

STATEMENT OF WORK

City, Reno | NV | Phase 2 DROPS App | Existing

DATE

09.17.2024

PROPOSAL VALID UNTIL

12.16.2024

PREPARED FOR



PO Box 1900
Reno, Nevada, 89505
United States

ACCOUNT EXECUTIVE

George Prue
george.prue@newrocket.com

1. Agreement

This Statement of Work ("SOW") is entered into between NewRocket LLC ("NewRocket") and City of Reno ("Client") and shall be governed by the Terms and Conditions listed [here](#) and any Appendix, as applicable, attached hereto. All capitalized terms not otherwise defined herein shall have the meanings set forth in the Terms and Conditions.

This SOW must be executed by the proposal valid date. Should the SOW remain unsigned after the proposal valid date, NewRocket reserves the right to amend the document and any of its terms.

AUTHORIZATION

Created By:	Tyler Drake
Project Name:	DROPS Phase 2 Mobile Application
Authorized On:	09/17/2024

VERSION CONTROL

Version	Date	Author	Comment
V1.0	09/16/2024	Tyler Drake	Document Creation
V1.1	09/17/2024	Shalini Nageshwaran	Document update and QA Review



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2. Background

ENGAGEMENT BACKGROUND

City of Reno is looking to perform additional adoption of DROPS mobile functionality and has engaged NewRocket to provide these based upon previously delivered value services.

NewRocket will work with the necessary City of Reno stakeholders to deliver the following subsets of functionality:

- DROPS Client App (iOS & Android)
- DROPS Outreach Worker App (iOS)
- DROPS Enhancements (iOS)

3. Description of Services

SERVICE OVERVIEW

NewRocket's Implementation Services are specifically designed for organizations interested in accelerating process maturity and automating enterprise service delivery by leveraging the power of the Enterprise ServiceNow platform.

NewRocket will lead a series of collaborative workshops with Client key stakeholders to assess, guide, and finalize consensus on Client's requirements. Following the workshops, NewRocket will create a set of stories and review them with Client's key stakeholders to ensure a shared understanding of the future state ServiceNow solution. The stories will then be used as the guidepost with which to deploy the desired state within Client's ServiceNow platform.

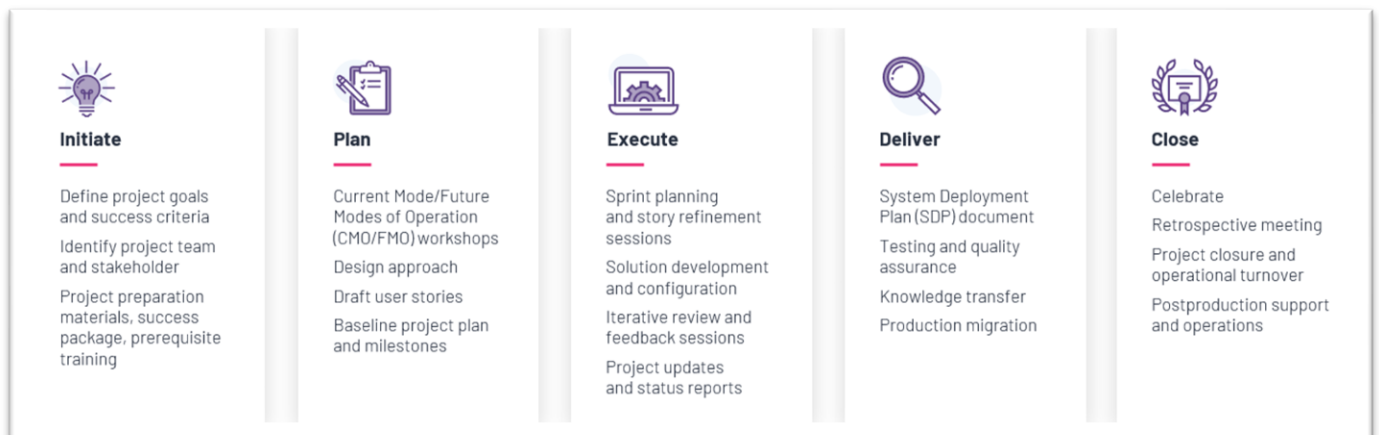
This is a time and materials engagement that includes the following components:

- Configuration of the DROPS Client App (iOS & Android)
- Configuration of the DROPS Outreach Worker App (iOS)
- Configuration of DROPS Enhancements (iOS)
- Project Management will provide weekly status reports, manage the project execution within scope of this SOW, identify project risks, produce approved change orders if necessary, and oversee project management.

From project initiation to the conclusion of production support, the holistic estimated timeline for this effort is documented in the Timeline section of this statement of work based on what is known today. A detailed project plan will be created during the Initiate phase and updated after workshops are completed and all in-scope stories are documented.

ENGAGEMENT METHODOLOGY

NewRocket guides its clients through engagements utilizing ServiceNow's Now Create methodology, with NewRocket best practices added where appropriate (review our methodology, governance, change control process and other applicable appendices on our [website](#)). The five project stages and associated key activities that are in our methodology are below, for this engagement Initiate, Execute, and Close are in scope for this engagement are below.



SERVICE ACTIVITIES & OUTCOMES

In alignment with the Background section, the scope of this project includes:

Initiate	
Objective	Project preparation activities commence including a formal project kickoff meeting between the Client and NewRocket delivery team to review goals, objectives, scope, and initial timeline.
Activities	Project kickoff, stakeholder alignment.
Outcomes	Initial Project Plan and workshops are scheduled
Execute	
Objective	Implement and configure the solution as defined in the agreed upon requirements from the client and within the constraints of the allocated hours for the Execute phase. Run project review cycles to realize business objectives and value through rapid configuration and transparent reporting.
Activities	<p>Implement and configure the following capabilities in the Client's environment based on the agreed upon scope between NewRocket and the client:</p> <ul style="list-style-type: none"> - DROPS Client App (iOS & Android) <ul style="list-style-type: none"> o Framework Setup o Client Authentication with Face ID o Client / Outreach Worker Communications (including Push) o Go-Live in both App Stores o Go-Live Support - DROPS Outreach Worker App (iOS) <ul style="list-style-type: none"> o Framework Updates o Values and Taxonomy Updates** o Outreach Worker Skills** o SOAP Note Format for Encounter Notes o HMIS Data Entry Report o Client ID for Public Records Requests & Client App Authentication o Outreach Worker Geo-Location o Client Alerts o Move "Resistance to Outreach" to Encounter like "Mood" o Add Mood, Resistance to Outreach Notes along with SOAP format o Profile Updates o Client Sign ROI o Case Originator - DROPS Enhancements (iOS) <ul style="list-style-type: none"> o Client Files o Maintain History of Client Profile Images o Home Page Cases Due List o Outreach Worker Task Assignment o iPad Version
Outcomes	ServiceNow platform elements and mobile capabilities configured per the agreed upon requirements.
**Requires City of Reno Internal Decision & Finalization.	
Close	

Objective	Formal engagement closure, feedback on lessons learned and assessment of success.
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DOCUMENT CONSTRUCTION

Any document may go through up to two (2) rounds of review and revision by City of Reno. City of Reno will review the document within five (5) business days and provide consolidated feedback and acceptance. Failure to provide a timely review or additional rounds of review/remediation may negatively impact the overall project by extending the project timeline and scope ultimately resulting in a Change Order. Additionally, NewRocket cannot guarantee consistent resource availability in the event the review is extended due to City of Reno failure. Should City of Reno fail to provide acceptance or reason for rejection in writing after five (5) business days of review, NewRocket will assume the document is accepted.

All Deliverables along with associated Success Criteria in respective Stories will be mutually confirmed during the Plan Stage. These criteria will be used during User Acceptance Testing to validate completion of requirements and obtain "sign off".

SERVICE EXCLUSIONS

1. Any items not explicitly stated in the Scope section are out of scope.
2. Integrations and data migrations aside from those specifically referred in scope.
3. Development of custom applications aside from those specifically referred in scope.
4. ServiceNow Automated Test Framework (ATF) test cases are out of scope for this project.
5. Performing work when all budgeted hours have been consumed.
6. Since this is a SaaS platform, there are elements that are outside of NewRocket control, those are listed on our [website](#) in the Professional Services SOW appendices, under Appendix D

Items above can be included into the Scope through the Change Order Process.

SPECIFIC PROJECT USE CASE UNDERSTANDINGS

1. Client is properly licensed with ServiceNow for all in-scope capabilities.
2. NewRocket will not be required to complete any Client mandated training. If training is required, the time spent on training will be billed to the client.
3. NewRocket will access Client's ServiceNow instance directly from their NewRocket-provided laptops.

4. Timeline & Deliverables

NEWROCKET RESOURCES

Project services will be delivered remotely by a global delivery team. Failure of City of Reno to uphold its obligations to provide timely decisions and direction to NewRocket, and/or provide any dependent information as requested by NewRocket may negatively impact the overall project by extending the project scope, budget and/or timeline and ultimately resulting in a change order. Client driven changes to the timeline set forth in this SOW may incur changes to the budget required to meet the scope of this SOW.

TIMELINE

The target timeline to complete the work is approximately “16” weeks, assuming adherence to understandings laid out in this contract. This timeline is based on effort and duration by Stage as provided below based on the information available and/or captured in the Estimate Effort at time of writing this SOW, but to be confirmed (and perhaps modified) during the Plan Stage:

Project Stage	Hours Allocated	Estimated Duration (Weeks)
Initiate	12	2
Plan	0	0
Execute	819	12
Deliver	0	0
Close	4	2
Total	835	16

NOTE: The duration and hours estimates are in no way a guarantee of delivery of the capabilities reflected in Section 3 but are estimated based upon high level scoping and the details provided by Client at the time of this SOW. The timeline does not account for other factors such as holidays that go into a project schedule. That final schedule will be confirmed at the conclusion of the Plan stage.

SCHEDULING DELAYS

If Client causes delays or pauses this project, NewRocket may re-assign the assigned project team and Client’s project will then be rescheduled. If a project is rescheduled, NewRocket will attempt to assign the same resources but does not guarantee the same resources will be assigned. In the event of a Client delay or project pause, Client may choose to ‘hold’ the NewRocket team at the contracted day rate of each assigned NewRocket crew member, or, in the event of a fixed fee project then at a cost of 100% of the prorated daily project fee (i.e./ a \$100,000 fixed fee engagement planned to be delivered of 75 days = \$1,333/day = \$1,333/day ‘hold’ fee). Delays or Pauses shall be documented via the Change Order process.

DELIVERABLES

The following table lists the deliverables resulting from the scope of this project.

Deliverable	Description
Project Kick Off	NewRocket Kickoff PowerPoint
Status Reports	Weekly reports, which may include some, or all, of the following:

- RAID Log – Excel File
- Project Plan (Including % of task completion) – MS Project
- Meeting Notes – MS Word

These are exempt from the Review and Revision policy as they will be updated weekly.

5.Pricing

PROJECT PRICING

The estimated price to perform the work in this SOW is based on the following roles, estimated hours by role, and hourly rate as shown below.

Resource	Estimated Hours	Hourly Rate	T&M Estimate
Solution Architect	476	\$300.00	\$142,800.00
Senior Technical Consultant	327	\$250.00	\$81,750.00
Project Coordinator	32	\$79.00	\$2,528.00
Total Gross Fee	835		\$227,078.00
Total Net Fee			\$227,078.00

The estimated Total Gross Fee for services is \$ 227,078.00 USD, exclusive of applicable taxes, travel and living expenses. Upon execution of the SOW, NewRocket will invoice Client for 25% (\$56,769.5 USD) of the Total Gross Fee ("Pre-Billed Hours"). Upon fully utilizing the Pre-Billed Hours, NewRocket will invoice Client monthly for actual hours of effort incurred. In addition, actual travel and living expenses will be billed monthly to Client in accordance with the Terms and Conditions. The Terms and Conditions defines additional terms of payment, and payments made are non-refundable.

The hours in the table above are T&M estimates and are not fixed prices nor guarantees of the levels of effort required to complete the SOW. City of Reno will be billed for actual hours worked including administrative, planning, and miscellaneous tasks. All efforts will be made to over-achieve on these estimates in favor of City of Reno's program goals. NewRocket reserves the right to solicit consultation from and bill time for NewRocket resources other than the core project team members in situations where additional effort or direction is required. As this is a T&M project, there will be no penalty to City of Reno should NewRocket not utilize all the hours identified above.

Please note, the NewRocket Project Manager has the discretion to reallocate hours within the SOW budget between the various roles that participate in this project without the issuance of a change order.

TRAVEL EXPENSES

Should travel to an onsite location be required, every effort will be made to minimize travel expenses as best as required to deliver a successful project. All travel will be approved by City of Reno prior to booking and will be invoiced for actual incurred costs. All actual travel and living expenses will be billed monthly to Client in accordance with the Terms and Conditions. The Terms and Conditions defines additional terms of payment, and payments made are non-refundable.

6. Authorization and Acceptance

The SOW and the Terms and Conditions constitute the entire Agreement between the parties, and supersede all prior agreements and understandings, whether oral or written, relating to this subject matter.

The acceptance of this SOW must be acknowledged and signed below by a duly authorized representative of City of Reno and returned to NewRocket to initiate scheduling and delivery of the services outlined in this SOW. Signing below indicates authorization for NewRocket to begin work and generate related invoicing. Please note that the terms and conditions contained in this SOW and the Terms and Conditions, shall supersede any pre-printed terms and conditions on a purchase order.

NewRocket LLC	City of Reno
Authorized Signature	Authorized Signature
Printed Name and Title	Printed Name and Title
Date	Date
Authorized Signature	
Printed Name and Title	
Date	

The effective date of the SOW shall be the latest date of signature when signed by both the parties. By signing this document, each party warrants that they are authorized to sign to bind their company for the specified amount and included terms. Signature also constitutes City of Reno 's approval for NewRocket to submit cases to ServiceNow's HI portal on City of Reno 's behalf. All parties signing the SOW are authorized signatories of the company. The signed SOW authorizes NewRocket to include the names and email addresses of relevant or specified project participants for the ServiceNow Deployment Registration and CSAT process.



City of Reno – NV | Phase 2 DROPS App | Existing – Statement of Work
CRM Case Number: 00007245
CRM Number: O - 24047

NewRocket LLC	Client Billing Information
George Prue	Company Name: City of Reno
Account Executive	Address:
Phone No.:	
Email: george.prue@newrocket.com	
Tyler Drake	Billing Name:
Enterprise Solution Consultant	Billing Phone No.:
Phone No.:	Billing Email:
Email: tyler.drake@newrocket.com	

NewRocket will invoice City of Reno in accordance with the Terms and Conditions. Invoices will be emailed to the address indicated above. Unless otherwise expressly stated, invoices do not require a PO to be processed and paid.