Exhibit C: Statement of Work

City of San Bernardino, CA

Teller Implementation Project

Overview

This Statement of Work ("SOW") is issued pursuant to the Teller Software as a Service agreement (the "Agreement") between the City of San Bernardino, CA ("Client") and Can/Am Technologies, Inc ("CanAm"). The SOW describes the scope and pricing of services and hardware for the Teller implementation project.

This Project has a fixed-price cost of **$254,200** for professional services, not including travel costs and optional items which are itemized in this document. SaaS Licensing costs are specified in the Teller SaaS Agreement. Professional Services costs are fixed costs and payable as per the **Payment Milestones** section in this document.

The schedule will be discussed with the Client project team at the Project Kick-off meeting before a final schedule is established and will be contingent on several factors including Client staff availability and resources.

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Scope of Work

The implementation project includes project planning, project management and project administration services to execute the Project successfully within the stated timelines and budget. The scope includes the project kickoff, Teller setup/configuration, development/testing of all integrations, standard reporting, training, and UAT/Go-live support. The stated Target Month will be determined by CanAm and the Client and may be adjusted once an approved project timeline is completed.

Scope of Services

Target Month	Activity	Description	Acceptance Criteria
A.2	Project Pre-Planning	Preliminary planning, team ramp-up, and kickoff scheduling/project alignment.	Kickoff scheduled.
1	Kickoff Meeting, Teller Analysis Workshops, and Configuration	2 days of onsite or remote configuration analysis, including: • Teller Kickoff meeting with implementation team members to provide project overview and demonstration of Teller. • Analysis workshops for configuration of Teller software for baseline Teller department. • IT workshop for coordination of deployment, hosting, and IT requirements for equipment. • Project planning.	CanAm has completed workshops and shared the resulting initial decision documentation.
2	Interface Workshops	2 days of onsite or remote interface analysis, including: • Oracle Financials • Oracle A/R • Accela (Bi-Directional) • Go Enforce (Bi-Directional) • PSI (Bi-Directional) • Chameleon (Bi-Directional) • Library (Bi-Directional) • TBD Credit Integration • ICL – Bank TBD	CanAm has completed workshops and shared the initial resulting decisions and interface requirements.
2/3/4	Interface Requirements	Interface specifications for all third-party interfaces including: • Oracle Financials • Oracle A/R • Accela (Bi-Directional) • Go Enforce (Bi-Directional)	CanAm has delivered finalized Interface Requirements documents based on information gathered with Client on each interface.

		• PSI (Bi-Directional) • Chameleon (Bi-Directional) • Library (Bi-Directional) • TBD Credit Integration • ICL – Bank TBD	
5	Teller Configuration	Completion of initial Teller Configuration and Setup for baseline Department based on Workshops.	CanAm has performed initial Teller configuration available to Client in Test environment and provided the Teller Configuration Spreadsheet and Analysis Decisions Document.
5	Interface Configuration	Configuration of Teller interfaces to: • Oracle A/R • Oracle Financials	CanAm has demonstrated working integrations in Client Test environment.
6	Interface Configuration	Configuration of Teller interfaces to: • Accela • TBD Credit Integration	CanAm has demonstrated working integrations in Client Test environment.
7	Revenue Submission Configuration	Completion of initial Revenue Submission configuration.	CanAm has performed initial Revenue Submission configuration available to Client in Test environment.
8	Interface Development	Development of new Teller interfaces to: • Go Enforce (Code)	CanAm has demonstrated working integrations in Client Test environment.
9	Interface Development	Development of new Teller interfaces to: • PSI	CanAm has demonstrated working integrations in Client Test environment.
10	Interface Development	Development of new Teller interfaces to: • Chameleon • TBD ICL Integration	CanAm has demonstrated working integrations in Client Test environment.
11	Interface Development	Development of new Teller interfaces to: • Library	CanAm has demonstrated working integrations in Client Test environment.
12	Teller Online Configuration	Completion of initial Teller Online configuration. • Oracle A/R • Accela • PSI • 1 TBD	CanAm has performed initial online configuration available to Client in Test environment.
13	System Integration Testing	System Integration Testing with Client systems and all interfaces and configuration in place.	CanAm has demonstrated all integrations in Client Test environment.

14	Training	Delivery of final configuration for 8 Departments. Training preparation and 3-days of onsite or remote delivery of setup and training sessions: 1. Teller Usage training (Train the Trainer) 2. Teller Administrator training (Train the Trainer) 3. Revenue Submission Training (Train the Trainer) 4. Teller Online Administration Training	Training sessions completed including remedial sessions as needed.
14	UAT	Remote support for Client's User Acceptance Testing. Client-led End-User Training.	CanAm has documented all issues identified and resolved any High or Critical priority issues raised during agreed-upon UAT period.
15	Go Live	Provision Teller Production environment, including configurations made to the Test environment. Provide 2 days of onsite or remote go-live support by a Teller technician. 1-month Post-Go Live Support by Implementation team or until any critical or high priority issues remain unresolved. Transition to Teller Client Care for ongoing support.	Teller is utilized in Production by Client for one month with all in-scope functions operational and any High or Critical priority issues resolved in Production to Client's satisfaction.
Monthly	Project Management Monthly	Plan and oversee all aspects of the Teller implementation project to meet the Client's project goals on time and within budget.	Estimated at 15 months. CanAm will provide monthly project status documents to the Client's project manager.

Estimated Travel Costs

Item	Description	Estimated Total
Travel (4 trips)	Actual costs billed monthly as incurred in each month	$16,025

Payment Milestones

Invoices will be sent once a month for PM services and the portion of the project attributable to the month per the schedule below. Hardware will be billed on separate invoices.

Month	Planned Activities	Notes	Amount
A.1	Contract Execution	25% of services upon contract execution.	$63,500
A.2	Project Pre-Planning	Pre-Planning and Kickoff Alignment.	$0
1	On-site Kickoff Meeting, Teller Analysis Workshops	Services, PM	$12,700
2	On-Site Interface Workshops, Interface Requirements	Services, PM	$12,700
3	Interface Requirements	Services, PM	$12,700
4	Interface Requirements	Services, PM	$12,700
5	Teller Configuration, Interface Configuration	Services, PM	$12,700
6	Interface Configuration	Services, PM	$12,700
7	Revenue Submission Configuration	Services, PM	$12,700
8	Interface Development	Services, PM	$12,700
9	Interface Development	Services, PM	$12,700
10	Interface Development	Services, PM	$12,700
11	Interface Development	Services, PM	$12,700
12	Teller Online Configuration	Services, PM	$12,700
13	System Integration Testing	Services, PM	$12,700
14	Training, UAT	Services, PM	$12,700
15	Go Live	Services, PM	$12,900
			$254,200

Pricing Terms

- All quoted pricing is in US dollars and exclusive of any applicable taxes.

- All invoices are based on Net 30 payment terms. CanAm reserves the right to charge Client one (1) per cent interest per month on the undisputed outstanding balance of any fees or expenses not paid with forty-five (45) days of date of invoice.

Hardware Options

Equipment prices are provided based on current rates, and subject to change due to changing hardware costs.

Item	Model	Unit Price	Quantity	Total
Receipt Printer	Epson TM-M30/USB/Thermal Printer	$312	0	$0
Check Scanner	Digital Check CheXpress CX30	$481	0	$0
Cash Drawer	APG Series 4000 Electronic Cash Drawer with Multi-Pro interface cable	$328	0	$0
Credit/Debit Device	Ingenico Lane 5000 USB credit/debit PINPad with cables	$768	0	$0
Total Equipment			0	$0

Assumptions

- All deliverables are provided on a Fixed Price basis.
- 25% of services are billed upon contract signing.
- No data conversion of cashiering data is anticipated in this project or included in the scope.
- Usage training is on a "train the trainer" basis, designed to enable the Client's key users to train existing and future staff on Teller. It is assumed that Can/Am will provide one set of training with key Client staff and trainers, who will perform end-user training for each area.
- Statement of Work is based on the assumption of a single Teller implementation cycle.
- Configuration milestones assume CanAm will implement/assist in implementation of eight departments. Any additional departments will be configured by Client or will be additions to scope.
- Bi-Directional interfaces scoped within Interface Configuration Activities assume the usage of pre-existing Teller integration capabilities with the specified systems/solutions. Any new functionality requests/requirements will be evaluated and may constitute additions to scope.
- Online Payment and Credit Processing functionality assumes that Client will contract with a single Teller-integrated credit/e-pay provider for electronic payment processing and online bill payment.
- Image Cash Letter integration is based on an interface with the Client Bank and assumes that the Bank will cooperate in testing and approval for ICL submission from Client's Teller system.
- The CanAm Project Manager will coordinate the project with the Client, in conjunction with the project team implementing the Oracle solution.
- The travel and accommodation costs necessary to deliver the scope of this effort described in this document are estimated and will be billed based on actual travel costs per the Can/Am Travel Policy. Public health concerns may require a combination of remote and on-site implementation.

Client Responsibilities

- Client Teller Business Owner/SME (and/or delegates) – Can/Am estimates that this role will spend an average of no more than 20 hours per month on Teller-related activities.
  - Provide available current cashiering process documentation, including copies of any forms or receipts used.
  - Provide mandatory cash management controls required.
  - Provide list of items for sale with applicable price & account strings.
  - Identify and provide subject matter experts to collaborate with CanAm.
  - Attend analysis, demonstration, and training sessions.
  - Create user acceptance testing scenarios and plans.
  - Provide training to end users prior to go live.

- Acquire all POS hardware and Credit Terminals (Through CanAm if desired).

- Client Teller Technical Owner/SME (or Delegates) – Can/Am estimates that this role will spend an average of no more than 20 hours per month on Teller-related activities.
    - Identify and provide subject matter experts to collaborate with CanAm.
    - Attend analysis, demonstration, and training sessions.
    - Set up all POS hardware and Credit Terminals.
    - For all business application interfaces, obtain and provide the Teller implementation team with all API specifications and/or database connections and/or example files as well as a dev/test environment suitable for development of the interfaces. Where a test environment is not available, Client will provide a technical resource that will provide sample input data and validation of all output batch files.
- Client staff will be available when required. Delays caused by lack of access may impact cost and schedule.

UAT and Change Management

UAT Acceptance

The process of UAT acceptance allows the project teams and other project stakeholders to confidently move the project forward to Go Live knowing that key deliverables have been completed to the satisfaction of both parties.

Upon completion of all deliverables and delivery of the complete system into the Client Testing Environment, Client will conduct User Acceptance Testing based on test plans that the Client develops. CanAm will support Client in this process.

Within 2 weeks of start of testing, Client will deliver to CanAm a list of all issues the High or Critical of which must be resolved prior to go live, if any. High and/or Critical issues will be resolved within a timeline mutually agreed by Can/Am, Client and Oracle project teams. Once the issues have been resolved, Client will test and either approve for Go Live or provide an additional list of items to resolve. This process will be documented with an Issues Log to enable tracking of issues and approval of results.

Change Requests

Scope management is a joint responsibility of the CanAm Project Manager and the Client Project Manager. The project team naturally plays a significant role in the management of scope and ultimately the success of the project.

The change control process is initiated when CanAm and/or Client determine that a change is required to the current **scope** or **schedule** baseline at the time the change is identified. Changes to the project scope, schedule and costs will be documented and agreed to using Change Request forms executed by the Client Project Manager and the CanAm Project Manager.

Warranty

1. CanAm represents and warrants that:
    a. it will perform the Services in a professional manner. This includes taking in good faith all reasonable measures to achieve the results described in the Statement of Work;
    b. the Deliverables created by CanAm in connection with this Agreement will conform to the terms and specifications provided herein;
    c. it will not unreasonably delay deliverables beyond the estimated completion months set forth above, and it will immediately inform Client of any delays;
    d. it has the full power and authority to enter into this Agreement, to carry out the obligations under this Agreement and to grant to Client the rights granted hereunder.
2. Unless otherwise directed by Client, CanAm will commence the Services at the time specified in the Statement of Work or as otherwise agreed by the Parties. Unless otherwise specified by Client, the Services will continue without interruption, and the Services will be completed, and the Deliverables will be provided within the time specified. Notwithstanding the foregoing, Client acknowledges that CanAm's performance of this Agreement is dependent in part on Client's actions and that any dates or time periods relevant to the performance of this Agreement by CanAm will be appropriately extended to account for any delays caused by Client's actions or omissions or failure to perform any of its obligations pursuant to this Agreement.
3. CanAm warrants the Services provided under this Agreement for a period of ninety (90) days after go-live.