

**Statement of Work to the
Master Services Agreement between 120VC
and City of Fontana**

This Statement of Work (SOW) to the 120VC Master Services Agreement by and between 120VC ("Contractor" or "120VC") and City of Fontana's is effective as of the last date signed by both parties.

1. STATEMENT OF WORK

This document is a Statement of Work (SOW) that outlines the work requested by City of Fontana (also referred to herein as "Company") on 12/13/2021. This document details all consulting activities, including the roles and responsibilities of both 120VC and Company for the entire duration of the engagement.

1.1. Project Scope

120VC will provide a Senior Project Manager to lead the City of Fontana's 311 Salesforce project.

120VC will be providing consulting services to lead the engagement as directed by the City's project owner.

120VC Project Manager will collaborate City's internal Team and vendor(s) to plan out and execute the project to provide enhancements and or new functionality to the SalesForce platform.

1.2. Deliverables

The primary role of the Project Manager is to facilitate the planning of projects, management of the project tasks, and status reporting. Additionally, the Project Manager will oversee all resources performing the planned work and facilitating communication between stakeholders and the project team. The Project Manager ensures that a formal project lifecycle is followed, that everything is documented comprehensively, and that issues are tracked, escalated, and resolved satisfactorily. Specific responsibilities are as follows:

- Professional Project Management
- Development and approval of the Project Charter (scope, goals, objectives, etc.)
- Development and approval of the Project Work Plan (schedule with tasks, resources, dependencies, and milestones)
- Development and approval of the Roles / Responsibilities and Communication Plan
- Development and approval of the project cost baseline
- Establishment of the risk assessment and project change processes
- Development and publishing of daily status reports, meeting minutes and weekly status reports
- Establish vendor proposals for 311 SalesForce system and facilitate the gathering of requirements from all stakeholder divisions/departments

1.3. Key Assumptions

This SOW and 120VC's estimate to perform the work are based on the following key assumptions. Should any of these assumptions prove inaccurate, the estimated project schedule, fees, or other terms of the SOW may be modified via 120VC's Project Change Control Process.

- Project Management hours and engagement durations are based on estimates from prior engagements of a similar nature to the instant engagement and initial discussions with Customer. Actual hours and durations will be defined during the planning phase and may result in a change to the current estimates.

1.4. Estimated Cost

Item Description	Quantity	Unit Cost	Total
Sr. Project Manager	2080	\$125	\$260,000
120VC Practice Lead (program management oversight)	78	\$125	\$9,750
Total Estimated Investment			\$269,750

- Cost estimates based on Time & Materials
- Hours are billed at actual
- Weekly budget report will be published to ensure hours are managed

1.5. Incorporation by Reference

For all other material terms and conditions associated with the contractual relationship between Company and Contractor, the parties hereby refer to and incorporate all other non-conflicting terms of the Master Services Agreement executed on as of May 25, 2021.

120VC

Signature:

Name:

Jake Roig

Managing Partner, EVP

Title:

Date:

11601 Wilshire Blvd, 5th Floor
Brentwood, CA 90025

City of Fontana's

Signature:

Name:

Title:

Date:

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92335