TOWN OF GOLDEN BEACH, FLORIDA

RESOLUTION NO. <u>3015.25</u>

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF GOLDEN BEACH, FLORIDA, AUTHORIZING THE PURCHASE AND IMPLEMENTATION OF ACLARIAN, LLC AS THE TOWN'S FINANCIAL AND ACCOUNTING SOFTWARE SYSTEM; PROVIDING FOR IMPLEMENTATION AND AN EFFECTIVE DATE.

WHEREAS, for more than 25 years, the Town of Golden Beach has utilized Cougar Mountain as its primary financial and accounting software system; and

WHEREAS, Cougar Mountain has begun phasing out its operations, rendering it an unsustainable long-term solution for the Town's evolving financial management needs; and

WHEREAS, the Town's independent auditors have recommended in the last seven consecutive annual audits that the Town upgrade its financial software to meet modern standards of internal control, efficiency, and compliance; and

WHEREAS, in conjunction with the Town's relocation to its new Civic Center, the Administration has committed to modernizing its operational infrastructure, including its legacy finance software systems; and

WHEREAS, after reviewing several nationally recognized software providers—including Springbrook, Tyler Technologies, and others—none could meet the Town's implementation deadline of October 1, which aligns with the start of the new fiscal year; and

WHEREAS, Aclarian LLC, a Florida-based software firm founded by former members of the Florida Government Finance Officers Association (FGFOA) and other municipal finance professionals, has demonstrated the ability to:

- Deliver a full implementation by the required timeline,

- Provide a user-friendly and cost-effective solution,

- Ensure full compliance with Florida statutory and records retention requirements, and

- Offer enhanced internal controls and audit-readiness features; and

WHEREAS, the Town's independent auditor has endorsed Aclarian, LLC based on prior successful experiences with the platform in other municipalities; and

WHEREAS, the Town Council finds that transitioning to Aclarian, LLC is in the best interest of the Town and consistent with its goals for improved financial transparency, operational efficiency, and fiscal accountability.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF GOLDEN BEACH, FLORIDA, AS FOLLOWS:

Section 1. **Recitals Adopted**. Each of the above stated recitals are hereby adopted, confirmed and incorporated herein.

Section 2. **Approval of Agreement.** The Town Council approves the Agreement with Aclarian, LLC in substantially the form attached hereto as Exhibit "A".

Section 3. **Implementation**. The Town Mayor is authorized to take any and all actions necessary to carry out the intent and purpose of this Resolution, including entering into any necessary agreements and completing system transition processes.

Section 4. **Effective Date.** This Resolution shall be effective immediately upon adoption.

Sponsored by **Town Administration**.

The Motion to adopt the foregoing Resolution was offered by Councilmember

Mendal, seconded by Vice Mayor Lusskin, and on roll call the following vote ensued:

Mayor Glenn Singer	Aye
Vice Mayor Judy Lusskin	Aye
Councilmember Bernard Einstein	Aye via Zoom
Councilmember Jessie Mendal	Aye
Councilmember Kenneth Bernstein	Absent

PASSED AND ADOPTED by the Town Council of the Town of Golden Beach,
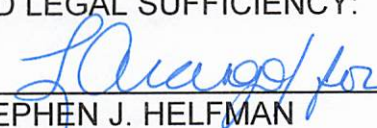
Florida this 17th day of June, 2025.

_____
MAYOR GLENN SINGER

ATTEST:

_____
LISSETTE PEREZ
TOWN CLERK

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY:

_____
STEPHEN J. HELFMAN
TOWN ATTORNEY

Resolution No. 3015.25

TOWN OF GOLDEN BEACH

100 Ocean Boulevard
Golden Beach, FL 33160

MEMORANDUM

Date: June 17, 2025

To: Honorable Mayor Glenn Singer &
Town Council Members

From: Alexander Diaz,
Town Manager

Subject: **Resolution No. 3015.25 – Authorizing and approving new Finance Department software implementation.**

Item Number:
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Recommendation:

It is recommended that the Town Council adopt the attached Resolution No. 3015.25 as presented.

Background:

For more than 25 years, the Town of Golden Beach Finance Department has relied on Cougar Mountain as its primary financial and accounting software. While the system has served the Town well over the years, the company has begun phasing out operations and is no longer a sustainable long-term solution.

In fact, for the last seven consecutive audits, the Town's independent auditing firms have formally recommended upgrading our financial software to meet modern standards of internal control, efficiency, and compliance.

As part of our strategic plan to modernize operations in conjunction with the move to our new Civic Center, the Administration committed to overhauling legacy systems and starting fresh with improved technology platforms, including finance software—just as we recently did with our Building Department's software.

Software Evaluation Process:

Over the last several months, the Town reviewed various nationally recognized financial software providers, including Springbrook, Tyler Technologies, and other national brands. While these systems are robust, none were able to guarantee a full implementation by October 1, our target go-live date aligned with the start of the new fiscal year.

In contrast, Aclarian, a Florida-based company founded by former members of the Florida Government Finance Officers Association (FGFOA) and other municipal finance professionals, has demonstrated the capability to:

- Meet our implementation timeline;
- Provide a user-friendly and affordable product; and
- Ensure compliance with all Florida Statutory requirements, including records retention laws.

Key Features of Aclarian:

- Built-in internal controls that protect the Town's financial data;
- Multi-level approval processes for enhanced oversight;
- Compliance with Florida public records laws and audit requirements;
- Endorsed by the Town's current auditor, who has worked with the system in other municipalities

The Administration recommends that the Town Council authorize the purchase and implementation of Aclarian as the Town's new financial and accounting software platform. This will allow for a seamless and secure transition from Cougar Mountain and ensure that the Town enters FY 2025-2026 with a modern, reliable, and audit-compliant financial system.

Fiscal Impact:

The initial term of this Agreement will be for the 2025 calendar year and then renew annually for one-year terms. The cost is a one-time implementation fee of $127,370.00, followed by an annual subscription fee of $34,600.00 that will increase by increments of 5% annually for the next three years.

EXHIBIT "A"

(Attach Agreement between the Town and Aclarian, LLC)

ACLARIAN LLC

Aclarian Software License and Consultant Agreement

This Software License and Consultant Agreement ("Agreement") is made and entered into between ACLARIAN LLC, a Florida limited liability company ("Aclarian"), and TOWN OF GOLDEN BEACH ("Town"). Either party may be referred to individually as the "Party" or collectively as "the Parties."

WHEREAS:

Aclarian owns all right, title, and interest in the Software (as defined below); and

The Town desires a license to use the Software and consulting services for executing the implementation of the Software, and Aclarian has agreed to provide the consulting and implementation services.

NOW, THEREFORE:

The Parties have agreed to the following terms and conditions:

I.   Definitions. Terms used in this Agreement have the following meaning:

      a.   "Proprietary Information" shall be defined as all proprietary or non-public information owned or created by Aclarian, including the Software, and any know-how, trade secrets, data, materials, inventions, copyrights, trademarks, or discoveries that are necessary or substantially related to the Software.

      b.   "Software" shall be defined as the accounting program known as "Aclarian," and any software products related thereto provided by its affiliated subcontractors or third-party vendors, including but not limited to human resources and payroll related software, as well as any technical information or documentation relating thereto.

II.   Grant of License; Implementation Services.

      a.   Scope of License. Aclarian grants to the Town a non-exclusive, limited license to use the Software solely for the internal business purposes of employees and contractors of the Town that are involved in the accounting, financials, and operations of the Town. The Town's rights in the Software shall be limited to those expressly granted in this Agreement. The Town shall not distribute, rent, resell, lease, sublicense, or otherwise disclose or transfer the Software to any third party (including but not limited to competitive businesses) without Aclarian's express written consent, and subject to additional license fees. The Town shall not modify, reverse engineer, decompile, or create derivative works of the Software. Any use which exceeds the scope of the license grant shall constitute a breach of this Agreement, and shall be subject to emergency injunctive relief and the payment of any related attorneys' fees and court costs incurred by the prevailing party. Aclarian acknowledges that the Town shall be the sole and exclusive owner of the financial, accounting and customer information input into the Software for the Town's use.

      b.   Maintenance and Support. For the duration of this Agreement, Aclarian will provide, at no charge to the Town, maintenance and support. Maintenance refers to modifications, such as patches, corrections, and updates, as needed to ensure the software is functioning as intended. With regard to Support, Aclarian shall use commercially reasonable efforts, commensurate with the severity level, to achieve its support response and resolution targets with respect to resolving errors. An error is defined as a verifiable and reproducible failure of the Aclarian's software product to operate as intended under normal use, and where the error is directly attributable to the Aclarian's software product as updated with current modifications. Support is available through the interactive "Help" feature within the Aclarian's software.

c. Support does not include implementation of Aclarian's standard software product, onsite or remote training, adding, deleting or modifying data entered into the Software due to error or omission by the Town, or development and installation of custom enhancements specifically requested by the Town in addition to the standard software product. Pricing for Subscription Fees and implementation fees and services, onsite and remote training, and custom enhancements is set forth in *Exhibit A attached hereto and made a part hereof*. The Project Plan for the Software implementation services is set forth in Exhibit "B" attached hereto and made a part hereof.

d. Aclarian will provide the Town with the implementation services as set forth in the Project Plan attached hereto and made a pert hereof as Exhibit "B." Acceptance of the implementation services, including deliverables and control points, shall be in accordance with the Project Plan. Aclarian agrees to complete the Software and implementation services in accordance with the Project Timeline attached hereto as Exhibit" C" and made a part hereof. The first two modules (General Ledger/Segmentation Modules and Payments & Purchasing Modules) shall be competed and go-live on or before October 1, 2025. Aclarian shall not be responsible for any delays to the Project Timeline and completion date caused by the Town. Aclarian shall perform the services in a professional, workmanlike manner, consistent with industry standards. In the event Aclarian provides services that do not conform to this warranty, Aclarian shall promptly re-perform such services at no additional cost to the Town, and to the satisfaction of the Town.

III. Indemnification – Use of Software.

a. Indemnification of the Town. To the extent permitted by law, Aclarian agrees to indemnify, defend, and hold harmless the Town, its officers, directors, employees, and agents from and against any and all claims, damages, liabilities, losses, and expenses (including reasonable attorney's fees and costs) arising out of or related to (i) any claim that the software or any component thereof infringes, misappropriates, or violates any intellectual property rights of any third party; (ii) Aclarian's breach of any representation, warranty, or covenant set forth in this Agreement; or (iii) any negligence or willful misconduct by Aclarian or its employees, agents, or subcontractors in connection with the performance of this Agreement.

b. Indemnification Procedure. The Town seeking indemnification (the "Indemnified Party") shall (i) promptly notify Aclarian (the "Indemnifying Party") in writing of any claim, demand, or action for which indemnity is sought, provided that failure to provide such notice shall not relieve the Indemnifying Party of its indemnification obligations except to the extent that the failure to provide timely notice materially prejudices the Indemnifying Party's ability to defend the claim; (ii) permit the Indemnifying Party to assume control of the defense, including the selection of legal counsel with the reasonable approval of the Town , at the Indemnifying Party's expense; and (iii) cooperate fully with the Indemnifying Party in the defense of the claim.

c. Exclusion from Indemnification. Aclarian shall have no obligation to indemnify the Town to the extent any claim arises from the Town's continued use of the software after receiving written notice of a claim or demand alleging that the software infringes a third party's rights, where Aclarian has provided a non-infringing alternative or otherwise instructed the Town to cease use.

IV. Outsourced Services.

a. The Town will have the option to engage Aclarian to perform outsourced services on an as needed basis, pursuant to a written directive or Notice to Proceed issued by the Town Manager. Consulting services may include one or more of the following: annual budget preparation, annual audit preparation, bank reconciliation, purchasing, invoice processing, customer billing, and other related services. Pricing for outsourced services is set forth in Exhibit A attached hereto and made a part hereof and shall be applicable for the Initial Term of this Agreement with no increases in rates.

b. Additional assignment or subcontracting for outsourced consulting services shall be permitted under this Agreement, with the prior written approval of the Town Manager, in his reasonable discretion.

c. Aclarian's role is strictly limited to the tasks and projects agreed between Aclarian and the Town for outsourced services, and Aclarian offers no assurance as to the results or ultimate outcomes of this engagement or of any decisions that the Town may make based on Aclarian's communications and reports provided. The Town agrees that it is appropriate to limit the liability of Aclarian LLC, its owners, officers, employees, and consultants (each an "Aclarian party") and that this limitation of remedies provision is governed by the laws of the state of Florida, without giving effect to choice of law principles.

d. The Town agrees that it will not hold Aclarian LLC liable for any claim, cost, or damage, whether based on tort, contract, or other law, arising from or related to this Agreement for outsourced services provided under this Agreement, the work product, or for any deliverables, plans, actions, or results of the outsourced services, except to the extent authorized by this Agreement. In no event shall any Aclarian party be liable to the Town for any indirect, special, incidental, consequential, punitive, or exemplary damages, or for loss of profits or loss of goodwill.

e. The exclusive remedy available to the Town for outsourced services shall be the right to pursue claims for actual damages that are directly caused by acts or omissions that are breaches by Aclarian of duties owed relating to this Agreement, the Software, and implementation services, under this Agreement, but any recovery on any such claim shall not exceed the portion of the total fees actually paid by the Town to Aclarian that corresponds to the particular service(s) that give(s) rise to the claim (i.e., the specific service(s) that Aclarian performed in such a manner as to cause Aclarian to be liable to the Town).

V. Public Records

a. The Town is a public agency subject to Chapter 119, Florida Statutes. Aclarian shall comply with Florida's Public Records Law. Specifically, if and to the extent Chapter 119 is appliable to Aclarian's performance pursuant to this Agreement, Aclarian shall:

b. Keep and maintain public records required by the Town to perform the Services;

c. Upon request from the Town's custodian of public records, Aclarian shall provide the Town with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by Chapter 119, Florida Statutes, or as otherwise provided by law.

d. Ensure that public records that are exempt or that are confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and, following completion of the Agreement, Aclarian shall destroy all copies of such confidential and exempt records remaining in its possession after Aclarian transfers the records in its possession to the Client; and

e. Upon completion of this Agreement, Aclarian shall, upon completion of the Agreement and upon written request, promptly and within 45 days transfer to the Town, at no cost to the Town, all public records in Aclarian's possession. All records stored electronically by Aclarian must be provided to the Town, upon request from the Town's custodian of public records, in a format that is compatible with the information technology systems of the Town.

f. Aclarian's failure or refusal to comply with the provisions of this Section may result in the immediate termination of this Agreement by the Town and the Town shall have the right to avail itself of all remedies as provided In Chapter 119, Florida Statutes.

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g. NOTICE PURSUANT TO SECTION 119.0701(2)(A), FLORIDA STATUTES. **IF ACLARIAN HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE TOWN CLERK AT (305) 932-0744, LPEREZ@GOLDENBEACH.US, OR 100 OCEAN BOULEVARD, GOLDEN BEACH, FL 33160.**

VI.   Term and Termination

a. Software Subscription Term. The Town's initial subscription period of three (3) years ("Initial Term") will occur on the date that the General Ledger/Segmentation and Purchasing and Payment modules of the Software go-live, are available for use by the Town, and have been finally accepted by the Town ("Effective Date") and shall automatically renew on the three (3) year anniversary of the Effective Date, and on the anniversary of the Effective Date each year thereafter, for subsequent one (1) year term(s) ("Renewal Term" and collectively with Initial Term, the "Term"); *provided, however* that Aclarian or the Town may provide written notice of termination at least sixty (60) days prior to the anniversary of the Effective Date, with such termination effective on the anniversary of the Effective Date.

b. Software Subscription Termination. A party may terminate this Agreement upon the other party's material breach which is not cured within sixty (60) days of receipt of written notice reasonably describing the breach. Upon termination, Aclarian shall disable the Town's account on Aclarian's web-based software application. Upon request by the Town, the Town's data shall be extracted from the software and provided to the Town in a manner and format agreed upon by both parties. Pricing for data extraction services is set forth in **Exhibit A attached hereto and made a part hereof**.

c. Warranty; Correction of Defects. Aclarian warrants that the Software and implementation services will substantially conform and be functional for the purposes intended. Notwithstanding anything to the contrary in this Agreement, during the term of this Agreement, if the Town notifies Aclarian in writing of a reproducible defect in the Software that causes the Software to deviate materially from its documented functionality, Aclarian shall use commercially reasonable efforts to promptly correct the defect or provide a workaround within a reasonable time (not to exceed 48 hours). All defect corrections shall be delivered in accordance with Aclarian's standard policy and procedures covering the identification and resolution of potential and actual software defects reported by customers. Aclarian shall have no obligation to correct defects resulting from 1) misuse or material failure to use the Software in accordance with the implementation plan; 2) third-party software or systems not provided by Aclarian; 3) the Town's failure to implement updates or upgrades made available by Aclarian.

d. Service Level Agreement.

i. Service availability represents the percentage of time that the Software can be used. Aclarian's target availability is 100%, which is intended to be available 24/7/365. If downtime is experienced by the Town, defined as the number of minutes during which the Aclarian software is not available for use, the Town will notify Aclarian by phone, email, or online chat (if available) of the incident. Note that downtime does not include those instances in which only an error or defect is present within the software. When notified of downtime experienced, the Aclarian support team shall promptly work to identify the cause and rectify the issue to make the Software available as quickly as possible.

    ii. Documentation of the number of minutes in which downtime has been experienced within an annual period (using same start and end date as the Town's annual SaaS subscription period) must be made and submitted in writing. Downtime does not include periods of scheduled maintenance. Monetary relief for uptime percentage drops incurred is as follows:

        1. 99.5% or Greater– No credit of fees. Remedial action will be taken immediately upon notification.

        2. 99% to 99.5% - 3% credit applied to annual SaaS subscription fees, to be applied in the next annual billing period.

        3. Less than 99.5% - 5% credit applied to annual SaaS subscription fees, to be applied in the next annual billing period.

    iii. The Town will not hold Aclarian responsible for not meeting service levels outlined in this section to the extent any failure is caused by Force Majeure. Examples of unforeseeable circumstances beyond the control of parties involved include natural disasters, acts of war, terrorism, strikes, or other events deemed beyond human control. In the event of Force Majeure, Aclarian will provide a signed notification to Town that said failure be excused due to Force Majeure and will include essential details and circumstances supporting Aclarian's request.

e. Fees for Software Subscription Termination without Cause during Initial Term. If the Town terminates this Agreement during the Initial Term for any reason other than cause, or if Aclarian terminates this Agreement during the Initial Term for failure to pay annual subscription fees, the Town shall pay Aclarian the following early termination fees:

    i. 100% of the subscription fees through the date of termination plus 20% of annual subscription fees for the remainder of the Initial Term

f. Outsourced Services Term and Termination. The Term shall rum concurrently with the Initial Term for the Software Subscription Term as set forth in Section VI. a. At the end of the Term, this Agreement may be extended for successive monthly terms, on an as needed basis, or such other renewal terms agreed to by the parties. This Agreement may be terminated by either party at any time without cause by giving thirty (30) days prior written notice.

g. Fee Increases. Aclarian may increase the Software Subscription Fees after the Initial Term pursuant to this Agreement by providing at least ninety (90) days' written notice to The Town. In that event, The Town may provide written notice of termination of this Agreement within sixty (60) days thereafter, prorated for any partial month, as applicable. If no such termination right is exercised within sixty (60) days, the Fee increase is deemed accepted by The Town. Aclarian shall not refund or prorate the Fees if The Town earlier terminates this Agreement for any reason other than an increase in Fees. Annual software subscription fee increases shall not exceed five percent (5%) in any year throughout the duration of this Agreement, including all Renewal Terms.

VII.   Payment.

a. In exchange for the grant of license to use the Software as outlined herein, the Town agrees to pay the Software subscription fees and implementation fees ("Fees") outlined on attached *Exhibit A*. Implementation shall not begin until a non-refundable Initial Mobilization Fee payment for implementation services is received, which is set forth in *Exhibit A*. Software subscription fees will be invoiced on or before the Effective Date and then each year thereafter, subsequent to the Effective Date. Implementation fees are based on a fixed payment schedule, and such fees will be billed

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monthly based on the percentage of completion by module, multiplied by the total cost of implementation per module, as set forth in *Exhibit* A attached hereto and made a part hereof.

b. To the extent onsite involvement is necessary beyond what is anticipated and set forth in Exhibit "A" attached hereto, additional travel and per diem reimbursement expenses will apply to this Agreement in accordance with IRS mileage reimbursement. Per diem rate is $55 per Aclarian consultant per day, which covers food and mileage costs. If hotel accommodations are needed, the Town will reimburse Aclarian based on actual costs incurred, not to exceed $250 for each overnight stay. No travel costs will apply to the first three onsite visits during the implementation period.

c. All payment shall be made by the Town in accordance with the Florida Prompt Payment Act, Florida Statute 218.70, et seq., which provides Aclarian's rights and the Town's responsibilities regarding interest, penalties and time limits for payment of undisputed invoices.

VIII. Data Security and Privacy.

a. The Town retains all ownership and intellectual property rights to its Data. In the course of providing the Software and related services under this Agreement, Aclarian shall employ information security and physical security safeguards, procedures and practices to protect the privacy and security of the Town's data that Aclarian receives, accesses, uses, creates, or discloses. Such safeguards shall be at least equal to industry standards and be reasonably appropriate to protect against accidental or unlawful destruction, loss, alteration or unauthorized third party disclosure or access of the Town's data. Aclarian shall make a good faith effort to detect, respond to, and mitigate data security incidents, and to notify the Town in writing of any such incidents involving the Town's data as soon as reasonably practicable (within 24 hours) and in accordance with applicable laws.

b. Insurance. During the course of performing services under this Agreement, Aclarian (and any outsourced subconsultants or providers) shall maintain the following minimum levels of insurance: (a) Commercial General Liability in the amount of $1,000,000 per claim and $3,000,000 in the aggregate; (b) Non-owned and Hired Automobile Liability in the amount of $1,000,000 combined single limit for bodily injury and property damage liability; (c) Technology Errors, Cyber Liability & Omissions/Professional Liability in the amount of $2,000,000 per claim (inclusive of cyber protection); (d) Workers Compensation complying with applicable statutory requirements, and Employee Liability Insurance in the amount of $1,000.000. Aclarian shall add the Town as an additional insured to its Commercial General Liability, Automobile Liability, and Technology Errors, Cyber Liability & Omissions/Professional Liability policies. Aclarian shall provide the Town with copies of certificates of insurance at least five (5) days prior to the execution of this Agreement.

IX. General.

a. Modifications and Additions. No modifications or additions to the terms and conditions of this Agreement shall be binding unless in writing and acknowledged by both Parties.

b. Enforcement of Agreement; Prevailing Party. In the event that either Aclarian or the Town is required to enforce this Agreement by court proceedings or otherwise, then the prevailing party shall be entitled to recover all fees and costs incurred, including reasonable attorneys' fees and costs for trial, alternative dispute resolution, or appellate proceedings.

c. Governing Law; Venue; Waiver of Jury Trial. The validity, construction, and effect of this Agreement shall be governed by the laws of the State of Florida. Venue for any proceedings arising out of this Agreement shall be in Miami-Dade County, Florida. Any claim, objection or dispute arising out of this Agreement shall be litigated in the Eleventh Judicial Circuits in and for Miami-Dade County, Florida. The Parties agree to waive the right to a trial by jury to decide disputes arising out of this Agreement.

d. Assignment. Either Party may transfer and assign this Agreement to a successor entity or assignee in the event of the purchase of all or substantially all of the assets or ownership interests of the Party. Advance written notice shall be provided to the other Party in the event of a sale or merger.

e. Severability. If any term or provision of this Agreement is held invalid or unenforceable, the remainder of this Agreement will be considered valid and enforceable to the fullest extent permitted by law.

f. No Waiver. In the event that the terms and conditions of this Agreement are not strictly enforced by either Party, such non-enforcement will not act as or be deemed to act as a waiver or modification of this Agreement, nor will such non-enforcement prevent such party from enforcing each and every term of this Agreement thereafter.

g. Notices. All notices provided in connection with this Agreement will be in writing and will be delivered by (i) certified or registered mail, postage prepaid and return receipt requested or (ii) courier, and will be deemed effective upon receipt at the address set forth below, or (iii) by e-mail with return receipt requested.

> To the Town:
>
> Town of Golden Beach, Attn: Alexander Diaz, Town Manager
> 100 Ocean Boulevard
> Golden Beach, FL 33160
> alexanderdiaz@goldenbeach.us
>
> With a Copy to:
>
> Town of Golden Beach, Attn: Lissette Perez, Town Clerk
> 100 Ocean Boulevard
> Golden Beach, FL 33160
> Lperez@goldenbeach.us
>
>
> To Aclarian:
>
> Aclarian LLC, Attn: Andrew Laflin
> 4240 W Morrison Ave
> Tampa, FL 33629
> alaflin@aclarian.com

h. Independent Contractor. It is understood by the parties that Aclarian will be an independent contractor, and not the agent or servant of the Town and will not be entitled to any benefits granted to employees of the Town. The Town will not provide fringe benefits, including health insurance benefits, paid vacations, or any other employee benefit to Aclarian. Each party agrees to assume complete responsibility for its own employees with regard to federal or state employers' liability and withholding tax, worker's compensation, social security, unemployment insurance, and Occupational Safety and Health Administration requirements and other federal, state and local laws. Aclarian will be responsible for its own property and casualty, general liability, and workers compensation insurance, taxes, professional training, and other personnel costs related to the operation of Aclarian's business.

i. Most Favored Nation. If during the term of this Agreement, Aclarian enters into an agreement with another municipality, county, or other local government ("Other Governmental Entity"), the terms of which agreement include more favorable fees, and/or direct or indirect compensation to the Other

Governmental Entity, then upon written request of the Town, Aclarian shall negotiate and enter into an amendment, addendum, or other form of written agreement with the Town which shall include and incorporate the more favorable fees and/or compensation terms extended to the Other Governmental Entity. Aclarian shall notify the Town within thirty (30) days if it enters into an agreement with any other Governmental Entity that has more favorable terms than this Agreement and the Town shall have the right to receive the more favorable terms immediately.

X.   State Required Provisions. By entering into this Agreement, Aclarian agrees to review and comply with the following state requirements:

a.   Public Entity Crimes Affidavit. Aclarian shall comply with Section 287.133, Florida Statutes (Public Entity Crimes Statute), notification of which is hereby incorporated herein by reference, including execution of any required affidavit.

b.   Scrutinized Companies. Aclarian certifies that it is not on the Scrutinized Companies that Boycott Israel List or engaged in a boycott of Israel. Pursuant to section 287.135, Florida Statues, the Town may immediately terminate this Agreement at its sole option if Aclarian is found to have submitted a false certification; or if Aclarian is placed on the Scrutinized Companies that Boycott Israel List or is engaged in the boycott of Israel during the term of the Agreement. If this Agreement is for more than one million dollars, Aclarian certifies that it is also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Terrorism Sectors List, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, Florida Statutes. Pursuant to Section 287.135, Florida Statutes, the Town may immediately terminate this Agreement at its sole option if Aclarian is found to have submitted a false certification; or if Aclarian is placed on the Scrutinized Companies with Activities in Sudan List, Scrutinized Companies with Activities in the Iran Terrorism Sectors List, Scrutinized Companies with Activities in Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria during the term of the Agreement.

c.   E-Verify Affidavit. In accordance with Section 448.095, Florida Statutes, the Town requires all contractors doing business with the Town to register with and use the E-Verify system to verify the work authorization status of all newly hired employees. The Town will not enter into a contract unless each party to the contract registers with and uses the E-Verify system. The contracting entity must provide of its proof of enrollment in E-Verify. For instructions on how to provide proof of the contracting entity's participation/enrollment in E-Verify, please visit: https://www.e-verify.gov/faq/how-do-i-provide-proof-of-my-participationenrollment-in-e-verify. By entering into this Agreement, Aclarian acknowledges that it has read Section 448.095, Florida Statutes; will comply with the E-Verify requirements imposed by Section 448.095, Florida Statutes, including but not limited to obtaining E-Verify affidavits from subcontractors; and has executed the required affidavit attached hereto and incorporated herein.

d.   Noncoercive Conduct Affidavit. Pursuant to Section 787.06, Florida Statutes, a nongovernmental entity executing, renewing, or extending a contract with a governmental entity is required to provide an affidavit, signed by an officer or a representative of the nongovernmental entity under penalty of perjury, attesting that the nongovernmental entity does not use coercion for labor or services as defined in Section 787.06(2)(a), Florida Statutes. By entering into this Agreement, Aclarian acknowledges that it has read Section 787.06, Florida Statutes, and will comply with the requirements therein, and has executed the required affidavit attached hereto and incorporated herein.

e.   Prohibition on Contracting with Entities of Foreign Concern. Pursuant to Section 287.138, Florida Statutes (which is expressly incorporated herein by reference), a governmental entity may not

knowingly enter into a contract with an entity which would give access to an individual's personal identifying information if (a) the entity is owned by the government of a foreign country of concern; (b) the government of a foreign country of concern has a controlling interest in the entity; or (c) the entity is organized under the laws of or has its principal place of business in a foreign country of concern. By entering into this Agreement, Aclarian acknowledges that it has read Section 287.138, Florida Statutes, and complies with the requirements therein, and has executed the required affidavit attached hereto and incorporated herein.

[Remainder of Page Left Intentionally Blank; Signature Pages Follow]

IN WITNESS WHEREOF, each of the Parties have caused its duly authorized representatives to execute this Agreement as of the date below.

ACLARIAN LLC, a Florida Limited Liability Company

Name: Andrew Laflin

Title: President

Michael
Fuenks
Sales Director

Date: _____

IN WITNESS WHEREOF, each of the Parties have caused its duly authorized representatives to execute this Agreement as of the date below.
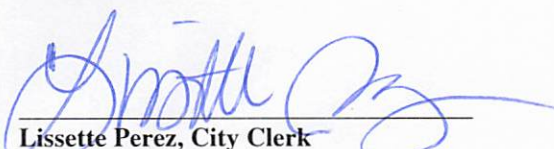
TOWN OF GOLDEN BEACH, FLORIDA

Name: Glenn Singer
Title: Town Mayor

Date: _____

ATTEST:

Lissette Perez, City Clerk

APPROVED AS TO FORM AND LEGAL SUFFICIENCY:

Town Attorney

E-VERIFY AFFIDAVIT

In accordance with Section 448.095, Florida Statutes, the Town requires all contractors doing business with the Town to register with and use the E-Verify system to verify the work authorization status of all newly hired employees. The Town will not enter into a contract unless each party to the contract registers with and uses the E-Verify system.

The contracting entity must provide of its proof of enrollment in E-Verify. For instructions on how to provide proof of the contracting entity's participation/enrollment in E-Verify, please visit: https://www.e-verify.gov/faq/how-do-i-provide-proof-of-my-participationenrollment-in-e-verify

By signing below, the contracting entity acknowledges that it has read Section 448.095, Florida Statutes and will comply with the E-Verify requirements imposed by it, including but not limited to obtaining E-Verify affidavits from subcontractors.

☐ **Check here to confirm proof of enrollment in E-Verify has been attached to this Affidavit.**

In the presence of: Signed, sealed and delivered by:

_____   _____
Witness #1 Print Name: _____   Print Name: _____

_____

_____   Title: _____
Witness #2 Print Name: _____   Entity Name: _____

_____

ACKNOWLEDGMENT

State of Florida
County of _____

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization, this _____ day of _____, 20____, by_____ (name of person) as _____ (type of authority) for _____ (name of party on behalf of whom instrument is executed).

_____
Notary Public (Print, Stamp, or Type as Commissioned)

_____Personally known to me; or
_____Produced identification (Type of Identification:_____)
_____Did take an oath; or
_____Did not take an oath

AFFIDAVIT ATTESTING TO
NONCOERCIVE CONDUCT FOR LABOR OR SERVICES

Effective July 1, 2024, Section 787.06, Florida Statutes, a nongovernmental entity executing, renewing, or extending a contract with a governmental entity is required to provide an affidavit, signed by an officer or a representative of the nongovernmental entity under penalty of perjury, attesting that the nongovernmental entity does not use coercion for labor or services as defined in Section 787.06(2)(a), Florida Statutes.

By signing below, **I hereby affirm under penalty of perjury that:**

1.   I have read Section 787.06, Florida Statutes, and understand that this affidavit is provided in compliance with the requirement that, upon execution, renewal, or extension of a contract between a nongovernmental entity and a governmental entity, the nongovernmental entity must attest to the absence of coercion in labor or services.

2.   I am an officer or representative of _____, a nongovernmental entity.

3.   _____ does not use coercion for labor or services as defined in the relevant section of the law.

In the presence of:

Under penalties of perjury, I declare that I have read the foregoing and the facts stated in it are true:

_____
Witness #1 Print Name: _____
_____

_____
Witness #2 Print Name: _____
_____

Print Name: _____

Title: _____

Entity Name: _____

<u>OATH OR AFFIRMATION</u>

State of Florida
County of _____

Sworn to (or affirmed) and subscribed before me by means of ☐ physical presence or ☐ online notarization, this _____ day of _____, 20____, by_____ (name of person) as _____ (type of authority) for _____ (name of party on behalf of whom instrument is executed).

_____
Notary Public (Print, Stamp, or Type as Commissioned)

_____Personally known to me; or
_____Produced identification (Type of Identification:_____)
_____Did take an oath; or
_____Did not take an oath

AFFIDAVIT REGARDING PROHIBITION ON CONTRACTING WITH ENTITIES OF FOREIGN COUNTRIES OF CONCERN

Pursuant to Section 287.138, Florida Statutes (which is expressly incorporated herein by reference), a governmental entity may not knowingly enter into a contract with an entity which would give access to an individual's personal identifying information if (a) the entity is owned by ethe government of a foreign country of concern; (b) the government of a foreign country of concern has a controlling interest in the entity; or (c) the entity is organized under the laws of or has its principal place of business in a foreign country of concern.

This affidavit must be completed by an officer or representative of an entity submitting a bid, proposal, or reply to, or entering into, renewing, or extending, a contract with a governmental entity which would grant the entity access to an individual's personal identifying information.

1. _____ ("entity") does not meet any of the criteria in paragraphs (2)(a)-(c) of Section 287.138, F.S.

In the presence of:

Under penalties of perjury, I declare that I have read the foregoing and the facts stated in it are true:

_____

Witness #1 Print Name: _____

Print Name: _____

_____

Title: _____

Witness #2 Print Name: _____

Entity Name: _____

OATH OR AFFIRMATION
State of Florida
County of _____

Sworn to (or affirmed) and subscribed before me by means of ☐ physical presence or ☐ online notarization, this _ day of _
_____, 20___, by_____(name of person) as _____
_____ (type of authority) for _____
(name of party on behalf of whom instrument is executed).

_____
Notary Public (Print, Stamp, or Type as Commissioned)

_____Personally known to me; or
_____Produced identification (Type of Identification:_____)
_____Did take an oath; or
_____Did not take an oath

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EXHIBIT A

ACLARIAN

ACLARIAN SOFTWARE STANDARD PRICING MODEL

ANNUAL RECURRING SUBSCRIPTION FEES

Name	Description	Standard Pricing	Additional Discount 37%
Annual SaaS Subscription Fee - Year 1	Aclarian ERP - All Modules	$ 54,900	$ 34,600
Annual SaaS Subscription Fee - Year 2			$ 36,300
Annual SaaS Subscription Fee - Year 3			$ 38,100

ONE TIME IMPLEMENTATION FEES BY MODULE

Name	Implementation Cost**	Additional Discount 50%
Initial Mobilization Fee	$ 29,970	$ 14,990
General Ledger/Segmentation	22,500	11,250
Purchasing/Payments	33,750	16,880
Projects & Grants	15,750	7,880
Billing & AR	19,130	9,570
Cashiering	16,880	8,440
Budgeting	21,380	10,690
Capital Assets	18,000	9,000
Treasury Management	19,130	9,570
Project Management, Workflows, User Setup	24,980	12,490
Customizations, Interfaces, & Data Conversions*	33,220	16,610
Total:	$ 254,690	$ 127,370

POST-IMPLEMENTATION SERVICES

Maintenance & Support	Cost	Other Software Services**	Cost
Helpdesk Support Team	Included in Subscription	Software Engineer & Consultant	$225 per hour

Complimentary Onsite Trainings	# of Onsite Sessions***	Cost per Additional Training (Optional)	Cost
Full Day Training Session	3	Full Day Training Session	$1,200

Outsourced Services (Optional)	Cost	Outsourced Services (Optional)	Cost
Senior Accountant & Consultant	$202.50 per hour	Accountant & Consultant	$135 per hour

Optional Services & Fees	Description	Cost
Auto-Pay Processing - Mailed Checks	Print & Mail Service for Paper Checks	$0.75 plus postage****
Form 1099 Processing	Form Generation & Federal Filing	$0.95 / Form
Form 1099 Processing	State Filing	$0.95 / Form
Form 1099 Processing	Mail Copies to Recipients	$1.95 / Form

* See itemized detail on separate schedule

** Post-implementation Other Software Services includes onsite or remote training, adding, deleting or modifying data entered into the Software due to error or omission by the Licensee, or development and installation of custom enhancements specifically requested by the Licensee in addition to the standard software product

*** Travel costs will apply, as stipulated in the Agreement

**** Postage currently $0.69 per parcel, subject to change

▲ACLARIAN

CUSTOMIZATION, INTERFACE, & DATA CONVERSION PRICING DETAIL

Customization Name	Customization Description	Cost
Bank Integration	Automatic transmission of positive pay file; automatic receipt of BAI2 file into Treasury Management module	$ 3,200
Vendor Portal	Creation of vendor portal with vendor self service features - new vendor registration, vendor invoice submission, vendor information change requests, and review purchase order and payment history	2,700
GL Data Conversion	Three year trial balance history and two year transaction detail import (additional data conversion subject to an additional cost)	-
Other Contingency Items	Estimated costs for addition customization requests by the Town during implementation. The Town will only be invoiced for actual costs incurred via signed Enhancement Authorization Form.	10,710
	TOTAL:	**$ 16,610**

ACLARIAN

ACLARIAN MODULE DESCRIPTIONS

Module Name	Included Features
Announcements	Send a private message to a single user or an announcement to an entire department or all users within the entity using the Announcements from. Notifications of new unread announcements are clearly identified through an icon in the top right corner of the Aclarian portal. The Announcements module is an effective means for individuals to communicate important messages to other users within the organization in a secure manner.
Billing & A/R	Create invoices on customized template with client logo. 'Email Invoice' option automatically sends invoices and reminders to customers via email. Create an online billing and payment web portal for customers to make payments online. Includes automatic GL entries for invoice creation and payments made online.
Budgeting	Establish relevant budget configurations, such as entity-wide pay increases (COLA), retirement percentages, health insurance costs per employee, etc. Personnel costs are automatically calculated based on employee data inputs. Customized reporting can be exported to Excel via API integration and used for creating the annual budget document for adoption.
Capital Assets	Perform inventories and scan equipment, vehicles, etc. containing bar codes using a cell phone or tablet. Maintain a picture of the scanned item with record of scan history. Within capital outlay reporting, associate capital asset additions with capital outlay entries and easily identify potentially unrecorded assets. Attach and store equipment and vehicle registration information and repair and maintenance documentation within individual asset records in Aclarian's Asset Management for well-organized status tracking.
Central Cashiering	All customer collections from various billing sources logged in the Central Cashiering module and segregated by user (cashier), which as a strong internal control measure, allows for reliable reconciliation and close out procedures by each cashier. Allows for batching by transaction type, namely cash, checks, credit card, and ACH payments, to maximize efficiency in bank reconciliation procedures.
Financial Reporting	Generate schedules, tables, and statements based on general ledger balances and data from Budgeting, Capital Assets, and other modules as needed that can be used to effortlessly create sections of the Annual Comprehensive Financial Report (ACFR), budget book, or other financial reporting deliverables as requested by stakeholders, including creditors, elected officials, and senior management. Available options include standard reports, report writer, and custom reports with design, format and content directed by the client.
General Ledger	Aclarian's journal entry form includes Excel import option for journal entry line items, and schedule recurring entries with automatic reminders to the assigned user. Aclarian's reporting tool, AG Grid, is a fully-featured and highly customizable JavaScript data grid. It allows for custom filtering, customizable appearance, data export to CSV or Excel, grouping/aggregation, and has a look and feel that is almost identical to data filtering and producing pivot tables in Excel for the trial balance, balance sheet, revenues & expenses report, budget versus actual report, and GL detail transaction report.

ACLARIAN

ACLARIAN MODULE DESCRIPTIONS, CONTINUED

Module Name	Included Features
Implementation	Make the ERP software implementation more streamlined and organized through the implementation module, which consists of a standard form for each module to be implemented. Each implementation form consists of a series of questions and data requests which will provide the Aclarian development team sufficient information to prepare the module according to each client's exact specifications. The implementation forms also provide a secure means to transmit data files needed in the data conversion process.
Integrations	The Aclarian Integrations module will display the status of file transfers from external software applications that interface automatically with the Aclarian ERP system typically through API call or SFTP upload. This module can also store additional data from other applications and provide reporting using AG Grid in accordance with user specifications.
Inventory	Manage pricing and quantity for each inventory item and easily generate reports that can be exported to Excel displaying balances and activity by item. Complete Receiving Forms and perform a three way reconciliation between receiving form, purchase order, and invoice form.
Lease Accounting	The New Capital Lease Form is an intuitive, easy to use form that, when completed, will generate a capital lease record under GASB 87 or 96. Aclarian's library of reports includes all information needed to efficiently record journal entries each period based on the accumulation of all activity from each individual lease, as well as capture and report all necessary disclosure information derived from each Capital Lease Form and summarized within the report.
Payments	Scan receipts and record itemized transactions in the purchasing/credit card form. Instruct vendors to submit invoices online via a custom-built online Vendor Portal, and the invoice information entered automatically creates an Invoice Approval Form (including attachments). Aclarian's Auto-Pay payment processing service automatically sends vendor payments via mailed check or via electronic ACH, as well as automatically transmit a Positive Pay file to the client's banking institution.
Projects & Grants	Track project and grant activity using assigned project and grant numbers that will be included in the GL string. Easily track revenues and expenses by project and grant through integration with the general ledger. Dictate notes and respond to comments regarding project status within Project/Grant Management; add sub-tasks and close projects and grants through simple form creation. Also included is project burdening via integration with Aclarian Payroll timesheet as projects and grants are created, allowing employees to charge time to applicable projects and grants as applicable.
Purchasing	Purchase Requisition Forms can be customized according to a specific procurement policy (form can require documentation of written bids, quotes, or other documentation for sole source or emergency purchases, etc.). Enable vendors to register to do business with the entity online via a link to the entity's website, which will automatically populate a New Vendor Form. Allow for workflow approval of bids and contracts and manage contract status (such as upcoming expiring contracts and insurance requirements) through Contract Management.

ACLARIAN

ACLARIAN MODULE DESCRIPTIONS, CONTINUED

Module Name	Included Features
Segmentation	Create additional GL segments, such as programs, locations, facilities, and more, that fit your organization's tracking and reporting needs. Associated GL strings with each sub-segment, apply annual budgets, and generate budget versus actual and transaction detail reports by fiscal year and sub-segment.
Task Management	Employees can manage tasks ranging from the Finance team preparing for the year end audit to the Public Works and Utilities departments establishing and assigning work orders using custom developed forms to assign to individuals and approvers via workflow. Work Order Forms include Google Maps and Google Earth views when entering property addresses.
Templates	Create templates for recurring tasks and save as well as edit in the future or even delete if needed. Common templates include journal entries, cash receipts, payment requests, and more. Once created, the template will be included in the template list within the applicable form and can be selected as needed.
Treasury Management	Perform bank reconciliations efficiently within Aclarian's Treasury Management module. Either manually Import transaction files from the bank, or Aclarian can automatically receive daily BAI2 or CSV files directly from the bank containing deposit and withdrawal transactions. Amounts per bank and per GL with matching check numbers, amounts, or other possible unique identifiers will automatically be matched. Complete monthly bank reconciliation forms based on transaction matching results within the Bank & GL Transaction listing.
Training	Watch a multitude of instructional videos from Aclarian's vast training library that typically range from two to ten minutes in length. Training videos are available for all modules and provide demonstrations with explanation on how to complete forms, manage data records, and generate reports within a module. All training videos are organized by module.
User Management	Authorized employees can manage access for users by restricting the modules, forms, data management items, and reports that each user can access. Allow certain users to skip approvers, edit forms currently in workflow approval, and view all forms for a particular form section within Form Search.
Workflow Management	Set workflow approvers and sequence (first approval, second approval, third approval, etc.) for any form within any module in the system. Also, create workflow groups (such as Capital Assets Approvals Group or Accounts Payable Processing Group) and determine the number of approvals required as a workflow step for each created workflow group. Set thresholds for approvals within a workflow group, define project managers within the Projects & Grants module, and more. Complete user workflow designation forms to assign substitute approvers when a user will be on vacation or otherwise unavailable for a known period of time.

ACLARIAN

ACLARIAN SOFTWARE STANDARD PRICING MODEL

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EXHIBIT B

PROJECT PLAN – ACLARIAN SOFTWARE IMPLEMENTATION

Project Plan

Aclarian Software Implementation – Town of Golden Beach

Table of Contents

Introduction

Purpose of Plan

The purpose of this plan is to provide a comprehensive roadmap and framework for successfully executing the implementation of the Aclarian ERP software system ("Aclarian" or "ERP" or "System") within the Town of Golden Beach . This plan outlines the objectives, scope, roles, responsibilities, timelines, and resources required to ensure a smooth and efficient deployment of the System. By clearly defining the purpose and approach of the Aclarian implementation project, this plan aims to align stakeholders, manage expectations, and facilitate effective communication throughout all phases of the project lifecycle.

Background Information about the Project

Introduction: The implementation of Aclarian as our new Enterprise Resource Planning (ERP) system within our agency represents a crucial initiative aimed at modernizing our operational infrastructure, enhancing service delivery, and promoting transparency and efficiency in our processes.

Agency Overview: As part of our commitment to improving citizen engagement, optimizing resource allocation, and fostering accountability, we have recognized the need to streamline our internal operations through the adoption of an integrated ERP solution.

Goals and Objectives

Business Goals and Objectives

The successful implementation of the Aclarian system within our local government agency is aligned with our overarching business goals and strategic objectives. This section outlines the specific goals and objectives that the ERP software implementation project aims to achieve.

1. **Enhance Service Delivery**: Improve the quality and efficiency of services provided to the community by streamlining internal processes, reducing administrative burden, and enabling more responsive and citizen-centric service delivery.

2. **Optimize Resource Allocation**: Enhance financial management and budgetary control capabilities to optimize resource allocation, increase fiscal transparency, and ensure responsible stewardship of taxpayer dollars.

3. **Improve Operational Efficiency**: Streamline workflows, automate routine tasks, and eliminate redundant processes to improve operational efficiency, reduce operational costs, and maximize staff productivity.

4. **Enhance Data Management**: Establish a centralized data repository and standardized data management practices to ensure data accuracy, consistency, security, and accessibility across the organization.

5. **Facilitate Informed Decision-Making**: Strengthen reporting and analytics capabilities to provide timely, accurate, and actionable insights to agency leadership and decision-makers, enabling evidence-based decision-making and strategic planning.

6. **Promote Transparency and Accountability**: Enhance transparency in government operations by providing public access to relevant information and fostering greater accountability in the use of public resources.

Project Goals and Objectives

Project Goals:

1. **Implement a Comprehensive ERP Solution:** Aclarian was selected due to its customizable nature and the company's dedication to meeting the unique needs and requirements of our agency, ensuring alignment with industry best practices and regulatory compliance.

2. **Standardize Processes:** Standardize and streamline business processes across departments and functions to promote consistency, efficiency, and collaboration throughout the organization.

3. **Ensure Data Integrity and Continuity:** Successfully migrate data from legacy systems and integrate external systems to the Aclarian platform while ensuring data integrity, continuity of operations, and compliance with data privacy regulations.

Project Objectives:

1. **Provide Comprehensive Training and Support**: Develop and implement a comprehensive training program to ensure that agency staff are proficient in utilizing the Aclarian system effectively. Provide ongoing support and resources to address user inquiries and facilitate continuous improvement.

2. **Manage Change Effectively**: Proactively manage organizational change by engaging stakeholders, communicating effectively, and addressing concerns and resistance to ensure a smooth transition to the Aclarian system.

3. **Monitor and Measure Performance**: Establish key performance indicators (KPIs) and metrics to monitor the effectiveness and impact of the Aclarian implementation project. Continuously evaluate performance against established benchmarks and objectives to drive continuous improvement.

Scope

Scope Definition

Introduction: The scope of the Aclarian software implementation project for the TOWN encompasses the activities, deliverables, and boundaries of the project. This section outlines the specific components that are included within the Aclarian implementation project scope and clarifies what is out of scope.

1. **Configuration and Customization:** Configuration and customization of Aclarian software to align with the specific business processes and requirements of the TOWN. This includes defining workflows, data fields, reports, and user interfaces tailored to the agency's needs.

2. **Data Migration:** Migration of data from existing legacy systems to the new Aclarian platform. This involves mapping data fields, cleansing data, and ensuring data integrity during the transition process to minimize disruption to ongoing operations.

3. **Training and Change Management:** Development and implementation of a comprehensive training program to ensure that agency staff are proficient in utilizing the Aclarian system effectively. This includes training sessions, tutorial videos, engagement with Aclarian's user acceptance testing (sandbox) training environment, and ongoing support to facilitate user adoption and minimize resistance to change.

4. **Integration:** Integration of the Aclarian system with existing systems and third-party applications used by the Town of Golden Beach to ensure seamless data flow and interoperability across the organization. This may involve developing APIs, utilizing a Secure File Transfer Protocol (SFTP) site, or data connectors as necessary.

5. **Testing and Quality Assurance:** Conducting thorough testing of the Aclarian system to ensure functionality, reliability, and performance meet the Town of Golden Beach 's requirements and expectations. This includes unit testing, integration testing, user acceptance testing (UAT), and regression testing to identify and address any issues or defects.

6. **Deployment and Post-Implementation Support:** Deployment of the Aclarian system into the production environment and providing post-implementation support to address any issues, bugs, or user inquiries that arise during the initial period after go-live. This includes monitoring system performance, conducting user feedback sessions, and making necessary adjustments to optimize system usability and effectiveness.

Out of Scope:

1. **Infrastructure Upgrades**: Upgrades or enhancements to the agency's IT infrastructure (e.g., hardware, networking, servers) required to support the ERP software implementation are considered out of scope and will be addressed separately as part of ongoing IT initiatives.

2. **Business Process Reengineering**: While the ERP implementation project may involve some level of process optimization and standardization, extensive business process reengineering efforts are beyond the scope of this project and will be addressed through separate initiatives as needed. Examples include 1) reviewing existing policies and recommending potential changes that may align better with transformations of existing business processes and 2) drafting revised procedural documentation that reflects updated business processes in congruence with the use of Aclarian ERP technology.

3. **Custom Development**: Extensive custom development or software coding to modify the core functionality of the Aclarian software system is considered out of scope. Customizations will be limited to configurations and extensions within the capabilities of the Aclarian system. If extensive customizations are required for successful implementation, scope will be adjusted and costs will be evaluated through the use of Change Authorizations, approved by the Town of Golden Beach and at the discretion of Aclarian.

Costs, Benefits and Risks

The table below represents a listing of potential risks, ranking of cost and likelihood of occurrence, and how the Town of Golden Beach and Aclarian will reduce the impact of each risk event (mitigation).

Risk Event	Cost of Event	Likelihood of Event	Mitigation Strategy
Data migration issues leading to loss of critical data	High	Medium	Conduct thorough data mapping and cleansing prior to migration. Implement backup and recovery procedures of legacy systems.
Resistance to change from staff	Medium	High	Develop a comprehensive change management plan including communication, training, and stakeholder engagement strategies.
Budget overrun due to unforeseen expenses	High	Medium	Implement budget monitoring and control mechanisms. Prioritize project activities and expenses based on criticality.
Integration challenges with existing systems	High	Medium	Conduct thorough compatibility testing. Develop and implement robust integration protocols and APIs.
Inadequate user training leading to low adoption rates	Medium	High	Develop and deliver comprehensive user training programs. Provide ongoing support and resources to address user inquiries and challenges. Provide regular updates, emphasizing the positive user impacts of adopting the Aclarian system.
Scope creep due to changing requirements	High	Medium	Establish a change management process with clear procedures for documenting and prioritizing changes.

Implementation Phases & Methodology

Implementation Phases:

Aclarian offers both phased and non-phased or "big bang" approaches to ERP implementation, dependent upon the client's desired approach to implementation. The Town of Golden Beach has selected a "big bang" single phase approach for implementation. This approach involves developing and training all users on all system modules, culminating in a single "Go Live" date for all modules.

When considering an ERP implementation approach, one large phase (also known as a "big bang" approach) versus multiple phases (a phased approach), there are several pros and cons to each. Below is the breakdown of pros & cons to the Big Bang Approach:

All One Large Phase (Big Bang Approach)

Pros:

1. Quick Implementation:

   o The entire ERP system is deployed at once, which can reduce the overall time needed for implementation. There is no need for prolonged periods of running old and new systems in parallel.

2. Unified Transition:

   o All users shift to the new ERP system at the same time, which can help avoid confusion between different systems or versions. This leads to a clean break from legacy systems, eliminating the need for parallel systems or dual training.

3. Streamlined Project Management:

   o With one large go-live event, the project team can focus on a single deadline and major milestone. It can simplify project tracking and scheduling, as there are fewer dependencies between different phases.

4. Full System Integration:

   o A big bang approach allows all modules of the ERP system to be integrated and work together from the start. There are fewer chances for system integration issues when all components are introduced at once.

Cons:

1. High Risk:

   o If the implementation encounters issues during the go-live, it can disrupt all business operations simultaneously. The failure of a single part of the system can affect the entire organization.

2. More Complex Testing and Preparation:

   o With all modules being deployed at once, thorough testing, training, and user acceptance become more complex. Any bugs or issues discovered after go-live could have widespread implications.

3. Resistance to Change:

    o Employees may find it harder to adapt to a full ERP rollout all at once. There is a greater chance of resistance to change as users are required to learn and adapt to the new system in a single event.

4. Resource Intensive:

    o The large-scale change requires significant upfront resources, including time, labor, and funding. It may require additional support for end-users during the transition period and can strain the project team if the workload is too large.

5. Limited Post-Go-Live Support:

    o A big bang approach may not provide ample opportunity to resolve issues in stages. Once the system is live, there might be a rush of user issues that could overwhelm the support team, delaying resolution and potentially affecting productivity.

Implementation Methodology:

Aclarian uses a hybrid waterfall-agile approach to the software implementation process. During the implementation project, Aclarian utilizes the 8-step waterfall framework listed in the table below as an overarching framework. Each module will pass through each step in order, stepping back to a prior step as-needed. Expected deliverables for each phase are listed in the implementation methodology chart below:
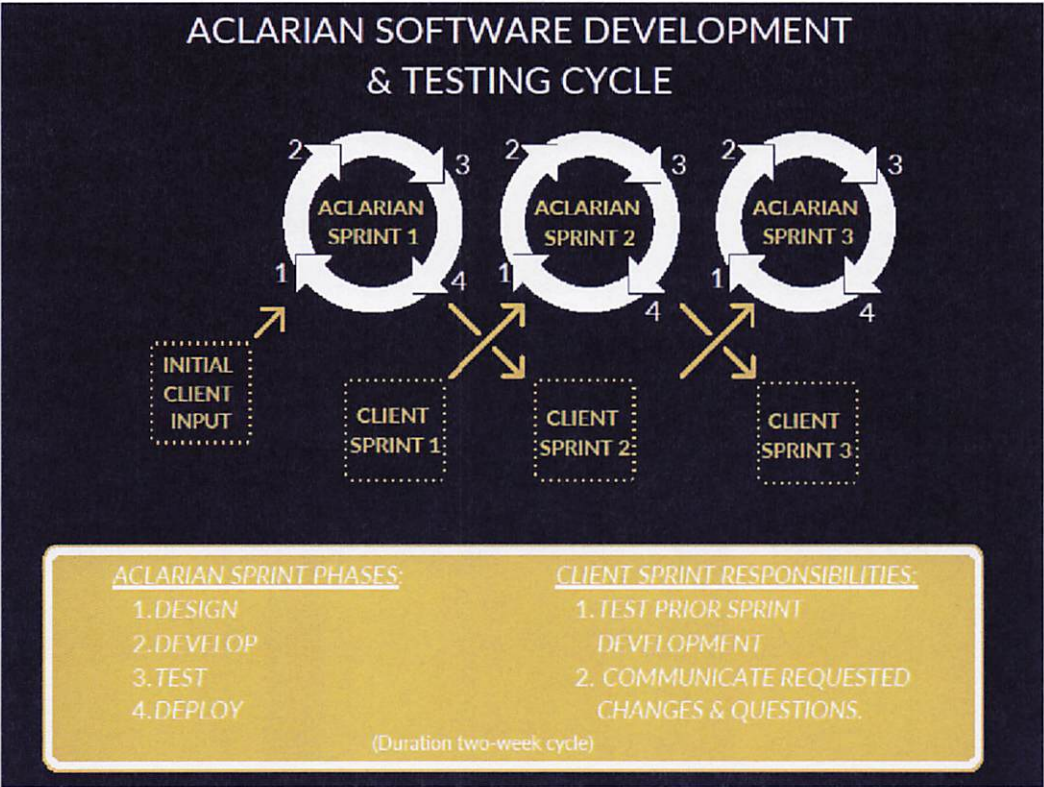
Aclarian Implementation Methodology

Step	Task	Deliverable
1. Project Planning & Management	1.1. Project Planning	Contract, SOW, ESC, Project Manager, Project Team, SME
	1.2. Project Management	Project Plan, Status Reports, Issues & Enhancements Log
	1.3 Change Management	Stakeholder Assessment, Communications Plan
2. Initial Knowledge Transfer & Software Setup	2.1 Software Setup/Environment	Set up Client Instances, URLs
	2.2 Project Team & SME Initial Meeting	Project Room Set Up, Kickoff Training
3. Design	3.1 Business Process Workshop	New Business Processes Plan
	3.2 Policy & Procedures Review	Client P & P Plan, Internal Controls, Narratives
	3.3 Workflow	Workflow Plan

	3.4 User Security & Roles	User Role & Security Plan
	3.5 Integration	Integration Plan
	3.6 Reporting & Dashboards	Reporting Requirements
	3.7 Web Portals	Web Portal Plan
4. Development	4.1 Configuration	Chart of Accounts, Tables, Data Management, Workflow, User Access, Reports, Dashboards
	4.2 Conversion	Historical Data, Vendors, Customers, POs, Employees
	4.3 Interfaces	Direction, Frequency, Initial Testing
	4.4 Enhancement Builds	Custom Forms, Custom Reports
5. Testing	5.1 Unit/Initial Testing	Test Plan
	5.2 Integration Testing	Testing of Data Interfaced to & from ERP
	5.3 Performance Testing	Test Forms, Data Management items, & Reports
	5.4 User Acceptance Testing	Client Acceptance & Sign Off Transmittal
6. Training	6.1 Training	Training Plan, Training Materials, Training Certificates
7. Go Live	7.1 Go Live	Cut Over Plan, Post Go-Live Plan
8. Post Production Support	8.1 Post Production Support	Issues & Enhancements Log, Final Acceptance, Close Outs

Within steps 4 & 5, the development process involves isolating specific modules and specifications during the design phase and then moving forward with development and testing in a 2-week cyclical software development/client testing cycle.

Below is a visual of the software development and testing cyclical approach:

ACLARIAN SOFTWARE DEVELOPMENT & TESTING CYCLE

Assumptions

Project Assumptions

1. **Assumption:** Sufficient funding and resources will be allocated for the Aclarian implementation project as outlined in the approved budget.

   - *Rationale:* This assumption is based on the Town of Golden Beach 's financial planning and budgeting processes, as well as approval from relevant stakeholders.

2. **Assumption:** Key stakeholders, including department heads and end-users, will actively participate in requirements gathering, testing, and training sessions as scheduled.

   - *Rationale:* This assumption is based on the commitment and engagement demonstrated by stakeholders during project initiation and planning meetings.

3. **Assumption:** The ERP implementation project will not significantly disrupt ongoing operations or services provided by the Town of Golden Beach .

   - *Rationale:* This assumption is based on careful scheduling, communication, and change management strategies to minimize disruptions during implementation.

4. **Assumption:** The Aclarian system will integrate seamlessly with existing systems and databases used by the Town of Golden Beach .

   - *Rationale:* This assumption is based on assessments and discussions between the Town of Golden Beach , Aclarian, and relevant third-party systems regarding integration capabilities.

5. **Assumption:** Adequate technical expertise and support will be available from both Aclarian and internal IT staff to address any technical issues or challenges encountered during implementation.

   - *Rationale:* This assumption is based on the expertise and resources available within the Town of Golden Beach 's IT department and the support services provided by Aclarian.

6. **Assumption:** Training materials and resources provided by Aclarian will be sufficient to effectively train agency staff on the use of the ERP system.

   - *Rationale:* This assumption is based on Aclarian's experience in providing training services and the Town of Golden Beach 's commitment to staff development and support.

7. **Assumption:** The Aclarian implementation project team will have the necessary authority and decision-making power to make timely and effective decisions throughout the project lifecycle.

   - *Rationale:* This assumption is based on the project team's composition, roles, responsibilities, and support from senior management.

Constraints

Project Constraints

1. **Budget Constraint:**

   - *Description:* Limited financial resources allocated for the Aclarian implementation project.

   - *Impact:* Constraints on funding may limit the scope of the project, delay procurement of necessary resources, or require prioritization of certain functionalities over others.

2. **Time Constraint:**

   - *Description:* Fixed timeline or deadline for completing the Aclarian implementation project.

   - *Impact:* Time constraints may require accelerated project schedules, increased resource allocation, or trade-offs between scope, quality, and time.

3. **Resource Constraint:**

   - *Description:* Limited availability of human, financial, or technological resources for the project.

   - *Impact:* Constraints on resources may affect project staffing, skill availability, access to necessary equipment or software, and overall project capaTown.

4. **Technology Constraint:**

   - *Description:* Dependency on specific technologies or infrastructure for the Aclarian implementation.

   - *Impact:* Constraints related to technology may require compatibility assessments, upgrades to existing web browsers, or limitations on software customization.

5. **Scope Constraint:**

   - *Description:* Defined boundaries or limitations on the scope of the Aclarian implementation project.

   - *Impact:* Constraints on scope may require prioritization of essential functionalities, exclusion of non-essential features, or adjustments to project deliverables to align with available resources.

6. **Stakeholder Constraint:**

   - *Description:* Influence or resistance from stakeholders that may impede project progress.

   - *Impact:* Constraints related to stakeholders may require additional communication, negotiation, or change management efforts to address concerns and ensure stakeholder buy-in and support.

•

Critical Dependencies

1. **Data Migration and Cleansing:**

   - *Dependency:* Migrating data from legacy systems to the Aclarian system and ensuring its accuracy and integrity.

   - *Description:* Data migration involves extracting, transforming, and loading data from various sources into the Aclarian system. Without clean and accurate data, the Aclarian system may not function properly or provide reliable insights.

2. **Vendor Support and Collaboration:**

   - *Dependency:* Collaborating effectively with the Aclarian team to address technical issues, customization requirements, and system integrations.

   - *Description:* The Town of Golden Beach relies on the expertise and support of the Aclarian team to configure, customize, and deploy the system. Without timely and effective collaboration, project timelines may be delayed, and technical challenges may remain unresolved.

3. **User Training and Adoption:**

   - *Dependency:* Ensuring that end-users receive adequate training and support to effectively use the Aclarian system.

   - *Description:* User adoption is critical for the success of the Aclarian implementation. Without proper training and support, users may struggle to navigate the system, leading to decreased productivity and satisfaction.

4. **Change Management and Stakeholder Engagement:**

   - *Dependency:* Managing organizational change and engaging stakeholders throughout the Aclarian implementation process.

   - *Description:* Change management efforts help address resistance to change and ensure that stakeholders are aligned with project objectives. Without effective change management, project buy-in may be lacking, leading to implementation challenges.

5. **Integration with Existing Systems:**

   - *Dependency:* Integrating the Aclarian system with existing systems and databases used by the Town of Golden Beach .

   - *Description:* Many local government agencies rely on multiple systems for different functions. Integrating the Aclarian system with these existing systems ensures seamless data flow and interoperability. Without integration, data silos may persist, and efficiency gains may not be realized.

6. **Project Governance and Leadership:**

   - *Dependency:* Establishing effective project governance structures and leadership roles to oversee and manage the Aclarian implementation.

   - *Description:* Strong project governance provides clear direction, accountability, and decision-making authority throughout the project lifecycle. Without proper governance and leadership, project priorities may become unclear, and issues may escalate unresolved.

Quality Management Approach

Activity Reviews/Walkthroughs

1. **Business Process Workshop/Requirements Gathering Review:**

   - *Description:* A review session conducted to validate the gathered requirements for the Aclarian system.

   - *Participants:* Project team members, key stakeholders, representatives from different departments.

   - *Objectives:* Ensure that all relevant requirements have been captured accurately, clarify any ambiguities or discrepancies, and obtain approval from stakeholders.

   - *Activities:* Review documented requirements, conduct discussions to address questions or concerns, and document any changes or updates.

2. **Data Migration/Initial Development Validation Meeting:**

   - *Description:* A meeting to review and validate the migrated data in the Aclarian system.

   - *Participants:* Data migration team, representatives from relevant departments, data owners.

   - *Objectives:* Ensure the accuracy, completeness, and integrity of the migrated data, identify any data quality issues or anomalies, and obtain approval for proceeding with data migration.

   - *Activities:* Review sample data sets in the Aclarian system, compare against source data, perform data integrity checks, and document any discrepancies or errors for resolution.

3. **User Acceptance Testing (UAT) Review:**

   - *Description:* A review session to assess the results of user acceptance testing conducted by end-users.

   - *Participants:* Project team members, end-users, functional leads, QA/testing team.

   - *Objectives:* Validate that the Aclarian system meets the business requirements and user expectations, identify any defects or issues, and confirm readiness for production deployment.

   - *Activities:* Analyze feedback from end-users, prioritize and address identified issues, and obtain approval for sign-off.

4. **Training Material Walkthrough:**

   - *Description:* A walkthrough session to review training materials developed for end-user training on the Aclarian system.

   - *Participants:* Project team members, selected SuperUsers, subject matter experts.

   - *Objectives:* Ensure that training materials are comprehensive, accurate, and aligned with system functionality and business processes, and obtain feedback for improvements.

- *Activities:* Review training videos and other materials, verify content against system documentation, solicit feedback from stakeholders, and incorporate revisions as needed.

5. **Go-Live Readiness Assessment:**

- *Description:* A review session to assess the readiness of the project team and stakeholders for go-live.

- *Participants:* Project manager, key stakeholders, system administrators, IT support staff.

- *Objectives:* Ensure that all necessary preparations have been completed, potential risks and issues have been addressed, and stakeholders are prepared for the transition to production.

- *Activities:* Review go-live checklist, assess system stability and performance, validate backup and recovery procedures, and confirm support plans for post-go-live operations.

Project Management Approach

Work Breakdown Structure (WBS) Gantt Chart

A Gantt Chart is utilized as a visual representation of the project schedule. It outlines key tasks, milestones, and dependencies over time, allowing stakeholders to track progress, allocate resources, and manage timelines effectively throughout the implementation process.

See Appendix A for Gantt Chart containing the project schedule and breakdown of activities performed by phase.

Project Effort Estimation

1. **Software Development Effort:**

   - **Customization and Configuration:** Estimation of effort required to customize and configure the ERP software to meet the specific needs and requirements of the Town of Golden Beach . This includes modifying existing modules, creating custom reports, and developing specific forms to align with organizational processes.

   - **Integration Effort:** Estimation of effort required to integrate the Aclarian software with existing systems, databases, and third-party applications used by the Town of Golden Beach . This includes developing APIs, data mappings, and other needed components to facilitate seamless data exchange and interoperability.

   - **Data Migration Effort:** Estimation of effort required to migrate data from legacy systems to the new Aclarian software. This includes data cleansing, transformation, validation, and migration activities to ensure data integrity and accuracy in the new system.

   - **Testing Effort:** Estimation of effort required to plan, design, execute, and manage various types of testing activities, including unit testing, integration testing, system testing, user acceptance testing (UAT), and performance testing. This includes preparing test cases, executing test scripts, analyzing test results, and reporting defects.

   - **Training Effort:** Estimation of effort required to develop and deliver training programs for end-users, administrators, and support staff. This includes preparing training materials, conducting training sessions, providing user support, and evaluating training effectiveness.

2. **Project Management Effort:**

   - **Project Planning and Coordination:** Estimation of effort required to plan, schedule, and coordinate project activities, including meetings, workshops, and reviews. This includes developing project plans, defining project milestones, allocating resources, and managing project dependencies.

   - **Communication and Stakeholder Management:** Estimation of effort required to communicate with project stakeholders, including the local government agency, project team members, vendors, and other external stakeholders. This includes preparing status reports, conducting meetings, addressing stakeholder concerns, and managing expectations.

   - **Change Management Effort:** Estimation of effort required to manage changes to project scope, requirements, and deliverables. This includes assessing change requests, evaluating impacts, obtaining approvals, and communicating changes to relevant stakeholders.

3. **Support and Maintenance Effort:**

- **Post-Implementation Support:** Estimation of effort required to provide post-implementation support and maintenance services to the local government agency. This includes addressing user inquiries, troubleshooting issues, applying patches and updates, and providing ongoing training and assistance as needed.

Project Roles and Responsibilities

Detailed Roles and Responsibilities Definitions Chart*

Role	Responsibility
Aclarian Project Manager	Oversee entire software implementation from Aclarian's perspective as vendor. Develop and manage the project plan, schedule, and budget. Coordinate project activities and resources within Aclarian. Ensure timely delivery of project milestones and deliverables. Communicate project progress, issues, and risks to internal stakeholders and client project manager. Provide technical leadership to guide design of Aclarian software, directing customization, configuration, and integration efforts based on client requirements. Serve as vendor-client liaison.
Town of Golden Beach Project Manager	Provide strategic direction and leadership to the client project team. Articulate business goals, objectives, and requirements of client organization. Advocate for client's needs, priorities, and concerns within the project team and with Aclarian as vendor. Ensure the Aclarian solution aligns with client's strategic vision and operational objectives. Establish project governance structures, roles, and responsibilities. Review and approve project plans, deliverables, and change requests. Monitor project progress, milestones, risks, and issues. Manage stakeholders within the organization and external partners. Communicate project status, updates, and decisions to stakeholders in a clear and timely manner. Facilitate stakeholder meetings, workshops, and decision-making sessions.
Aclarian Business Analyst	Work closely with clients to understand their processes, needs, and goals. Gather and document requirements to help guide how

	Aclarian's software is set up and customized. Collaborate with internal teams to make sure the software meets client expectations and supports their day-to-day operations. Assist in testing and reviewing features to confirm they work as intended. Provide clear documentation and support throughout the project. Help ensure both the client and Aclarian teams stay aligned and informed during the implementation.
Aclarian Technical Lead	Lead the design and architecture of solution based on client requirements. Ensure integration with existing systems, databases, and third-party applications. Collaborate with quality assurance analysts and testers to develop comprehensive test coverage.
Town of Golden Beach Technical Lead	Oversee the technical aspects of the Aclarian software implementation from the Town of Golden Beach 's perspective. Provide leadership to client project team, IT staff, developers, and system administrators. Communicate technical constraints, risks, and trade-offs to project stakeholders and decision-makers.
Town of Golden Beach Subject Matter Experts	Offer in-depth knowledge and insights about specific business processes, functions, or areas within organization. Assist in identification of business requirements and ensure they are accurately translated into system specifications. Participate in testing phases to validate the system functions as intended and meets requirements. Assist in managing the change process by communicating with stakeholders and helping to address concerns.
Town of Golden Beach SuperUsers	Gain a deep understanding of ERP system's functionalities in subject area and how they relate to business processes. Provide training to end-users and offer ongoing support to help them effectively use the system. Participate in User Acceptance Testing (UAT) to ensure system meets functional requirements and works as expected. Gather feedback from end users and communicate with implementation team for continuous improvement. Help to manage transition to new system by promoting its benefits and assisting users in adapting to new processes and workflows.

Aclarian Project Sponsor	Hold overall accountability for project's success and high-level decision-making on behalf of Aclarian. Provide strategic guidance and support to Project Manager and ensure they have access to the resources they need to ensure the project's success.
Town of Golden Beach Project Sponsor	Hold overall accountability for project's success and high-level decision-making on behalf of the Town of Golden Beach . Provide strategic guidance and support to Project Manager and ensure they have access to the resources and budget they need to ensure the project's success. Support with stakeholder engagement and organization-wide buy-in.

Attachments/Appendices

Appendix A – Attachment with Initial Project Timeline & SOW

Town of Golden Beach
Schedule.xlsx

Appendix B -- Change Management Process

Change Management Process for Aclarian ERP Implementation

Client: Town of Golden Beach

ERP Provider: Aclarian LLC

1. Introduction

Change management is a structured approach to managing changes within the ERP implementation process. The goal is to ensure that all changes are effectively planned, communicated, and executed while minimizing disruption to operations. This process is crucial for the successful deployment and ongoing use of the ERP system.

2. Change Management Objectives

- Ensure all stakeholders are informed and involved.
- Maintain system stability and data integrity.
- Mitigate risk and reduce resistance to change.
- Document and track changes for compliance and auditing purposes.

3. Change Management Roles and Responsibilities

- **Change Management Lead (Aclarian)**: Manages the change process, ensuring changes align with project goals and are communicated effectively.
- **Project Manager (Aclarian)**: Coordinates with stakeholders to assess and approve changes, ensuring minimal impact on timelines.
- **Change Advisory Board (CAB)**: A group of key stakeholders (Town of Golden Beach leadership, IT, department heads) that review and approve changes.
- **End Users (Town of Golden Beach)**: Provide feedback and input on changes to ensure operational impact is understood.
- **IT/Development Team (Aclarian)**: Implements changes in the ERP system, performs testing, and ensures functionality.

4. Change Request Process

Step 1: Identify Change Requirement

- **Who**: Any stakeholder (Town of Golden Beach or Aclarian team)

- **How**: Changes may arise from process improvements, system bugs, user feedback, regulatory requirements, or unexpected issues.
- **Documentation**: Submit a Change Authorization (CA) form that includes the following:
  - **Description of Change**: Detailed explanation of the issue or improvement.
  - **Reason for Change**: Why the change is necessary.
  - **Impact Assessment**: Preliminary assessment of how the change may affect business processes, users, and timelines.

Step 2: Review and Categorize Change

- **Who**: Change Advisory Board (CAB)
- **How**: Review the Change Request form, assess its priority, and categorize it as:
  - **Standard**: Routine changes that follow predefined processes.
  - **Minor**: Low-risk changes with minimal impact.
  - **Major**: High-risk, high-impact changes requiring significant resources or testing.

Step 3: Evaluate and Approve Change

- **Who**: CAB (with input from relevant stakeholders)
- **How**: Assess the potential impact of the change on the ERP system and business operations, reviewing:
  - **Costs**: Estimate of additional resources and time.
  - **Timeline**: Impact on project timelines.
  - **Risk**: Evaluation of risks to system stability or data integrity.
  - **Communication**: Plan to inform affected stakeholders.
- **Documentation**: Approve or reject the Change Request. If Approved, provide signed Changed Order Authorization to Aclarian Project Manager + include relevant client stakeholders. If Denied, provide written decision to Aclarian Project Manager + relevant client stakeholders with reason for denial.
-
- **Step 4: Implement the Change**

- **Who**: Aclarian's IT/Development Team
- **How**: Implement the approved change in the ERP system.
  - **Development**: Code changes, configuration updates, or process adjustments.
  - **Testing**: Thorough testing to ensure the change functions as expected.
  - **Training**: Provide necessary training or documentation to Town of Golden Beach end users affected by the change.
  - **Backup/Recovery**: Ensure that proper backup and recovery procedures are in place before proceeding.

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5. Testing and Validation

- **Pre-Implementation Testing**: Before implementing a major or minor change, Aclarian will conduct testing in a controlled environment to ensure the change doesn't affect the overall system functionality.
- **User Acceptance Testing (UAT)**: Town of Golden Beach 's designated team will perform UAT to confirm that the change meets the required specifications.

      o   **Documentation**: All issues found during UAT are tracked and addressed, with a final sign-off from Town of Golden Beach on successful implementation.

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6. Conclusion

The change management process ensures that all changes made during the ERP implementation for Town of Golden Beach are well-managed, minimizing disruption while maximizing system performance and user adoption. Proper documentation and communication will keep all stakeholders informed and engaged throughout the process.

This process can be further refined based on specific needs and evolving circumstances during the ERP implementation.

Appendix C - Sample Change Authorization Form

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Change Order Authorization

Customer:	*Local Government Agency*
Project Name:	*Local Government Agency ERP Software Implementation, Phase II*
Revision:	*Bank Integration – ACH & Positive Pay Files with Direct Transmission*
Date:	*5/14/2024*

Change Order Number **003** covers the following change in contract scope:

Description: Aclarian Team will work with Bank of America and Local Government Agency staff to develop the ability to generate ACH and Positive Pay files out of Aclarian. Additionally, Aclarian will set up automatic integration with Bank of America to automatically push Positive Pay and ACH files to the bank without need for manual upload by Local Government Agency staff.

Reason for Change:

Impact Assessment: Standard

     Timing: This change will delay the mechanical completion of this project by **20 business** days, beginning at the start of Aclarian's next development sprint. Changes of this nature require a minimum of 10 business days due to the nature of cyclical software development sprints. Individual modifications may appear to have no impact on the completion, schedule, manpower peak, etc., but collectively, several changes would.

     Pricing: It is hereby agreed the price for the work specially identified for this change in scope will be: **$7,875.**

Contractor reserves the right to periodically review the cumulative effect of modifications and to make request for price or schedule adjustments. Additionally, given the need to coordinate with a third party organization to complete these changes, completion date is subject to change.

Customer is to sign below as authorization to proceed with the work and adjust the contract price. Signed copy is to be returned to *Jordan Romager*, Project Manager, Director of Implementations and Client Success.

Authorization

Local Government Project Sponsor_____Date:_____
<John Smith>

Local Government Project Manager_____Date:_____
<Jane Brown>

If any amounts have been changed, and these changes have not been signed and dated by *05/17/2024*, then the authorization will be revised and reissued for signature.

Appendix D - ERP Implementation Training Plan

Aclarian LLC/Town of Golden Beach Comprehensive ERP Implementation Training Plan

Note:
This training schedule reflects an expedited timeline that is significantly shorter than Aclarian's standard implementation and training period. While all core training activities have been preserved, the condensed schedule will require a high level of engagement from client staff and may limit opportunities for extended testing, iteration, or reinforcement. Flexibility and responsiveness from all participants will be essential to the success of this accelerated rollout.

1. Training Objectives
- Equip end users with the skills and knowledge to effectively use the Aclarian ERP system in their roles.
- Ensure all stakeholders understand system functionalities relevant to their responsibilities.
- Minimize resistance by addressing user concerns and demonstrating system benefits.
- Prepare users for system go-live and post-implementation tasks.

2. Training Approach
- Role-Based Training: Tailor training sessions to different user roles (e.g., finance, operations, IT).
- Blended Learning: Combine instructor-led sessions, training videos, and hands-on sandbox testing practice.
- Train-the-Trainer: Identify superusers who can provide ongoing support and training post-go-live.
- Interactive Learning: Include real-world business scenarios and require parallel processing with legacy system and Aclarian system for set period of time.

3. Training Methods

Method	Details
Workshops	In-depth, instructor-led sessions for hands-on practice.
E-Learning Videos/In-Form Tutorials	Training module with individual videos for flexibility + Extra in-form tutorials on frequently used forms
Simulations	Parallel processing of current business tasks within the sandbox environment allow users to practice prior to go live and identify gaps
Help/Support	Set up a support system for addressing user questions during training and post-implementation.

4. Training Plan Schedule

Phase	Length	Training Activities
Preparation	1 Week	- Develop training materials - Identify superusers - Schedule sessions - Provide access to pre-training video tutorials
SuperUser Training/Testing	3 Weeks	- Conduct accelerated, role-based training sessions - Provide refresher materials - Gather immediate feedback to guide refinements
SuperUsers Train End Users	2 Weeks	- SuperUsers conduct focused training sessions with End Users - Share feedback with Client & ERP Project Manager
UAT & Pre-Go Live Review	1.5 Weeks	- Review critical functions - Address urgent gaps identified during training and testing
Go Live Preparation & Refresher	.5 Weeks	- Deliver final refresher training sessions to reinforce readiness for go live
Post Go Live Support	2 Weeks 4 Weeks	- Provide ongoing intensive support to clients for 1 month after go Live date -Provide transition information post-30 days

Appendix E – Stakeholder Analysis Chart (To Be Customized with Client)

Stakeholder
Worksheet Golden Be

Appendix F – SME/SuperUser Matrix (To Be Completed by Client)

Appendix I – Sample Aclarian Invoice

ACLARIAN

4240 W Morrison Ave, Tampa,
FL 33629, United States
Phone: +1 813-784-3140
www.aclarian.com

City of Margate
5790 Margate Blvd.
Margate, FL 32541

Invoice #: 2770
Invoice Date : 11/04/2024
**Invoice Description : Aclarian ERP
Implementation**

Customer Contact

Cale Curtis
ccurtis@margatefl.com

ITEMIZED DESCRIPTION	AMOUNT
Software Development, Implementation & Testing	$6,431.25
Environment, User, Workflow Setup $18,375 implementation cost @ 60% complete $4,593.75 previously billed	
General Ledger $28,875 implementation cost @ 65% complete $14,437.50 previously billed	$4,331.25
Interfaces $38,500 implementation cost @ 60% complete $13,175 previously billed	$9,925.00
Purchasing $25,550 implementation cost @ 70% complete $8,942.50 previously billed	$8,942.50
Payments $25,550 implementation cost @ 70% complete $8,942.50 previously billed	$8,942.50
Budgeting $24,850 implementation cost @ 50% complete $4,970 previously billed	$7,455.00
Billing & AR and Cashiering $41,300 implementation cost @ 50% complete $0 previously billed	$20,650.00

EXHIBIT C

PROJECT TIMELINE

Town of Golden Beach

Software Implementation - Expedited Schedule

Aclarian LLC
5/14/2025

ACLARIAN

NOTE: This expedited timeline relies on close collaboration and the timely completion of Client deliverables. Please note that key dates may shift if deadlines are not met as planned.

PROJECT AREA	Enter the date of the first Monday of each month →	MAY				JUN					JUL				AUG				SEP				OCT			
		5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	1	8	15	22	29	6	13	20	27

1 — General Ledger/Segmentation Modules
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

2 — Payments & Purchasing Modules
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

PROJECT AREA	Enter the date of the first Monday of each month →	NOV				DEC					JAN				FEB			
		3	10	17	24	1	8	15	22	29	5	12	19	26	2	9	16	23

3 — Misc Billing & AR/Cashiering Module
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

4 — Projects & Grants Module
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

PROJECT AREA	Enter the date of the first Monday of each month →	FEB				MAR					APR				MAY			
		2	9	16	23	2	9	16	23	30	6	13	20	27	4	11	18	25

5 — Budgeting Module
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

6 — Treasury Management Module
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

7 — Capital Assets Module
- Design
- Development/QA Testing
- User Testing
- Training
- Go-Live/Post Production Support

Phase 3 Schedule To Be Determined Based on Successful Roll-Out of Phases 1 & 2.

Implementation Plan - Statement of Work

Section Name	Activity Name	Activity Description
DESIGN	Scheduling	Schedule virtual or hybrid meeting for all applicable stakeholders to attend - SMEs, project management, implementation team members, etc.
	Readiness	Disseminate meeting agenda and relevant documentation, such as import templates, in advance of schedule business process workshop meeting
	Business Process Workshop	Conduct Business Process Workshop (BPW) and complete all items on BPW agenda, including but not limited to: module overview, review of import templates, data conversion plan, comparison of Aclarian standard requirements to client-specific requirements, preparation of change orders as needed, and user testing planning
	Debrief & Follow-up	Debriefing provided by project management team and creation of development tickets for upcoming development sprints and layout of expected deliverables and related timelines to complete
DEVELOPMENT/QA TESTING	Initial Development	The software development team will discuss the task and objectives, and a software developer will complete the required development to achieve those aims
	Quality Assurance Testing	A member of the quality assurance team will test the initial phase of development and either pass the task along to the User Acceptance Testing environment or send it back to the developer for improvements and fixes
	Additional Customizations/Modifications	After the item makes it through the quality assurance process, the implementation team will train the client on the item and the client will complete user acceptance testing. During this testing process, additional needed customizations or modifications may be identified. If these modifications require a change authorization due to a significant change in scope, a formal document will be issued to the team. If modifications are approved, the item will be developed or modified per the client's request.
USER TESTING	Identify superusers and test scenarios	"Super users" will be identified for each module and selected to complete user acceptance testing. Super users should be familiar with the business process involved and able to execute example tests in the User Acceptance Testing environment to ensure that the software meets the needs of that business process as discussed during the Design phase.
	Complete user acceptance testing and provide feedback	Super users will provide feedback to the project manager for the client and the project manager for Aclarian, outlining any issues or modifications that are needed.
TRAINING	Aclarian team demonstrates basic functionality to superusers	When an item passes through the development and quality assurance phases of testing, Aclarian will host a demonstration of the module/business process to super users selected to test that module.
	Superusers train other users	After the superusers are trained and complete user acceptance testing, they will conduct training sessions with other users who need to learn the software. Aclarian videos can also be used as supplementary/foundational training for main areas of the software.
	Aclarian team provides pre go-live refresher training/QA session	Aclarian team will host pre go-live refresher training/QA sessions available to all users prior to the go-live date
GO LIVE/POST-PRODUCTION SUPPORT	Aclarian team provides "Move to Production" spreadsheet	Client project manager and team will be provided with a Move to Production spreadsheet that includes items that will need to be approved and deployed to the Production environment. Aclarian will provide target approval dates to keep project on track for go live date.
	Client provides updated data for cutover	Client provides updated information to be moved to production such as final vendor import table, General Ledger transactions, etc. Aclarian will discuss cutover date and timing as Go Live date approaches.
	Team provides ongoing support for 30 days prior to Go Live	After client goes live, Aclarian provides 30 days on ongoing intensive support through email, phone, etc. After 30 days, client still has access to ongoing help desk support, 8am-5pm Monday - Friday.