



Work Order Number: OP-0000043771
 Account Manager: Ed Hazan
 Practice: Microsoft Dynamics GP



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Florida Housing Finance Corporation – GP 18.5 Upgrade

Prepared For: David Hearn

Florida Housing Finance
 Corporation "Customer"

Email: david.hearn@floridahousing.org

Address: 227 N Bronough St
 Tallahassee, FL 32301

Raised By: Sales Excellence

Tribridge Holdings LLC "DXC"

Raised On: 7/6/2023

Reference: GP 18.5 Upgrade

	Work Details	Hours	Rate	Total
01	Project Management	7	\$215	\$1,505
02	System Setup/Install	7	\$215	\$1,505
03	Customizations - Upgrade	1	\$215	\$215
04	Test Software Upgrade	4	\$215	\$860
05	Production Software Upgrade	4	\$215	\$860
06	End User Training	3	\$215	\$645
07	UAT / Go-Live Support	6	\$215	\$1,290
	Work Order Total	32		\$6,880.00

Sales, use, or similar tax is not included in the amounts shown above and if required will be specified and added to any invoice and must be paid in accordance with the payment terms defined in the Agreement, subject to rates applicable, if any, in the local tax jurisdiction.





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NOTES AND ASSUMPTIONS

- This is a time and materials estimate; only time incurred will be invoiced. Unless noted below, all services will be performed remotely.
- Customer will provide the DXC team access to Microsoft Dynamics GP environment(s).
- Customer is responsible for all testing activities including but not limited to: data validation, system testing, and verification, development, and execution of all business test scenarios. DXC will provide testing remediation assistance as defined in the project scope. Customer must provide approval before changes are deployed to production.
- Customer acknowledges a delay in making a decision may extend the project timeline and costs.
- Estimated hours are based on information provided during scoping. Any requests identified outside of the requirements detailed may be considered 'scope creep' and incur additional cost.
- Travel time and expenses are not included in this Work Order and will be billed separately as set forth in the Master Services Agreement.

SCOPE OF SERVICES AND DELIVERABLES

DXC shall assist Florida Housing Finance Corporation with upgrading from Dynamics GP 18.3 to Dynamics GP 18.5 with the latest compatible service pack.

This quote includes the following services:

1. Installation of Software in a single environment and training for client component install on up to one workstation or terminal server.
2. Test Upgrade (GP 18.3 to GP 18.5 for 1 company) with the following ISVs:
 - a. eOne – Smartlist Builder
3. Customizations Upgrade, including:
 - a. Reports.dic
4. Management Reporter service pack update and DataMart rebuild
5. What's New Training for Dynamics GP
6. Production Upgrade (GP 18.3 to GP 18.5 for 1 company) with the following ISVs:
 - a. eOne – Smartlist Builder
7. Resolution of Open Items
 - a. Acceptance Testing Assistance during a 1-week period following What's New training
 - b. Go Live Support during a 1-week period following Production Upgrade

Additionally, DXC will provide project management for services defined within this work order, including project initiation, resource management, scope management, project planning and work plan, risk management, and project closure. Status calls and status reports will be provided by DXC within this work order on a weekly basis or as needed.





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Services do not include any of the following:

- New or additional Services not specified in this Statement of Work, including but not limited to: implementing modules not currently in use, system integrations, custom reports, customizations, 3rd party products and new functionality provided by upgrading.
- Redevelopment of any modified reports and/or windows/screens, integrations, and/or customizations that cannot be upgraded.
- Microsoft GP Web Client
- OLE Notes to DocAttach Migration
- Customer Assigned
 - Pre and Post Upgrade Validation Reports
- Visual Basic for Applications (VBA) is not supported on Windows Server 2019, see [BLOG](#) for details.

Based on the Services outlined, the project duration is estimated at four (4) weeks beginning with the Project Kickoff and is subject to change. If the duration is extended, additional cost may be required of which Customer will be notified.

Additional Scope and Assumptions

- Customer acknowledges that for Services performed outside of normal business hours, Customer shall be billed two (2) times the total time worked at the hourly rate indicated in this Work Order (e.g. for each two (2) hours worked by DXC Consultant, Customer will be billed four (4) hours). For the purpose of Services provided on this Work Order, normal business hours is defined as 8am – 8pm ET.
- Representations made on the Pre-Upgrade Questionnaire are accurate. If deviations are found, a Change Order may be required.
- Customer acknowledges a delay in making a decision may extend the project dates and costs.
- During the project, practice leadership may complete a quality assurance review. This time is included within the project estimate.
- Both DXC and Customer will assign a Project Manager/Coordinator to the project. These roles will act as the primary portal through which communication will take place between Customer and DXC team members.
- DXC will conduct the project kickoff meeting. During this meeting, the Customer objectives, scope of services, high level timeline, implementation methodology, and quality assurance checkpoints will be reviewed.
- DXC will host a series of scheduled status meetings and/or provide status reports intended to review project status, open items, and identified implementation risks.
- What's New Training is limited to new features and functions within modules currently in use at the time of upgrade as available in the new version of the Software.
- Customer is responsible for installation of all operating systems, database and other Software prerequisites in accordance with the Software publisher(s) specifications. Customer is responsible for installation of all Software client components. After the installation is complete, Customer assumes all responsibility for the maintenance and support of the Software.
- Travel time and Expenses are not included in this work order. All travel expenses in the performance of Services must be pre-approved by the Customer contact.
- Customer is responsible for writing system test scripts to be used during UAT as well as providing the data to be tested, including, without limitation, the expected outcomes.
- All Deliverables or Services will be deemed accepted five (5) days after completion and delivery to Customer.
- Customer will report directly to the DXC assigned project manager any quality or personnel issues that they are not satisfied within five (5) business days of Customer's actual knowledge of the occurrence.





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- Customer is solely responsible for the selection of all Software and agrees and acknowledges all Software is subject to a separate license agreement between Customer and the licensor. DXC makes no claim, and accepts no responsibility whatsoever, as to the suitability of the Software with respect to Customer's business objectives.
- Customer's internal resources will be available for all system related meetings and tasks as necessary. Customer will adequately explain the requirements and business process flows to DXC consultants.
- Customer is responsible for the purchase, implementation and support of all technical infrastructure and resources, including, but not limited to, computer servers, workstations, networks, and software.
- Application infrastructure, including servers and software license keys, must be in place prior to Project Kickoff. If application infrastructure is not ready, the project schedule may be delayed.
- DXC requires direct remote access and exclusive, local administrator access to applicable Customer's Software server(s), including keyboard and mouse control to complete Services in this Quote. Customer is responsible for ensuring DXC team can access Customer's Software environment. No time has been added to this Quote for addressing connectivity issues, security, or troubleshooting efforts required to establish connections to Customer's environment. If DXC assistance is required for troubleshooting connectivity issues or if restricted access is required, additional cost may be required of which Customer will be notified.





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CUSTOMER AGREEMENT

Florida Housing Finance Corporation agrees to the payment terms and conditions outlined in this Work Order, and this will constitute a valid purchase order. Upon receipt of this Work Order signed by Florida Housing Finance Corporation, DXC will begin work on this project at a mutually agreeable time.

Florida Housing Finance Corporation acknowledges and agrees that this Work Order is agreed pursuant to a Master Services Agreement ("Agreement") entered into between Florida Housing Finance Corporation and DXC and is subject to all terms and conditions of the Agreement. If no current Agreement exists between Florida Housing Finance Corporation and DXC, Florida Housing Finance Corporation acknowledges and agrees that this Work Order is subject to DXC standard terms and conditions, as set forth in Addendum 1 attached hereto and incorporated herein.

Florida Housing Finance Corporation		Tribridge Holdings, LLC	
Signature:		Signature:	DocuSigned by: 6.4E453880AB94C5...
Printed Name:	Angeliki G. Sellers	Printed Name:	Mitch Franks
Date:	9/11/23	Date:	9/18/2023
	PO Number: (if required)		

NOTES FOR PROFESSIONAL SERVICES PROVIDED BY DXC

- The fees and hours quoted is an estimate only. DXC uses all reasonable care to ensure that services are performed within the estimated time at the estimated fees. Customer understands and acknowledges that requests from Customer or issues beyond DXC's control can and do occur from time to time. Such issues may prevent DXC from completing services within the estimated time quoted. Where the complexity of the work is greater than or different to that original estimate, DXC may revise both its time and fees estimates. Any such different or additional services that exceeds the time estimated in the quote is chargeable at DXC's standard rates. When DXC performs the services in less time than estimated, DXC will charge the customer only for actual time taken to perform the work.
- If DXC determines that significant changes to the scope of the services are likely, DXC will advise Customer at the earliest opportunity an outline of options to proceed. This outline may include: (a) an option of whether DXC needs to escalate an issue to the supplier, (b) to create a work-around, or (c) to continue investigation or to cease any ongoing investigations. DXC and the Customer will mutually agree to proceed or not to proceed based upon the finding.

PAYMENT

- Services are billed monthly on a time and materials basis.
- Travel time and expenses, if applicable, will be invoiced separately on a monthly basis.
- All invoices are due and payable net 30 days from date of invoice and must be paid in full without set-off, deduction, or abatement.
- Sales, use, or similar tax is not included in the amounts incurred and, if required, will be specified and added to any invoice subject to rates applicable, if any, in the local tax jurisdiction.

Approved as to form and legal sufficiency, subject only to the full and proper execution by the Parties
OFFICE OF THE GENERAL COUNSEL
FLORIDA HOUSING FINANCE CORPORATION
 By:
 Name: Ed Hazan
 Date: 9/13/23

