

**AMENDMENT NO. 2  
TO AGREEMENT NO. SR 2525-02**

This Amendment is made and entered into upon execution by both parties by and between **Sarasota County**, a political subdivision of the State of Florida, hereinafter referred to as the "**County**," and **Benevate, LLC**, a Delaware limited liability company authorized to do business in the State of Florida, hereinafter referred to as "**Consultant**."

**WITNESSETH**

**WHEREAS**, the County and Benevate, Inc. entered into Agreement No. SR 2525-02 ("Agreement") for implementation services for Resilient SRQ (CDBG-DR) Implementation of Housing Rehabilitation/Reconstruction Program and System of Record, effective August 20, 2024; and

**WHEREAS**, on October 15, 2024, Benevate, Inc. changed its name to Benevate, LLC; and

**WHEREAS**, the parties executed Amendment No. 1 on February 28, 2025; and

**WHEREAS**, the parties now wish to further amend the Agreement.

**NOW THEREFORE**, the County and the Consultant, in consideration of the mutual covenants contained herein, do agree to amend the Agreement as follows:

1. The above recitals are true and correct and incorporated herein by reference.
2. Replace Section III. A COMPENSATION AND PAYMENT OF CONSULTANT'S SERVICE in its entirety with the following:  
"The County shall pay the Consultant for the services rendered hereunder and/or completed in accordance with the terms and conditions of this Agreement an amount not to exceed One Million Nine Hundred Seventy Two Thousand Dollars and Zero Cents (\$1,972,000.00) for the initial term, inclusive of reimbursement of expenses."
3. Attachment 2 to Exhibit A – Specifications is hereby replaced in its entirety with the amended Attachment 2 to Exhibit A – Specifications, attached hereto and incorporated herein.
4. Attachment 4 to Exhibit A – Financial Clerk Specifications Statement of Work (Reference Number 756-1) is hereby added to the Agreement attached hereto and incorporated herein.

5. Exhibit C – Fee Schedule is hereby replaced in its entirety with the amended Exhibit C – Fee Schedule, attached hereto and incorporated herein.
6. Except as modified herein, all other terms, covenants, and conditions of the Agreement shall remain in full force and effect.

(Remainder of page left blank intentionally)

**IN WITNESS WHEREOF**, the parties have executed this Amendment as of the last date written below.

**BENEVATE, LLC**

BY:  F39C1935592D4D6...  
Managing Member/Manager  
06-06-2025 | 8:19 AM PDT

**SARASOTA COUNTY**

BOARD OF COUNTY COMMISSIONERS  
OF SARASOTA COUNTY, FLORIDA

BY:   
Jonathan R. Lewis  
County Administrator **6/9/2025**

*Executed by the County Administrator  
pursuant to Resolution No. 2023-142*

Approved as to form and correctness:

BY:   
COUNTY ATTORNEY RWF

**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

| Req # | Category | Sub-category | Priority  | Requirement   | Meets Requirements? | Explain |
|-------|----------|--------------|-----------|---|---------------------|---------|
| 1.1.1 | System   | General      | Must have | System shall be configured according to the HUD CDBG-DR requirements and steps including application intake, eligibility, duplication and verification of benefits, inspections and environmental review, award determination, contracting and bid work, construction, and closeout | Yes, base solution  |         |
| 1.1.2 | System   | General      | Must have | System shall be able to use a multi-threaded process for handling all steps after the intake and eligibility steps  | Yes, base solution  |         |
| 1.1.3 | System   | General      | Must have | System shall be able to perform the following: CDBG-DR tracking, disbursements, audits, compliance, and reporting. More specific requirements surrounding these processes are included in this exhibit, where relevant  | Yes, base solution  |         |
| 1.1.4 | System   | General      | Must have | System shall be able to update tracking and reporting based on HUD reporting requirements including data needed for DRGR. System shall support the addition of program areas, including new applications and new workflows.   | Yes, base solution  |         |
| 1.1.5 | System   | General      | Must have | System shall conform and be branded with Resilient Sarasota logos.  | Yes, base solution  |         |
| 1.1.6 | System   | General      | Must have | The application shall contain an advanced search feature, to enable Resilient SRQ users the ability to search for contacts, vendors,  | Yes, base solution  |         |

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|--------|--------|---------|-----------|--|---------------------|---|
|        |        |         |           | applications, or any data collection field, etc.   |                     |   |
| 1.1.7  | System | General | Must have | System shall allow for changes and flexibility for future improvements, as program requirements and grant funding needs change.  | Yes, base solution  |   |
| 1.1.8  | System | General | Must have | System shall use predictive analytics to provide insight to Sarasota County Resilient SRQ staff on potential new customers, contact groupings, segments, units, etc.   | Partially (Explain) | System is integrated with Microsoft Power BI that allows for analysis and visualization of data types |
| 1.1.9  | System | General | Must have | System shall be able to manage the following users and processes:<br>-applicants and application management<br>-contractors and construction projects from initiation through closeout<br>-vendors and construction management and oversight<br>-subrecipients and subrecipient awards | Yes, base solution  |   |
| 1.1.10 | System | General | Must have | System shall have the option to apply rounding rules based on financial amounts, with the choice to calculate grants to the whole dollar or decimals.  | Yes, base solution  |   |
| 1.1.11 | System | General | Must have | System shall track the date and time of data field changes, via a timestamp, and have a history tab available for users to verify data changes.  | Yes, base solution  |   |
| 1.1.12 | System | General | Must have | System shall track the IP Addresses of data field changes, via a   | Yes, base solution  |   |

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|        |        |               |              |  |                     |  |
|--------|--------|---------------|--------------|--|---------------------|--|
|        |        |               |              | timestamp, and have a history tab available for users to verify data changes.  |                     |  |
| 1.1.13 | System | General       | Nice to have | System should allow for random selection of specified percentage of subgrouping of records for marking and inclusion in audits.  | No                  | We have a complete audit trail of every piece of data in the system.                                   |
| 1.1.14 | System | General       | Must have    | System shall support bulk data import and validation of data. System shall support bulk data exports.  | Yes, base solution  |  |
| 1.1.15 | System | General       | Must have    | The system shall be able to import historical data from a previous system of record through CSV, Excel, or comma-delimited input. The vendor shall include services to perform the one-time load of historical data from the previous system. The file format and fields are not yet specified and will be provided to the Contractor at time of import. | Yes, base solution  | Import of historical data requires an additional fee.  |
|        |        |               |              |  |                     |  |
| 1.2.1  | System | Accessibility | Must have    | System shall be implemented and configured to a minimum of ADA WCAG 2.0 Level AA standards and shall be user-friendly to navigate.   | Partially (Explain) | Neighborly Software confirms WCAG 2.0 Level AA standards for the Participant portal (external facing). |
| 1.2.2  | System | Accessibility | Must have    | System shall meet 504 and 508 compliance requirements  | Partially (Explain) | Neighborly Software confirms 504 and 508 compliance for the Participant                                |

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|       |        |                |           |  |                       |  |
|-------|--------|----------------|-----------|--|-----------------------|--|
|       |        |                |           |  |                       | portal (external facing).  |
| 1.2.3 | System | Accessibility  | Must have | System shall be able to accommodate mobile and desktop users as well as Microsoft Edge, Google Chrome, Firefox browsers, Apple Safari, and other commonly used browsers.   | Yes, base solution    |  |
|       |        |                |           |  |                       |  |
| 1.3.1 | System | Communications | Must have | System shall import names and contact information ("contacts") from excel workbooks and csv file types.  | Yes, base solution    |  |
|       |        |                |           |  |                       |  |
| 1.4.1 | System | Notifications  | Must have | System shall be able to send outgoing emails and SMS messages to potential applicants using targeted, custom messaging. These potential applicants could be based on previous customers, customers found within a targeted geographic area, customers in a particular market segment, etc. | Yes, w/ customization | All natural language translation must be completed by the client.                |
| 1.4.2 | System | Notifications  | Must have | System shall keep a record of returned or "kicked back" emails that were unsuccessful in sending   | No                    | Functionality is not available today, but is on the product roadmap.             |
| 1.4.3 | System | Notifications  | Must have | System shall keep historical records of all notifications sent out at a customer level   | Yes, base solution    | All emails and SMS texts sent from the system are saved to the case's audit log. |
| 1.4.4 | System | Notifications  | Must have | System shall generate notifications for upcoming deadlines, overdue notices, application status changes, revision & extension status changes,  | Partially (Explain)   | The software includes automatic notifications for                                |

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|       |        |                  |           |  |                    |   |
|-------|--------|------------------|-----------|--|--------------------|---|
|       |        |                  |           | site monitoring due dates, Request for Payment status changes, and any other item Resilient SRQ deems critical   |                    | application submissions, role assignments, task assignments, past due tasks, draw approvals, report due dates, and case status changes. |
| 1.45  | System | Notifications    | Must have | System shall allow communications to be edited before sent, saving any edits to a final version on the record.   | Yes, base solution |   |
|       |        |                  |           |  |                    |   |
| 1.5.1 | System | Record Retention | Must have | All customer, survivor contact records, contractor details, audit logs, as well as customer service cases, relating to the case record will be held indefinitely and will relate to a site level or partition relating to the grant number and an emergency code designation. Resilient SRQ may define more specific timeframes at a later date. | Yes, base solution |   |
| 1.5.2 | System | Record Retention | Must have | System shall archive all document and field records as they are removed, to ensure that tracking and auditability of all fields is retained. No modifications to audit records shall be permitted within the system.   | Yes, base solution | All changes to case data are recorded in the case's audit log. Audit log data can't be modified.  |
| 1.5.3 | System | Record Retention | Must have | System shall contain a lock feature on the applicant file, where based on security rights, only elevated permissions can modify the application post-lock (e.g. when   | Yes, base solution |   |



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|       |                  |                  |              |   |                     |  |
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|       |                  |                  |              | applicant submits incorrect document).  |                     |  |
| 1.5.4 | System           | Record Retention | Must have    | System shall allow exporting the entire applicant file, including application data and all scanned documents, at any stage of the application process, in a PDF format. | Yes, base solution  |  |
| 1.5.5 | System           | Record Retention | Must have    | System shall have configurable retention periods for data and saved files   | Partially (Explain) | Cases are assigned to "Program Years" that can be deleted/archived by Neighborly Software database administrators in bulk. |
|       |                  |                  |              |   |                     |  |
| 1.6.1 | System           | User Help        | Must have    | System shall have online help functionality accessible by users, and shall be updateable with common issues and FAQ results.  | Yes, base solution  | FAQ results are not available in the "Help" icon.  |
|       |                  |                  |              |   |                     |  |
| 2.1.1 | Applicant Portal | General          | Must have    | The external application portal shall be able to be deactivated, or reactivated, by approved Sarasota County Resilient SRQ staff  | Yes, base solution  |  |
| 2.1.2 | Applicant Portal | General          | Must have    | Portal shall have ability to be branded with Resilient Sarasota branding  | Yes, base solution  |  |
| 2.1.3 | Applicant Portal | General          | Nice to have | Both internal and external users should have a dashboard upon logging in that shows customized views of assigned grants and any outstanding action items                | Yes, base solution  |  |

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|-------|------------------|---------------|--------------|---|---------------------|---|
| 2.1.4 | Applicant Portal | General       | Nice to have | System should be able to survey survivors so they can provide information that allows them to be categorized by phase and can be invited to apply for assistance when the phase that matches the applicants criteria becomes active                 | Yes, base solution  | Neighborly Software supports a two stage application submit.  |
| 2.1.5 | Applicant Portal | General       | Nice to have | System should have ability to invite survivors who submitted survey to apply for assistance when the applicable phase becomes active  | Yes, base solution  | Neighborly Software supports a two stage application submit.  |
|       |                  |               |              |   |                     |   |
| 2.2.1 | Applicant Portal | Accessibility | Must have    | System shall present the application portal in multiple user languages (2) that the applicant can select for accessibility  | Yes, base solution  | Language in the participant portal can be changed via a Google Translate plugin. There is no ability to support natural language translation in the portal. |
| 2.2.2 | Applicant Portal | Accessibility | Must have    | System shall allow a filtering of cases and exporting of case list and other attributes, with filtered details, to Microsoft Excel and other flat files.  | Yes, base solution  |   |
|       |                  |               |              |   |                     |   |
| 2.3.1 | Applicant Portal | Documents     | Must have    | The portal shall save documents and attachments (PDF, .docx, .xlsx, jpeg, and any other commonly used file types) uploaded by both external customers, Resilient SRQ staff, and vendor users to the case application record. The system will use AI | Partially (Explain) | No AI to verify the validity of regulated forms of identification   |

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|       |                  |              |           |  |                    |  |
|-------|------------------|--------------|-----------|--|--------------------|--|
|       |                  |              |           | components to verify the validity of regulated forms of identification.  |                    |  |
| 2.4.1 | Applicant Portal | Applications | Must have | Portal shall have an external-facing landing page for end users and perform three key functions: initiate a new request for assistance (application form), alter previous submissions for assistance when prompted, and provide a means for the applicant to view application status.  | Yes, base solution |  |
| 2.4.2 | Applicant Portal | Applications | Must have | Portal shall be able to allow an applicant to initiate but not finish an application by saving, and creating a password, then verifying their applicant email address before logging in again. The applicant will use this created login, username and password, to login to the application portal and view their application status and respond to questions posed by case managers. | Yes, base solution |  |
| 2.4.3 | Applicant Portal | Applications | Must have | The application shall be available for contract service center workers to intake and complete forms on applicants' behalf, if they call the contract customer service center or visit a service center in person. System shall allow editing of applications and uploading of attachments on applicants' behalf.   | Yes, base solution |  |
| 2.4.4 | Applicant Portal | Applications | Must have | System shall allow for record changes, record deletion, assignment of case applications,   | Yes, base solution |  |

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|       |                  |              |           |   |                    |  |
|-------|------------------|--------------|-----------|---|--------------------|--|
|       |                  |              |           | approval or denial of cases, lock records populate data from importing data, and allow for applications to be saved and completed at a later point in time.   |                    |  |
| 2.4.5 | Applicant Portal | Applications | Must have | System shall collect a variety of data attributes, including but not limited to:<br>Legal name, date of birth, primary address (location of damaged property), mailing address, primary email address , secondary email address, mobile phone number, secondary phone number, proof of identification (various, dependent on team requirement but shall allow for document attachments) , race and ethnicity, limited English proficiency (LEP), accessibility needs, proof of residency including lease, title, third party verified source document, utility bill, etc., property damage verification including photographic evidence, private inspection document, third party source documentation, or insurance proceed or claim, income verification including W-9, pay stubs, wage statements, tax returns, etc., various other fields for program requirements, additional non-required fields that can be left blank and the application will still be deemed complete | Yes, base solution |  |
| 2.4.6 | Applicant Portal | Applications | Must have | The portal shall be customizable for data fields, as needed by Resilient SRQ staff and case managers. Certain fields will not be visible to   | Yes, base solution |  |

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|        |                  |              |           |  |                     |   |
|--------|------------------|--------------|-----------|--|---------------------|---|
|        |                  |              |           | external applicants, and instead only show some fields to internal staff based on security rights.   |                     |   |
| 2.4.7  | Applicant Portal | Applications | Must have | The application shall create unique records and use unique keys for both customer and application. System shall include a cross-checking function to flag potential duplicate applications when the same applicant applies more than once or different members of the same household submit different applications | Yes, base solution  |   |
| 2.4.8  | Applicant Portal | Applications | Must have | Applicants shall have the option to view a list of all open grant opportunities for which they might be eligible upon logging into the system via a dashboard or home screen   | Yes, base solution  | The dashboard will display all open applications.   |
| 2.4.9  | Applicant Portal | Applications | Must have | Application form fields shall be adjustable, as they vary from program to program and may require changes from year to year.   | Yes, base solution  |   |
| 2.4.10 | Applicant Portal | Applications | Must have | Application form fields shall contain word processing features and shall be compatible with copying and pasting narrative from Microsoft Word or other, similar word processing programs   | Yes, base solution  |   |
| 2.4.11 | Applicant Portal | Applications | Must have | Portal shall have auto-save feature in which applicants can ensure that their work is being saved after a pre-determined number of minutes.  | Partially (Explain) | Application does not automatically save, but rather reminds an applicant to save the page if they try to navigate |

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|        |                  |                |           |   |                      |   |
|--------|------------------|----------------|-----------|---|----------------------|---|
|        |                  |                |           |   |                      | from one page to the next.  |
| 2.4.12 | Applicant Portal | Applications   | Must have | The application shall provide an attestation of truth statement, to be customized by Resilient SRQ, with a place for the applicant to e-sign and date.  | Yes, base solution   |   |
| 2.4.13 | Applicant Portal | Applications   | Must have | System shall have the ability to identify applicants who are ineligible at any step in the process if new information is received that impacts eligibility  | Yes, base solution   |   |
|        |                  |                |           |   |                      |   |
| 2.5.1  | Applicant Portal | Communications | Must have | System shall have the following methods of communication available for case managers and Resilient SRQ staff to use: (1) email messages and (2) outgoing text messages (with an applicant opting-in) and ability to track other communication methods if Resilient SRQ determines necessary such as in-person contact and phone call                  | Yes w/ customization | In person and phone call communications are entered manually in the case's audit log. |
| 2.5.2  | Applicant Portal | Communications | Must have | System shall allow all outgoing email, SMS/texts, and other written communication to be simultaneously sent to multiple recipients. A static, configurable default recipient should be included as a cc in all text messages so that we can ensure these messages are sent to our own email archive and text archives for records retention purposes. | Yes, base solution   | All emails and SMS texts sent from the system are saved to the case's audit log.      |
|        |                  |                |           |   |                      |   |
| 2.6.1  | Applicant Portal | Notifications  | Must have | System shall send automated messages out to the Applicant via   | Partially (Explain)  | Not all system notifications are  |

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|       |                  |                              |           |   |                     |   |
|-------|------------------|------------------------------|-----------|---|---------------------|---|
|       |                  |                              |           | SMS text messages and email messages notifying all application progress and status changes.   |                     | automated, some require manual intervention   |
| 2.6.2 | Applicant Portal | Notifications                | Must have | System shall allow users to send manual messages out to Applicants with custom language, differing from application configured language. These messages shall be have the option of attachments.  | Yes, base solution  |   |
|       |                  |                              |           |   |                     |   |
| 2.7.1 | Applicant Portal | Integrations                 | Must have | System shall be able to ingest large datasets and apply the data to the corresponding and correct applicant record. This data will be used to help calculate benefits, and the system shall allow for the generation of awards taking into account all the data ingested from other sources. Some or all of this may be automated depending on business requirements. | Partially (Explain) | Neighborly Software supports FEMA and SBA Duplication of Benefits data look up tables.                        |
| 2.7.2 | Applicant Portal | Integrations                 | Must have | System shall integrate with DocuSign capabilities to capture applicant signatures, when prompted by a case manager or any supervisory staff.  | Yes, base solution  | Electronic signature is built into the software, Docusign is not integrated                                   |
|       |                  |                              |           |   |                     |   |
| 2.8.1 | Applicant Portal | Data Integrity / Validations | Must have | The application shall perform automated quality checks and data validation on required fields (e.g. dates, email addresses, etc.) and documents and verify that no duplication of case applications be allowed. System shall prompt for   | Partially (Explain) | Neighborly Software can limit an application to one per unique email address. The system will also flag cases |

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|       |                  |                              |           |  |                     |  |
|-------|------------------|------------------------------|-----------|--|---------------------|--|
|       |                  |                              |           | data re-entry when data does not match required format or data type.   |                     | with duplicate SSNs, phone numbers or IP addresses.  |
| 2.8.2 | Applicant Portal | Data Integrity / Validations | Must have | Each form page shall have data integrity in all fields via use of data types and include referential comparisons to pre-existing cases submitted to ensure that no duplication or fraud occurs; this will include verification checks found in other requirements  | Yes, base solution  |  |
| 2.8.3 | Applicant Portal | Data Integrity / Validations | Must have | System shall automatically detect any non-required fields (e.g. blank) and unsubmitted documents and attachments as well as scan for corrupted attachments, and prompt the applicant for follow-up via email and place a notification for them in their portal home screen   | Yes, base solution  |  |
| 2.8.4 | Applicant Portal | Data Integrity / Validations | Must have | System shall verify the fields found in the new application form using the following methods (quality check):<br>o Flag potential duplicate applications, either when the same applicant applies more than once or different members of the same household submit different applications<br>o Email Address -- shall verify that email is in existence and that it is presented in correct exchange format including @domain.com<br>o Name and date of birth combination and physical location -- shall verify that no other applicant - | Partially (Explain) | Neighborly Software can limit an application to one per unique email address. The system will also flag cases with duplicate SSNs, phone numbers or IP addresses. The primary damaged property address is not an automated |



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|-------|------------------|------------------------------|-----------|---|--------------------|--|
|       |                  |                              |           | DOB - address combination exists<br>o Primary damaged property address shall be verified for existence using reliable data source (e.g. Bing Map or comparable SOR using a workflow connector)  |                    | duplicate check. A report can be created to identify and track duplicate property addresses. |
| 2.8.5 | Applicant Portal | Data Integrity / Validations | Must have | The system shall have the ability to require mandatory fields and provide warnings & hard stops when attempts are made to submit the application without all mandatory fields completed. If any data integrity issues occur, the system shall flag the error for applicant to retry entry while they are still in the application | Yes, base solution |  |
| 2.8.6 | Applicant Portal | Data Integrity / Validations | Must have | If duplication or fraud is found during a logical quality check of the application a workflow shall route case to a duplicate queue and mark the application status of 'inactive' and routed to a 'Duplicate' case management queue.  | Yes, base solution |  |
| 2.8.7 | Applicant Portal | Data Integrity / Validations | Must have | If no fraud or duplication is found in via a quality check, the application shall be assigned a unique identifier ('App ID'), identifiable with the grant funding program ID in it, and routed to the 'Unassigned' Queue.   | Yes, base solution |  |
| 2.8.8 | Applicant Portal | Data Integrity / Validations | Must have | If partial information is collected on the form, and the application is less than complete, system shall route application based on remaining   | Yes, base solution |  |

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|       |                  |                  |           |   |   |  |
|-------|------------------|------------------|-----------|---|---|--|
|       |                  |                  |           | fields to 'Intake' queue and assign an application status of 'Eligibility Review'.  |   |  |
| 2.9.1 | Applicant Portal | Record Retention | Must have | System shall retain all historical records from: (1) email messages and (2) outgoing text messages (with an applicant opting-in) and any other communication method Resilient SRQ determines necessary  | Yes, base solution                        | All emails and SMS texts sent from the system are saved to the case's audit log. |
| 3.1.1 | Case Management  | Integrations     | Must have | System shall be able to receive uploads from other data sources into applicant record - tied into record with some automation. (Csv, manual).   | Yes w/ both customization & configuration | Neighborly Software supports data look-up tables                                 |
| 3.2.1 | Case Management  | General          | Must have | Applicant portal shall contain dynamic forms that adjust in real-time as they are filled out, based on criteria defined by agency. All policy thresholds and questions shall be updatable if grant requirements change.   | Yes, base solution                        |  |
| 3.2.2 | Case Management  | General          | Must have | System shall allow data entry in later case steps and respective queues (multi-threaded data entry), in the following steps:<br>- DOB/VOB (Duplication and Verification of Benefits)<br>- Inspections & Environmental Review<br>- Award<br>- Contracting & Bid Work<br>- Construction<br>- Closeout | Yes, base solution                        |  |

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|       |                 |          |           |   |                    |  |
|-------|-----------------|----------|-----------|---|--------------------|--|
| 3.3.1 | Case Management | Security | Must have | System shall have the option to assign different roles and responsibilities including specific staff to certain awards  | Yes, base solution |  |
| 3.4.1 | Case Management | Workflow | Must have | System shall include a case manager checklist and action item views for questions to ask and data to confirm, if needed.  | Yes, base solution |  |
| 3.4.2 | Case Management | Workflow | Must have | System shall provide automation to process applications , workflows (completed application leads to next process),etc.  | Yes, base solution |  |
| 3.4.3 | Case Management | Workflow | Must have | Case managers shall have ability to manually review all applications for eligibility and compare against program requirements that are visible in the application. The contract case manager shall complete a manual review of the application before the application can change statuses and mark checklist items complete.                                      | Yes, base solution |  |
| 3.4.4 | Case Management | Workflow | Must have | System shall integrate with financial tracking component to provide a view into grant funding availability and allow case managers to soft allocate funding limits against the overall funding amount for each program. Whilst in the application review phases, the system shall show remaining program funding amounts and alert users when approaching limits. | Yes, base solution |  |

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|       |                 |                |           |  |                      |   |
|-------|-----------------|----------------|-----------|--|----------------------|---|
| 3.4.5 | Case Management | Workflow       | Must have | System shall provide an appeals workflow during eligibility phase and award phase of process. The appeal workflow will provide a mechanism for survivors to appeal decisions, within a period of days defined by Resilient SRQ, and reject or approve changed decisions. | Yes, base solution   |   |
| 3.5.1 | Case Management | Communications | Must have | System shall provide a tracking methodology for Resilient SRQ staff to record all communications with customers and contractors regarding their application and grant funding status (case application status).  | Yes, base solution   | audit log - communication entry "type"  |
| 3.5.2 | Case Management | Communications | Must have | The application portal shall allow Case Managers to request actions of the applicant and allow applicants to send messages to their case managers, and otherwise perform collaborative work with the case manager to advance the application.                            | Yes, base solution   | Neighborly Software supports "Tasks"  |
| 3.6.1 | Case Management | Notifications  | Must have | System shall send the assigned case manager notifications of any change made to the case by any account that is not the case manager.  | Partially (Explain)  | Automated case manager notifications are available (e.g. status change), but not based solely on activity from a non-case manager |
| 3.6.2 | Case Management | Notifications  | Must have | System shall send automated messages out to the Applicant via SMS text messages and email  | Yes w/ customization |   |

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|       |                 |               |           |  |                      |   |
|-------|-----------------|---------------|-----------|--|----------------------|---|
|       |                 |               |           | messages notifying all application progress and status changes.  |                      |   |
| 3.6.3 | Case Management | Notifications | Must have | System shall allow staff to subscribe for notification of changes to any records in the solution.  | Partially (Explain)  | System alerts are automatically generated for a variety of activities. Only partially meets because of the open ended phrase "changes to any records" |
| 3.7.1 | Case Management | Intake        | Must have | While the application is in the intake phase, the system shall perform a quality check to gather information from applicants regarding any Volusia or other benefits applied for, received, or that are in progress.   | Yes, base solution   |   |
| 3.8.1 | Case Management | DOB/VOB       | Must have | System shall collect details for the following items in this case stage:<br>- Assistance Received Indicators (FEMA, private insurance, Small Business Administration funds, etc.)<br>- Individual Assistance Program status (FEMA, HUD, etc.) using property address for verification<br>- Duplication of Benefits using a calculation utility factoring in temporary and permanent repairs. Resilient SRQ expects additional details including fields or examples to be shared during design phase. | Yes w/ customization | Neighborly Software supports DoB calculations and Award calculations.   |

**AMENDMENT 2  
ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|       |                 |             |              |   |                      |   |
|-------|-----------------|-------------|--------------|---|----------------------|---|
| 3.8.2 | Case Management | DOB/VOB     | Nice to have | System should provide a utility to verify private insurance data, where case managers can automatically check for award amounts.  | Yes w/ customization | Insurance data needs to be aggregated and uploaded into the software via a look-up table.                                     |
| 3.9.1 | Case Management | Eligibility | Must have    | System shall have the ability to calculate income eligibility based on information provided by applicant. For example, if applicant provides recent monthly income, annual household income can be calculated and compared against income requirements (percentage of area median income) for a county. All income-based calculations shall be based off the HUD standard calculation model and compare threshold limits to HUD's regulations. All variables, including county and AMI, are subject to change based on future program requirements. The system shall provide a method for calculating potential award amounts ("Award Generator"). The Award Generator shall be based on the total financial need, minus any amount met by other sources (i.e., FEMA Individual assistance, private insurance, Small Business Administration home loans), and shall also take into account any limitations set by the program policy (such as price per square foot limit). | Yes w/ configuration | System automatically compares household income to County AMI. Award generation is a configuration screen that can be created. |

**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|        |                 |             |              |   |                    |                    |
|--------|-----------------|-------------|--------------|---|--------------------|--------------------|
| 3.9.2  | Case Management | Eligibility | Must have    | System shall contain verification checks, including verification logic using another system of record that has a reputable GIS dataset (Esri, Google Maps, OpenStreetMap, etc.), for confirmation of damage and property verification in relation to where catastrophe occurred.  | Yes, base solution |                    |
| 3.9.3  | Case Management | Eligibility | Nice to have | System should allow for integration with a third-party address verifier (USPS, etc.)  | Yes, base solution | Smarty integration |
| 3.9.4  | Case Management | Eligibility | Nice to have | System should allow for entering of latitude/longitude of locations   | No                 |                    |
| 3.9.5  | Case Management | Eligibility | Must have    | For homeowner rehab/reconstruction applications, case records shall be reviewed for eligibility using the following criteria:<br>-ownership status of the property, using attachments to the case record (property records, from tax office, deed, loan documents, etc.)<br>-status of residency at time of disaster, using attachments to the case record (utility bill, statements, etc.)<br>-temporary relocation assistance, if triggered, including receipts for all relevant expenses | Yes, base solution |                    |
|        |                 |             |              |   |                    |                    |
| 3.10.1 | Case Management | Documents   | Must have    | System shall allow the tracking of inspection (of existing property) forms and environmental review forms and attach all responses to the application. System shall include a case manager checklist and action   | Yes, base solution |                    |

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**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|        |                 |           |           |  |                    |  |
|--------|-----------------|-----------|-----------|--|--------------------|--|
|        |                 |           |           | item view and include a signoff for quality check review.  |                    |  |
| 3.10.2 | Case Management | Documents | Must have | System shall contain the ability to create, automatically generate, and send a formal eligibility letter to the applicant once all verifications have been completed by the case manager and system criterion have been met.   | Yes, base solution |  |
| 3.10.3 | Case Management | Documents | Must have | System shall create and automatically generate and send documents via email including but not limited to: formal progress letters, inspection notices, and event changes, to the applicant once all verifications have been completed by the case manager. These documents shall be formatted both as an editable Word document and as a PDF and include Resilient SRQ logo and branding.              | Yes, base solution |  |
|        |                 |           |           |  |                    |  |
| 3.11.1 | Case Management | Awards    | Must have | System shall contain an approval process that is automated with actions for applicants to accept, appeal, or refuse. The process shall contain notifications to the applicant to prompt action within a certain period of days, as defined by Resilient SRQ. If no action is taken by applicants, the system shall route the application to an inactive queue and add a field for justification notes. | Yes, base solution |  |
|        |                 |           |           |  |                    |  |



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|        |                 |              |           |   |                    |   |
|--------|-----------------|--------------|-----------|---|--------------------|---|
| 3.12.1 | Case Management | Appeals      | Must have | The system shall contain an appeal process for all determination stages (eligibility, award, etc.) if the applicant would like to appeal a case determination. The appeal process shall contain notifications to the applicant to prompt action within a certain period of days, as defined by Resilient SRQ. | Yes, base solution |   |
| 3.13.1 | Case Management | Case Details | Must have | System shall allow for categorization and prioritization of cases based on identifying fields in the case record including urgency as defined by agency policy  | Yes, base solution | Preference points can be provided for any radio or drop-down application questions  |
| 3.13.2 | Case Management | Case Details | Must have | Once an application is complete, the application record will become a case, that shall be assigned to internal Resilient SRQ staff, contract service center members, external vendors and contractors as a method of work allocation.   | Yes, base solution | Cases can be assigned in bulk by a manager or individual reviewers can assign themselves cases from the prioritized "waitlist." |
| 3.13.3 | Case Management | Case Details | Must have | The case record based on applicant forms shall be managed via 'queues' indicating the application status and tasks for each stage of the business process. The titles and logic of the workflow routing is subject to change based on design session results.   | Yes, base solution |   |

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|        |                 |              |           |  |                    |  |
|--------|-----------------|--------------|-----------|--|--------------------|--|
| 3.13.4 | Case Management | Case Details | Must have | Case records shall be editable and have case notes and tasks added along with additional information, which will be used only for internal use (external parties will not view).   | Yes, base solution |  |
| 3.13.5 | Case Management | Case Details | Must have | System shall contain multiple case management queues used by Resilient SRQ case managers where case application records can be routed and notated within, by both external and internal users. Each case will be managed by Resilient SRQ staff- internal or contract, and there will be a two eligibility review stages, a funding process, management of construction/repair work tasks, assignment of grant funding to certified contractor, and closure of the case. As a case progresses through stages, the system shall move the application throughout different case management queues. | Yes, base solution |  |
| 3.13.6 | Case Management | Case Details | Must have | System shall have the following statuses available, and the ability to add more in the future: Duplicate, Inactive, Admin Hold, Ineligible, Unassigned, Intake, Eligibility Review, Inspections and Environmental Review, Award, Contracting, Construction, and Closeout.  | Yes, base solution |  |
| 3.13.7 | Case Management | Case Details | Must have | The case management queues will be titled 'Intake', 'Under Review', and 'Archive'; the system shall allow additional case management queues to be created in the future.   | Yes, base solution |  |

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|        |                 |              |           |  |                    |  |
|--------|-----------------|--------------|-----------|--|--------------------|--|
| 3.13.8 | Case Management | Case Details | Must have | Each case application record will have an assignment feature, where a single case manager shall be assigned to its management  | Yes, base solution |  |
| 3.13.9 | Case Management | Case Details | Must have | System shall use user lists populated by Resilient SRQ staff for assignment and permissions as well as management of personnel records that can be assigned case application records.  | Yes, base solution |  |
|        |                 |              |           |  |                    |  |
| 3.14.1 | Case Management | Inspection   | Must have | System shall allow for inspection record data entry and document uploads from external systems for site-specific inspections. The inspection phase shall have workflow logic to review for completeness and remediation plan.    | Yes, base solution | System enables onsite inspections, including the capturing of images via any stable internet connection. |
|        |                 |              |           |  |                    |  |
| 3.15.1 | Case Management | Closeout     | Must have | System shall force a complete review of the entire case or applicant record before changing status to closeout.  | Yes, base solution |  |
|        |                 |              |           |  |                    |  |
| 3.16.1 | Case Management | Auditing     | Must have | Applications shall have complete audit trails in which all documents and field records are maintained including use of version control; nothing can be removed but can be archived according to rules specified by Resilient SRQ | Yes, base solution |  |
|        |                 |              |           |  |                    |  |
| 4.1.1  | Contractor      | General      | Must have | System shall be able to track and manage contractor progress from initiation through close-out of construction   | Yes, base solution |  |

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|       |            |              |           |  |                    |  |
|-------|------------|--------------|-----------|--|--------------------|--|
| 4.1.2 | Contractor | General      | Must have | System shall allow uploading of award and contract documents   | Yes, base solution |  |
| 4.2.1 | Contractor | Registration | Must have | System shall provide grant management and payment registration, where each contractor providing services under this system will register themselves and provide their account information for payment.   | Yes, base solution |  |
| 4.2.2 | Contractor | Registration | Must have | System shall allow construction managers to upload documents and enter in specific procurement information via data fields. Construction managers shall register all general contract work via contractor records and include W-9, expense, and identification information.  | Yes, base solution |  |
| 4.2.3 | Contractor | Registration | Must have | System shall provide a contractor registration form and accept documents (W-9, estimates from external software, identification information, etc.) from Resilient SRQ staff interacting with the system. This registration will be interacted with by system users, not external contractors, and all contractor records shall tie back to the application the work will be completed against. All construction plans, documents, and expenses shall be uploaded to the application record, and be accessed by system reports and finance modules. | Yes, base solution |  |

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|       |            |              |           |   |                    |  |
|-------|------------|--------------|-----------|---|--------------------|--|
| 4.2.4 | Contractor | Registration | Must have | System shall have ability to collect, track, and make viewable all licensing and bonding information for contractors including submitted documents, attachments, and files that track permitting.   | Yes, base solution |  |
| 4.2.5 | Contractor | Registration | Must have | System shall have ability to track lien waivers   | Yes, base solution |  |
| 4.3.1 | Contractor | Eligibility  | Must have | System shall allow for and include approval, assignment, edits to, eligibility criteria, and cancellation of construction awards, and track all details relating to the contractor record.  | Yes, base solution |  |
| 4.4.1 | Contractor | Workflow     | Must have | Following approval of funding, system shall assign cases to contractors for work completion and manage all contract fulfillment components  | Yes, base solution |  |
| 4.5.1 | Contractor | Compliance   | Must have | System shall track warranties on construction items and provide the ability construction oversight including addressing stalled or non-compliant projects.  | Yes, base solution |  |
| 4.6.1 | Contractor | Payments     | Must have | For distributions, system shall allow electronic submission of invoices by contractor against a case and award, progress billings electronically, and attaching backup documentation and itemizing expenditures. System shall have batch payment process with various payment statuses (Requested, In | Yes, base solution |  |

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|       |         |         |           |  |                    |  |
|-------|---------|---------|-----------|--|--------------------|--|
|       |         |         |           | Process, Disbursed, Committed Not Requested field for reporting obligations) and shall have at least the following payment fields: expenditure service date, payment requested date, payment paid date, and commitments through date. System shall have a process for reviewing and approving contractor progress billing that includes a contract admin reviewing and approving invoices for payment. |                    |  |
|       |         |         |           |  |                    |  |
| 5.1.1 | Finance | General | Must have | System shall contain comprehensive General Ledger (GL) coding, and the coding shall scale depending on additional projects and programs that Resilient SRQ needs to track in the system in the future  | Yes, base solution |  |
| 5.1.2 | Finance | General | Must have | System shall provide a method for Resilient SRQ staff to complete long-term strategic and annual budget planning for grants management. All grant money transactions shall be displayed as debit and credit entries to maintain financial records. Resilient SRQ staff will create, maintain, deploy, and generate financial statements and batch files for reporting needs and disbursement releases. | Yes, base solution |  |
| 5.1.3 | Finance | General | Must have | System shall aggregate amount of committed dollars to track against each program's budget  | Yes, base solution |  |

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|              |                |                |                  |  |                           |               |
|--------------|----------------|----------------|------------------|--|---------------------------|---------------|
| 5.1.4        | Finance        | General        | Must have        | System shall project spenddown by quarter or other timeframes specified by Resilient SRQ for subgrantees to show where they're at against the spenddown target, and allow the management of many grantees with multiple funding sources. System shall also manage reallocation of funds when needed and ensure funds are all spent within the allowability period. | Yes, base solution        |               |
| <u>5.1.5</u> | <u>Finance</u> | <u>General</u> | <u>Must have</u> | <u>System shall communicate with County's Clerk system to allow for approval and rejection to reflect in Neighborly as described Attachment 4 to Exhibit A – Financial Clerk Specifications Statement of Work.</u>   | <u>Yes, base solution</u> | (AMENDMENT 2) |
|              |                |                |                  |  |                           |               |
| 5.2.1        | Finance        | Awards         | Must have        | System shall have structure to allow for various award components with different budget limitations including setting up of budget categories with budget limitations to the detail level with drop down menus   | Yes, base solution        |               |
|              |                |                |                  |  |                           |               |
| 5.3.1        | Finance        | Compliance     | Must have        | System shall act as a grant management system and confirm that all contract and grant requirements are fulfilled based on HUD and contractor contract requirements   | Yes, base solution        |               |
|              |                |                |                  |  |                           |               |

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|       |         |          |           |  |                     |   |
|-------|---------|----------|-----------|--|---------------------|---|
| 5.4.1 | Finance | Payments | Must have | System shall accept and store invoices from contractors, when work is completed, that will be approved by case managers (quality checking the work) and sent to finance for release of funds (payment will occur outside the System, but payment information will be stored and sent from the System). | Yes, base solution  | option for integration payments   |
| 5.4.2 | Finance | Payments | Must have | The payment records and entries shall contain statuses such as submitted, reviewed, approved, paid, and contain the ability to create more statuses as necessary.  | Partially (Explain) | The system supports the following draw statuses: Not Submitted, Canceled, Pending Approval, Approved, Disbursed |
| 5.4.3 | Finance | Payments | Must have | There will be allotments while contractors are rebuilding and repairing applicant property, and the System shall perform as such so that all allotments are soft allocated to the GL code and project type   | Yes, base solution  |   |
| 5.4.4 | Finance | Payments | Must have | All financial reporting will be tracked at the GL code level, filter by program title, by contractor, and generate an exportable batch report that pulls in all approved invoices for payment  | Yes, base solution  |   |
| 5.4.5 | Finance | Payments | Must have | System shall import the batch report back into the System when it was paid and update the status of the records to prevent any duplication of payments   | Yes, base solution  |   |
|       |         |          |           |  |                     |   |



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|       |          |            |           |  |                    |   |
|-------|----------|------------|-----------|--|--------------------|---|
| 6.1.1 | Programs | Compliance | Must have | System shall have a compliance mechanism including tracking for each program to ensure award requirements are met. Detailed requirements will be available for each program at a later date.   | Yes, base solution |   |
| 6.1.2 | Programs | Compliance | Must have | System shall have manual and automated quality control processes and allow inspections to ensure compliance with construction standards set by Resilient SRQ and HUD   | Yes, base solution |   |
| 6.1.3 | Programs | Compliance | Must have | System shall be able to allow for multiple different programs as outlined in the Action Plan including but not limited to: homeowner, renters, multi-family, infrastructure, mitigation, planning, economic revitalization, and any other programs in the Action Plan  | Yes, base solution | Support 20+ programs with out-of-the-box requirements |
| 6.1.4 | Programs | Compliance | Must have | System shall be able to capture requirements for affordable rents with compliance oversight for at least 20-30 years or for whatever timeframe Resilient SRQ determines the program needs  | Yes, base solution |   |
| 6.1.5 | Programs | Compliance | Must have | System shall be able to administer grant programs and loan programs including but not limited to: grant awards, loan generation, loan tracking, payments, payment disbursements, interest, payoffs, statements, loan agreements, promissory notes, lien filings and tracking, reconveyances, tracking and recording of forgiveness, all dates of related to payments, all amounts, including Approved, | Yes, base solution |   |

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|       |          |            |           |   |                    |  |
|-------|----------|------------|-----------|---|--------------------|--|
|       |          |            |           | Disbursed, Pending, Repaid, Recycled, and Forgiven types. The system shall accept file uploads and attach files to the application and loan records.  |                    |  |
| 6.1.6 | Programs | Compliance | Must have | System shall be able to manage and track penalties for construction contractors who are out of compliance with deliverable timelines  | Yes, base solution |  |
| 6.1.7 | Programs | Compliance | Must have | System shall be able to manage and track penalties for subrecipients who are out of compliance with grant agreements  | Yes, base solution |  |
|       |          |            |           |   |                    |  |
| 6.2.1 | Programs | General    | Must have | System shall limit eligibility to applicants that were owner-occupants of a verifiably damaged property during the disaster AND meets the following criteria:<br>-The damaged property shall have been the applicant's primary residence at the time of the disaster<br>-The damaged property shall have sustained damages as a result of Hurricane Ian<br>-The damaged property shall be an eligible structure as defined in the program guidelines, including, but not limited to, single-family residences, manufactured homes, and pre-fabricated homes | Yes, base solution |  |
| 6.2.2 | Programs | General    | Must have | System shall be able to phase in program by different household   | Yes, base solution |  |

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|       |          |         |           |  |                    |  |
|-------|----------|---------|-----------|--|--------------------|--|
|       |          |         |           | incomes using different percentages of the AMI   |                    |  |
| 6.2.3 | Programs | General | Must have | System shall allow for entries of expenses from applicants relating to rehabilitation, reconstruction, elevation, public facilities, infrastructure and mitigation. All entries shall be classified via categories such as eligible, ineligible, and to be determined and each entry shall contain a notes field, amount, payee, payor, and picklists for expense type, home type, with the ability to add more by Resilient SRQ staff. Additionally, the system shall calculate subtotals by expense categories for tracking. | Yes, base solution |  |
| 6.2.4 | Programs | General | Must have | System shall provide a grant agreement for applicants to attest to, stating compliance, execution, timeline, payback, and more to be defined by Resilient SRQ, that shall be signed before moving on to the next phase in the business process.  | Yes, base solution |  |
| 6.2.5 | Programs | General | Must have | System shall be able to phase in program by different household incomes using different percentages of the AMI   | Yes, base solution |  |
| 6.2.6 | Programs | General | Must have | System shall allow for the forgivable portion of the loan to be subject to recapture in accordance with the receding percentages as specified by Resilient SRQ in the program guidelines and the recorded loan.  | Yes, base solution |  |
|       |          |         |           |  |                    |  |

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|       |           |         |           |   |                      |  |
|-------|-----------|---------|-----------|---|----------------------|--|
| 7.1.1 | Reporting | General | Must have | System shall use categorization and case details to generate dashboards and views, based on security permission levels. All reporting dashboards and views will aggregate reporting on the population of files in the system and drilldown to specific reporting needs including total cases, files by step, average income, demographic breakdowns, average benefits, min/max benefits, etc. | Yes, base solution   |  |
| 7.1.2 | Reporting | General | Must have | System shall be extremely adaptable to reporting needs, allowing for ad hoc generation of any report to lift up and analyze a specific data reporting need. The known reporting needs currently includes aging reports, for how long an application takes at specific stages, and award calculations, averaging by type. Additional requirements will be defined later in the project.        | Yes w/ customization | Combination of standard system reporting and the integration of Power BI |
| 7.1.3 | Reporting | General | Must have | System shall allow for customized forms among grant programs, which may include, but is not limited to, grant applications, monitoring reports, progress reports, financial reports, and training requests.   | Yes, base solution   |  |
| 7.1.4 | Reporting | General | Must have | System shall have the ability to populate a report which includes the information required for staff to easily complete Federal Financial Accountability & Transparency Act (FFATA) Reports.  | Yes, base solution   |  |

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|        |           |         |              |   |                    |  |
|--------|-----------|---------|--------------|---|--------------------|--|
| 7.1.5  | Reporting | General | Nice to have | In-system budgeting processes should include: Clear year-to-date balances for all budget categories and subcategories as well as grant budget total for viewing by subgrantees and staff  | Yes, base solution |  |
| 7.1.6  | Reporting | General | Nice to have | System should allow for YTD expenditures to be tracked by categories, grant types, counties served, demographics, and any other information Resilient SRQ deems as necessary  | Yes, base solution |  |
| 7.1.7  | Reporting | General | Must have    | System shall comply with HUD reporting requirements for CDBG-DR including but not limited to: number of households, obligated funding, race and ethnicity data, female head of household, Limited English Proficiency (LEP), and Low and Moderate Income (LMI) data, etc. | Yes, base solution |  |
| 7.1.8  | Reporting | General | Must have    | System shall generate a batch payment report file according to Resilient SRQ-specified frequencies  | Yes, base solution |  |
| 7.1.9  | Reporting | General | Must have    | System shall generate HUD general notice or notice of rights for when an applicant is displaced   | Yes, base solution |  |
| 7.1.10 | Reporting | General | Must have    | System shall generate small rental notice   | Yes, base solution |  |
| 7.1.11 | Reporting | General | Must have    | System shall generate stop work notice so that an environmental review can be completed   | Yes, base solution |  |
| 7.1.12 | Reporting | General | Must have    | System shall create response, reminder, and notification to an appeal within 15 days  | Yes, base solution |  |

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|        |           |                              |           |  |                    |   |
|--------|-----------|------------------------------|-----------|--|--------------------|---|
| 7.1.13 | Reporting | General                      | Must have | System shall have ability to report at both an aggregate level and at a detailed, drilled down level   | Yes, base solution |   |
| 7.1.14 | Reporting | General                      | Must have | System shall allow printing and exporting of reports in a variety of formats including Excel, CSV, and PDF so the data can be shared.  | Yes, base solution |   |
|        |           |                              |           |  |                    |   |
| 8.1.1  | Technical | Data Integrity / Validations | Must have | The system shall contain a unique identifier that is consistent with identifiers found in the state financial system. All records from the application, contact, contractor, and payment details shall tie back to the system unique identifier. | Yes, base solution |   |
| 8.1.2  | Technical | Data Integrity / Validations | Must have | System shall contain a modern technology-backend containing a normalized database, where when data is updated, it is located in a central location that will populate related tables when necessary.   | Yes, base solution |   |
|        |           |                              |           |  |                    |   |
| 8.2.1  | Technical | General                      | Must have | System shall be fully vendor supported and contain a modern technology stack, maintained with current IT technologies  | Yes, base solution |   |
| 8.2.2  | Technical | General                      | Must have | System shall have a separate test environment for users to test system and changes prior to going live. The test environment shall remain consistent with the production environment.  | No                 | Neighborly Software is a multi-tenant SaaS solution. A test environment can be made available, but it will not include the ability to promote |

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|       |           |         |              |   |                     |  |
|-------|-----------|---------|--------------|---|---------------------|--|
|       |           |         |              |   |                     | changes from the testing environment to the production environment.  |
| 8.2.3 | Technical | General | Nice to have | System's back-end database nomenclature shall have consistent names with the application front-end and shall contain referential logic that is well-named and easy to understand  | Yes, base solution  |  |
| 8.2.4 | Technical | General | Must have    | System shall have ability to print all individual letters, notices, files, and documents in user-friendly, editable Word, Excel, CSV, and PDF formats   | Yes, base solution  |  |
| 8.2.5 | Technical | General | Nice to have | System should either provide or support web analytics for monitoring external portal/web services including traffic and error reporting.  | Partially (Explain) | The data is available to Neighborly Software staff, but not client staff   |
| 8.2.6 | Technical | General | Must have    | System shall allow for advanced configurations to be made by authorized users, including label changes, template alterations, workflow updates, report format (including color scheme, labels, and data formatting), error message phrasing, etc. | Yes, base solution  |  |
| 8.2.7 | Technical | General | Must have    | System shall have auto-save feature in which users can ensure that their work is being saved after a pre-determined number of minutes.  | Partially (Explain) | Software automatically logs a user out after a period of inactivity. The system saves work on the page prior to logging out. |

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|       |           |              |              |  |                     |                    |
|-------|-----------|--------------|--------------|--|---------------------|--------------------|
| 8.2.8 | Technical | General      | Must have    | System shall perform automated quality checks and data validation on required fields (e.g. dates, email addresses, etc.) and documents and verify that all formats are consistent. System shall prompt for data re-entry when data does not match required format or data type.  | Yes, base solution  |                    |
| 8.2.9 | Technical | General      | Must have    | System shall support a disaster recovery plan, where a recovery point objective of 15 minutes and a recovery time objective of 2 hours can be achieved.  | Yes, base solution  |                    |
|       |           |              |              |  |                     |                    |
| 8.3.1 | Technical | Security     | Must have    | System shall contain a complex password structure, including special characters, and enforce a mandatory password change every quarter and comply with County requirements   | Yes, base solution  |                    |
| 8.3.2 | Technical | Security     | Nice to have | System has the capability to tie into Azure AD   | Yes, base solution* |                    |
| 8.3.4 | Technical | Security     | Must have    | System shall: 1.) contain a timeout feature to lock out inactive sessions, forcing users to re-authenticate. 2.) System shall provide a warning notification that the system is about to timeout so that users do not lose unsaved work. 3.) The system shall not allow for more than 15 minutes of inactivity, and force logout after 30 minutes. | Yes, base solution  |                    |
|       |           |              |              |  |                     |                    |
| 8.4.1 | Technical | Integrations | Must have    | System shall verify all mailing and physical addresses against the external sources (e.g., Esri, USPS, Bing Maps)  | Yes, base solution  | Smarty integration |



**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|       |           |              |           |   |                    |   |
|-------|-----------|--------------|-----------|---|--------------------|---|
| 8.4.2 | Technical | Integrations | Must have | System shall integrate with DocuSign or other signature capture software. System shall send documents requiring e-signatures when prompted, and when signed, shall allow for the saving of all completed documents to the application record. | Yes, base solution | Electronic signature is built into the software, Docusign is not integrated |
| 8.4.3 | Technical | Integrations | Must have | System shall be able to accept files from multiple sources to develop an initial survivor dataset and de-duplicate it with the ability to use the dataset to allow applicants who register to apply for assistance                            | Yes, base solution | data import   |
| 8.4.4 | Technical | Integrations | Must have | System shall have ability to generate batch files for printing letters and documents in a format required by DAS Publishing & Distribution  | Yes, base solution |   |
| 8.4.5 | Technical | Integrations | Must have | System shall generate editable Word, Excel, CSV, and PDF documents when prompted, PDFs shall use of Adobe PDF Generator or comparable Resilient SRQ compatible system.  | Yes, base solution |   |
| 8.4.6 | Technical | Integrations | Must have | System shall act as document storage for all required documentation, generated letters, notices, added attachments, and electronically signed documents.  | Yes, base solution |   |
| 8.4.7 | Technical | Integrations | Must have | System shall scan all uploaded documents for viruses or malicious structures.   | Yes, base solution |   |
|       |           |              |           |   |                    |   |
| 8.5.1 | Technical | Security     | Must have | System shall be hosted by vendor  | Yes, base solution |   |
| 8.5.2 | Technical | Security     | Must have | All system data shall be stored in the cloud.   | Yes, base solution |   |

**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|        |           |          |           |   |                    |  |
|--------|-----------|----------|-----------|---|--------------------|--|
| 8.5.3  | Technical | Security | Must have | System application shall be accessed via https URLs with TLS 1.2 or later.  | Yes, base solution |  |
| 8.5.4  | Technical | Security | Must have | System shall have an uptime of 99.5% at all times.  | Yes, base solution |  |
| 8.5.5  | Technical | Security | Must have | System shall have a geographically redundant environment with rapid recovery and no downtime (100% uptime) during supported business hours specified by Resilient SRQ. System shall comply with DAS backup and recovery policies.   | Yes, base solution |  |
| 8.5.6  | Technical | Security | Must have | System shall perform and handle at least 3,000 concurrent users and sessions at a time with the ability to adjust this volume as Resilient SRQ identifies the need.   | Yes, base solution |  |
| 8.5.7  | Technical | Security | Must have | System shall provide multi-factor authentication ability for all licensed or continuous users of the system (not external applicants, customers).   | Yes, base solution |  |
| 8.5.8  | Technical | Security | Must have | System shall provide self-service password recovery options for internal and external users.  | Yes, base solution |  |
| 8.5.9  | Technical | Security | Must have | System shall use modern authentication (such as OAuth or SAML) protocols and practices.   | Yes, base solution |  |
| 8.5.10 | Technical | Security | Must have | System shall have a comprehensive security model, with each entity, sub entity, and data field as different permissions to provision granular access. Granular access shall be provisioned to both internal and external individuals and groups at the application page level and when reporting and viewing data. Access will be provisioned via | Yes, base solution |  |

**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|        |           |          |           |   |                    |  |
|--------|-----------|----------|-----------|---|--------------------|--|
|        |           |          |           | security roles or groups; permissions and security levels will be finalized closer to the testing phase, in accordance with CIO guidance, but the system shall provide defined access levels for: admins, developer, subject matter expert, supervisor, case manager, and any other role Resilient SRQ deems necessary.   |                    |  |
| 8.5.11 | Technical | Security | Must have | System shall securely transmit, store, and process confidential data including personally identifiable information. Data shall be encrypted during transmission and storage, following compliance of AES 256 and TLS 1.2 or newer.  | Yes, base solution |  |
| 8.5.12 | Technical | Security | Must have | System shall meet or exceed the County's cybersecurity standards, which are based on the latest version of the NIST Cybersecurity Framework and supplemented with additional controls to account for County-specific requirements and compliance with state statutes. The respondent shall be prepared to demonstrate how their security controls map to the applicable NIST Cybersecurity Framework categories, subcategories, and constructs if requested during proposal evaluation and throughout the term of a contract. | Yes, base solution |  |
| 8.5.13 | Technical | Security | Must have | System shall comply with SOC 2 Type II and FedRAMP requirements. An annual assessment shall validate that all of the following criteria are met and achieved continually, under SOC2 Type II and FedRAMP,   | Yes, base solution | 2023 SOC2 Type II audit features all assessments, including Privacy. |

**AMENDMENT 2  
ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|        |           |             |           |   |                    |  |
|--------|-----------|-------------|-----------|---|--------------------|--|
|        |           |             |           | including but not limited to: 1. Security, 2. Availability, 3. Processing Integrity, 4. Confidentiality, and 5. Privacy. This assessment must be made available to the County.  |                    |  |
| 8.5.14 | Technical | Security    | Must have | System shall mask sensitive data (e.g. SSNs) and only show fields to authorized users.  | Yes, base solution |  |
| 8.5.15 | Technical | Security    | Must have | System shall keep all data, including backups and log files stored in the United States.  | Yes, base solution |  |
| 8.5.16 | Technical | Security    | Must have | System shall allow for creating new security roles based off copying other roles, via copying permissions.  | Yes, base solution | Users can be copied into pre-defined roles.                                  |
| 8.5.17 | Technical | Security    | Must have | System shall display warning banner with language developed by Resilient SRQ when users are accessing confidential data that indicates activities may be tracked.   | Yes, base solution | No banner, but all system activities are tracked and stored in the audit log |
|        |           |             |           |   |                    |  |
| 8.6.1  | Technical | Performance | Must have | System shall support report execution that does not negatively impact other system functionality  | Yes, base solution |  |
| 8.6.2  | Technical | Performance | Must have | System shall support a growing database which does not negatively impact system performance. Negative system performance includes: 1.) lagging page loads, of no more than five seconds or 2.) slow saving of updated data, requiring more than 10 seconds to save successfully or 3.) reports, attachments, and notifications, requiring more than thirty seconds to load, compile, and send. System | Yes, base solution |  |

**AMENDMENT 2**  
**ATTACHMENT 2 TO EXHIBIT A – SPECIFICATIONS**

|       |           |                |              |  |                     |  |
|-------|-----------|----------------|--------------|--|---------------------|--|
|       |           |                |              | shall not place limit on data storage or growth.   |                     |  |
| 8.6.3 | Technical | Performance    | Nice to have | System should send automated system performance notifications to one or more specified email addresses | Partially (Explain) | Data is available, but not via an automated system process |
|       |           |                |              |  |                     |  |
| 8.7.1 | Technical | User Interface | Nice to have | System should minimize the number of unique screens, clicks, and keystrokes                            | Yes, base solution  |  |

(End of Attachment 2 to Exhibit A)

**Changes to this exhibit are indicated using underlined text to show additions and strikethrough text to show deletions. Changes made pursuant to this Amendment No. 2 are in bold.**

**AMENDMENT 2  
ATTACHMENT 4 TO EXHIBIT A  
FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

| <b>Customer Information</b>               |                           |                        |
|---|---------------------------|------------------------|
| <b>Customer Name:</b> Sarasota County, FL | <b>Portal Number:</b> 756 | <b>Ref. No.:</b> 756-1 |

## 1. OVERVIEW

County requires an automated and recurring document export ("Document Export") as well as a bi-directional pay file integration ("Pay File Integration"). The Document Export will occur on a weekly basis and documents will be exported to the Sarasota directory via the Consultant's SFTP. The Pay File Integration will consist of an export of reimbursement information contained in Neighborly Software as well as a Pay File import that will accept payments data payloads. Once the Pay File import is processed, the integration will appropriately update payments within Neighborly Software.

## 2. SCOPE OF WORK

The services provided under this SOW will include the following:

### a. Scope of Work: Summary

| <b>CATEGORY</b>             | <b>DESCRIPTION</b>   |
|-----------------------------|--|
| Design                      | Custom design of the processes described in detail below.  |
| Development                 | Development of a tailored export file (Reimbursement Info).  |
|                             | Development of a process to import a file (Pay File).  |
| Testing & Quality Assurance | Comprehensive testing to validate all functional and technical requirements.   |
| Deployment                  | Deployment of the final script to the designated server environment.   |
| Maintenance                 | Ongoing daily execution of the Pay File Integration process. Ongoing weekly execution of the Document Export process. Maintenance fees include one execution of the Pay File Integration process per day as well as one execution of the Document Export Process per week. |

### b. Scope of Work: Details

#### (1) Document Retrieval/Export

- Design and develop automated process for retrieval of documents stored and maintained within Neighborly Software and export to Sarasota directory via Consultant's SFTP Server.

**AMENDMENT 2**  
**ATTACHMENT 4 TO EXHIBIT A**  
**FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

(2) Exported Pay File (Reimbursement Information)

- File Specifications:
  - No header
  - Pipe delimited
  - Extension: .txt
  - Preferred Date Time format for file name: YYYYMMDD
  - Preferred Time Zone: Standard UTC
  - Transactions: Only include reimbursement transactions
  - File Name Convention: RSRQ\_ReimbursementInformation\_YYYYMMDD.txt

- Data Details:

|                   |                                      |
|-------------------|--------------------------------------|
| Vendor ID         |                                      |
| Case ID           |                                      |
| Description       | Destination Data Type: CHAR(30)      |
| Phone Number      | Destination Data Type: CHAR(32)      |
| Email             | Destination Data Type: CHAR(128)     |
| Vendor Name       | Destination Data Type: VARCHAR(128)  |
| Address 1         | Destination Data Type: VARCHAR(50)   |
| Address 2         | Destination Data Type: VARCHAR(50)   |
| City              | Destination Data Type: CHAR(30)      |
| State             | Destination Data Type: CHAR(2)       |
| Zip               | Destination Data Type: VARCHAR(20)   |
| Country           | Destination Data Type: CHAR(4)       |
| Draw ID           |                                      |
| Draw Item ID      |                                      |
| Draw Total Amount | Destination Data Type: Numeric(20,5) |
| Draw Item Amount  | Destination Data Type: Numeric(20,5) |
| Request Date      | Destination Data Type: DateTime(10)  |

- Prerequisites:
  - Consultant to provide SFTP credentials
  - Consultant to provision access control, folder structure, and overall guidance
  - Input from County regarding desired SFTP directory – depending on the business process review for the draw amounts
- Development:

**AMENDMENT 2  
ATTACHMENT 4 TO EXHIBIT A  
FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

- Automation: Development of automation to export files directly to Consultant's SFTP Server for County retrieval
- Development of file-format transformation

**(3) Imported Return File (Pay File Import)**

- Pay File Import Structure:
  - Field Structure
    - CaseId, DrawId, DrawItemId, DrawItemStatus, DrawStatus, Amount, DisbursedDate (Standard UTC)
    - DrawId, DrawItemId are static (from Neighborly System)
    - DrawItemStatus and DrawStatus Updates
    - Other Administrative Fields
  - Multiple Cases/Draws in one JSON file
- Prerequisites:
  - Consultant to provide SFTP credentials
  - Consultant to provision access control, folder structure and overall guidance
- Automation and Processing:
  - Creation of directories within Consultant SFTP for posting return file
  - Develop scheduling system for automated processing of return file
  - Transformation and validation of return file data into Neighborly format
  - Error handling and logging
  - Creation of audit log with draw update traceability
- Testing:
  - Development or reuse of test cases
  - Import data to test cases with feedback cycles
- Expected SFTP Folder Structure (Subject to Change):
  - Inbound Folder
  - Documents Folder
  - Outbound Folder
  - Archive Folder
  - Errors Folder

**3. ASSUMPTIONS AND DEPENDENCIES**

The successful delivery of the services described in this Statement of Work is based on the following assumptions and dependencies:

- a. Use of Consultant's SFTP for the process outlined in the Scope of Work.
- b. County will provide timely feedback.



**AMENDMENT 2  
ATTACHMENT 4 TO EXHIBIT A  
FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

- c. County will provide user details (individual or system) as needed to facilitate the creation or required access credentials.

**4. COMPENSATION AND PAYMENT TERMS**

The professional development services described below will be provided on a lump sum basis in accordance with the Exhibit C - Fee Schedule. The total lump sum for all services is \$40,000.00, payable upon amendment execution.

- 1) **Professional Development Services.** The professional development services include the following.

(1) Professional Development Services includes the following:

- 30 hours of Design, Development, and Testing of Document Export to SFTP
- 70 hours of Design, Development, and Testing of Export Pay File of SFTP
- 100 hours of Design, Development, and Testing of Return File

In the event additional professional services are required beyond the scope described above, such services will be billed at a rate of \$200.00 per hour, only upon prior written approval by the County.

- 2) **Maintenance Services Fee.** The annual fee for Maintenance Services is \$7,500.00 and shall be invoiced concurrently with the annual Neighborly Software Subscription. Any invoicing for Maintenance Services prior to Year 2 shall be prorated monthly at \$625.00 per month. The County shall be responsible for the ongoing annual Maintenance Services fee of \$7,500.00, which will be included in the Neighborly Software Subscription annual total as depicted on Exhibit C – Fee Schedule.

(1) The **Maintenance Fee** includes the following:

- Weekly execution of automated Document Export process.
- Daily execution of the automated Pay File Integration processes.
- Updates to file structures, as needed.
- Up to **30 hours of support annually** (estimated at 2–4 hours per month), inclusive of the file structure updates.

(2) Requests to execute the Document Export process more frequently than weekly, or the Pay File Integration process more frequently than daily, will be subject to additional charges which will be documented through an amendment.

(3) Support requests exceeding the included 30 hours per year will be subject to additional charges at the standard hourly rate which will be documented through an amendment.

**AMENDMENT 2  
ATTACHMENT 4 TO EXHIBIT A  
FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

**5. TERM AND TERMINATION**

- 1) **Professional Development Services.** The term of this SOW will begin on the date of the executed Amendment and will remain in effect through the duration of the Maintenance Services.
- 2) **Maintenance Services.** The term of Maintenance Services will begin upon completion of Professional Development Services and will continue concurrently with the annual Neighborly Software Subscription, in alignment with the term of the underlying Agreement. If the Professional Development Services are completed prior August 20, 2025, then the County shall pay the Consultant a pro-rated maintenance fee of \$625.00 for each full month of maintenance service.

**6. SPECIAL TERMS AND CONDITIONS**

- 1) **Maintenance.** Includes the weekly execution of the Document Export process and the daily execution of the automated Pay File Integration process and up to 30 hours of support annually (estimated at 2–4 hours per month).
- 2) **Rate Adjustments.** The Consultant reserves the right to request adjustments to its standard hourly rates at any time and its Maintenance Fee on an annual basis. Any such changes will be communicated to the County in writing in advance, rate increases are subject to County approval. Any changes to the Maintenance Fee shall be documented through an amendment before becoming effective.
- 3) **Change Request Lead Time. For this SOW,** the County agrees to provide the Consultant with written notice of any requested changes for standard (non-critical) updates as early as possible. The Consultant shall have a minimum of ten (10) business days from the date of such notice to complete the requested changes. Requests involving critical issues will be evaluated and prioritized in good faith, based on urgency and resource availability.
- 4) **SFTP Usage.** The services set forth in this SOW assume the use of the Consultant's secure SFTP server for data transmission. In the event that a third-party or external SFTP solution is required, additional scope, effort, and timeline adjustments may be necessary. The County acknowledges that such a change may result in additional fees, which will be documented through an amendment.
- 5) **Error Handling.** Error handling includes validation and logging of issues during the import of the Pay File only. It does not include importing or processing the content of error files into the Neighborly Software. Any error files will be deposited in the designated "Errors" folder on the Consultant's SFTP server.
- 6) **County Responsibilities.** The County is solely responsible for the accuracy and completeness of the data and specifications it provides. The Consultant's deliverables are dependent on this input, and the County acknowledges that the accuracy, reliability, and effectiveness of the outputs rely on such data. The County shall review

**AMENDMENT 2  
ATTACHMENT 4 TO EXHIBIT A  
FINANCIAL CLERK SPECIFICATIONS STATEMENT OF WORK**

and validate all deliverables, outputs, and file content prior to any use in a production or live environment.

- 7) **Third-Party Systems and Dependencies.** The Consultant shall not be responsible for errors, delays, or failures in performance resulting from the unavailability, misconfiguration, or malfunction of third-party systems.

(End of Attachment 4 to Exhibit A)

**AMENDMENT 2  
EXHIBIT C – FEE SCHEDULE**

| Item  | Description  | Frequency              | Unit Cost                 | Total  | Payment Timeline                       |
|---|--|------------------------|---------------------------|--|--|
| Implementation  | Support the creation of the County's CDBG-DR programs:<br><br>- Housing Recovery Program (inc. of rehabilitation, reconstruction, and reimbursement)<br><br>- Public Facilities and Infrastructure<br><br>- Multi-Family Affordable Housing<br><br>- Economic Recovery / Career Trades<br><br>- Voluntary Housing Buyout | One-Time               | \$63,000.00               | \$63,000.00  | Upon Contract Execution                |
| Expedited Implementation  | Support the expedited implementation of the Housing Recovery Program (includes up to three (3) days of on-site services)*  | One-Time               | \$15,000.00               | \$15,000.00  | Upon Contract Execution                |
| Contingency   | Implementation Contingency (to be used at County discretion)   | TBD                    | \$5,000.00                | \$5,000.00   | TBD                                    |
| Data Migration  | Migration of County's data from up to 100 applicant cases from xls template  | One-Time               | \$10,000.00               | \$10,000.00  | Upon Contract Execution                |
| <b><u>Data &amp; Document Integration</u></b><br><b>(AMENDMENT 2)</b> | <b><u>Export and Import</u></b>  | <b><u>One-Time</u></b> | <b><u>\$40,000.00</u></b> | <b><u>\$40,000.00</u></b>                            | <b><u>Upon Amendment Execution</u></b> |
| <b>Sub-Total (One-Time):</b>  |  |                        |                           | <del>\$93,000.00</del><br><b><u>\$133,000.00</u></b> |  |

\*Additional travel/on-site services in excess of the included three days of on-site services will be subject to additional fees as agreed upon prior to travel. All pre-approved travel will be reimbursed in accordance with Section 112.061, Florida Statutes and Sarasota County Resolution No. 2016-170, as amended or superseded

**AMENDMENT 2**  
**EXHIBIT C – FEE SCHEDULE**

| Item  | Description   | Frequency | Unit Cost | Total   | Payment Timeline  |
|---|---|-----------|-----------|---|---|
| Neighorly Software Subscription <sup>1</sup>                            | <p>Software subscription includes unlimited usage for external access, unlimited applications and cases and unlimited administrative users. Pricing is based on a program allocation of \$201M and a 5-year contract. Subscription also includes:</p> <ul style="list-style-type: none"> <li>- Hosted Software to Administer Program(s)</li> <li>- Dedicated Client Success Manager</li> <li>- Technical Support (Monday – Friday: 8:00 a.m. to 8:00 p.m. EST)</li> <li>- Hosting/Security in Microsoft Tier IV Data Center</li> <li>- Data Storage, Backup, and Recovery</li> <li>- Neighborlytics Data Warehouse</li> </ul> <p><b><u>-Communication with County's Clerk System and annual maintenance (AMENDMENT 2)</u></b></p> | Annually  |           | <p>\$361,800.00 <b><u>(Year 1)</u></b></p> <p><b><u>\$369,300.00 (Years 2-5)</u></b><br/><b><u>(AMENDMENT 2)</u></b></p>  | <p>Payment of \$361,800 is due Go Live of first program for the first year; thereafter <del>\$361,800.00</del> <b><u>\$369,300.00</u></b> is due annually on the anniversary date of the Agreement for the remaining (4) years which is inclusive of the \$7,500.00 annual maintenance fee.</p> |
| <p>Notes:</p> <p>1. Subscription term is aligned to Agreement term.</p> |   |           |           | <p><b>Sub-total (Year 1 - Initial):</b> \$ 361,800.00</p> <p><b>Sub-total (Year 2):</b> <del>\$ 361,800.00</del><br/><b>(AMENDMENT 2)</b> \$ 369,300.00</p> <p><b>Sub-total (Year 3):</b> <del>\$ 361,800.00</del><br/><b>(AMENDMENT 2)</b> \$ 369,300.00</p> <p><b>Sub-total (Year 4):</b> <del>\$ 361,800.00</del><br/><b>(AMENDMENT 2)</b> \$ 369,300.00</p> |   |

**AMENDMENT 2**  
**EXHIBIT C – FEE SCHEDULE**

|                                 |                               |
|---------------------------------|-------------------------------|
| Sub-total (Year 5):             | <del>\$ 361,800.00</del>      |
| (AMENDMENT 2)                   | <u><b>\$ 369,300.00</b></u>   |
| Sub-total (All Years):          | <del>\$ 1,809,000.00</del>    |
| (AMENDMENT 2)                   | <u><b>\$ 1,839,000.00</b></u> |
| Total (Contract - 5 Year Term): | <del>\$ 1,902,000.00</del>    |
| (AMENDMENT 2)                   | <u><b>\$ 1,972,000.00</b></u> |

(End of Exhibit C)

**Changes to this exhibit are indicated using underlined text to show additions and strikethrough text to show deletions. Changes made pursuant to this Amendment No. 2 are in bold.**