0150-10582-0001

TRANSMITTAL

TO	DATE	COUNCIL FILE NO.
City Council	3/13/18	
FROM		COUNCIL DISTRICT
The Mayor		ALL

Proposed Amendment to the Professional Services Agreement with 3DI, Inc. for the Citywide Customer Relationship Management System

Transmitted for your consideration. See City Administrative Officer report attached.

(Ana Guerrero) for

MAYOR

RHL:KDU:11180044ct

CAO 649-d

Report From
OFFICE OF THE CITY ADMINISTRATIVE OFFICER
Analysis of Proposed Contract
($25,000 or Greater and Longer than Three Months)

To: The Mayor	Date: 03-12-2018	C.D. No. All	CAO File No.: 0150-10582-0001
Contracting Department/Bureau: Information Technology Agency (ITA)		Contact: Laura Ito 213-978-3322	
Reference: Request from ITA dated January 25, 2018; referred by Mayor for report			
Purpose of Contract: Maintenance and enhancements for the Citywide Customer Relationship Management System.			
Type of Contract: ( ) New contract (X) Amendment	Contract Term Dates: February 5, 2013 to February 4, 2021 (three-year extension)		
Contract/Amendment Amount: $3,000,000 Proposed amount $3,000,000 + Prior award(s) $4.8 million = Total $7.8 million			
Source of funds: General Fund, Solid Waste Resources Revenue Fund and Sewer Operations and Maintenance Fund			
Name of Contractor: 3DI, Inc. Address: 3 Pointe Drive Suite 307 Brea, CA 92821			

	Yes	No	N/A	Contractor has complied with:	Yes	No	N/A
1. Council has approved the purpose	x			8. Business Inclusion Program	x		
2. Appropriated funds are available	x			9. Equal Benefits Ordinance	x		
3. Charter Section 1022 findings completed			x	10. First Source Hiring Ordinance	x		
4. Proposals have been requested			x	11. Contractor Responsibility Ordinance	x		
5. Risk Management review completed	x			12. Slavery Disclosure Ordinance	x		
6. Standard Provisions for City Contracts included	x			13. Bidder Certification CEC Form 50	x		
7. Workforce that resides in the City: 13.3%				14. Prohibited Contributors (Bidders) CEC Form 55	x		
* Applicable to contracts of $1,000,000 or more				15. CA Iran Contracting Act of 2010*	x		
				16. Arizona Policy			x

RECOMMENDATION

That the Council approve and authorize the General Manager of the Information Technology Agency, or designee, to execute Amendment No. 2 to City Contract C-122480 with 3DI, Inc. for the continued development and maintenance of a Customer Relationship Management system, in order to extend the term of the Contract by three years for a revised term effective February 5, 2013 through February 4, 2021, and increase the total compensation by $3 million to $7.8 million, subject to the review of the City Attorney as to form.

COMMENTS

The Information Technology Agency (ITA) requests approval to execute Amendment No. 2 to City Contract C-122480 (Contract) with 3DI, Inc. (Contractor) to add $3 million in funding to the Contract for a new maximum expenditure of $7.8 million. This additional expenditure authority would allow ITA to pay for modifications and ongoing maintenance for the MyLA311 Customer Relationship Management (CRM) system. Further, ITA requests to extend the term of the contract by three years for a new eight-year term ending on February 4, 2021.

In December 2011 the City settled a class action lawsuit, *Lilith Chakhalyan, et al. v. City of Los Angeles* (C.F. 11-1902) which sought reimbursement of Solid Resources Fee overcharges made to

KDU	Analyst	11180044	Assistant CAO	City Administrative Officer

CAO 661 Rev. 5/2007

residents of multi-family dwellings. As part of the terms of the settlement, the City agreed to make a number of changes to prevent future overcharges. In search of a solution to provide greater consistency, better data exchange, and closer interaction with partner City departments, Sanitation replaced its previous service request system with a Citywide CRM system. This led to a Council instruction to implement and develop the City's CRM system to enable constituents to request City services through website and mobile phone applications and allow tracking of submitted requests through completion (C.F. 12-0600-S67). This multi-department effort has been guided by ITA since 2012. In January 2016, the new MyLA311 CRM was launched, and since January 2017 an average of approximately 20,000 requests per month have been received.

Request for Additional Contract Time and Funding Authority

A three-year extension of the Contract is needed to continue creating and installing modifications to Phase 1 and 2 deliverables and provide ongoing maintenance of the CRM and its MyLA311 application. The original compensation limit of $4.8 million allowed for completion of the Phase 1 and 2 originally-envisioned work (C.F. 16-0272). The purpose of requesting additional funding authority at this time is to cover modifications not included as part of the original scope of work (approximately $800,000), to pay for ongoing maintenance costs that have gone up due in part to the expansion of the CRM (approximately $1.5 million over the proposed three-year extension) and to provide contingency funding in the event additional critical or major modifications to the CRM are required (approximately $700,000). ITA indicates that requests for modifications are carefully reviewed by the project management team and a steering committee to ensure appropriateness, and all requests for modifications are subject to a requesting department's ability to pay for the requested changes. Funding is anticipated to come from a combination of unspent prior-year funds (approximately $1.1 million), base budget funding, savings within departments requesting modifications including Public Works bureaus, and future-year requests through the City's budget process. Detail regarding the cost of additional modifications is shown below and in Exhibits 1 and 2 to the draft amendment attached to ITA's January 25, 2018 transmittal:

Requested Modification	**Requesting Department**	**Cost**
Create new report server	ITA	$100,012
Sidewalk Access Program/Create Workflow on Portal and Mobile	Bureau of Engineering	32,450
Modify sidewalk repair SR type/Add new workflow for the incentive program	Bureau of Engineering	33,850
Add Google Translate module to portal	ITA	33,400
Mobile app/simplify the service request intake workflow to allow data entry in any order	ITA	57,450
Homeless encampment sub-type recipient change	Bureau of Sanitation	20,050
Urgent performance report enhancement	Bureau of Street Services	42,858
Other modifications	Various	511,026
TOTAL		**$831,096**

The Personnel Department has determined that City employees cannot perform the work proposed for contracting. The Contractor has complied with all applicable City contracting requirements. In accordance with Los Angeles Administrative Code Section 10.5(a), Council approval of the proposed

amendment is required because the term exceeds three years and expenditures are more than $149,111 annually.

FISCAL IMPACT STATEMENT

There is no additional General Fund impact. Funding for these services has been approved through the City's annual budget processes or is subject to future budget deliberations. The recommendation provided in this report complies with the City's Financial Policies because the Information Technology Agency will pay for services using prior-year contract savings, budgeted funds available in the current fiscal year, and future appropriations subject to availability and allocation during the City's budget process. The Contract limits the City's future-year payment obligation to Mayor and Council-approved funding and the City is not required to pay the entire $7.8 million total compensation amount if future budget authorities are not allocated.

TED M. ROSS
GENERAL MANAGER
CHIEF INFORMATION OFFICER

JOYCE J. EDSON
ASSISTANT GENERAL MANAGER

JEANNE M. HOLM
ASSISTANT GENERAL MANAGER

ANTHONY MOORE
ASSISTANT GENERAL MANAGER

LAURA ITO
ASSISTANT GENERAL MANAGER

CITY OF LOS ANGELES

CALIFORNIA

ERIC GARCETTI
MAYOR

INFORMATION TECHNOLOGY AGENCY

ROOM 1400, CITY HALL EAST
200 NORTH MAIN STREET
LOS ANGELES, CA 90012
(213) 978-3311
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ITA.LACITY.ORG

January 25, 2018

REF: FAS-020-18

Honorable Eric Garcetti
Mayor, City of Los Angeles
Room 303, City Hall
Los Angeles, CA 90012

Attention: Mandy Morales, Legislative Coordinator

Subject: **REQUEST FOR PERSONAL SERVICES CONTRACT – AMENDMENT NO. 2 TO CONTRACT C-122480 WITH 3DI, INC. FOR THE DEVELOPMENT OF A CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM**

Dear Mayor Garcetti:

Attached for your review and approval is Amendment No. 2 to Personal Services Contract C-122480 between the City of Los Angeles and 3DI, INC. to extend the contract for an additional three years through February 4, 2021 and increase the cap of the contract by an additional $3M to implement Phase 2 work, and Phase 1 enhancements.

Background

The City sought to implement a 311 Constituent Relationship Management (CRM) System to modernize constituent service request intake through fulfillment streamlining operations and enhancing customer service. Development of a new CRM required the services of a system integrator and developer. The City elected to enter into a contract with 3Di, Inc. based on their acquired unique and specialized knowledge derived from developing the Web self-service interface for LADWP.

The new MyLA CRM was launched internally for 311 and Public Works in August of 2015, and revealed to the public on January 5, 2016. The system offers 72 service request types and has over 1,100 active City user accounts. As of October 31, 2017, 133,182 instances of the MyLA311 mobile app have been downloaded. To date, over 2.6M requests have been entered in the system.

The CRM system provides the public with one centralized point of entry for City service requests using multiple methods of communication. For example, members of the public are able to submit requests directly via a website or a mobile phone application; 311 Call Center agents, staff or elected offices, or other City staff can also submit requests directly into one system. Furthermore, the system helps to unify various City service request systems and make them centrally available to both City staff and the public in order to simplify both resolution tracking for each request and reporting across all request types. Just one log-in to the system for the public is needed that allows the user to see all of their City data, including items such as their DWP bill and any services they have requested, such as bulky item pick-up from the Bureau of Sanitation or requests to fill potholes submitted to the Bureau of Street Services. Citizens also are able to view and get reports on the status of requests for each department.

The ITA is requesting to extend the contract an additional three (3) years to allow ITA time to: a. implement additional system improvements; b. implement Phase 2; and c. continue system support and maintenance for additional three (3) years. The contract will increase by $3M, for a new contract cap of $7.8M.

The system improvements include adding additional features such as Sidewalk Repair Program service requests for Bureau of Engineering, Google Translation, Change of ownership for Homeless encampments from Bureau of Street services to LA Sanitation, Clean Streets LA Program for Office of Community Beautification and Smart Street Notification, user experience improvements for the Mobile app, Integration with open data platform, and performance reports for Bureau of Street Services etc.

Phase 2 deliverables will include the implementation of service requests for Department of Transportation, Recreation and Park, and Animal Services. Deliverables for this phase include requirements gathering, design and application development.

The City Attorney has reviewed and approved the draft contract as to form.

3DI, INC. has complied with City administrative requirements including proof of insurance on track4la and verified affidavits in the Business Assistance Virtual Network (BAVN)

The headquarters address and workforce information is reported as follows:

3 Pointe Drive Suite 307
Brea, CA 92821

13.3% of the workforce resides in the City.

3DI, INC. possesses a valid Business Tax Registration Certificate.

Fiscal Impact
The City's obligation for this contract shall not exceed $7.8 million (Seven million eight hundred thousand dollars).

Funding for the ongoing annual maintenance to support continued use of the CRM system in the amount of $400,000 is included in ITA's ($210,000) and Sanitation's ($190,000) base budgets and will continue to be required for years 3-5 of this contract. An additional and on-going $95,000 is requested in the FY18-19 budget ($55,000 for ITA and $40,000 for Sanitation) to cover year 3-5 increased support due to the expanded number of services and interfaces now integrated in the CRM project, for an annual cost of $495,000 for system support over the next three years, totaling $1.5M.

The additional $1.5M in potential additional-work and System Enhancements scoped out in this amendment was funded in ITA's 15-16 and 16-17 budget ($800K) and Sanitation's ($400K) budget. Funding for some specific enhancements requested by departments, would be paid for by those departments.

Project Managers from BOS and ITA will continue to oversee the projects under this contract and only authorize work for which funding is available.

Recommendation
That the General Manager of the Information Technology Agency or his designee be authorized to execute Contract Amendment No. 2 with 3DI, INC. for Constituent Relationship Management System service.

Please contact Laura Ito, Assistant General Manager at (213) 978-3322 with any questions.

Respectfully submitted,

for Ted Ross
General Manager

Attachment

ec: Trina Unzicker, CAO
Jennifer Baños, ITA
Irene Mayeda, ITA

AMENDMENT NO. 2 TO
CONTRACT NO. C-122480
BETWEEN
CITY OF LOS ANGELES
AND
3DI, INC.
FOR THE MYLA CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

THIS Amendment No. 2 to Contract C-122480 is made and entered into by and between the City of Los Angeles, a municipal corporation (hereinafter referred to as "City"), acting by and through the Information Technology Agency (hereinafter referred to as "ITA"), and 3DI, Inc., a California corporation, (hereinafter referred to as "Contractor") with reference to the following:

WITNESSETH:

WHEREAS, the City uses various technology and computer systems which requires a high security temperature and humidity controlled data storage facility that specializes in off-site storage of computer backup data; and

WHEREAS, effective February 5, 2013, the City and Contractor entered into Contract C-122480 whereby Contractor agreed to assist the City with design and development of a Customer Relationship Management ("CRM") System in order to manage constituent service requests; and

WHEREAS, on or about April 23, 2015 the parties entered into Task Order Modification in the amount of One Hundred Ninety Seven Thousand Dollars ($197,000) in order to add or modify performance of Services through the addition of new Deliverables and corresponding payment Milestones; and

WHEREAS, on April 14, 2016 the City Clerk attested to Contract Amendment Number 1 in order to extending the period of performance through February 4, 2018; and

WHEREAS, As of the date of last signature the Parties desire to enter into this Second Amendment in the amount of Three Million Dollars ($3M) in order to: (i) add or modify performance of Services through the addition of new Deliverables as listed in *<Appendix B-A1>* and corresponding payment Milestones to support the implementation of phase 2, phase 1 enhancements, and to extend post-implementation support deliverables. (ii) extend the contract by three more years, February 4, 2021; (iii) make certain other changes to the terms of the Contract based on these changes in service and requirements; and

NOW, THEREFORE, in consideration of the above premises and of the covenants and agreements hereafter set forth, the parties hereby covenant and agree that Contract C-122480 is amended as follows:

I. Section 3. "Term of Agreement" is hereby modified to read in its entirety as follows:

The term of this Contract shall commence February 5, 2013 and will continue in effect until February 4, 2021, or at such time as all funding provided herein has been expended, whichever occurs first. This Contract shall be subject to termination by the City if funds are not appropriated for these services in the ensuing fiscal year commencing July 1.

II. Sub-Section 4.1 of Section 4. "Compensation and Method of Payment" is hereby modified to read in its entirety as follows:

4.1. Compensation and Method of Payment

The CONTRACTOR agrees to perform the work described in Appendix B and B-A1 – "City of Los Angeles CRM Project Statement of Work" and the CITY shall compensate the CONTRACTOR upon the satisfactory completion of the tasks or milestones as set forth in Section 3 - "Project Pricing Structure & Milestone Invoicing" of Appendix B-A1,

ITA cost ceiling for this CONTRACT is $4,800,000.
BOS cost ceiling for this CONTRACT is $3,000,000.

The CITY's total obligation under this CONTRACT shall not exceed $7.8 million, as detailed below. The CONTRACTOR further understands and agrees that execution of this CONTRACT does not guarantee that the CONTRACTOR's employees will be utilized.

Contract Expenditure for Budget Authority (FY12-13)
Phase I, Deliverables 1-11: $2.114 million ($1.214 million ITA and $900,000 BOS)

Contract Expenditure for Budget Authority (FY13-14)
Phase II, Deliverables 1-11: $769,050 (ITA)
Unallocated, to be allocated pursuant to Task Orders, or any amendment if required: $230,950 (ITA)
Subtotal: $1 million

Contract Expenditure for Budget Authority (FY15-16)
Deliverables 12: $507,650 ($302,300 ITA and $205,350 BOS)

Deliverables 1-11: $800,000 ($400,000 ITA and $400,000)
Subtotal: $1.307 million

Contract Expenditure for Budget Authority (FY16-17)
Deliverables 12: $465,720 ($216,720 ITA and $249,000 BOS)

Contract Expenditure for Budget Authority (FY17-18)
Deliverables 12: $495,360 ($262,536 ITA and $232,824 BOS)

Unallocated, to be allocated pursuant to Task Orders, or any amendment if required
FY13-14 $230,950 (ITA)

Subject to future budget authorities
Phase I and II, Deliverables 12: $990,720 ($525,072 ITA and $465,648 BOS)
Phase I and II, Deliverables 1-11: $626,550 ($479,372 ITA and $147,178 BOS)
Subtotal subject to future budget authorities: $1.617 million

Unallocated, subject to future budget authorities
Contingency Funding, to be allocated pursuant to Task orders, or any amendment if required: $800,000 ($400,000 ITA and $400,000 BOS)

Total Anticipated Contract Authority
$7.8 million

Before services are provided, CONTRACTOR must receive written approval to proceed pursuant to 4.4.2 of this CONTRACT.
Any increases in the total obligation will be approved by written amendments initiated by the ITA. CONTRACTOR may not charge any CITY department an amount that will exceed the cumulative approved compensation limit shown above. To the extent that future budget authorities are allocated within the amount shown above in the unallocated future budget authorities items, the ITA may adjust the approved budget authorities line item(s) consistent with new allocations within the limitations above. ITA will provide written notification to the CONTRACTOR and City Administrative Officer when it adjusts the approved budget authority and the unallocated budget authority.
The CITY hereby appoints the following person(s) to act as the CITY'S PROJECT MANAGER(s) for each department.

Department:	ITA
Name:	Jennifer Baños
Title:	Information System Manager II
Address:	200 North Main Street, Room 1400 Los Angeles, CA 90012
Telephone:	(213) 978-0897

Fax:	(213) 978-6366
E-Mail:	Jennifer.Banos@lacity.org

Department:	BOS
Name:	Nicolas Tran
Title:	Sr. Systems Analyst II
Address:	1149 S. Broadway Los Angeles, CA 90015
Telephone:	(213) 485-2281
Fax:	(213) 448-9007
E-Mail:	Nicolas.Tran@lacity.org

III. Appendix B (Statement of Work) of this CONTRACT is hereby amended as set forth in Appendix B-A1 ("Phase 2 Statement of Work"), which is attached hereto and incorporated herein by this reference.

IV. Except as amended herein, all other terms and conditions of Contract C-122480, shall remain in full force and effect.

IN WITNESS THEREOF, the parties hereto have caused this instrument to be signed by their respective duly authorized officers:

APPROVED AS TO FORM:
Michael N. Feuer City Attorney

By: _____
Steven H. Hong
Deputy City Attorney III

Date: _____

CITY OF LOS ANGELES

_____
Laura Ito
Director of Finance and Administration
Information Technology Agency

Date: _____

ATTEST: Holly Wolcott
City Clerk

By: _____

Date: _____

3DI, INC.

_____
Signature

_____
Printed Name

Title

Date

Appendix B-A1

City of Los Angeles CRM Project Phase 2 Statement of Work

The Statement of Work attached as Appendix B of the CONTRACT is hereby amended as follows:

2.3.1 Develop the CRM Systems including the following components when incorporated in the approved design deliverable

2.3.1.1. A Citywide 311 Service Request Platform & Web Portal. [ITA]
This component will have the following specifications:

a. Have standardized service request process templates for three types of service request management processes:

i. Service Request Only (SR) – This type service request template shall be suitable for CITY departments that have existing service request management systems that can be integrated with the citywide 311 service request platform.

Phase 1:

- Integrate with System Request Management System Special Collections System and Container System, items 2.3.1.2 and 3.2.1.2 below (BOS)
- Integrate with Asset Management System (BSL)

Phase 2:

- Integrate with service request system (Department of Transportation)
- Integrate with service request system (Department of Animal Services)
- Integrate with service request system (Department of Recreation & Parks)

ii. Service Request & Work Order (SR & WO) – This type of service request template shall be suitable for CITY departments that will manage the fulfillment of the service request within the department but the service request process and work order process shall be managed by the citywide 311 service request platform.

Phase 1:

- Replace Service Request Management Information System (BSS)

iii. Service Request, Work Order & Fulfillment (SR, WO & Fulfillment) – This type of service request template shall be suitable for CITY departments that will manage their entire service request fulfillment process using the citywide 311 service request platform.

Phase 1:

- Replace Anti-Graffiti system (BPW)

- Replace Peregrine system (BOS)

b. Data Migration as needed for systems being replaced

c. Develop MyLA311 Mobile Application, with the following features: [ITA]

   i. Submit service requests
   ii. Find CITY resources with location-based searches
   iii. Pay CITY bills
   iv. Provide access to CITY's social media such as Facebook, Twitter, and YouTube
   v. View access to service request history and service request status
   vi. View access to Knowledge Base

d. Integrated with the MyLA Portal and MyLA311 Mobile Application [ITA]

   i. The MyLA Portal and MyLA311 Mobile App will be web and mobile platforms respectively for citizens to initiate and track service requests.

   ii. MyLA Portal's intranet portal will be used by 311 Call Center operators to intake service requests received over phone.

   iii. MyLA Portal's intranet portal will be used by departments to manage all backend processes related to the 311 service requests.

   iv. MyLA Portal's intranet portal will be used by CITY management and administration (CITY Council, Mayor's office) to monitor and receive reports related the service request processes throughout the CITY.

e. Integrated with Geographic Information System (GIS) leveraging the GIS system in ITA and Bureau of Engineering.

   i. The GIS system shall be used for validation of location for location based service requests (e.g. bulky item pickup, street repairs, etc.)

   ii. The GIS system shall be used for reporting systems.

f. Integrated with the CITY's Identity Management System

   i. The identity management system will leverage the LADWP identity management system (user login and passwords)

   ii. The identity management system will allow users (citizens, businesses, etc.) to have common login credentials for difference CITY services (e.g. apply for permit, request bulky item pickup, pay business tax)

   iii. The identity management system will leverage existing CITY'S identity management system (LDAP, Active Directory, etc.) to allow CITY employees to maintain their CITY login credentials (user login and passwords)

g. The Knowledge Base Module:

   i. All of the current citywide services information is stored in a database called Citywide Service Directory (CSD). The new Citywide 311 service request platform shall have all functionalities in the CSD system.

ii. Convert all of the data in CSD to a new searchable system to be called the "Knowledge Base".

iii. The Knowledge Base shall be accessible by 311 Call Center operators, anyone visiting LACity.org website or MyLA Web portal, Mobile Portal, and MyLA311 mobile app.

iv. Knowledge Base shall be implemented using WebCenter Content.

v. Knowledge Base shall have workflows for addition, removal, editing, authorization and publication of content.

vi. FAQ Module information shall be accessible from LACity.org, MyLA Portal and MyLA Portal Mobile.

2.3.1.2. A Service Request Management System for Bureau of Sanitation [BOS]

a. This system shall replace the current Peregrine based service request system

b. This system shall enable full service request management process from service request intake to service request fulfillment.

c. This system shall be integrated with LADWP CC&B system for customer account information (LADWP and BOS share customer account information)

d. This system shall be accessible by the Customer Service Representatives at the BOS call center through BOS Intranet Portal.

e. In the event of inaccessibility of the citywide 311-service request platform, BOS Service Request System must be able to operate independently.

2.3.1.3. An E-Notification Request Feature [ITA]

a. The system should allow the Constituents to subscribe to notifications from MyLA application (Portal and Mobile)

b. The system should allow the Constituents to set the addresses for which they need Push and / or email notifications.

c. The system will display the MAP on the device or portal showing the streets ok to park.

d. The system will allow Anonymous users (Non MyLA 311 registered users) to subscribe to email notifications.

e. The system will send notification to user based on the user's notification preference.

2.3.1.4. Implement Language(s) Translation [ITA]

a. Install language specific pack on Siebel servers. This will generate the language specific End points.

b. Design change for UI/ CSS for each new language.

c. Language preference will be stored on the user's profile.

d. Service request data stored in Siebel in English only. This will allow the field and operations staff to continue processing the incoming service requests.

e. SR data retrieval for constituents will be based on their language preference. The language specific end points will be used for this function.

f. Add Google Translation Widget to MyLA portal

Deliverables:

6. Develop, build, configure, test and launch the CRM Systems. For sub-deliverables, please see list of deliverables under Section 2.3.2 through 2.3.4.

2.6 Milestone: Post-Implementation Support and Maintenance During Stabilization Period [BOS & ITA]

CONTRACTOR shall provide Maintenance and Support effective upon the Production "Go Live" date. From the Production "Go Live" date through 90 days after the Production "Go Live" date, the Maintenance and Support services will be provided as part of CONTRACTOR's warranty at no charge to the CITY. Upon successful completion of the 90-day warranty period, such services will be provided as in accordance with the terms of the Agreement at the rates provided under Section 3 below.

Services that will be covered under this milestone are:

1. Correct any defects that prevent the system from meeting the acceptance criterion for deliverables listed under numbers 1 through 11 above.

2. Implement any enhancements or modification of the system that were in the scope of the project but were deferred during the original implementation of the system or that are mutually agreed to be in the scope of the system.

Services shall not include any defects, enhancements or modifications of the system that is not included in 1 or 2 above. Such defects, enhancements and modifications shall be addressed through either modification of an existing task order as per Section 4.4.2.4 of the Contract (Task Order Modifications) or a new task order as per Section 4.4.2.2 of the Contract (Task Order Development).

For post-implementation maintenance and service requests, the CONTRACTOR will establish an online support ticket tracking systems. Bureau of Sanitation, Information Technology Agency and other CITY departments which are involved with the project will be given access to the systems. Based on the permissions granted to the CITY users, the system will allow the users to create support requests, track requests and view the

status of the requests. CONTRACTOR's on-site Technical Accounts Manager (TAM) will be the point of contact for all the service requests, regardless of the actual resource performing the tasks.

Deliverables:

12. Post-Implementation Support & Maintenance Services for MyLA CRM and it's interfaces which will include:

    a. On-line and/or telephone technical support (Help Desk feature) for all System problems.
    b. Application Software patches, bug-fixes and other Updates as part of the Maintenance Services and System Support.
    c. Infrastructure software minor releases, service packs, patches and code fixes as part of the Maintenance Services and System Support.
    d. CONTRACTOR shall track Application Software defects and have software patches released as needed to address these defects.
    e. CONTRACTOR shall follow the following process for tracking and providing responses to maintenance and support service requests:

    ❖ **Request Initiation Process:** The authorized BOS or ITA project team members will be able to initiate a support request either by creating a support ticket online or by email to the on-site TAM. If the request is sent via email, the TAM will create the request in the online support ticket tracking systems.

    ❖ **Request Severity & Response time:** The request response time depends on the severity of the requests. The request will have the following severity levels and the max response times for each service requests are:

Severity	Response Time
High	2 – 6 hrs.
Medium	6 - 12 working hours
Low	Within 24 working hours

    ❖ **High Severity:** These are the highest priority support requests. Only issues that are related to production application and cause the application to crash or are blockers that make a critical functionality unusable are should be marked as high severity support requests. The committed response time for such requests is 2 – 6 hours.

- **Medium Severity**: Most of the issues will be tracked as medium severity. These are requests for adding of content, updating properties files, configuration requests, etc. The committed response time for these requests is 6 – 12 working hours. These will be attended during the regular working hours of the CITY.

- **Low Severity**: New feature, new module, that would involve development activity and might require approvals (like PROJECTS), are categorized as Low Severity requests. The committed response time for low severity requests is within 24 working hours.

- **Request Processing:** Once the request is in the system, based on the availability of the resources and severity, the request will be attended within the SLA. If there is any clarification or questions or if more data/information is required, the TAM will assign the ticket to the concerned user and get the required inputs. Once the request is ready, based on the type of request, the request will be completed by the on-site resource or will be assigned to the off-site resource.

  - If the request involves development effort of more than 20 hours, it will deemed a "Project". In such case, CONTRACTOR will provide the detailed effort estimates for approval to the CITY and will proceed after the approval process of the CITY.

- **Request Tracking and Status Reporting:** The status and progress of the support request will be available in the online system at all the time. If there are queries or any specific information required which is not available, the on-site Technical Accounts Manager will be the point of contact for the CITY users.

- **Quality of Service Reports:** CONTRACTOR will conduct a monthly review of the performance of the support request. The report will be provided to the project stake holders on a monthly basis with recommendation, if any that can improve the process.

Pre-Condition:

1. Providing CONTRACTOR with timely notification of any problems;
2. Providing CONTRACTOR with 'one-stop-shop' Department Help Desk to facilitate responses to users;
3. Providing CONTRACTOR with secure network access for the System; and

Providing CONTRACTOR reasonable access to the Participating Departments' data centers where the Application Software is installed.

3. PROJECT PRICING STRUCTURE & MILESTONE INVOICING

3Di Systems will invoice CITY on a milestone-basis. Section 2 above ("Scope Elements) contains details of some indicative Milestones/Deliverables for the PROJECT. The actual Milestones/Deliverables will be finalized after the detailed Project Plan is finalized and approved by the CITY under the "Initial Assessment" Phase. Below is the indicative invoicing based on Milestones/Deliverables of this Statement of Work:

No.	Milestone / Deliverable	ITA Amount	SAN Amount	Total
1	Project Plan & Schedule [Section: 2.1.1]	**$ 22,500**	**$ 22,500**	**$ 45,000**
2	Information Architecture & Functional/Business Requirements [Section: 2.1.2]	**$ 135,000**	**$ 135,000**	**$ 270,000**
3	Technical Architecture [Section: 2.1.3]	**$ 45,000**	**$ 45,000**	**$ 90,000**
4	Visual Design/Navigation & Style Guide [Section: 2.2.1 & 2.2.2]	**$ 26,000**	**$ 26,000**	**$ 52,000**
5	Technical & System Design Document [Section: 2.2.3]	**$ 45,000**	**$ 45,000**	**$ 90,000**
6.1	Development of Citywide 311 CRM System. [Section: 2.3.1.1]			
	(A) MyLA 311 Web Portal Templates & Navigation Structure	$ 125,000		$ 125,000
	(B) MyLA 311 Mobile Application	$ 132,000		$ 132,000
	(C) Data Migration/Conversion for MyLA 311 Mobile Application v2.0	$ 75,000		$ 75,000
	(D) City-wide Service Directory w/Knowledge Base & Data Migration	$ 23,800		$ 23,800
	(E) City-wide 311 Service Request Management System (CRM)	$ 290,000		$ 290,000
	Sub Total:	**$ 645,800**	**$ -**	**$ 645,800**
6.2	Service Request System for Bureau of Sanitation. [Section: 2.3.1.2]			
	(A) Development of BOS Service Request Management System (CRM)		$ 365,000	$ 365,000
	(B) Incremental Effort For Non-SOA Integration		$ 18,000	$ 18,000
	Sub Total:	**$ -**	**$ 383,000**	**$ 383,000**
7	Configured Technical Infrastructure [Section: 2.3.2]			
	(A) Configured Technical Infrastruture	$ 42,200	$ 31,000	$ 73,200
	(B) Version Control Software (ObjectHive)	$ 30,000		$ 30,000

No.	Milestone / Deliverable	ITA Amount	SAN Amount	Total
	(C) Year 1 Maintenance for Version Control Software (ObjectHive)	$ 10,000		$ 10,000
	Sub Total:	**$ 82,200**	**$ 31,000**	**$ 113,200**
8	Completed 311 CRM Portal & Application [Section: 2.3.3]	**$ 45,000**	**$ 45,000**	**$ 90,000**
9	Completed Integration Testing [Section: 2.3.4]	**$ 45,000**	**$ 45,000**	**$ 90,000**
10	User Acceptance Testing Support [Section: 2.3.5]	**$ 82,500**	**$ 82,500**	**$ 165,000**
11	Implementation/"Go-Live" Launch/Hand-Over [Section: 2.4.1, 2.4.2 & 2.4.3]	**$ 17,500**	**$ 17,500**	**$ 35,000**
12	Knowledge Transfer & Training [Section: 2.5.1]	**$ 22,500**	**$ 22,500**	**$ 45,000**
13	Post-Implementation Maintenance & Support [Section:2.6]			
	(A) Phase 1 Year 1 Monthly Maint. & Support ($17,200 x 12)	$ 206,400		$ 206,400
	(B) Phase 1 Year 2 Monthly Maint. & Support ($18,060 x 12)	$ 216,720		$ 216,720
	(C) SAN Portal Monthly Maint. & Support ($15,000 x 12 Year 1) + ($15,750 x 12 Year 2)		$ 369,000	$ 369,000
	(D) Hosting & Support for Mobile app ver 1 – Year 2	$ 15,000		$ 15,000
	(E) Hosting & Support for Mobile app ver 1 - Year 3	$ 13,000		$ 13,000
	(F) Adaptive and Perfective Maintenances for MyLA311	$ 67,900	$ 85,350	$ 153,250
	(G) Monthly Maintenance and Support Year 3 - ITA ($21,878 *12) / San ($19,402*12)	$ 262,536	$ 232,824	$ 495,360
	(H) Monthly Maintenance and Support Year 4 - ITA ($21,878 *12) / San ($19,402*12)	$ 262,536	$ 232,824	$ 495,360
	(I) Monthly Maintenance and Support Year 5 - ITA ($21,878 *12) / San ($19,402*12)	$ 262,536	$ 232,824	$ 495,360
	Sub Total:	**$ 1,306,628**	**$ 1,152,822**	**$ 2,459,450**
14	Phase 2 Implementation [Section:2.3.1.1 & 2.3.1.4]			
	(A) Gather Requirements & Wireframe	$ 150,000		$ 150,000
	(B) Design, Develop, Test & Implement	$ 400,000		$ 400,000
	(C) Languages Translation (Google Translation Widget & Hybrid up to 3 languages)	$ 219,050		$ 219,050
	Sub Total:	**$ 769,050**	**$ -**	**$ 769,050**
15	MyLA311 Adaptive & Perfective Maintenance and Enhancements			
	(A) System Change/Enhancement (Exhibit	$ 300,000	$ 200,000	$ 500,000

Appendix B-A1

No.	Milestone / Deliverable	ITA Amount	SAN Amount	Total
	#1)			
	(B) System Change/Enhancement (Exhibit #2)	$ 400,000	$ 200,000	$ 600,000
	(C) Sidewalk Repairs Program	$ 100,000		$ 100,000
	(D) MyLA311 Infrastructure Upgrade	$ 80,000	$ 120,000	$ 200,000
	(E) E-Notification [Section: 2.3.1.3]	$ 120,000		$ 120,000
	Sub Total:	**$ 1,000,000**	**$ 520,000**	**$ 1,520,000**
	TOTAL:	**$ 4,289,678**	**$ 2,572,822**	**$ 6,862,500**

ChangeManagement_Released_Exhibit1

Bug Prefix	Title	Reporter	Dept	Severity	Total Cost
MyLA-UAT3810	Photo requirements on 55/56 reason codes no longer working	john.tays	BOS	Major	$ 1,150.00
MyLA-UAT3727	Sidewalk Access Program: Create Workflow on Portal and Mobile	yoobin.kim	BOE	Major	$ 32,450.00
MyLA-UAT3655	Grid# field	julie.varghese	BOS	Critical	$ 4,600.00
MyLA-UAT3644	OTHER SR Type	julie.varghese	BOS	Critical	$ 5,200.00
MyLA-UAT3627	Modify Sidewalk Repair SR type: Add new workflow for the Incentive Program	eduardo.magos	BOE	Major	$ 33,850.00
MyLA-UAT3626	Modify Graffiti Removal SR type: Remove fields no longer needed	eduardo.magos	ITA	Major	$ 1,750.00
MyLA-UAT3620	Create new SR Type: Weed/Littre abatement on Public right of way	julie.varghese	BOS	Critical	$ 25,300.00
MyLA-UAT3606	Add Google Translate module to portal	Fernand Garin	ITA	Major	$ 33,400.00
MyLA-UAT3586	Containers SR Closeout - Expose Delivery Serial Number	john.tays	BOS	Critical	$ 1,800.00
MyLA-UAT3573	Add Google Analytics to web portal (external and internal)	eduardo.magos	ITA	Critical	$ 2,250.00
MyLA-UAT3562	LOV "Other" to be removed	stephanie.ramirez	BOS	Major	$ 1,300.00
MyLA-UAT3556	Add a new button to the minimum wage increase (MWI) form in the MyLA311 mobile apps	Fernand Garin	BCA	Major	$ 2,400.00
MyLA-UAT3544	Mobile app: Simply the SR intake workflow to allow data entry in any order (location, photos, contact, details, etc)	eduardo.magos	ITA	Major	$ 57,450.00
MyLA-UAT3543	Mobile app: Reduce the new user registration process to 1 screen	eduardo.magos	ITA	Major	$ 5,150.00
MyLA-UAT3542	Mobile app: Simply the homescreen and create new page for OTHER options	eduardo.magos	ITA	Major	$ 7,700.00
MyLA-UAT3541	Mobile app: Update and consolidate the Location screen (step 2) of SR intake	eduardo.magos	ITA	Major	$ 15,350.00
MyLA-UAT3540	Mobile app: Expand SR selection list and add a search box	eduardo.magos	ITA	Major	$ 12,250.00
MyLA-UAT3539	Mobile app: Reduce the number of screens for new user registration	eduardo.magos	ITA	Major	$ 9,000.00
MyLA-UAT3536	Re-enable new SRs when 'Assign To' is null	phillip.fung	BSS	Critical	$ 2,300.00
MyLA-UAT3529	SR Status Issue: The Forward status is being used as both an interim and final state.	eduardo.magos	ITA	Major	$ 5,800.00
MyLA-UAT3528	Graffiti SR: Send SR detail email when reassigning a ticket to a new contractor	eduardo.magos	OCB	Critical	$ 3,150.00
MyLA-UAT3523	MyLA311 Internal Production- Container Requests need a way to note ECC	richard.aldana	BOS	Minor	$ 3,800.00
MyLA-UAT3522	New SR Type: Wage Standards Investigation (Bureau of Contract Administration - BCA)	eduardo.magos	BCA	Critical	$ 8,450.00
MyLA-UAT3512	Homeless Encampment- Step 3	richard.aldana	BOS	Critical	$ 13,850.00
MyLA-UAT3510	Adding Fields to Service Not Request Emails	nicholas.tran	BOS	Minor	$ 3,800.00
MyLA-UAT3508	Wording - MyLA311 Portal	juancarlos.rodriguez	BOS	Minor	$ 3,150.00
MyLA-UAT3498	MyLA311 Internal & External Production Including Mobile App- Duplicate Pop Up, Subscription Confirmation Email	richard.aldana	BOS	Major	$ 2,350.00
MyLA-UAT3487	Homeless Encampment	julie.varghese	BOS	Critical	$ 2,850.00
MyLA-UAT3479	Search SRs - Missing SR Sub Type for Graffiti Removal	eduardo.magos	OCB	Major	$ 2,850.00
MyLA-UAT3465	LASAN Billing related SRs such as container should have some indication for DWP login	julie.varghese	BOS	Major	$ 650.00
MyLA-UAT3464	Include External comments in ALL email notifications to the original requestor	eduardo.magos	ITA	Critical	$ 3,800.00
MyLA-UAT3456	MyLA311 Internal Production- Info Only Bypass	richard.aldana	BOS	Major	$ 1,900.00

MyLA-UAT3444	Add authorization fields to additional SR types	john.tays	BOS	Minor	$ 4,700.00
MyLA-UAT3443	[Sub-type recipient change] Homeless Encampment	phillip.fung	BOS	Critical	$ 20,050.00
MyLA-UAT3439	Display Reason/Resolution to all users - portal, mobile, email	eduardo.magos	ITA	Major	$ 4,550.00
MyLA-UAT3438	MyLA311 schedule changes apply to all environments- Special Collection Schedule Update	richard.aldana	BOS	Show stopper	$ 7,050.00
MyLA-UAT3421	Hide the "unlink" option in the SR Detail page for Single and Multiple Streetlight Issue SRs	patrick.cross	BSL	Major	$ 950.00
MyLA-UAT3403	Edit SR Details - Adjustment section "ADSV"	shawn.magee	BOS	Minor	$ 3,800.00
MyLA-UAT3400	JSON API - Query method (SANQueryPageSR) - add additional filters	eduardo.magos	ITA	Critical	$ 9,500.00
MyLA-UAT3398	Sending SRs via email	donna.arrechea	ITA	Major	$ 2,850.00
MyLA-UAT3391	Need Auto Population of Mailing Address Fields	deborah.neves	BOS	Critical	$ 3,300.00
MyLA-UAT3322	MyLA311-internal, external, Portal and Mobile(iOS & Android)Please add CCBPremiseType value to all users and all entry formats.	richard.aldana	BOS	Critical	$ 9,850.00
MyLA-UAT3321	Edit SR Details - Add Adustment Section	shawn.magee	BOS	Major	$ 850.00
MyLA-UAT3315	Image Upload and Download for SANStar	nicholas.tran	BOS	Major	$ 4,650.00
MyLA-UAT3311	Graffiti Removal - Removal Type needs to be multi-select checkboxes/dropdown	eduardo.magos	ITA	Major	$ 12,400.00
MyLA-UAT3304	Update/remove reason and resolution codes for OCB/Graffiti Removal	eduardo.magos	ITA	Major	$ 3,300.00
MyLA-UAT3276	Adding Date Parameters to the Mayor's Performance Dashboard	jennifer.banos	ITA	Major	$ 950.00
MyLA-UAT3250	MyLA311 Production- CSRs requesting day and district be displayed on Info Only Requests MyLA-UAT596	richard.aldana	BOS	Major	$ 3,800.00
MyLA-UAT3232	Urgent Performance Report Enhancement	phillip.fung	BSS	Critical	$ 42,858.00
MyLA-UAT3208	Closed Sewer SAs should be part of MyLA 311's search requirement	ellen.banez-linaac	BOS	Critical	$ 1,900.00
MyLA-UAT3198	Systems Response when Reason code is entered on a ticket	julie.varghese	BOS	Critical	$ 2,850.00
MyLA-UAT3194	SR summary should be editable	deborah.neves	BOS	Major	$ 2,850.00
MyLA-UAT3191	Would like to be able to drill in and Edit Potential Duplicate SRs that pop up	donna.arrechea	ITA	Minor	$ 2,850.00
MyLA-UAT3105	Display the SR Status in the Duplicate pop up window	richard.aldana	BOS	Critical	$ 950.00
MyLA-UAT2983	Duplicate SR check using both single and multiple streetlight SRs	patrick.cross	BSL	Major	$ 7,050.00
MyLA-UAT2976	Need more ability to edit requests	richard.aldana	BOS	Critical	$ 3,800.00
MyLA-UAT2954	Search SRs needs to have default to a few criteria based on who the user is	jeffrey.lee	BSS	Critical	$ 1,900.00
MyLA-UAT2905	Enable resolution options to display in the portal	patrick.cross	BSL	Minor	$ 2,850.00

ChangeManagement_Approved_Exhibit2

Bug Prefix	Title	Reporter	Dept	Severity	Total Cost
MyLA-UAT3724	New field for DAR SR Type - RFID	julie.varghese	BOS	Major	$ 3,700.00
MyLA-UAT3714	CLOSE button under Search results	julie.varghese	BOS	Major	$ 4,700.00
MyLA-UAT3650	Portal: Add special cases filter to My SRs for OCB Supervisors and Contractors	Fernand Garin	OCB	Major	$ 3,700.00
MyLA-UAT3649	Portal and Mobile: Add popup for mural and 2nd floor Graffiti Removal requests for constituents	Fernand Garin	OCB	Major	$ 1,650.00
MyLA-UAT3646	Council District or Zip Code field exposed for Info-Only intake on Location screen	donna.arrechea	ITA	Major	$ 1,150.00
MyLA-UAT3645	New SR Type - Receptacles Program	julie.varghese	BOS	Major	$ 23,475.00
MyLA-UAT3643	Portal: Add new canned reports for OCB	Fernand Garin	OCB	Major	$ 3,700.00
MyLA-UAT3611	Billing Address Bypass	stephanie.ramirez	BOS	Critical	WIP
MyLA-UAT3596	Create a new Report Server	eduardo.magos	ITA	Major	$ 100,012.83
MyLA-UAT3580	Unit Number Doesn't Display in Search Results	wanda.epps	BOS	Major	$ 1,150.00
MyLA-UAT3576	MyLA311 All Internal & External Production Environments - Need a second container serial # field for "Body"	richard.aldana	BOS	Critical	$ 3,800.00
MyLA-UAT3535	Attachment ID and Security	john.tays	BOS	Critical	$ 6,600.00
MyLA-UAT3440	Allow searching by SR number from the global search bar	eduardo.magos	ITA	Major	$ 5,650.00
MyLA-UAT3432	LASAN Portal RSSC Request Form Electronically Transmit to MyLA	wanda.epps	BOS	Critical	$ 3,800.00
MyLA-UAT3415	Edit option in Comment section	phillip.fung	BSS	Critical	$ 8,500.00
MyLA-UAT3409	Top Services Report	donna.arrechea	ITA	Critical	$ 2,850.00
MyLA-UAT3402	Reports: Create Date on pdf/excel files	phillip.fung	BSS	Critical	$ 5,650.00
MyLA-UAT3396	Need ability to get the Last Updated By name for Create a List reports	donna.arrechea	ITA	Major	$ 3,800.00
MyLA-UAT3381	Add a 'View/Edit Selected SRs' button in Search Result page	phillip.fung	BSS	Major	$ 4,700.00
MyLA-UAT3376	Service Type Sub Type changes [Guard/Warning Rail Maintenance]	phillip.fung	BSS	Major	$ 4,150.00
MyLA-UAT3375	Service Type Stairway/Pedestrian Tunnels will change from SPD to SMD	phillip.fung	BSS	Major	$ 3,250.00
MyLA-UAT3372	Adding new Service Types to Street Problem (Direct to SMD):	phillip.fung	BSS	Major	$ 6,700.00
MyLA-UAT3371	Create & ability to Reassign Ticket to a new SR 'Assign To' - Engineering 'ENG'	phillip.fung	BSS	Major	$ 5,150.00
MyLA-UAT3368	Transfer Saved Query Report to other users	phillip.fung	BSS	Critical	$ 2,850.00
MyLA-UAT3366	Facilite/Trim down Work Required & Work Completed selection	phillip.fung	BSS	Critical	$ 2,850.00
MyLA-UAT3360	Add a Google Map link feature in the 'Location' link	phillip.fung	BSS	Critical	$ 11,300.00
MyLA-UAT3353	Create A Report - add two new criteria	jeffrey.lee	BSS	Major	$ 4,700.00
MyLA-UAT3352	[SR Summary] Split Assign To into two fields	phillip.fung	BSS	Critical	$ 7,050.00
MyLA-UAT3351	Update Close SRs button & Create Batch Inspect SRs button	phillip.fung	BSS	Critical	$ 3,700.00
MyLA-UAT3342	Increase the font size	phillip.fung	BSS	Minor	$ 650.00

MyLA-UAT3341	Original agency	phillip.fung	BSS	Major	$ 950.00
MyLA-UAT3320	SR Type 'Tree Permits' wording change and the display of 'Bureau Tree Pruning (Trimming) Procedure'	jeffrey.lee	BSS	Critical	$ 7,950.00
MyLA-UAT3319	SR Type 'Resurfacing' changes on Assign-To division and display a resurfacing procedure message etc.	jeffrey.lee	BSS	Critical	$ 9,150.00
MyLA-UAT3316	Proactive SR intake from field	nicholas.tran	BOS	Critical	WIP
MyLA-UAT3264	Illegal dumping auto email feature	phillip.fung	BSS	Minor	$ 8,400.00
MyLA-UAT3237	Flag SR as High for impassable condition	phillip.fung	BSS	Major	$ 7,450.00
MyLA-UAT3235	Landslide tickets turn to emergency only after hours	phillip.fung	BSS	Critical	$ 4,250.00
MyLA-UAT3228	CSD - Reassign multiple articles to another editor	eduardo.magos	ITA	Major	$ 3,800.00
MyLA-UAT3214	Rename Sub Type in Create SR	phillip.fung	BSS	Major	$ 7,050.00
MyLA-UAT3156	REPORTS - BY STATUS, BY SOURCE & BY SR TYPE	ilda.diaz	BSS	Major	$ 3,300.00
MyLA-UAT3149	Internal Numbers Have No Indicator They Are Internal In External Service Articles	linda.gillespie	ITA	Major	$ 2,850.00
MyLA-UAT3129	Need more shortcuts to save mousing clicks	donna.arrechea	ITA	Major	$ 950.00
MyLA-UAT3044	Service Not Complete SR Enhancement	linda.gillespie	ITA	Major	$ 7,450.00
MyLA-UAT3038	in-home pick up for north central yard Council District 1	richard.aldana	BOS	Major	$ 4,750.00
MyLA-UAT3011	Need to show Cross Street on different screens	jeffrey.lee	BSS	Major	$ 2,850.00
MyLA-UAT2997	Print Selected SRs To PDF - to show Additional Location Info	jeffrey.lee	BSS	Major	$ 650.00
MyLA-UAT2972	BOS Billing needs fields for DWP account holders Name and Number	richard.aldana	BOS	Major	$ 6,600.00
MyLA-UAT2970	Information Only Sub-Type requested	richard.aldana	BOS	Major	$ 4,700.00
MyLA-UAT2969	No area to place phone number extensions	ilda.diaz	BSS	Major	$ 2,850.00
MyLA-UAT2949	Adding Back Button to bottom of the web page	jeffrey.lee	BSS	Major	$ 1,900.00
MyLA-UAT2875	Order of View My SR "Created Date"	ilda.diaz	BSS	Major	$ 2,850.00
MyLA-UAT2628	Alert User When Leaving Edit SR With Unsaved Fields	christopher.kee	BSS	Minor	$ 2,850.00
MyLA-UAT1463	Add "Access Ramp" to list	laura.roberts	BSS	Minor	$ 14,750.00
MyLA-UAT1158	Create SR/Location Verification function missing "community" reference	elvia.d.garcia	BSS	Major	$ 8,400.00