for resolution, assigned an expected resolution date and re-tested when believed to be resolved.

System, Integration, Regression and Stress testing will be performed by HUB Parking. Specific tests may be reassigned as the responsibility of either HUB Parking or the City, as determined after discussion and agreement of the plan and schedule.

The City will be responsible for performing User Acceptance Testing.

3.4 Training

HUB Parking's approach to training staff for the City of San Antonio is to deliver classroom-based, formal instruction by certified trainers using the <Product> system to understand the application's features and practice configuring them; skills transfer workshops with HUB Parking staff to provide hands-on experience; and a Train-the-Trainer Certification course for City trainers to deliver to its end users. HUB Parking will provide attendees all standard training materials.

The installation and configuration will require assistance from City personnel knowledgeable in the deployed infrastructure and network. Many customers use this as an additional opportunity for skills transfer where the persons responsible for maintaining the application sit with HUB Parking personnel

during the installation and base configuration and testing. In addition, HUB Parking will provide the following skills transfer workshops so that personnel will have an opportunity to expand their knowledge of the Zeag application (workshops typically follow instructor-led classroom training).

Skills Transfer Workshops
Workshop1
Workshop2
Workshop3

HUB Parking will provide the following training courses for City of San Antonio administrative and technical staff.

Training Courses	**Quantity**	**Number of Students per Course**	**Number of Days per Course**
Course1	1	8	5
Course2	1	8	5

HUB Parking will provide training and skills transfer for help desk personnel, to include provision of a troubleshooting guide.

Help Desk Training Courses	**Quantity**	**Number of Students per Course**	**Number of Days per Course**
Course1	1	8	5
Course2	1	8	5

4 Project Assumptions

The following assumptions have been made in support of this Statement of Work and its associated effort estimate:

1. The City of San Antonio will be responsible for the installation and configuration of all hardware required for the project based on System/Architecture Design as agreed upon at time of City and <Vendor's> License Agreement.
2. The City of San Antonio must make available the necessary technical, business, testing and training personnel to support the deployment throughout the project. Failure to provide personnel in a timely manner, as defined in the approved Project Management Plan (deliverable milestone 1), may cause delays in delivery of the solution.
3. The City will provide a full time Project Manager and Business Analyst for this project and access to technical personnel.
4. City leadership will continue to support the project with the necessary resources and commitment to transition and change that this project will entail; City will provide needed departmental liaisons and access as needed.
5. An appropriate work environment must be provided to HUB Parking personnel working on-site. The location should be co-located or near the locations of the work to be performed. HUB Parking personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones).HUB Parking agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).
6. The City of San Antonio will be responsible for ensuring that all discovery, discussion, workshop and training sessions are attended by City personnel, as scheduled.
7. The City of San Antonio will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment.
8. The City of San Antonio will assign a primary contact and point of authorization. This single point of contact will be responsible for facilitating all communications between San Antonio and HUB Parking. The timeliness of communication and review will directly affect HUB Parking's ability to meet agreed upon schedule deadlines. All project deliverables must be signed-off on within ten business days of notification that the deliverable is complete. If sign-off has not been completed within ten business days, and no notification of reason for the delay is received, the deliverable will be assumed to be accepted.
9. The parties agree that the warranty obligations and the support and maintenance obligations contained within the Supply Agreement entered into by and between the City and HUB Parking

10. Any changes requested to the scope documented in this Statement of Work and the Project Schedule document or due to the City's dependencies will be handled via a Change Request process. An initial impact response will be provided within two business days of delivery of the written Change Request.
11. The City will maintain non-<Product> software licenses and provide infrastructure and middleware needed for this project, based on the <Product> Software Agreement and the agreed Systems/Architecture Design.
12. Ownership of and responsibility for the <Product> environment is by the City or their contractor and not HUB Parking. All necessary access, including remote privileges (VPN), will be provided to HUB Parking personnel working on this project. HUB Parking agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).
13. The scope and assumptions within this document only pertain to Phase 1 (current scope of work – any additional scope may be determined to be delivered in a future phase). Additional phases as well as optional items will require an additional scoping and SOW.
14. Software pre-requisites for the BI platform are:
15. The City will be responsible for making any modifications to SAP and make available SAP access for integration to <Product> software
16. The City will be responsible for ensuring that the versions of SAP running on all environments remain the same across all environments.
17. The City will schedule and perform User-acceptance Testing (UAT).
18. This SOW does NOT include any services for the following:
    a. Electrical Work
    b. N/A
    c. Additional configuration, development of reports, etc, unless described in this statement of work.
    d. Configuration, development, other work or integrations other than those described in this statement of work.

5 Software

HUB Parking will, as a part of this Phase 1 engagement, install the following software procured by the City of San Antonio:

- N/A

6 Payment Milestones

HUB Parking will provide this service to the City of San Antonio on a fixed fee with deliverables based payments. The total cost of this project is $229,655. The City of San Antonio will be billed on the invoice schedule below. The Milestone Value is full value for each deliverable payment. The net due at each Payment Milestone is the net of Milestone Value minus the Retention 10% holdback. The cumulative total of the retention holdback amounts will be paid at the time of the final Payment Milestone:

Requirement Reference	#	Deliverable Description	Scheduled Date	Contract %	Retention %	Value
		Equipment installation	TBD	100	10	229.655
		...				
Total						229.655