
Implementation Work Order

Nevada County California Environmental Health Department

Project Code: WO-NEVA-2025-01

Presented Date: March 15, 2025

Microsoft Partner

Silver Application Development

1. The Project

With this Implementation Work Order (“Project”) Hedgerow Software US, Inc. (“Hedgerow”) commits to deliver a successful implementation of the Hedgehog Platform Licensed Programs (“Hedgehog”) contained in a License and Support Agreement (LSA) LSA-AMAD-2024-01 entered into between Hedgerow and Nevada County (“Agency”).

1.1 Commercial-Off-The-Shelf-Software (COTS)

Agency has selected a COTS from Hedgerow. Hedgehog is data driven, highly configurable and used in dozens of North American environmental health departments. Using Hedgehog’s configuration features, Agency will be able to match or improve existing processes. Agency specific custom development is available using Change Requests.

There are hundreds of reports available in the Hedgehog canned reports library. Hedgerow provides minor modifications (i.e. Agency logo and reformatting) of less than two (2) hours per report at no charge. New reports and modifications greater than two (2) hours to existing reports can be accommodated with a Change Request.

Gaps in functionality identified in the Discovery Phase can also be accommodated using Change Requests.

1.2 Ownership of Work Product

Any functionality that is described in this document will be wholly integrated into the Hedgehog Application Suite. Ownership and all rights to the work product that is described in this and related documents, including but not limited to ownership and all rights to all requirements, specifications, source code, compiled executables, and end-user documentation is retained by Hedgerow.

2. Discovery Phase and Project Plan

The first phase of the Project is the Discovery Phase. During the Discovery Phase the Hedgerow Project Manager, Business Analyst(s) and Data Conversion Specialist(s), will work with Agency’s Project team, to analyze and document Agency’s current environments, and Envision Connect data sources to assess requirements of the data conversion, and identify gaps in functionality.

A deliverable from the Discovery Phase will be a Project Plan. The Project Plan will contain deliverables, delivery dates and assignments. The Project will not proceed until both Agency and Hedgerow have approved the Project Plan.

3. Scope

3.1 Scope Statement

Agency has acquired Hedgehog to automate field permitting, billing, inspections, complaints, investigations, service requests and reporting for the regulated program areas of Section 3.2. Agency agrees that Hedgerow will use California standards as the starting point for all global configurations, as well as program workflows to reduce customization requirements.

3.2 Program Areas

Environmental Health Program Areas* are the top-tier entities in Hedgehog and the division of those areas with sub-programs (which form the basis of “Facility Categories” in Hedgehog) are listed below:

- BODY ART
- CUPA Above Ground Petroleum Storage Tanks (AST)
- CUPA CalARP
- CUPA Conditionally Authorized (CA)
- CUPA Conditionally Exempt (CE)
- CUPA Hazardous Waste Generator

- CUPA Hazardous Waste Generator (RCRA-LQG)
- CUPA HazWaste Consolidation
- CUPA HMRRP Program Category
- CUPA NonWaste Generating Recycler
- CUPA PBR - Household HW Program Category
- CUPA Permit By Rule (PBR)
- CUPA RMP Waiver Determination
- CUPA UST
- CUPA Waste Generating Recycler
- FOOD
- HOUSING & INSTITUTION
- LAND DEVELOPMENT
- LIQUID WASTE
- RECREATION
- SOLID WASTE
- VECTOR CONTROL
- WATER

*Complaints/Service Requests may be included as a separate program area or as a Facility Category within each program area.

3.3 Historical Data Conversion

Data conversion and validation involves several iterations. The scope of this Project includes three. The initial conversion is a full data conversion for the initial build of the “Master Tables”. An interim conversion will be done for use in testing during the Project. The final conversion is for Go-Live.

Conversion of historical data is limited to 3 years.

The following historical data will be extracted from the Envision Connect database and converted to the Hedgehog database:

- Contacts- existing permitted and active contacts
- Accounts- for those linked to facility billing and reporting
- Billing (Outstanding Balance Forward Only)
- Facilities- for all active and inactive facilities within the retention period
- Inspections- CalCode Food, and core data for facility inspection scheduling
- Permits- active facilities (last known permit) and in-progress permitting

“Open” records such as permits or complaints linked to existing issues, open enforcement actions, and similar data are within scope. PDFs may be linked rather than converted. Closed and inactive accounts, facilities, and the like will be limited to program level retention rules agreed upon during the Discovery Phase.

3.4 Hedgehog Document Management System

Hedgehog has an integrated Document Management System. Agency documents can be retained in Hedgehog and linked in conversion in most cases. Analysis done during the Discovery Phase will be necessary to determine the best configuration of document management for Agency.

3.5 Report Customization

Hedgerow will provide report customization services for Agency. Customization is the designing, creating, documenting, testing and delivering a report. If desired, Agency can utilize reports included in the Hedgehog canned report catalog. Agency may request Hedgerow to modify these reports with minor edits (i.e. Logo, format) not to exceed 2 work hours per report without a Change Request.

If Agency requires a new report that exceeds 2 hours and cannot be adapted from the Hedgerow canned report library, Hedgerow will document additional or specific custom report requirements during the Discovery Phase and will provide Agency with the cost and effort to develop the report(s) using a Change Request.

3.6 Disclosure Site (DS) Configuration and Setup

The Hedgerow team will work with the Agency team to configure Agency’s DS, which includes:

- Agency customized Splash and Landing pages, maximum 6.
- DS configuration.

3.7 MS Azure Hosting

Hedgerow will set up Agency’s programs and files in Agency’s own separate account on MS Azure.

3.8 Hedgehog Training

Hedgerow will deliver virtual training using MS Teams for the following functions:

- IT Orientation Training - for system setup up, access and conversion support during implementation.
- System Administrator Training- for system configuration and workflow creation.
- End-User Training- for daily system use and reporting.
- Workflow Training- for use of Hedgehog in specific program areas.
- Report Writer Overview Training - for system “superusers” to create/manipulate report designs.

4. Out of Scope

- Hedgehog Platform Licensed Programs not subscribed for in the LSA, such as:
 - Languages other than US-English.
- Environmental Program Areas not Included in Section 3.2, such as:
 - Air Quality
- Data Conversion:
 - Conversion of legacy data (i.e. Sharepoint, Access, Microsoft 365/Online) not contained in the Envision Connect database.
- Other interfaces:
 - Interfaces to third party software other than CUPA (CERS) and those listed in the LSA, such as *Blue Beam*, inventory management software, or ordering/purchasing programs.
- Replacement of custom software developed by Agency, or a third party that supplements Envision Connect.

5. Change Requests

Project changes that impact the Scope or Project Plan will be managed with Change Requests. Change Requests can be initiated by Hedgerow or by Agency. Change Requests may or may not include a cost or billable event. Change Request evaluations are not billable if the evaluation requested is under 4 hours. Otherwise, if an evaluation is expected to take more than 4 hours, the cost of the evaluation over 4 hours will be a billable event. Work will not begin on a Change Request until approved by both Agency and Hedgerow.

6. Conflict Resolution

In the event a dispute develops over whether or not a billable Change Request is required, Agency’s Environmental Health Director and Hedgerow’s Chief Financial Officer will be informed of the dispute and will meet to resolve it.

7. Costs and Payment Terms

Item	Cost
Project Management, Business Analysis, Configuration and Training	\$ 50,000.00
Historical Data Conversion from Envision Connect	\$ 30,000.00
Citizen Portal Implementation	\$ 20,000.00
CERS Integration	\$ 10,000.00
Total	\$ 110,000.00

7.1 Payment Schedule

50% at contract Signing	\$ 55,000.00
50% at Go-Live	\$ 55,000.00

Invoice Payment terms are Net 30.

8. Acceptance

I have read and understand the Project Scope contained within this Implementation Work Order and agree that they meet Agency's expectations. I have the authority within the Agency to accept and approve the Project, and authorize Hedgerow Software US, Inc. to proceed with it.

Agency Name: Nevada County, California

Accepted By: _____

Printed Name and Title

Signature: _____

Date: _____