



SERVICENOW IMPLEMENTATION OF A 3-1-1 CONSTITUENT RELATIONSHIP MANAGEMENT SOLUTION

CHANGE REQUEST FORM

JULY 12, 2022

PRECISION TASK GROUP

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Change Request Form

Project and SOW Name	Statement of Work for ServiceNow Implementation of a 3-1-1 Constituent Relationship Management Solution for Harris County ("SOW")	Project/PO Number	HCNTY-0000039284 dated September 22, 2021 Contract No. 00000576
Change Request #	2	Date	06/29/2022

Description


Change Request Description:	<p>This Change Order 2 ("Change Order") for revised SOW, as revised by Change Order 1, and additional fees is requested to reflect the increased time frame and scope of Services for the Co-Create Design & Implementation Phases of the 3-1-1 ServiceNow Implementation.</p> <p>This Change Order incorporates by reference the Statement of Work for ServiceNow Implementation of a 3-1-1 Constituent Relationship Management Solution, and Change Order 1, dated February 23, 2022, attached as Exhibit A, entered into under the State of Texas Department of Information Resources Contract DIR-TSO-4209 and the Technical Services Agreement for ServiceNow Services, additionally incorporated herein by reference.</p> <p>Phase components were redeveloped alongside project stakeholders. Additional resource costs are needed throughout the allotted time period to account for the changes in the scope of work.</p> <p>In accordance with the initial SOW incorporated hereby by reference, PTG and Servos had the following scope of services in the Co-Create Design & Implementation Phases of the Project:</p> <p>Co-Create/Solution Design Phase Using the inputs from Initiate and Understand, build out the:</p> <ul style="list-style-type: none"> • Implementation Architecture • Data Models • Service Request Process Flows • Portal and Agent Workspace Designs • Produce and walk through the overall solution design with IT and Business Stakeholders for sign off. <p>Co-Create/Solution Implementation Phase</p> <ul style="list-style-type: none"> • Implement the Solution Design on Harris County ServiceNow Development Instance • All work is unit tested by our team as stories are completed • Once complete, Servos will move all code and configurations to the Test Instance and conduct internal end-to-end testing • Once internal testing is complete, Servos will commence User Acceptance Testing (UAT).
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	<p>During the Co-Create Phase, Guidehouse was initially responsible for the following items:</p> <ul style="list-style-type: none"> • Engage with IT and business stakeholders on solution design • Status updates and reporting • Ongoing communications support • Schedule and provide logistics support for the Train-the-Trainer and end-user training • Communications support for Train-the-Trainer and end-user training. <p>Below is a description of the additional Services performed by PTG, Servos and Guidehouse resources during the extended Co-Create Phase.</p> <p>The project team used or plans to use resources to execute the following deliverables:</p> <ul style="list-style-type: none"> • Development of the Mid-project Survey and Readiness Assessment • Facilitated of Genesys and Cartegraph integration meetings • Support of Cartegraph communications as needed to align with the 311 project • Offering office hours after train-the-trainer session to provide additional post-training support • Launched Project Champion program and progress tracking of outstanding department / precinct tasks • Maintained and updated the Harris County 311 SharePoint site • Ongoing communications effort including but not limited to talking points, newsletter, follow-up communications.
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Change Request Reason:	<p>The Co-Create Phase extended by 6 weeks in total at no fault to the project team.</p> <p>The following unexpected events impacted the length of the Co-Create Phase:</p> <ul style="list-style-type: none"> • Version upgrade to San Diego and required updates to the ServiceNow platform which required additional development time, required for any scope CSM or PSDS approach, as ServiceNow release San Diego during our implementation • Adding engagement of the County Judge's office which was not considered within original scope • Scoping for the continuation of the project CRM Integration to help the project socialization and future state communication • Additional meetings required for pending meetings on CTI (Computer Telephony Integration) ConvergeOne / Genesys and Cartegraph which was out of original scope • Additional meetings and project oversight required over the 6-week period • Additional requirements for each agency and department, listed below <p>Precinct 1 Harris County, TX, Precinct One - Home Page (hcp1.net) Request Form: Service Request Management (harriscountytexas.gov)</p> <p>Precinct 2 HOME (hcp2.com) Request Form: Service Request Management (harriscountytexas.gov)</p> <p>Precinct 3 Commissioner Tom S Ramsey, Pct. 3 (pct3.com) Request Form: Service Request Management (harriscountytexas.gov)</p> <p>Precinct 4 Harris County Precinct 4 - Commissioner R. Jack Cagle (hcp4.net) Request Form (LOGIN REQUIRED): Login - Work Order Request Form (hcp4.net) Precinct Lookup: What is my Precinct (hcp4.net) *Precinct 4 opted out on 06/30 until an agreed upon a later date</p> <p>County Judge's Office Harris County Judge Lina Hidalgo > Home (harriscountytexas.gov)</p> <p>Community Services Department (CSD) Harris County Community Services Department (harriscountytexas.gov)</p> <p>Domestic Relations Office (DRO) Domestic Relations Office - Home (harriscountytexas.gov)</p> <p>Economic Equity & Opportunity (EEO) Department of Economic Equity and Opportunity > Home (harriscountytexas.gov)</p> <p>Engineering Department (HCED) Engineering Dept > Home (hctx.net)</p> <p>Flood Control District (HCFCD) https://www.hcfcd.org</p>
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	<p>Request form - https://www.hcfcd.org/Community/Contact-Us/Service-Request</p> <p>Fire Marshal's Office (HCFMO) Harris County Fire Marshal's Office (hcfmo.net)</p> <p>Public Health (HCPH) Harris County Public Health > Home (harriscountytexas.gov)</p> <p>Public Library (HCPL) Centennial Page Harris County Public Library (hcpl.net)</p> <p>Toll Road Authority (HCTRA) Harris County Toll Road Authority (hctra.org)</p> <p>Institute of Forensic Sciences (IFS) IFS - Institute of Forensic Sciences (harriscountytexas.gov)</p> <p>Justice Administration Department (JAD) Justice Administration Department (harriscountytexas.gov)</p> <p>Pollution Control Services Department (PCS) Pollution Control Services Department (harriscountytexas.gov)</p> <p>Pretrial Services (PTS) Harris County Pretrial Services (harriscountytexas.gov)</p> <p>Universal Services (US)</p>
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Change Requested By

Name	Ben Gonzalez
Position	PTG Engagement Manager
Contact Details	424-421-9789
Signature	

Impact Assessment

Assessment Completed By	Ben Gonzalez - PTG Engagement Manager
Project Scope	<p>Additional meetings for OCM (Organizational Change Management), coordination of County resources and additional communications support throughout the additional 6-week period.</p> <p>See Appendix A & B for revised scope and assumptions.</p> <p>Appendix A to this Change Order No.2 hereby replaces scope of Services to be provided by Servos for this Project (SOW Section 2, Items A through L).</p> <p>Appendix B to this Change Order No. 2 hereby replaces Section 3 – Project Assumptions of the SOW.</p> <p>Appendix A & B are attached and incorporated herein this Change Order by reference.</p>

Project Plan / Timescales	<p>Original Co-Create Phase was planned and budgeted for 13 weeks duration. The actual Co-Create Phase duration was 19 weeks duration, including the following bullet points for the agencies and departments listed below:</p> <ul style="list-style-type: none"> • 2 additional weeks for extended design phase: <ul style="list-style-type: none"> ○ Meetings with all the 19 departments for additional requirements ○ All agencies and departments' requirements documentation ○ Additional departments workflows design not included in scope Ex. Each department ticket handling ○ New scope Training plan documentation • 2 additional weeks for extended implementation phase <ul style="list-style-type: none"> ○ New scope solutioning hours ○ Azure and Active Directory solutioning for additional departments that are not part of Universal Services Azure system <ul style="list-style-type: none"> ▪ Precinct 4 (completed before they opted out on 06/30 until an agreed upon a later date) ▪ Public Library (HCPL) ▪ Toll Road Authority (HCTRA) ○ Cases Scenarios Workflows development • 2 additional weeks for CRM deep dives and continuation of the project planning. <ul style="list-style-type: none"> ○ Meetings with all the agencies and departments for additional specific requirements ○ Feedback surveys and documentation for all the agencies and departments added to the scope ○ Office hours additional meetings <p>Agencies and Departments in total for this Phase</p> <ol style="list-style-type: none"> 1. Precinct 1 2. Precinct 2 3. Precinct 3 4. Precinct 4 (drafted the portal and page(s) gathering their information from their public site(s) before they opted out on 06/30 until an agreed upon a later date) 5. County Judge's Office 6. Community Services Department (CSD) 7. Domestic Relations Office (DRO) 8. Economic Equity & Opportunity (EEO) 9. Engineering Department (HCED) 10. Flood Control District (HCFCD)
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	<ul style="list-style-type: none"> 11. Fire Marshal's Office (HCFMO) 12. Public Health (HCPH) 13. Public Library (HCPL) 14. Toll Road Authority (HCTRA) 15. Institute of Forensic Sciences (IFS) 16. Justice Administration Department (JAD) 17. Pollution Control Services Department (PCS) 18. Pretrial Services (PTS) 19. Universal Services (US)
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Resource Impact	<p>Project Team resources were fully engaged throughout this additional 6 week duration.</p> <p>Additional resource needs based on the following scope items:</p> <p>Additional Design & Architecture: \$56,463.95 (220 hrs)</p> <ul style="list-style-type: none"> • Additional requirements & mockup revisions for Judge/Commissioners Court changes (66 hrs)Additional design planning and documentation for Genesys/ConvergeOne solution (66hrs) • Additional design planning and architecture documentation for PSDS solution based on additional departments requirements (88 hrs) <p>Project Management & Oversight: \$160,129.80 (606 hrs)</p> <ul style="list-style-type: none"> • Coordinating with Cartegraph (not in original scope) (5 hrs) <ul style="list-style-type: none"> - Calls to engage Cartegraph and confirm their approach and impact to ServiceNow 311 Solution scope - Meeting scheduling for scope matching, impact and dependencies - Meetings follow-up emails • Biweekly planning & meetings with Project Champions (8hrs) <ul style="list-style-type: none"> - 3 extra meetings held - Planning, documentation and meeting follow-up • Biweekly check-ins with participating departments and precincts (31 hrs) <ul style="list-style-type: none"> - 16 total extra meetings and follow-up updates with the 19 agencies and departments • Additional requirements workshops for Precincts, and additional agencies added to the scope mid phase like the Judge's Office (16 hrs) <ul style="list-style-type: none"> - Average of 4 meetings held and follow-up • Additional 6 weeks of project oversight and communications (546 hrs) <ul style="list-style-type: none"> - Status reports, Stakeholder meetings, weekly hourly cost reviews, daily team standup meetings, check-ins with partner team, risks management, newsletter updates, emails communications, etc. <p>Portal Implementation updates: \$92,207.95 (370 hrs)</p> <ul style="list-style-type: none"> • Develop Harris County portal branding (74 hrs) • Templated pages for all depts, precincts, Judge (123 hrs) • Contact Us service & case submission (123 hrs) <p>Workspace Implementation updates: \$168,066.55 (644 hrs)</p> <ul style="list-style-type: none"> • Rework for PSDS updates (25 hrs) <ul style="list-style-type: none"> - Workspace and table configuration • Add 3 more Active Directory integrations and IT Authentication for 311 Solution for HCTRA (Harris County Toll Road Authority), PL (Public
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	<p>Library), and P4 (Precinct 4 - before they opted out on 06/30 until an agreed upon a later date) (120 hrs)</p> <ul style="list-style-type: none"> • Develop workflows diagram for different Cartegraph scenarios, shared with stakeholders and out of the scope for this Phase (16 hrs) • Develop workflows diagrams for different Cases scenarios, shared with stakeholders but the Case scenarios workflows were out of scope (20 hrs) • Planning with Cartegraph (10 hrs) <ul style="list-style-type: none"> - Technical calls for potential impact and dependencies • All participating departments onboarded with knowledge base and agent handoff (391 hrs) • Additional individual Dashboards, case types, and UI policies (26 hrs) • CRM deep dive sessions for all participating departments & precincts (36 hrs) <ul style="list-style-type: none"> - 2 extra meetings with Universal Services, as well as an average of 2 follow-up meetings with each participating agency, department, and precinct <p>Credit given due to removal of the Field Service Management (FSM) and some items reduced from original scope + \$102,244.20 (revised scope in Appendix A)</p>
Cost Impact	<p>Original Cost for Co-Create Design & Implementation Phases:</p> <ul style="list-style-type: none"> • Co-Create Solution Design: \$303,725 • Co-Create Implementation Midpoint: \$529,590 • Co-Create Implementation Completion: \$192,451 <p>New Cost for Co-Create Design & Implementation Phases:</p> <ul style="list-style-type: none"> • Co-Create Solution Design: \$407,759.55 • Co-Create Implementation Midpoint: \$717,457.95 • Co-Create Implementation Completion: \$275,172.55 <p>Change Order No. 2 amount for revised Scope items:</p> <ul style="list-style-type: none"> • \$374,624.05 – inclusive of a credit of \$102,244.20 due to removal of the Field Service Management (FSM) and items from SOW. <p>Original Total SOW value:</p> <ul style="list-style-type: none"> • \$1,573,600.00 <p>Previous Change Orders:</p> <ul style="list-style-type: none"> • Change Order No.1: \$316,167.35 <p>New Total SOW value:</p> <ul style="list-style-type: none"> • \$2,264,391.40

PTG Project Manager

Name	Ben Gonzalez
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Signature	BEN GONZALEZ		
Comments			

Client Project Manager Approval

Name	Darron Brown		
Signature:		Date	
Comments			

Client Executive Sponsor Approval (if required)

Name			
Signature		Date	
Comments	Not Required		

In lieu of Harris County's signed execution of this Change Order, the parties agree that a second amendment to the Master Agreement between Harris County and Precision Task Group, Inc. shall be executed by Harris County and Precision Task Group, Inc. to effectuate this Change Order 2 including its appendices and exhibits.

Appendix A: Revised Scope of Work

2. Statement of Work

The scope of the Services to be provided by Servos for this Project includes the following components:

During performance of Services under this SOW Servos shall comply with Service Provider's Obligations pursuant to Section 3 of the Agreement.

Servos shall deliver this Project leveraging its ServosGov framework, which is a digital citizen service solution, built on top of the ServiceNow's Customer Service Management (CSM) module. The scope of the Services to be provided by Servos for this Project includes the following components, the Field Service Management (FSM) was removed from this Project scope as we have a dependency with Cartegraph, moved to potential continuation of the project out of scope for this SoW:

A. Experience/Requirement Workshops

- Up to twenty (20) individual workshops - to include precincts, departments, and Universal Services

B. General Project Management & Oversight

- Prepare & manage Project Plan
- Biweekly Project status reports & Project documentation
 - Tracking daily Project tasks
 - Maintain user stories & tasks
 - Working with the Project leads to manage issues, risks, and scope
 - Facilitating formal change control process
- Weekly Project status meetings
- Develop SharePoint content
- Regular touch base sessions with Cartegraph team
- Biweekly meetings with Project Champions
- Biweekly check-ins with participating departments and precincts

C. Solution Design

- Custom design for citizen self-service portal to reflect Harris County branding as provided at the beginning of the Design Phase
 - Up to eighty (80) hours of design time
- Final designs will be provided within the following guidelines:
 - Low-fidelity Wireframes:
 - two (2) layout options for landing page
 - two (2) layout options for department/precinct page
 - one (1) layout option for the following:
 - Online Services browse
 - Knowledge Article view
 - Contact Us
 - two (2) rounds of revisions limited to five (5) hours each including meeting time
 - High-fidelity Mockups:
 - One (1) option for the following:

- Landing Page
- Department / Precinct Page
- Contact Us
- Online Services Browse
- Knowledge Article View
- Two (2) rounds of revisions limited to five (5) hours each including meeting time
- Work with Cartegraph team to share artifacts, develop workflows, and plan for additional department and precinct case management

D. Citizen Experience - A Harris County branded digital citizen self-service portal

- Multi-channel support including web, in person, chat, email, mail, and phone
- Global Search
- Browse Services functionality to allow users to easily search available services by subject area
- Recent, Popular and Suggested Services
- Focused Service Categorization for included services
- Department / Precinct pages: Departments and Precincts will be able to select and showcase services and information chosen by them, which may include the following:
 - Services
 - Knowledge Articles / FAQs
 - Contact Information, including links to external site/resources
 - Department Head / Precinct Commissioner Information
 - Personalized banner image
 - Personalized welcome message
- Landing page connection to Precinct-specific pages
 - Includes links to precincts with identifying information:
 - Commissioner name
 - Image
 - Description of area served
 - "Find my precinct" for citizens
 - Allows citizen input of address to confirm precinct
 - Optional map shows selected precinct's location within county
- Common Questions/ FAQs on landing page
 - surfacing most-viewed articles for easy access to most common-requested information
- Custom Footer set to show Harris County logo and short list of links
- Citizen Knowledge base
- Contact Us page
 - Public contact form with general contact information
 - Creates a case for review by Harris County 311 call center
- Branded notifications & updates
- Mobile & Tablet responsive user interfaces
 - This solution does not include a dedicated mobile app for citizens, the service portal is mobile responsive
- Anonymous case submission and lookup
 - Includes CAPTCHA check
 - Information displayed will be limited when looking up a case as an anonymous user
- Ability to opt in and out of notifications

E. Agent Experience - A branded, internal Harris County agent experience (Agent Workspace)

- Harris County Branding
- Landing page with service trends and analytics
 - Configuration of up to 2 (two) unique role-based landing pages
- Filterable list views of cases (assigned to, open, closed, etc.)
 - Creation of up to ten (10) new list views
- Agent Assist
 - Ability to leverage KBA
- Response Templates
 - Up to five (5) templates for responses to opened cases
 - Response templates will be configured for use by Servos but the creation of the templates will be completed by Harris County
 - Content for templates will be provided by Harris County
- Email Client
 - Configuration of up to three (3) email templates
- Case details pane (status, notes, SLAs, etc.)
- Integrated citizen communication (email)
- Automated interaction/activity logging
- Agent maintained contact directory integrated with ServiceNow knowledge base articles to replicate similar functionality provided by Spok Contact Center enterprise directory. Data migration from Spok solution is not within the scope of this project.
- Set up all participating departments and precincts with Knowledge Base roles and content publishing
 - Assist in identifying content and setting up to be published within agent workspace
 - Set up automated processes for approving and retiring content
- Set up all participating departments and precincts with agent workspace roles
 - Develop process for individual call centers and after-hours case management

F. Core Platform Configuration, including:

- Configuration with four (4) identity providers to support SSO for internal users
 - Including configuration for user provisioning
- Configuration with identify provider to support SSO for external users
 - Including configuration for user provisioning
- Configuration of a custom URL for the citizen portal
- Configuration of one (1) SMTP and one (1) POP3 or IMAP account
- Configuration of reCAPTCHA for user registration or anonymous submission
- Configuration of email properties
- Configuration of inbound email actions
 - Creation of up to four (4) new inbound email actions
- Creation of security and fulfillment groups
- Import or creation of Location records
 - Creation of up to ten (10) unique fields on the location table
- Import or creation of Departments
- Configuration of mail scripts
 - Creation of up to four (4) new mail scripts
- Import or creation of Service Offering records
 - Ability to manage approval flow per service offering

- Creation/Configuration of up to eight (8) new fields
- Configuration of Access Control List (ACLs) to control security and access to specific tables and fields
- Ability to provide delegated user administration

G. Customer Service management capabilities and configurations, including:

- Support for 18 (18) case types
 - Includes up to ten (10) unique fields shared amongst all case types
 - Includes up to five (5) UI policies shared amongst all case types
 - Includes up to one (1) unique SLA definition shared amongst all case types
 - Includes up to one (1) flow shared amongst all case types
 - Includes up to two (2) business rules shared amongst all case types
 - Includes up to five (5) client scripts shared amongst all case types
 - Includes up to two (2) unique notifications shared amongst all case types
 - Ability to transfer cases between case types
- Configuration of up to twenty (20) unique fields on the base case table
- Configuration of up to five (5) UI policies to control field visibility on the base case table
- Configuration of up to two (2) service level agreement (SLA) definitions on the base case table
- Configuration of up to five (5) flows to manage base case processes
- Configuration of up to five (5) business rules on the base case table to handle automation requests
- Configuration of up to five (5) client scripts on the base case table to control form/browser logic
- Configuration of up to three (3) UI actions to leverage to prompt specific actions
- Branding and configuration of any out of the box notifications
- Creation of up to five (5) unique notifications on the base case table
- Configuration of out of box field choice values i.e., category, state, etc.
- Configuration of up to five (5) unique fields on the consumer profile record
 - Relevant, available information will auto populate on case creation
- Ability to identify and notify consumers and agents of duplicate cases based on date range and physical address leveraging parent child case relationships
 - One (1) notification type per user (consumer and agent) whether in browser prompt or email
- Ability to pass comments and work notes from the parent case to the associated child case(s)
- Ability for auto escalation related to safety issues and requirements
- Creation of up to twenty (20) record producers utilizing a common set of fields to manage the intake process of cases
- Configuration of up to two (2) surveys
-

H. Knowledge & Document Management capabilities and configurations, including:

- Internal Agent Knowledge
- Citizen Knowledge
- Configuration of out of the box document management
- Creation of up to six (6) user criteria
- Configuration of up to two (2) flows for approval and retirement of articles
- Creation of up to three (3) knowledge article templates
- Creation of knowledge categories
- Harris County will identify the Knowledge management process owners

- I. **Dashboards, Reporting & Performance Analytics:**
- Enablement of CSM Performance Analytics Plugin and scheduled jobs
 - Up to two (2) one-hour training sessions on how to create dashboards and reports
 - Creation of up to four (4) dashboards
 - Includes up to one (1) tab
 - Includes up to six (6) reports per tab
 - Creation of reports does not include custom scripted reports, all reports are able to be created leveraging the out of box reporting engine and Performance Analytics
- J. **System Integrations - Servos will integrate this solution with the following Harris County systems:**
- ESRI/ArcGIS
 - Ability to leverage a map in both the service portal (public and registered user) and agent workspace to indicate the location of a case
 - Maps are also mobile compatible
 - Ability to drop a location pin on case form
 - Determines district information for the location
 - Address validation
 - Indicator when successful and not successful
 - Ability to query GIS and update ServiceNow records with GIS data
 - Interactive maps that allow you to zoom and pan
 - Ability to discern against county and non-county locations and flag for users
 - Location data import requires ArcGIS to provide REST/SOAP endpoint
- K. **Training**
- Persona based training plan for key Harris County personas
 - Terminology & quick tips guides
 - Customized Harris County training and utilization of Sharepoint site for training videos
 - Up to 10 videos
- L. **Documentation**
- Entity Relationship Diagram (ERD)
 - Technical Configuration Documentation
 - Agent training guide for the web interface

Appendix B: Revised Assumptions

3. Project Assumptions

The PTG, Servos and Guidehouse team believes it is in Harris County's best interest to take an active role in the implementation and system administration during the Project to become familiar with the system, design, and configurations. Standard Assumptions consist of:

1. Project fees are based on information received to date and will be adjusted based on workshop sessions and discovery. PTG, Servos, and Guidehouse will immediately inform the Client if the estimate is increased beyond the amount estimated and will never work beyond this threshold without Change Orders in place with PTG and Harris County.
2. Project budget fees are based on an overall Project duration of 34 weeks. Actual elapsed duration of Milestones may be greater if meetings and requests for information are delayed by Harris County. Any delays not caused by PTG, Servos, or Guidehouse resulting in the Project extending past this duration will require an increase in the overall cost of the Project.
3. All Project management of the PTG and Servos Implementation will be carried out by the PTG and Servos with weekly status reporting.
4. Harris County will provide Project management resources that will be responsible for day-to-day Project management, including:
 - a. Meeting coordination for Harris County team members\resources
 - b. Ensuring any required Harris County dependencies, decisions & inputs are provided in a timely fashion in accordance with Project timelines.
 - c. Managing Harris County internal processes such as Project initiation activities, or information technology change management.
5. Harris County will identify and ensure availability of SMEs (Subject Matter Experts) from the departments to represent the services offered and processes to drive requirements.
6. Harris County is responsible for all licensing costs on the ServiceNow platform or 3rd party systems.
7. Final designs must be approved by the Harris County upon completion of the Co-Create Design Phase before development can begin.
8. The implementation will be completed by PTG on existing Harris County's ServiceNow Dev, QA, and Production instances, and it is assumed access will be available to the Servos team when the Project begins.
9. PTG will ensure that Internal AD\SSO access is already in place for internal Harris County users.
10. Any bulk data imports into ServiceNow must be done via Servos provided templates.
11. ServiceNow supported browser is Google Chrome.

12. Language translation services will be handled at the browser level.
13. Harris County is responsible for ensuring ArcGIS can be accessed from ServiceNow instance. For all third-party integrations, it is assumed that the systems can support either REST or SOAP web services.
14. Genesys connector to ServiceNow is the only telephony solution within the scope of this effort.
15. Loading of the ServiceNow platform for view within any 3rd party application is not supported within the scope of this effort.
16. Any feature requested or offered, which requires integration with an application or platform external to ServiceNow is dependent upon the application programming interfaces (APIs) provided by that system, as implemented within the client environment. PTG cannot be held accountable for API availability of any 3rd party application, nor can PTG promise that any 3rd party API be made available in a timely manner. Harris County accepts this risk and acknowledges that such circumstances may impact the agreed upon timeline and cost of the project.
17. No data will be imported into ServiceNow, by the vendor, via integration with any system or any other source or method, but those explicitly named within this scope of work or supplemental change orders.
18. Data imported or created within ServiceNow by any party other than the vendor shall not be supported by the vendor, but that data which is explicitly named within this scope of work or supplemental change orders.
19. Configurations and customizations made within ServiceNow by Harris County or on behalf of Harris County by any party other than the vendor, shall not be supported by PTG, but those explicitly named within this scope of work or supplemental change orders.
20. This scope of work assumes the current Rome version of ServiceNow provisioned in the standard ServiceNow Cloud infrastructure. Any ServiceNow major version upgrade requested or implemented by Harris County or migration to ServiceNow instances hosted within the GovCommunityCloud ServiceNow data centers is out of scope, and may result in additional costs and extended timeline
21. Harris County will determine Knowledge categories and subcategories on portal services site; categories and subcategories will be the same across all departments and precincts
22. Harris County will provide graphics, icons, logos, color codes, etc. to support Harris Branding.

Harris County responsibilities:

- a. QA and User Acceptance Testing (including writing UAT test scripts)
- b. QA and Production Deployments
- c. Loading master data (users/groups) into QA & Production
- d. Creating knowledge base content

- e. Create users and citizen records
- 23. Harris County will be actively involved in the requirements gathering session(s) and will verify appropriate Harris County stakeholder participation.
- 24. Harris County will provide a Project Manager who will share responsibility for managing and coordinating the Project. The Harris County Project Manager will meet regularly with the PTG and Servos Engagement Manager to review progress and resolve any issues throughout the Project lifecycle.
- 25. The PTG, Servos Engagement Manager and the Harris County Project Manager will help verify overall Project completion and provide deployment guidance, verify the SOW is being followed, help with Project planning, attain appropriate resources, handle escalations, and be an overall focal point for the duration of the implementation work.

EXHIBIT A

Original Statement of Work and Change Order 1



PTG

a ServiceNow Deployment Partner

Harris County

Statement of Work

ServiceNow Implementation of a 3-1-1 Constituent Relationship Management Solution

Submitted to:

Chad Gross

Senior Enterprise Project Manager

Chadd.Gross@us.hctx.net

Harris County Universal Services

(713) 274-7673

Submitted by:

Vanessa Ozuna

Chief Operating Office

Vanessa.Ozuna@ptg.com

Precision Task Group, Inc.

(713) 787-1102

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1. Executive Summary

Since, 1980, Precision Task Group, Inc. (“PTG”) has been serving clients in Texas and around the continental United States with a diverse portfolio of information technology related services and products. Our corporate headquarters in Houston, Texas serve as the base of business operations for 120 employees, 100 of which reside in Texas. PTG Inc. is fully licensed to do business in the State of Texas. PTG holds numerous federal and state diversity certifications and is a 100% minority owned.

PTG has been a ServiceNow reseller and implementation partner since 2012. We were the first firm to recognize the potential of ServiceNow and add it to the Department of Information Resources (DIR) procurement catalog in Texas. Since 2012, some of the largest state agencies, municipalities, and institutions of higher education in Texas have leveraged our DIR catalog to procure ServiceNow subscription licenses, professional services, training, and user conferences. In 2020, PTG successfully bid and won to add ServiceNow to a National Cooperative Purchasing Alliance (NCPA) contract which allows PTG, the only minority owned firm with a public sector national contract, to resell ServiceNow.

Over the years, PTG has developed the reputation as a trusted ServiceNow partner with the ability to find exceptional talent at competitive rates. PTG is unique in the ServiceNow partner community with our ability to provide resources on a contract-to-hire or direct hire basis in addition to providing turn-key solutions through our Deployment Team that are on-time, on-budget, on scope, with minimal disruption and high adoption.

PTG will leverage ServiceNow’s NowCreate methodology to implement best practice process and functionality listed in the Project Management Scope below. As part of the initial Project planning, PTG will work with the County’s team to develop a roadmap for implementing all modules in a logical, prioritized manner. Additionally, PTG will facilitate discovery sessions to provide a customized approach, high level requirements and rough order of magnitude and costs for planning, design, and implementation.

Our pricing proposal includes a fixed price approach for the roadmap and transformation planning, implementation and deployment activities which includes configuration, testing, pre-go live training, production readiness and deployment.

PTG is committed to being a fiduciary partner operating within the highest ethical standards and will act as a trusted advisor to provide a best value approach for professional services. We will be flexible, easy to work with, and collaborate with the Harris County team to deliver a better, faster, cost effective services. We will minimize disruption to your organization and focus on customer adoption to deliver tangible results while earning a 10 out of 10 customer satisfaction rating.

PTG will set your implementation apart with valuable insights, better questions and, more importantly, a tailored best-practice services approach that achieves your goals and objectives. PTG will provide a purposeful approach that makes a difference. At PTG, we won’t just replace your current situation with the industry’s leading solution, we will manage and maintain with a purpose — to arm you with knowledge and solutions to make you and your employees successful now and in the future.

2. Statement of Work

Harris County is seeking a modern, multi-channel 311 solution that will simplify how constituents discover and consume services, report issues, and stay informed on Harris County news & events. The solution will provide personalized, self-service tools to streamline citizen access to services while reducing agent interaction (“Project”). The solution will simultaneously improve responsiveness to citizens and raise service levels while also increasing efficiencies and lowering overall service delivery costs.

PTG will subcontract Servos LLC (“Servos”) for Design & Implementation services and Guidehouse Inc. (“Guidehouse”) for Organizational Change Management services. PTG will provide Project oversight and Project Management and will coordinate Services performed by Servos and Guidehouse.

PTG, Servos and Guidehouse understand that Harris County strategic drivers for this Project are:

- **Achieve IT Operational Service Excellence** by ensuring IT Infrastructure reliability and security, enhancing service quality and delivery, improving operational efficiency and effectiveness.
- **Drive Civic Enablement** through enabling city level efficiency and effectiveness, enhancing community service offerings, transforming Harris County digitally.

PTG, Servos and Guidehouse shall deliver this Project leveraging both the ServosGov framework, which is a digital citizen service solution, built on top of the ServiceNow’s Customer Service Management (CSM) and Field Service Management (FSM) modules. Along with Guidehouse’s **(re)Vision™** approach, Guidehouse, will provide organizational change management support as a component of the ServiceNow implementation for a 3-1-1 Constituent Relationship Management Solution.

The scope of the Services to be provided by Servos for this Project includes the following components:

A. Experience/Requirement Workshops

- 3 weeks, 1 group per week, daily sessions (up to 36 hours of meeting time)

B. General Project Management & Oversight

- Prepare & manage Project plan
- Weekly Project status reports & Project documentation
 - Tracking daily Project tasks
 - Maintain user stories & tasks
 - Working with the Project leads to manage issues, risks, and scope
 - Facilitating formal change control process
- Weekly Project status meetings

C. Citizen Experience - A Harris County branded digital citizen self-service portal

- Citizen profiles with personalized content
 - “My Profile”
 - “My Cases” (status, work notes, attachments)
 - Ability to register accounts and reset passwords

- Creation of up to two (2) notifications related to profile updates
- Import of existing consumer/profile information
 - Ability to generate a notification to the consumer with account registration details -OR- associate consumer record to a new user trying to register an account with the same email
- Locking out user account after three (3) failed login attempts
- Require users to reset passwords on a standard periodic schedule
- Configuration of up to one (1) identify provider for single sign on
- Multi-channel support including web, in person, chat, email, mail, text, social media, and phone
- Global Search
- Recent, Popular and Suggested Services
- Citizen Knowledge base
- Email to Case
- Branded notifications & updates
- Live Twitter feed
- Mobile & Tablet responsive user interfaces
 - This solution does not include a dedicated mobile app for citizens, the service portal is mobile responsive
- Anonymous case submission and lookup
 - Includes CAPTCHA check
 - Information displayed will be limited when looking up a case as an anonymous user
- Ability to opt in and out of notifications

D. Agent Experience - A branded, internal Harris County agent experience (Agent Workspace)

- Harris County Branding
- Landing page with service trends and analytics
 - Configuration of up to three (3) unique role-based landing pages
- Filterable list views of cases (assigned to, open, closed, etc.)
 - Creation of up to ten (10) new list views
- Agent Assist
 - Ability to leverage KBA
- Response Templates
 - Response templates will be configured for use by Servos but the creation of the templates will be completed by Harris County
 - Content for templates will be provided by Harris County
- Email Client
 - Configuration of up to three (3) email templates
- Case details pane (status, notes, SLAs, etc.)
- Integrated citizen communication (email)
- Automated interaction/activity logging

E. Core Platform Configuration, including:

- Configuration with identity provider to support SSO for internal users
 - Including configuration for user provisioning
- Configuration with identify provider to support SSO for external users
 - Including configuration for user provisioning

- Configuration of a customer URL for the citizen portal
- Configuration of one (1) SMTP and one (1) POP3 or IMAP account
- Configuration of reCAPTCHA for user registration or anonymous submission
- Configuration of email properties
- Configuration of inbound email actions
 - Creation of up to four (4) new inbound email actions
- Creation of security and fulfillment groups
- Import or creation of Location records
 - Creation of up to ten (10) unique fields on the location table
- Import or creation of Departments
- Configuration of mail scripts
 - Creation of up to four (4) new mail scripts
- Import or creation of Service Offering records
 - Ability to manage approval flow per service offering
 - Creation/Configuration of up to eight (8) new fields
- Configuration of Access Control List (ACLs) to control security and access to specific tables and fields
- Ability to provide delegated user administration

F. Customer Service management capabilities and configurations, including:

- Support for ten (10) unique case types
 - Includes up to ten (10) unique fields per case
 - Includes up to three (3) UI policies per case type
 - Includes up to one (1) unique SLA definition per case type
 - Includes up to one (1) flow per case type
 - Includes up to two (2) business rules per case type
 - Includes up to two (2) client scripts per case type
 - Includes up to two (2) unique notifications per case type
 - Ability to transfer cases between case types
- Configuration of up to twenty (20) unique fields on the base case table
- Configuration of up to five (5) UI policies to control field visibility on the base case table
- Configuration of up to two (2) service level agreement (SLA) definitions on the base case table
- Configuration of up to five (5) flows to manage base case processes
- Configuration of up to five (5) business rules on the base case table to handle automation requests
- Configuration of up to five (5) client scripts on the base case table to control form/browser logic
- Configuration of up to three (3) UI actions to leverage to prompt specific actions
- Branding and configuration of any out of the box notifications
- Creation of up to five (5) unique notifications on the base case table
- Configuration of out of box field choice values i.e., category, state, etc.
- Configuration of up to five (5) unique fields on the consumer profile record
 - Relevant, available information will auto populate on case creation
- Ability to identify and notify consumers and agents of duplicate cases based on date range and physical address leveraging parent child case relationships
 - One (1) notification type per user (consumer and agent) whether in browser prompt or email
- Ability to capture up to three (3) unique address types

- Ability to pass comments and work notes from the parent case to the associated child case(s)
- Configuration of out of the box escalation management
 - Includes up to five (5) escalation templates
 - Includes up to five (5) escalation severity rules
- Ability for auto escalation related to safety issues and requirements
- Configuration of up to five (5) priority lookup rules
- Creation of up to twenty (20) unique record producers to manage the intake process of cases
- Configuration of up to two (2) surveys
- Configuration of out of the box Advanced Work Assignment
- Configuration of up to three (3) special handling rules
- Configuration of out of the box guided decisions
 - Creation of decision trees for guided decisions will be completed by Harris County with guidance from Servos

G. Field Service management capabilities and configurations, including:

- Configuration of the out of the box field service management capabilities
 - Qualification
 - Scheduling & dispatching
 - Work order management
 - Work order templates
 - Work order templates will be created by Harris County with guidance from Servos
- Ability to create & manage work orders and work order tasks
 - Configuration of up to ten (10) unique fields on both the work order and work order task tables
 - Configuration of up to five (5) UI policies to control field visibility on both the work order and work order task tables
 - Configuration of up to two (2) service level agreement (SLA) definitions on both the work order and work order task tables
 - Configuration of up to five (5) business rules on both the work order and work order task tables to handle automation requests
 - Configuration of up to five (5) client scripts on both the work order and work order task tables to control form/browser logic
 - Configuration of up to three (3) UI actions to leverage to prompt specific actions
 - Branding and configuration of any out of the box notifications
 - Creation of up to three (3) unique notifications on both the work order and work order task tables
- Configuration of out of the box asset management
- Import of assets
- Implement ServiceNow's out of the box Field Agent Mobile Application for Field agents
 - Offline mode for Field Service Management enables the ability to update work orders offline and have changes synchronized when a connection is reestablished
 - The FSM mobile apps are available via the Google Play and Apple App Store. Client will be responsible for mobile devices and any enterprise mobile app distribution

H. Knowledge & Document Management capabilities and configurations, including:

- Internal Agent Knowledge
- Citizen Knowledge
- Configuration of out of the box document management
- Creation of up to five (5) user criteria
- Configuration of up to two (2) flows for approval and retirement of articles
- Creation of up to three (3) knowledge article templates
- Creation of knowledge categories
- Harris County will identify the Knowledge management process owners

I. Dashboards, Reporting & Performance Analytics:

- Enablement of CSM Performance Analytics Plugin and scheduled jobs
- Enablement of FSM Performance Analytics Plugin and scheduled jobs
- Up to two (2) one (1) hour training sessions on how to create dashboards and reports
- Creation of up to two (2) dashboards
 - Includes up to one (1) tab
 - Includes up to six (6) reports per tab
- Creation of reports does not include custom scripted reports, all reports are able to be created leveraging the out of box reporting engine and Performance Analytics

J. System Integrations – Servos will integrate this solution with the following Harris County systems:

- ESRI/ArcGIS
 - Ability to leverage a map in both the service portal (public and registered user) and agent workspace to indicate the exact location of a case
 - Maps are also mobile compatible
 - Ability to drop a location pin
 - Auto populates relevant district information on the case
 - Address validation
 - Indicator when successful and not successful
 - Ability to query and update records with GIS data
 - Configuration of up to five (5) different layers
 - i.e., if the property is owned by the county, which department manages the property, etc.
 - Ability to select a location on a map and view nearby cases
 - Interactive maps that allow you to zoom and pan
 - Ability to discern against county and non-county locations and flag for users
 - Harris County is responsible for ensuring ArcGIS can be accessed from ServiceNow instance
 - Location data import requires ArcGIS to provide REST/SOAP endpoint
 - Searching cases on a map relies on Google Maps API for Business license, or a Google Maps JavaScript API Key
- Integration with Call Center Provider
 - Screen-pop consumer profile showing previous and open interactions and cases with the ability to select one to update or create a new one
 - Ability to track and route non-emergency calls
- Power BI
 - Creation of an integration user account to leverage via the out of box APIs
 - One (1) hour review of the out of box APIs
 - Creation of a data dictionary for all tables configured

- For these third-party integrations, it is assumed that these systems can support either REST or SOAP web services

K. Training

- Persona based training plan for key Harris County personas
- Terminology & quick tips guides
- Customized Harris County training micro- videos (including private YouTube channel)
 - Up to 10 videos

L. Documentation

- Entity Relationship Diagram (ERD)
- Technical Configuration Documentation
- Agent training guide for the mobile interface
- Agent training guide for the web interface

The scope of the Services to be provided by Guidehouse for this Project includes the following components:

A. Organizational Change Management, communications and training support outlined by phase, below:

- Initiate Phase
 - Identify key stakeholders
 - Gain executive sponsorship
 - Define communication procedures
 - Assist with Project kickoff
- Understand Phase
 - Schedule and assist with workshop facilitation
 - Coordinate meeting logistics
 - Assist with status updates and reporting
- Co-Create Phase
 - Engage with IT and business stakeholders on solution design
 - Status updates and reporting
 - Ongoing communications support
 - Schedule and provide logistics support for Train-the-trainer and end-user training
 - Communications support for Train-the-trainer and end-user training
 - Assist with status updates and reporting
 - Ongoing communications support for overall implementation
- Validate
 - Assist with status updates and reporting
 - Ongoing communications support
- Handoff
 - Assist with status updates and reporting
 - Ongoing communications support
 - Handover support
 - Project closeout activities
- Deliverables for Organization Change Management components
 - Status reports
 - Stakeholder questionnaires to support solution design

- iii. Tailor training materials (leveraging ServiceNow training materials), as needed

3. Project Assumptions

The PTG, Servos and Guidehouse team believes it is in Harris County's best interest to take an active role in the implementation and system administration during the Project to become familiar with the system, design, and configurations. Standard Assumptions consist of:

1. Project fees are based on information received to date and will be adjusted based on workshop sessions and discovery. PTG, Servos, and Guidehouse will immediately inform the Client if the scope is increased beyond the amount provided and will never work beyond this threshold without Change Orders in place with PTG and Harris County.
2. Project budget fees are based on an overall Project duration of 22 weeks (about 5 months). Any delays not caused by PTG, Servos, or Guidehouse resulting in the Project extending past 22 weeks will require an increase in the overall cost of the Project.
3. All Project management of the PTG and Servos Implementation will be carried out by the PTG and Servos with weekly status reporting.
4. Harris County will provide Project management resources that will be responsible for day-to-day Project management, including:
 - a. Meeting coordination for Harris County team members\resources
 - b. Ensuring any required Harris County dependencies, decisions & inputs are provided in a timely fashion in accordance with Project timelines.
 - c. Managing Harris County internal processes such as Project initiation activities, or information technology change management.
5. Solution scope includes support for up to 20 unique Departments (includes Precincts and non-Harris County entities).
6. Harris County will ensure availability of departmental SME resources for requirements gathering during the Understand phase. Requirement's meetings will be held and all necessary validations for this initiative completed upon the close of this 3-week period.
7. Harris County will identify SMEs (Subject Matter Experts) from the departments to represent the services offered and processes to drive requirements. Harris County will have SMEs available during the Project to assist with building of requirements, validating approach, testing the solution, and providing guidance on Project direction.
8. Harris County is responsible for all licensing costs on the ServiceNow platform or 3rd party systems.
9. The implementation will be completed by PTG on existing Harris County's ServiceNow Dev, QA, and Production instances, and it is assumed access will be available to the

Servos team when the Project begins.

10. PTG will ensure that Internal AD\SSO access is already in place for internal Harris County users.
11. Any bulk data imports into ServiceNow must be done via Servos provided templates.
12. ServiceNow supported browser is Google Chrome.
13. Language translation services will be handled at the browser (Chrome) level.
14. Harris County will provide graphics, icons, logos, color codes, etc. to support Harris Branding.
15. Harris County responsibilities:
 - a. QA and User Acceptance Testing (including writing UAT test scripts)
 - b. QA and Production Deployments
 - c. Loading master data (users/groups) into QA & Production
 - d. Creating knowledge base content
 - e. Create users and citizen records
16. Harris County will be actively involved in the requirements gathering session(s) and will verify appropriate Harris County stakeholder participation.
17. Harris County will provide a Project Manager who will share responsibility for managing and coordinating the Project. The Harris County Project Manager will meet regularly with the PTG and Servos Engagement Manager to review progress and resolve any issues throughout the Project lifecycle.
18. The PTG, Servos Engagement Manager and the Harris County Project Manager will help verify overall Project completion and provide deployment guidance, verify the SOW is being followed, help with Project planning, attain appropriate resources, handle escalations, and be an overall focal point for the duration of the implementation work.

4. Project Approach

PTG and Servos will use its “Work Smarter” methodology which is based upon Servos experiences running enterprise consulting engagements coupled with Servos human-first approach.



Initiate Phase

- Project Pre-Work / Discovery
- Identify Executive Stakeholders
- Meet to understand and develop vision / North Stars
- Identify Business and IT Stakeholders for Project
- Kick-off Preparation & Kick-off Meeting
- Project timelines
- Roles / responsibilities
- Issue Homework for Understand Phase

Understand Phase

- Education on what Digital Citizen Services looks like for Harris County to aid understanding
- Human-Centered Design Workshops with select departments to understand current services, their challenges, and aspirations. This will also allow us to identify high priority services and prioritize their transformation
- 'Techshop'(s) with Harris County IT organization to understand the Harris County technology landscape and provide inputs into Solution Design and Implementation

Co-Create/Solution Design Phase

Using the inputs from Initiate and Understand, build out the:

- Implementation Architecture
- Data Models
- Service Request Process Flows
- Portal and Agent Workspace Designs
- Produce and walk through the overall solution design with IT and Business Stakeholders for sign off

Co-Create/Solution Implementation Phase

- Implement the Solution Design on Harris County ServiceNow Development Instance
- All work is unit tested by our team as stories are completed
- Once complete, Servos will move all code and configurations to the Test Instance and conduct internal end-to-end testing
- Once internal testing is complete, Servos will commence User Acceptance Testing (UAT)

Validate Phase

- Servos team will work hand-in-hand with Harris County IT and Business Stakeholders and any additional testers to go through the UAT scripts in the Test instance environment
- As issues come up, the Project team will meet daily to review, prioritize, and assign any bugs/changes to Servos team for resolution
- Daily updates will be promoted from Dev to Test during this time

Handoff Phase

- Servos and PTG provide 2 weeks of post go-live support
- Morning and Afternoon War Room for Project to check-in at the start and end of each day
- Daily drop-in virtual clinics (Microsoft Teams) for Harris Country users to ask the team questions
- Daily Patches to address bugs / mission critical enhancements
- Emergency ad-hoc patches (by mutual agreement only)
- Transition Production support to client ServiceNow Team (or Servos managed services)

5. Key Personnel

PTG		
Name	Title	Role
Ben Gonzalez – PTG	Engagement Management – Service Provider Contract Manager	Project oversight, Client relationship management, Escalation point, cross-team coordination
Robert Ozuna – PTG	Business Development and Client Relations Manager	Client relations, ServiceNow Licensing and additional point of contact for escalations

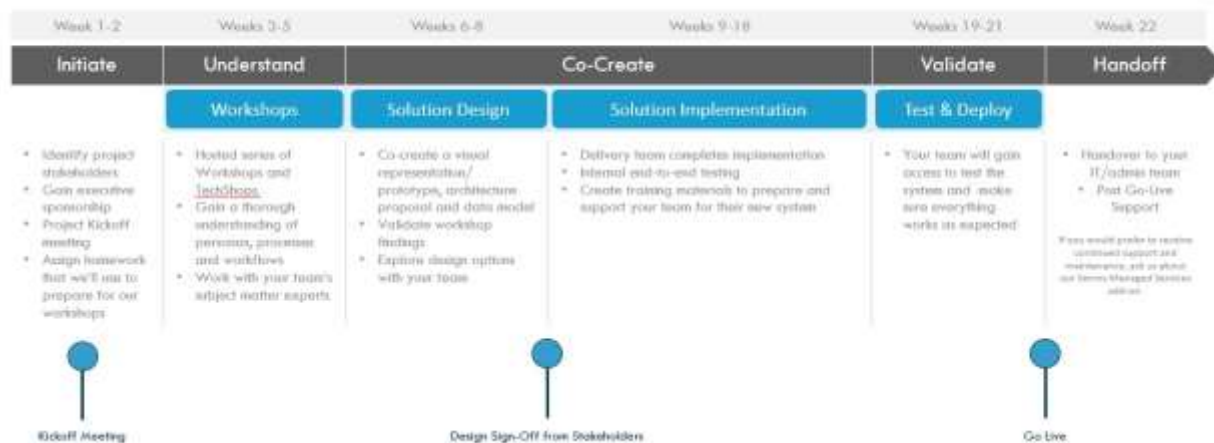
SERVOS		
Name	Title	Role
Jeff Olson - Servos	Engagement Management – Service Provider Contract Manager	Project oversight, Client relationship management, Escalation point, cross-team coordination
Jenni Ellsworth - Servos	Project Management	Project management, Reporting, Requirements, Test coordination
David Hurley – Servos (resource might change depending on Project start date)	Principal Technical Consultant	Solution architecture and oversight of technical implementation details/tasks
Shelby Foister	Technical Consultant	Development and configuration of ServiceNow platform
Aaron Snyder	Technical Consultant	Development and configuration of ServiceNow platform
Ashley Haglin	Technical Lead	Architecture and implementation oversight

GUIDEHOUSE		
Name	Title	Role
Todd Hoffman	Partner	Engagement Leader, Client relationship management
Brook Barbour	Director	Project Director, Client relationship management
Matthew Mellon	Managing Consultant	Project Manager and Organizational Change Management Expert
Hector Morales	Consultant	Harris County SME, OCM, communications, workshop and training support
Paul Onyali	Consultant	OCM, communications, workshop and training support
Joe Madden	Subject Matter Expert	Harris County SME and early architect of plan to implement 3-1-1 in Harris County

6. Timeline

The Harris County 311 - Project estimated duration will be 22 weeks, commencing immediately after receipt of Purchase Order from Harris County and approval of this Statement of Work. As changes are initiated by Harris County, impacts to Project resources and timelines will be agreed upon and communicated to the relevant stakeholders and management.

Harris County - Project Timeline



The Understand Phase includes high-level requirements meetings & workshops with core departments participating in the Project. We will group departments together and schedule requirements sessions each week with each group.

Understand Phase – High-Level Requirements Sessions

Week Three				
Monday	Tuesday	Wednesday	Thursday	Friday
Group 1	Group 1	Group 1	Group 1	Group 1
Week Four				
Monday	Tuesday	Wednesday	Thursday	Friday
Group 2	Group 2	Group 2	Group 2	Group 2
Week Five				
Monday	Tuesday	Wednesday	Thursday	Friday
Group 3	Group 3	Group 3	Group 3	Group 3

Group 1	Group 2	Group 3
Universal Services	Engineering	Precinct 1
Flood Control	HCTRA	Precinct 2
Public Health	Institute of Forensic Science	Precinct 3
Pollution Control	Domestic Relations	Precinct 4
Economic Equity & Opportunity	Justice Administration	
Community Services	Pretrial Services	
Public Libraries	Fire Marshal	

Note 1: Groupings subject to change.

Note 2: The PTG team recognizes that all Departments and Precinct engagement activities may not fit neatly within the prescribed timeline. We will work with the County to promptly identify issues and risks related to timeline and actively mitigate as early as possible. For example, if there is a need to extend workshops (Understand Phase) for group 3 (Precincts) the PTG team is amenable conducting further requirements gathering through weeks 6-8 (Solution Design Phase).

7. Investment

ServiceNow requires that customers purchase their licenses and products through channel partners. PTG will serve as Harris County's channel representative. All payments for licenses and subscriptions will be paid to PTG by Harris County. Full terms and conditions for licenses, products and subscriptions are outlined in the terms and conditions of DIR-TSO-4209. Upon receiving license counts from Harris County, PTG will purchase licenses and subscriptions on behalf of Harris County. A formal sales quote will be provided to Harris County for approval prior to purchase.

Fees

The PTG, Servos and Guidehouse team will deliver the solution described in this SOW for a fixed rate implementation fee of **\$1,573,600.00USD**.

Project Milestones and Payment Schedule

Issuance of invoices by PTG and payments by Harris County shall be made in accordance with DIR-TSO-4209. All service fees are fixed, not to exceed amounts. PTG will invoice Harris County at the end of each phase or Project Milestone upon Deliverable acceptance with NET 30 days payment terms.

Upon completion by PTG, Servos, and Guidehouse of their respective services, and acceptance by Harris County of each Project Milestone/Deliverable in accordance with the Acceptance Criteria detailed below, PTG will submit invoices to Harris County including Client acceptance documentation based on the following Project Milestones & Payment Schedule.

Actual elapsed duration of Milestones may be greater if meetings and requests for information are delayed by Harris County.

Project Milestone/Deliverable Description	Estimated Completion	Invoice Amount
Completion of Initiate Project Phases	Week 2	\$143,870
Completion of Understand Project Phases	Week 5	\$268,075
Completion of Co-Create Solution Design phase	Week 8	\$303,725
Mid-point of Co-Creation Implementation phase –Foundational components implemented & configured	Week 13	\$529,590
Completion of Co-Create Implementation phase	Week 18	\$192,451
Completion of Validate & Hand Off Project phases	Week 22	\$135,889
TOTAL		\$1,573,600

Acceptance Criteria

Acceptance Criteria under this Statement of Work will apply to each of the Project Milestones / Deliverables listed in above. The following table details the Acceptance Criteria for each Milestone. A signoff document will be sent to Harris County at the completion of each Milestone via DocuSign to signify acceptance by Harris County to receive the invoice from PTG and make the payment.

Project Milestone / Deliverable	Acceptance Criteria
Initiate Phase Complete	<ul style="list-style-type: none"> • Kick-off meeting complete • Key Stakeholders workshop complete with North Stars and project vision/objectives defined • Detailed project plan complete • Roles and Responsibilities of Servos and PTG/Harris defined
Understand Phase Complete	<ul style="list-style-type: none"> • Business/Functional Workshops with Harris SMEs complete • Workshop output documented • Updated project plan
Co-Create: Solution Design Complete	<ul style="list-style-type: none"> • Implementation Architecture defined • Entity Relationship Diagram documented • Technical Configuration documented • Portal and Agent Workspace UI designs
Co-Create: Implementation Phase Midpoint	<ul style="list-style-type: none"> • Harris ServiceNow base instance configured • Core CSM foundation implemented in Dev and Test • Service Request process workflows configured • Portal and Workspace interfaces configured and designed • Integrations configured
Co-Create: Implementation Phase Complete	<ul style="list-style-type: none"> • Departmental workflows configured in Dev and Test • All configuration, code and integrations unit tested by Servos • Training plan documented • Training materials created (videos, quickref, tip sheets) • Solution deployed to Test environment ready for UAT
Validate and Handoff Phase Complete	<ul style="list-style-type: none"> • Completion of User-Acceptance-Testing by Harris SMEs and US • Go-Live plan completed • Signed-off solution deployed to Production instance

8. PTG/Servos/Guidehouse Pre-Existing Materials

PTG does not anticipate using any Pre-Existing Materials in connection with the Services under this SOW.

Guidehouse does not anticipate using any Pre-Existing Materials in connection with the Services under this SOW.

Harris County acknowledges that Servos' Pre-Existing Materials under this SOW include the ServosGov citizen services framework built on the foundation of ServiceNow Customer Service Management (CSM) and Field Services Management (FSM) modules of the platform. In addition to this framework, Servos brings other know-how, assets and intellectual property that are used to perform the Services and produce the Deliverables. These Pre-Existing Materials are owned exclusively by Servos.

For the avoidance of doubt, a list of Pre-Existing Materials identified in this Statement of Work shall not constitute an exhaustive list of Service Provider's Pre-Existing Materials and shall not limit Service Provider's rights to Pre-Existing Materials not listed therein.

9. Change Order Process

Change Orders shall be handled pursuant to Section 1.3 (Change of Scope) of Exhibit D (Services Agreement for PTG ServiceNow Professional Services) of the Addendum to the Agreement between Harris County and Precision Task Group, Inc.

10. Professional Services Terms and Conditions

This Statement of Work for the implementation of a ServiceNow 3-1-1 Constituent Relationship Management System is entered into by and between Harris County and Precision Task Group, Inc. pursuant to the terms and conditions of the Addendum to the Agreement between Harris County and Precision Task Group, Inc. (the "Addendum"), which includes the Services Agreement for PTG ServiceNow Professional Services and the State of Texas Department of Information Contract DIR-TSO-4209. This Statement of Work incorporates by reference all the terms and conditions of the Addendum and will form a part of the Addendum.

11. ServiceNow Subscription Terms and Conditions

The ServiceNow subscription services that will be provided with the ServiceNow instance will come with a formal quote and will be subject to the DIR Contract DIR-TSO-4209 and the ServiceNow Terms of Use ("ServiceNow SLED Terms") attached herein. ServiceNow SLED Terms are Proprietary and Confidential.



ServiceNow Public
Sector Subscription S

12. Acceptance

The undersigned certifies that he or she is an authorized representative of PTG and Harris County, respectively, and have full authority to sign and enter into an agreement for this SOW on behalf of the company. Harris County will acknowledge their acceptance and approval of this SOW and the Terms and Conditions contained herein based upon execution of an authorized Purchase Order referencing this document and receipt of a signed SOW by PTG. This SOW may be executed in counterparts.

HARRIS COUNTY**PRECISION TASK GROUP, INC.**

By: _____ By: _____

Name: _____ Name: _____

Title: _____ Title: _____

Date: _____ Date: _____



Harris County, Texas

1001 Preston St., Suite 934
Houston, Texas 77002

Commissioners Court

Request for Court Action

File #: 22-2409

Agenda Date: 4/5/2022

Agenda #: 240.

Department: Purchasing

Department Head/Elected Official: DeWight Dopslauf

Regular or Supplemental RCA: Supplemental RCA

Type of Request: Contract - Amendment

Project ID (if applicable): N/A

Vendor/Entity Legal Name (if applicable): N/A

MWDBE Contracted Goal (if applicable): N/A

MWDBE Current Participation (if applicable): N/A

Justification for 0% MWDBE Participation Goal: N/A - Goal not applicable to request

	YES	NO	ABSTAIN
Judge Lina Hidalgo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Rodney Ellis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Adrian Garcia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Tom S. Ramsey	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comm. R. Jack Cagle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Request Summary (Agenda Caption):

Request by the Office of the Purchasing Agent that the County Judge execute a State of Texas Department of Information Resources cooperative contract amendment to the agreement with Precision Task Group, Inc., for ServiceNow Implementation for 3-1-1 Constituent Relationship Management Solution for Universal Services for additional funding in the amount of \$316,167 for the term of July 20, 2021 - July 20, 2026.

Background and Discussion:

Harris County is the third-largest County in the United States by population, including thirty-four (34) cities with over 4.6 million residents. As the County grows rapidly, it is essential to ensure that customer service continues to be responsive to new and standard ways residents communicate regarding county functions. To accomplish this, Harris County is implementing a non-emergency 3-1-1 customer service contact center as a central point-of-contact for residents requesting County services and related information. The current Harris County Call Center will need to be upgraded to a cloud contact center to support 3-1-1.

Harris County Universal Services (US) currently operates a non-emergency number for assistance within the County. There is a live Contact Center Representative available 24/7/365. There is no location-based call routing or exclusions, and callers are connected directly to the call center. The US Call Center is the first point-of-contact for after-hours support for departments that do not maintain after-hour staffing but provide County services 24/7 as-needed

As part of this solution, PTG will work with US to implement a contact center solution that fits the County's expanding and diverse population and communication needs. As the reliance on digital channels grows, the County needs to ensure consistent service delivery across all channels. Residents can submit service requests and related questions through mobile, phone, text, or web self-service/email through their preferred channel with confidence that the County will respond. It is critical to integrate current and new customer service processes and data so that County staff can work with the most comprehensive and updated resident view,

regardless of which channel a resident utilizes that PTG will provide

Expected Impact:

The following expected impact aligns with the County's long-range commitment to technology.

- **Improve Overall Citizen Service** Harris County will improve productivity for all residents by becoming more efficient in processing service request intakes, reporting status, tracking service levels, and maintaining a knowledge base solution.

- **Robust and User-Friendly Reporting**

US and other County user departments will have the band with a full range of reporting capabilities, including ad-hoc and standard/package reporting functionality.

- **Training**

PTG will afford the technical training for US Contact Center Representatives.

Alternative Options:

The only alternative will be doing the cloud contact solution is using internal resources or requesting additional PCNs to do this work; however, this alternative will be costly and inefficient for the County to pursue. Leveraging the thought-leadership of PTG will allow Universal Services to produce a product in a more efficient and less costly way.

Alignment with Goal(s):

Presented to Commissioners Court

April 5, 2022

Approve: E/G

- ☐ Justice and Safety
- ☐ Economic Opportunity
- ☐ Housing
- ☐ Public Health
- ☐ Transportation
- ☐ Flooding
- ☐ Environment
- ☒ Governance and Customer Service

Prior Court Action (if any): N/A

Date	Agenda Item #	Action Taken

Location: N/A

Address (if applicable): N/A

Precinct(s): Countywide

Fiscal and Personnel Summary

Service Name	
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	SFY 22	FY 23	Next 3 FYs
Incremental Expenditures (do NOT write values in thousands or millions)			
Labor Expenditures	\$	\$	\$
Non-Labor Expenditures	\$	\$	\$
Total Incremental Expenditures	\$	\$	\$
Funding Sources (do NOT write values in thousands or millions)			
Existing Budget			
1000 - General Fund	\$316,168	\$	\$
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Total Current Budget	\$	\$	\$
Additional Budget Requested			
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Total Additional Budget Requested	\$	\$	\$
Total Funding Sources	\$316,168	\$	\$
Personnel (Fill out section only if requesting new PCNs)			
Current Position Count for Service	-	-	-
Additional Positions Requested	-	-	-
Total Personnel	-	-	-

Anticipated Implementation Date: 4/5/22

Emergency/Disaster Recovery Note: Not an emergency, disaster, or COVID-19 related item

Contact(s) name, title, department: Darron Brown Enterprise Program manager Universal Services

Attachments (if applicable): See change order request form.



**DeWight Dopslauf, C.P.M., CPPO
Harris County Purchasing Agent**

March 30, 2022

SUPPLEMENTAL ITEM

Commissioners Court
Harris County, Texas

RE: State of Texas Department of Information Resources (DIR) Cooperative Contract

Members of Commissioners Court:

Please approve the attached Order(s) authorizing the County Judge to execute the attached First Amendment to the Agreement(s) for the following:

Description: ServiceNow Implementation for 3-1-1 Constituent Relationship Management Solution for Harris County Universal Services

Vendor: Precision Task Group, Inc.

Amount: \$2,384,755 previously approved funds for the term 07/20/2021 – 07/20/2026
316,167 additional funds for the term 07/20/2021 – 07/20/2026
\$2,700,922

Reviewed by: X Harris County Purchasing X Universal Services- Technology

The First Amendment add funds and executes Change Order No. 1 modifying the project schedule and updating the scope of services. Purchase order(s) will be issued upon Commissioners Court approval.

Sincerely,

DeWight Dopslauf

DeWight Dopslauf
Purchasing Agent

DRS
Attachment (s)
cc: Vendor(s)

FOR INCLUSION ON COMMISSIONERS COURT AGENDA APRIL 05, 2022



**AMENDMENT TO THE AGREEMENT BETWEEN
HARRIS COUNTY AND PRECISION TASK GROUP, INC.**

THE STATE OF TEXAS §
 §
COUNTY OF HARRIS §

This First Amendment to the Agreement is made and entered into by and between Harris County (the “County”), a body corporate and politic under the laws of the State of Texas, by and through the Harris County Universal Services (“Department”), and Precision Task Group, Inc. (“Contractor”), a corporation operating under the laws of the state of Texas. The County and Contractor are referred to herein collectively as the “Parties” and individually as a “Party.”

Recitals

On July 20, 2021, the County entered into an agreement with Contractor to provide ServiceNow implementation for a 3-1-1 constituent relationship management (CRM) solution for Harris County, in accordance with the specifications set forth in the Request For Offer Job #051021LAB and the terms and conditions under DIR contract #DIR-TSO-4209 (the “Master Agreement”).

The Parties now desire to amend the Master Agreement for the first time for the purpose of modifying the project schedule and updating the scope of services.

Terms

I.

This First Amendment shall be governed by the Master Agreement, which is incorporated herein by reference as though attached hereto word for word.

II.

The Master Agreement is hereby amended to incorporate Change Order No. 1, attached hereto as Exhibit A. The County hereby certifies an additional Three Hundred Sixteen Thousand One Hundred Sixty-Seven and 35/Dollars (\$316,167.35) for the Services under this First Amendment, further described in Exhibit A.

III.

LIMIT OF APPROPRIATION: Contractor understands and agrees, said understanding and agreement being of absolute essence to this First Amendment, that the total maximum compensation that Contractor may become entitled to for the Services performed under this Amendment, and the total maximum sum that the County shall become liable to pay to Contractor under this Amendment, shall not under any conditions, circumstances, or interpretations thereof exceed the sum of Three Hundred Sixteen Thousand One Hundred Sixty-Seven and 35/Dollars (\$316,167.35) as certified

available by the Harris County Auditor as evidenced by the issuance of a Purchase Order from the Harris County Purchasing Agent.

Contractor understands and agrees, said understanding and agreement also being of the absolute essence of this Amendment, that the total maximum compensation that Contractor may become entitled to hereunder, and the total maximum sum that the County shall become liable to pay to Contractor hereunder, shall not under any conditions, circumstances, or interpretations thereof exceed the sum certified by the Purchase Order. Any Services performed or expenses incurred by the Contractor prior to the issuance of a Purchase Order are at the Contractor's own expense and are not reimbursable. Notwithstanding anything to the contrary, or that may be construed to the contrary, the County's liability under the terms and provisions of this Amendment is limited to the funds on the Purchase Order; and that when all the funds so certified are expended, Contractor's sole and exclusive remedy shall be to terminate this Amendment.

If the Services and charges to be provided for will equal or exceed the amount certified available, Contractor will notify the County immediately. If the amount certified is depleted prior to the end of the term of this Amendment, Contractor may terminate all Services hereunder upon the total depletion of the certified funds unless the County, at its sole option, certifies additional funds, as evidenced by a written amendment to this Agreement and the Purchase Order, in which event Contractor shall continue to provide the Services herein specified to the extent funds are available.

With regard to any renewal or extension of this Amendment, the County has not allocated any funds for any renewal or extension period beyond the current fiscal year. Therefore, if the County exercises any renewal option, the renewal is subject to the future allocation and certification of funds for the renewal period and in accordance with the terms and conditions of this Amendment. Failure to certify funds or to certify sufficient funding for any reason shall not be considered a breach of this Amendment.

IV.

It is expressly understood and agreed that the Master Agreement is incorporated herein by reference. In the event of any conflict between the terms and provisions of this Amendment, or any portion thereof, and the terms and provisions of any other part or portion of the Master Agreement, this Amendment shall control.

V.


All other terms and provisions of the Master Agreement shall remain in full force and effect as originally written.

VI.

EXECUTION, MULTIPLE COUNTERPARTS: This Amendment may be executed in several counterparts. Each counterpart is deemed an original. All counterparts together constitute one and the same instrument. Each Party warrants that the undersigned is a duly authorized representative

with the power to execute this Amendment.

PRECISION TASK GROUP, INC.

By  Michael Baudler
Name: Michael Baudler
Title: CFO
Date: 3/28/2022

HARRIS COUNTY

By: 
LINA HIDALGO
COUNTY JUDGE

APPROVED AS TO FORM:
CHRISTIAN D. MENEFE
COUNTY ATTORNEY


By: 
Cherelle Sims
Assistant County Attorney
C.A. File 22GEN1275

EXHIBIT A

“Change Order 1”

(follows behind)



SERVICENOW IMPLEMENTATION OF A 3-1-1 CONSTITUENT RELATIONSHIP MANAGEMENT SOLUTION

CHANGE REQUEST FORM

FEBRUARY 23, 2022

PRECISION TASK GROUP

9801 WESTHEIMER, SUITE 803

HOUSTON, TX 77042

PHONE: 713-781-7481

WWW.PTG.COM



Change Request Form

Project Name	Statement of Work for ServiceNow Implementation of a 3-1-1 Constituent Relationship Management Solution for Harris County ("SOW")	Project/PO Number	HCNTY-0000039284 dated September 22, 2021 Contract No. 00000576
Change Request #	1	Date	2/23/2022


Description

Change Request Description:	<p>This Change Order for additional fees is requested to reflect the increased time frame and scope of services for the Understand Phase of the 3-1-1 ServiceNow Implementation. The Understand Phase extended beyond the original 3-week scoped timeframe to cover additional meetings for CRM discover, multiple department IT initiattions, CTI, and Cartegraph.</p> <p>In accordance with the attached SOW incorporated by reference hereby, PTG and Servos had the following scope of services in the Understand Phase of the Project:</p> <ul style="list-style-type: none"> • Education on what Digital Citizen Services looks like for Harris County to aid understanding • Human-Centered Design Workshops with select departments to understand current services, their challenges, and aspirations. This would also allow us to identify high priority services and prioritize their transformation • 'Techshop'(s) with Harris County IT organization to understand the Harris County technology landscape and provide inputs into Solution Design and Implementation. <p>During the Understand Phase, Guidehouse was initially responsible for the following items:</p> <ul style="list-style-type: none"> • Schedule and assist with workshop facilitation • Coordinate meeting logistics • Assist with status updates and reporting. <p>Below is a description of the additional items performed by PTG, Servos and Guidehouse resources during the extended Understand Phase.</p>
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<p>Change Request Reason:</p>	<p>The Understand Phase extended from 3 to 14 weeks at no fault to the project team.</p> <p>The following unexpected events impacted the length of the Understand Phase:</p> <ul style="list-style-type: none"> • Low initial engagement from various departments and precincts which made it difficult to schedule important meetings promptly • Holiday season reduced the Harris County availability • Staffing changes to the Harris County project manager • Additional meetings required for CRM discovery, multiple department IT initiations, pending meetings on CTI (Computer Telephony Integration) and Cartegraph • Additional meetings and project oversight required over the 14-week period to standardize ideas and project direction. <p>The schedule extension required unanticipated weekly resource hours throughout the additional 11 weeks. In addition to the events listed above, the PTG, Guidehouse and Servos teams used additional resources to execute the following tasks and deliverables:</p> <ol style="list-style-type: none"> 1. Requirements Gathering <ol style="list-style-type: none"> a. Prep, sessions, follow-up 2. Requirements Documentation <ol style="list-style-type: none"> a. Services, Workflows b. Readiness Assessment, Summaries, Findings charts c. Additional summaries and workshops for all the departments 3. Implementation Planning <ol style="list-style-type: none"> a. Build proposed solutions, meet with project sponsors, update project plan b. Launched Project Champion program c. Analyzed and summarized Readiness Assessment survey findings 4. Project Oversight & Change Management Support <ol style="list-style-type: none"> a. Project Management and tracking daily project tasks b. Developed and updated the Harris County 311 SharePoint site c. Risks/Assumptions Management and follow up d. Client management, budgets & burndowns, weekly project owner touch bases e. IT Review Committee and Security questionnaires documentation f. Additional departments stakeholders discovery g. Weekly partner meets, weekly client meets, daily standups h. Meeting Agendas and Status reports i. FAQs creation and update in Harris County SharePoint j. Created three issues of the biweekly newsletter k. Project Champions planning, meets and demos l. New potential integrations and dependencies discovery
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	<p>m. Made multiple requested updates and iterations to the Understand Phase Wrap Up presentation with executive leadership</p> <p>n. Change Management</p>
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Change Requested By

Name	Ben Gonzalez
Position	PTG Engagement Manager
Contact Details	424-421-9789
Signature	

Impact Assessment

Assessment Completed By	Ben Gonzalez - PTG Engagement Manager
Project Scope	Additional meetings for CRM discovery, meetings for OCM (Organizational Change Management), coordination of County resources, additional communications support, multiple dept IT initiations, CTI, & Cartegraph all these throughout the additional 11 week period which extended beyond the 3 weeks of the original scoped timeframe.
Project Plan / Timescales	Original SOW Understand Phase was planned and budgeted for 3 weeks duration. The actual Understand Phase duration was 14 weeks duration.
Resource Impact	Team resources were fully engaged throughout this additional 11 week duration.
Cost Impact	<p>Original SOW Cost for Understand Phase:</p> <ul style="list-style-type: none"> • 3 weeks at \$268,075.00 <p>New cost for Understand Phase:</p> <ul style="list-style-type: none"> • 14 weeks at \$584,242.35 <p>Change Order amount for additional 11-week period:</p> <ul style="list-style-type: none"> • \$316,167.35 <p>Original total SOW value:</p> <ul style="list-style-type: none"> • \$1,573,600.00 <p>New total SOW value modified by this Change Order:</p> <ul style="list-style-type: none"> • \$1,889,767.35

PTG Project Manager

Name	Ben Gonzalez		
Signature	BEN GONZALEZ		
Comments			

Client Project Manager Approval

Name	Darron Brown		
Signature:		Date	
Comments			

Client Executive Sponsor Approval (if required)

Name			
Signature		Date	
Comments	Not Required		

ORDER OF COMMISSIONERS COURT
Authorizing execution of an amendment

The Commissioners Court of Harris County, Texas, convened at a meeting of said Court at the Harris County Administration Building in the City of Houston, Texas, on the 5th day of April, 2022 with all members present except none.

A quorum was present. Among other business, the following was transacted:

**ORDER AUTHORIZING EXECUTION OF AN AMENDMENT TO THE AGREEMENT
WITH PRECISION TASK GROUP, INC.**

Commissioner Ellis introduced an order and moved that Commissioners Court adopt the order. Commissioner Garcia seconded the motion for adoption of the order. The motion, carrying with it the adoption of the order, prevailed by the following vote:

	Yes	No	Abstain
Judge Lina Hidalgo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Rodney Ellis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Adrian Garcia	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Tom S. Ramsey, P.E.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comm. R. Jack Cagle	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The County Judge thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order adopted follows:

IT IS ORDERED that County Judge Lina Hidalgo be, and she is hereby authorized to execute, for and on behalf of Harris County, an amendment to the Master Agreement with Precision Task Group, Inc., to execute Change Order No. 1 modifying the Project Schedule and updating the scope of services, at a cost not to exceed Three Hundred Sixteen Thousand One Hundred Sixty-Seven and 35/Dollars (\$316,167.35). The Amendment is incorporated herein as though fully set forth word for word.

All Harris County officials and employees are authorized to do any and all things necessary or convenient to accomplish the purposes of this order.

Presented to Commissioners Court

April 5, 2022

Approve: E/G