



**Statement of Work for:**

**ILINX Replacement Project  
for Oracle IPM and Kofax  
Capture (SaaS)**

Date: February 17, 2020

Version: 9.0

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## EXECUTIVE SUMMARY

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The City of Redmond Police Department (COR) is a division dedicated to customer service and problem solving through collaboration and communication. The division works to ensure an environment which values trust, excellence and accountability through leadership. The department's employees work to actively reduce crime, address traffic safety issues and maintain the highest level of safety and security for residents, employees, businesses and visitors in Redmond.

ImageSource and COR have been working together and in partnership for more than 10 years. ImageSource assisted COR with the initial installation and implementation of their Enterprise Content Management system for the City's Police Department.

## CITY OF REDMOND'S AREA OF OPPORTUNITY

COR partnered with ImageSource on an **ECMECOSYSTEM** engagement to look at the AS IS state of the Police system and map it to the TO BE/future state of the system in ILINX. A report was provided to COR that detailed recommendations. As a follow-up to that report, COR asked ImageSource to provide a cost proposal (this Investment Proposal) to move to the ILINX platform.

The purpose of the project detailed in this Statement of Work (SOW) is to implement a solution that provides COR with current technology on a platform that allows them to meet the business requirements of Police. Additionally, the ILINX solution will provide improved structure and efficiencies. The solution includes both ILINX Content Store and ILINX Capture and will replace the City's existing Oracle IPM and Kofax Capture implementations.

The ILINX solution at COR will allow the department to:

- Support requirements of Police around long-term document storage
- Integrate with COR's Spillman system
- Provide document level security and the ability to restrict user access
- Provide both a Production and non-Production environment for testing
- Provide CJIS compliance
- Provide the ability to run in a Software as a Service (SaaS) model

## IMAGESOURCE PARTNERSHIP OBJECTIVES

The purpose of this SOW is to demonstrate how ImageSource is able to assist and support COR with their immediate need. As a recognized Enterprise Content Management (ECM) leader, ImageSource is focused on delivering outcomes that drive positive business results, helping organizations boost effectiveness. ImageSource's customers value the organization's responsiveness and flexible partnership. With more than 25 years of ECM experience, ImageSource is well-positioned to support COR in 2020 and into the future.

## INSTALLATION AND CONFIGURATION OF ILINX IN SAAS MODEL

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### PROJECT PROCESS DESCRIPTION

#### ■ Discovery and Requirements Gathering

- Gather and confirm project details
- Discovery and assessment of current search processes and practices

#### ■ Project Management

- Project Plan and ongoing project management for the project

#### ■ Install and Configure ILINX Software

- Install and Configure ILINX Capture and eight (8) associated Batch Profiles (configure existing Kofax Capture batch classes in ILINX Capture)
- Install and Configure eight (8) ILINX Content Store Applications
- Configuration of ILINX Capture and Content Store to support full text searching
- **Integration**
  - Configure the system to perform the database lookup integration with Spillman.
- **Test Environment Implementation & Testing**
  - Implementation of the solution in the Test Environment
  - ImageSource testing of the solution
  - COR testing of the solution
- **Training**
  - Provide up to four (4) business hours of onsite Administrator training for ILINX Capture, ILINX Release, and ILINX Content Store
  - Provide up to four (4) business hours of onsite End User training for ILINX Capture and ILINX Content Store
  - Provide Administrator and End User Computer Based Training (CBT) for ILINX Capture and ILINX Content Store products, up to 25 users.
  - ImageSource will work with COR to help understand the table structure so they can build the Spillman integration.
  - ImageSource will show COR different security/permission options for document-level security that could be implemented (search restrictions or Views).
- **Production Environment Implementation & Testing**
  - Implementation of the solution in the Production Environment
  - ImageSource testing of the solution
  - COR testing of the solution
- **Migration**
  - Migrate content out of Oracle IPM to ILINX Content Store
  - ImageSource will work with COR to determine when to do a data freeze (typically 12 – 24 hours prior to cutover relative to the specifics of the migration). The majority of content will be migrated prior to cutover, and then ImageSource will reconcile any remaining data just prior to cutover.
- **Production Go Live/Rollout Support**
  - Provide up to 8 business hours Support for the Production Go Live
- **System Summary Documentation & Project Closeout Activities**
  - Document the solution
  - Explain support procedures
  - Hand-off to ImageSource Technical Support

\*NOTE: ImageSource will provide training to COR on the existing solution and both from an end-user and administrative perspective. ImageSource reserves the right to increase quarterly costs if additional modules, interfaces, or other extensive functionality changes are implemented by COR as these would increase the amount of time to manage the system under the SaaS model. This does not include additions of basic workflows, applications, or batch profiles added to support Police Department operations.

## KEY PERSONNEL ROLES

### CITY OF REDMOND

Project Role	Name & Title		Contact Information
Project Sponsor	Jonny Chambers	Main:	(425) 556-2160
	<i>TIS Director</i>	Email:	<a href="mailto:jchambers@redmond.gov">jchambers@redmond.gov</a>
Project Sponsor	Erik Scairpon	Main:	(425) 556-2611
	<i>Police Captain</i>	Email:	<a href="mailto:escairpon@redmond.gov">escairpon@redmond.gov</a>
Project Manager	Dan Werr	Main:	(425) 556-2547
	<i>Senior Systems Analyst</i>	Email:	<a href="mailto:drwerr@redmond.gov">drwerr@redmond.gov</a>
Business Owner	Sheryl Mullen	Main:	(425) 556-2561
	<i>Support Services Manager</i>	Email:	<a href="mailto:smullen@redmond.gov">smullen@redmond.gov</a>
Subject Matter Expert	Cori Baker	Main:	(425) 556-2594
	<i>Support Services Supervisor</i>	Email:	<a href="mailto:cbaker@redmond.gov">cbaker@redmond.gov</a>
Subject Matter Expert	Jenna Barnes	Main:	(425) 556-2595
	<i>Police Public Records Program Coordinator</i>	Email:	<a href="mailto:jbarnes@redmond.gov">jbarnes@redmond.gov</a>
Subject Matter Expert	Terri Jensen	Main:	(425) 556-2606
	<i>Support Services Specialist</i>	Email:	<a href="mailto:tjjensen@redmond.gov">tjjensen@redmond.gov</a>
Subject Matter Expert	Robert Clemmons	Main:	(425) 556-2652
	<i>911 Communications Supervisor</i>	Email:	<a href="mailto:rclemmons@redmond.gov">rclemmons@redmond.gov</a>

### IMAGESOURCE

Project Role	Names & Title		Contact Information
Project Director	Ryan Keller	Main:	(360) 943-9273
	<i>Chief Information Officer</i>	Mobile:	(360) 239-5025
		Email:	<a href="mailto:ryank@imagesourceinc.com">ryank@imagesourceinc.com</a>
Account Executive	Kristina Linehan	Main:	(360) 943-9273
	<i>Account Executive</i>	Mobile:	(360) 239-4877
		Email:	<a href="mailto:kristinal@imagesourceinc.com">kristinal@imagesourceinc.com</a>
Project Manager	TBD*	Main:	
		Email:	
Systems Engineer	TBD*	Main:	
		Email:	

\*Project Manager and Systems Engineer will be assigned upon contract execution.

## PROJECT LEVEL ASSUMPTIONS & RISKS

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### CITY OF REDMOND ASSUMPTIONS AND RISKS

#### Assumptions

- ImageSource employees needing access to Police Department data will undergo a fingerprint background check, with fingerprinting conducted at the Redmond Police Department, before being granted this access. These employees will also need to complete the Criminal Justice Information Systems security awareness training as required by the FBI.
- Software will use out-of-the-box capabilities except as noted in this document.
- There is sufficient bandwidth between the datacenter where the servers are located and all workstations in all locations throughout the Police environment to support the flow of data between all workstations and the servers at an acceptable level of performance.
- Rollout time listed is a maximum time. If a scheduled session takes less than the allotted time, the Customer can use extra hours during that session for questions and additional training on the topic. Unused time during each session cannot be rescheduled or "banked."
- Hosting costs are subject to change if the amount of document storage necessary exceeds the basic allocation of 500GB, pricing is determined by Microsoft Azure Cloud Services
- Hosting costs are subject to change if the amount of outbound data transfer exceeds the base allocation of 5GB per month, all inbound data transfer is included, pricing is determined by Microsoft Azure Cloud Services
- Additional application servers are available: cost is determined based on desired computing power, memory, and location
- Additional database servers are available: cost is determined based on desired computing power, memory, and location
- ImageSource can provide additional services outside of this original project/scope of work at a rate of \$205/hr. or as a fixed bid project (total cost to be determined).
- Usage rates will be reviewed at the end of each contract year to determine if cost increases are necessary.

#### General Work Assumptions and Conditions:

- The scheduled professional services work will be a combination of onsite and off-site activities and tasks performed during normal business hours of Monday through Friday, from 8:00 AM to 5:00 PM, excluding holidays; requests for after-hours work may involve an additional cost.
- COR IT support will provide remote administrative level access for ImageSource to all systems as necessary during the project engagement.
- COR will provide sufficient workspace and meeting rooms for ImageSource personnel when work is conducted onsite at COR facilities.
- ImageSource will have access to IT and Business Subject Matter Experts.
- SaaS model pricing is based on 25 concurrent COR users. Additionally, this contract will be in effect for three years (36 months) and will be billed quarterly at a rate of \$26,250.00 per quarter.
- COR is responsible for providing all test data and documents.

#### Project Management Assumptions and Conditions:

- COR will designate a Project Manager or Project Lead to be their primary liaison for scheduling all activities, communications, personnel and third-party stakeholders; this also includes the coordination or requests for the scheduling of ImageSource personnel to perform onsite work activities and tasks.
- COR will make available SMEs from both IT and business units and will make best efforts to respond in a timely manner to requests for information, support, networking issues, business issues, etc. for the duration of the Project Engagement.

- The COR Project Manager or Project Lead will handle all change management related activities internally with the IT department and the end-user community for the duration of the Project Engagement.
- The COR IT and business units will work jointly with the ImageSource project team on all system and acceptance testing criteria.
- Standard ImageSource Project Management processes for Deliverable Acceptance, Billing, and the Standard Change Order Request Process apply to this project.
- Any additional integrations with other line-of-business systems (outside of Spillman) will be a change order to this project and COR will incur additional costs.

#### Technology Assumptions and Conditions:

- ILINX Capture profiles will be limited to a quantity of eight (8) Batch Profiles (recreate existing Kofax Capture batch classes in ILINX Capture).
- ILINX Content Store repository applications will be limited to a quantity of eight (8) as identified in the **ECMECOSYSTEM** engagement. This would constitute the existing five (5) applications and the inclusion of splitting out CaseFiles into separate applications (CaseFiles, Infractions, Citations and CourtConditions).
- Workstations will meet hardware and operating system requirements published by software and hardware vendors; any software used in conjunction of the Project Engagement will use out-of-the-box capabilities except as specifically noted in this SOW and/or Detailed Project Plan; there is adequate physical storage for all temporary and permanent storage requirements of the Project Engagement; all other technology requirements will be met by COR to successfully execute the Project Engagement.
- Existing databases used for COR validation or searches must be accessible by the system using out-of-the-box functionality and must contain compatible data types.
- ImageSource is not responsible for problems caused by anti-virus software, firewalls, SPAM filters or pop-up blockers; troubleshooting efforts for these issues will be added to the time-and-materials estimate(s).
- ImageSource is responsible to ensure that workstations will meet hardware, operating system, and licensing requirements published for the ILINX products included in this engagement.
- COR will provide coordinated, monitored remote access to ImageSource to all systems as necessary during this engagement.
- ImageSource is not responsible for delays or costs related to researching, identifying, or resolving issues, errors or omissions in other manufacturers' software or third-party software libraries used by software manufacturers.
- COR will need to add the Document Restrictions or Views required to support "Locking" of documents. ImageSource will work with COR to show the City the options.
- ImageSource will work with COR IT to understand the database/table structure for applications so they can build the Spillman integration.

## Risks

### Description

Inability of COR staff to provide needed technical support or specific knowledge during implementation or post rollout in accordance with the project schedule.

#### Consequences

- The Project Schedule could be delayed.

#### Likelihood of Occurrence

- Medium

#### Mitigation

- ImageSource will be diligent in providing schedules and resource requirements in advance to give COR the most time possible to provide the resources or make alternate plans.



- ImageSource will monitor the support requirements and status throughout the project. If this risk event occurs, it will be escalated to the Project Directors with options for resolution.
- Proactively schedule required project resources in advance so that they are available as needed for project planning and implementation activities.

#### Description

COR staff or ImageSource staff may not be available on short notice due to commitments to other projects (internal to COR or with ImageSource).

#### Consequences

- Schedule delays

#### Likelihood of Occurrence

- Medium

#### Mitigation

- Project Managers will work proactively to coordinate the schedule and resource requirements with as much notice as possible.
- Key staff for the project should proactively notify the Project Managers of any planned absences so that the Project Managers can plan schedules accordingly.

#### Description

During the migration out of Oracle IPM, if files are missing or corrupt in the current system, they will not be able to be migrated. The migration timing is dependent on a number of things, including the performance of the Oracle IPM system and bandwidth to the ILINX SaaS servers. ImageSource has performed testing on throughput to get the documents out of IPM, but bandwidth issues or other unidentified issues could cause the migration to take longer than expected/estimated.

#### Consequences

- Schedule delays

#### Likelihood of Occurrence

- Low

#### Mitigation

- If any image files are missing or corrupt, they will be noted by their unique document identifiers in the Data Migration Report so that there is a record of the document not being migrated and the specific reason why.
- If the throughput on export operations is not fast enough for the desired schedule, additional instances of the export jobs could be configured on additional temporary servers to increase the overall output and help to speed the export process.

## ROLES & RESPONSIBILITIES

Following is a table showing project roles and responsibilities.

Area	ImageSource	City of Redmond
Cloud & Hardware	<ul style="list-style-type: none"> <li>■ SaaS hosted in Microsoft Azure Government Cloud</li> <li>■ Production Environment (as defined above)</li> </ul>	<ul style="list-style-type: none"> <li>■ Provide access to network and scanning that meet specification requirements</li> <li>■ Remote access as required</li> </ul>

	<ul style="list-style-type: none"> <li>■ Test Environment (as defined above)</li> </ul>	<ul style="list-style-type: none"> <li>■ Provide information and technical support as needed</li> <li>■ Active Directory configuration</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>■ Provide ILINX software in a SaaS hosted model: <ul style="list-style-type: none"> <li>- ILINX Capture</li> <li>- ILINX Content Store</li> <li>- ILINX Release</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Not Applicable</li> </ul>
<b>Network</b>	<ul style="list-style-type: none"> <li>■ Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>■ COR is responsible for network performance and connectivity between COR internal ILINX users and ILINX hosted solution</li> <li>■ Remote access as required</li> </ul>
<b>Testing</b>	<p>Before user acceptance testing, test:</p> <ul style="list-style-type: none"> <li>■ Components (<i>custom and standard</i>)</li> <li>■ Integrations</li> <li>■ End-to-end process</li> <li>■ General and System Integration Testing prior to COR User Acceptance Testing</li> </ul>	<p>Provide:</p> <ul style="list-style-type: none"> <li>■ Sample documents representative of common scenarios</li> <li>■ Participate in initial systems testing prior to UAT testing as required by ImageSource</li> <li>■ User Acceptance Testing</li> <li>■ Timely response to scheduling and requests for information</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>■ End User – up to four (4) hours onsite</li> <li>■ System Administration – up to four (4) hours onsite</li> <li>■ Training Documentation and Manuals are limited to the standard User and Technical guides that come with the products</li> <li>■ Provide Administrator and End User Computer Based Training (CBT) for the ILINX Capture &amp; Content Store products</li> </ul>	<ul style="list-style-type: none"> <li>■ Provide room, video, web conferencing, etc. to adequately facilitate onsite and remote participation as needed and required</li> <li>■ Provide a resource to create Cheat Sheets based on WebEx demonstrations by the IS Project team. Cheat sheets to be used for change management and training sessions.</li> <li>■ Change Management internally within COR (e.g. communications, creation and distribution of cheat sheets, etc.)</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>■ Project Plan</li> <li>■ Project Schedule</li> <li>■ Status Report/Updates</li> <li>■ Standard ImageSource System Summary</li> </ul>	<ul style="list-style-type: none"> <li>■ Participate in the Project Plan and Schedule reviews</li> <li>■ Review and approve all documentation as required by ImageSource</li> </ul>
<b>Rollout Support</b>	<ul style="list-style-type: none"> <li>■ Provide up to eight (8) hours of onsite rollout support</li> </ul>	<ul style="list-style-type: none"> <li>■ Have staff available to fully use the system during the rollout support period</li> </ul>
<b>Project Management</b>	<p>Standard ImageSource:</p> <ul style="list-style-type: none"> <li>■ Status Report/Updates</li> <li>■ Issues List</li> <li>■ Project Plan</li> </ul>	<ul style="list-style-type: none"> <li>■ Workspace while onsite</li> <li>■ Teleconference lines as needed</li> <li>■ Timely response to issues raised</li> <li>■ Access to subject matter experts</li> </ul>



## SOLUTION INVESTMENT

ImageSource is pleased to provide the described solution for an initial investment of \$61,581.00 plus a quarterly fee of \$26,250.00 and applicable sales tax. After the project is underway or at a time after the described project is completed, COR may determine that additional functionality is desired, or additional conditions or previously unknown requirements may be disclosed/discovered that may increase the resources necessary to implement the project. In this case, a mutually developed and approved Change Order will authorize all changes. A quarterly fee of \$26,250.00 will be in place for a period of 36 months. This fee includes the cost of all software, as well as services for upgrades, patches, fixes, system monitoring and general system maintenance. The total over the 36-month period (including the initial investment and credits) will be \$341,696.46 (plus applicable taxes).

Software and Software Assurance (Quarterly)				
Part Number	Description	Qty	Unit Price	Total
Production Environment				
IS-CTS-SVR	ILINX Content Store Server	1	Included	Included
IS-CTS-USE	ILINX Content Store Concurrent User License	25	Included	Included
IS-CAP-SVR	ILINX Capture Server	1	Included	Included
IS-CAP-CON	ILINX Capture Concurrent User License	4	Included	Included
IS-REL-SVR-STD	ILINX Release Server	1	Included	Included
IS-EXP-USE	ILINX Export Workstation (Single User Client)	1	Included	Included
SOFTWARE ASSURANCE	12 Months Software Assurance for Production	1	Included	Included
Test Environment				
IS-CTS-SVR-TD	ILINX Content Store Server	1	Included	Included
IS-CTS-USE-TD	ILINX Content Store Concurrent User License	10	Included	Included
IS-CAP-SVR-TD	ILINX Capture Server	1	Included	Included
IS-CAP-CON-TD	ILINX Capture Concurrent User License	1	Included	Included
IS-REL-SVR-STD-TD	ILINX Release Server	1	Included	Included
IS-EXP-USE-TD	ILINX Export Workstation (Single User Client)	1	Included	Included
SOFTWARE ASSURANCE	12 Months Software Assurance for Test	1	Included	Included
Subtotal Quarterly Cost				\$26,250.00

Professional Services (Ongoing)	
Description of Services	Total
Professional Services for system monitoring, upkeep, upgrades, patches and fixes	Included Above
Subtotal Quarterly Cost	Included Above

Professional Services (One Time)	
Description of Services	Total

Professional Services as described in this document to flip the existing Police system from Oracle IPM to ILINX Content Store and Kofax Capture to ILINX Capture.	\$61,581.00
Credit for <b>ECMECOSYSTEM</b> engagement – flip to ILINX	-\$20,000.00
Credit for remaining ProSAM balance	-\$14,884.54
<b>Subtotal</b>	<b>\$26,696.46</b>

**Software, Software Assurance and Services Total  
(36 Month Investment including credits) \$341,696.46**

The following table consists of the anticipated high-level project tasks.

Task Descriptions	Owner
Acceptance of SOW	City of Redmond
Discovery Session and Requirements Gathering	City of Redmond & ImageSource
Create Project Plan & Deliverables	ImageSource
Signature Approval on Project Plan/Revisions	City of Redmond & ImageSource
Configure SaaS Model for Servers and Hardware Infrastructure	ImageSource
Implement and Configure Software in Test Environment	ImageSource
Training (CBT and Onsite)	City of Redmond & ImageSource
Test Solution in Test Environment	City of Redmond & ImageSource
Move Solution to Production Environment	ImageSource
Verification Testing of Solution in Production Environment	City of Redmond & ImageSource
Migration out of Oracle IPM	ImageSource
Go Live and Rollout Support	City of Redmond & ImageSource
Generate System Summary Documentation for City of Redmond	ImageSource
Review System Summary/Support Process with COR Administrator	City of Redmond / ImageSource
Project Close	ImageSource

#### DELIVERABLES AND PAYMENT SCHEDULE

Deliverable Number	Deliverable Description	Output	Payment
1	Discovery, requirements gathering and Project Plan	Project Plan document outlining requirements, schedule and acceptance criteria	\$15,170.00 (Deduct from ProSAM)

2	Environment creation and software installation in Microsoft Azure Government Cloud (Quarterly payments begin)	New environment set up in Microsoft Azure Government with ILINX software installed	\$8,400.00 (Deduct from ProSAM)
3	Configuration of ILINX software in Test System	ILINX Solution configured to map to existing Oracle IPM and Kofax Capture systems	\$16,600.00 (ProSAM: \$11,314.54 Invoice: \$5,285.46)
	Migration	Content migration out of Oracle IPM (all content prior to freeze migrated out of Oracle IPM – unless corrupt in IPM)	\$12,600.00 (Invoice)
4	COR training and testing	CBT training certificates, onsite training, test scripts of ILINX components	\$3,451.00 (Invoice)
5	Cutover, Rollout Support, Final Acceptance and project closeout	Project closeout meeting to review support procedures, solution, and key contacts	\$5,360.00 (Invoice)
Total			\$61,581.00

## WORK SCHEDULE

Item	Timeframe
Project Kickoff	30 days from contract signing
Completion of Project Plan	30 days from Project Kickoff
Environment creation and software installation	45 days from Project Kickoff
Configuration of ILINX software in Test System	75 days from Project Kickoff
Completion of testing and training	90 days from Project Kickoff
Completion of migration	100 days from Project Kickoff
Final Acceptance	105 days from Project Kickoff

\*Project timeframes are based on ImageSource availability. These timeframes are subject to change based on schedules and availability for COR.

## ILINX HOSTED APPLICATION & SYSTEM

### ILINX System Hosted in Microsoft Azure Government Cloud

Production Environment	Virtual Machine hosting all ILINX components
Test Environment	Virtual Machine hosting all ILINX components
Shared SQL Server (Test and Production)	<ul style="list-style-type: none"> <li>Virtual Machine</li> <li>SQL Server</li> <li>5 GB outbound bandwidth</li> <li>All inbound is included</li> <li>500 GB database storage</li> <li>High availability (always on availability group)</li> </ul>
ILINX Components Included in ILINX System	<ul style="list-style-type: none"> <li>ILINX Capture</li> <li>ILINX Content Store</li> <li>ILINX Release</li> </ul> <p>*Any additional ILINX components and services would incur additional expenditure by City of Redmond. Additional ILINX components available include:</p> <ul style="list-style-type: none"> <li>ILINX Capture Mobile SDK</li> <li>ILINX Capture Email Import</li> <li>ILINX Capture Connector for Dynamics AX</li> <li>ILINX Fixed-Form Capture</li> <li>ILINX Advanced Capture</li> <li>ILINX Flex</li> <li>ILINX eForms</li> <li>ILINX Advanced Report Management</li> <li>ILINX Integrate</li> <li>ILINX Export Event Tracker</li> <li>ILINX Import</li> <li>ILINX Import Document Upload</li> <li>ILINX Records Director</li> <li>ILINX Export Retention Management</li> <li>ILINX Format Converter – PDF Fine Reader</li> <li>ILINX RPA</li> <li>ILINX Analytics</li> <li>Any other ILINX product not listed</li> <li>Any other ILINX products created after acceptance of this SOW</li> </ul>

Hosting options beyond base ILINX system identified below:

Additional Document Storage	Additional cost
Additional Outbound Data Transfer >5 GB	Additional cost

\*Additional app servers available: cost based on desired computing power, memory, and location

\*\*Additional database servers available: cost based on desired computing power, memory, and location. Cost also dependent on SQL Server licensing.



## ACCEPTANCE

The scope, roles and responsibilities, and assumptions for this project are outlined in this SOW. Costing is based on the information collected during the discovery process. The Change Order process will address changes during the Project that result in additional professional services, hardware, and/or software. Changes during the project may result in additional costs, extended timeline and or risk.

<i>City of Redmond</i> Authorized Signature	<i>City of Redmond</i> Printed Name	<i>City of Redmond</i> Date
<i>ImageSource</i> Authorized Signature	<i>ImageSource</i> Printed Name	<i>ImageSource</i> Date

## DOCUMENT VERSION CHANGES

Version	Date Published	Key Changes
1.0	February 6, 2020	Document creation
2.0	February 7, 2020	Document edits
3.0	February 7, 2020	Additional document edits
4.0	February 8, 2020	Engineer and PM document edits
5.0	February 11, 2020	COR updates
6.0	February 13, 2020	ImageSource updates to COR updates
7.0	February 14, 2020	Deliverable and timeline updates
8.0	February 14, 2020	Deliverable output updates
9.0	February 17, 2020	Quarterly updates