

Visit Orlando

Minor Updates for Disney – June 2018

June 6, 2018

Contact:

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Scope of Work

This Scope of Work is for additional feature updates and changes to the Visit Orlando ticketing site at <https://tickets.visitorlando.com> and associated integrations and reports. These items were requested by VO in May and June of 2018.

Goals and Objectives

The goal of this update is to:

- Provide various updates and fixes to the existing ticketing system and integrations based on a request list provided by the client specific to the Disney Daily Pricing integration

Deliverables

- Updated tickets.visitorlando.com website code modified to accommodate the requested changes
- Updates to supporting integrations / services that send data to both Salesforce and Dynamics GP to accommodate requested changes
- Updates to various reports used by visit Orlando in the Agility CMS Manager

Key Assumptions

The following considerations and assumptions are being made for this project engagement.

- Additional fixes and enhancements
 - Cash payments/deposits need to come into Dynamics per cash register and not combined: These are relevant to the receivables and refunds rollup
 - **Voucher invoices:** Set the 1099 Amount field for the monthly voucher invoices in Dynamics with the Subtotal of the roll up.
 - **Purchase Invoices:** Ensure the daily rollup for purchase receipts contains the data only for Disney, Universal, and SeaWorld sales. Additionally, ensure the invoice key contains the date at the beginning of the key and /or is limited to 15 characters to prevent any exceptions in Dynamics that can prevent the rollup from completing.
- Assumptions
 - This statement of work (SOW) covers changes to the consumer ticketing site at <https://tickets.visitorlando.com> and the associated reports and services used to facilitate transactional information being passed to VO's ERP / CRM systems.
 - This statement of work (SOW) does not include any product updates to the Agility CMS system, POS system, or fulfillment system
 - This SOW does not include any content entry or translation services
 - Impacts to the requested scope of services will require modifications to this SOW
 - The changes reflected in this SOW will comply with CASL, CAN-SPAM, and GDPR standards

Estimated Timeline

The estimated timeline for additional updates to the ticketing site is listed below

Date	Effort	Phase / Objective
6/18/18	1 d	Business Analysis Cycle <ul style="list-style-type: none">• Requirements gathering• Agility content and technical architecture
6/19/18 – 7/3/18	11 d	Technology Cycle <ul style="list-style-type: none">• Development• Integrations• Internal testing & Bug Resolution
7/4/18 – 7/12/18	7 d	Staging and User Acceptance Testing <ul style="list-style-type: none">• Deployment to staging• Client UAT period• Revisions and Final Acceptance
7/13/18	1 d	Launch Cycle <ul style="list-style-type: none">• Launch• Smoke testing

Support, Hosting and Maintenance

After Acceptance Testing is complete, IMC can provide further support/maintenance, which includes bug fixes, troubleshooting, and non-code related copy revisions at standard hourly rates. This does not include any changes or updates to the software, which will be defined and quoted separately.

- Standard hourly rate: \$200
- Block of 50 hours or more: \$150/hour

IMC can also provide managed hosting, and if required, IMC can provide a quote for managed hosting separately to this Statement of Work.

System Compatibility

All web code will be developed to support the current and one version back of the following browsers: Safari, Explorer, and Chrome. Additional browsers can be supported and will be scoped and priced individually upon request.

For mobile application development, we will provide the following:

- Mobile application targeted at mobile phones form factor
- iOS application will support iOS 8.x and 9.x
- Android application will support versions 4.5.x through 6.x
- Android screen layouts will be sized for Samsung Galaxy S4 and proportionally scaled for devices with alternate resolutions
- Blackberry not included unless specified

Acceptance Testing Criteria

IMC will work with Visit Orlando's internal testing team to conduct User Acceptance Testing (UAT). In addition, IMC will provide the full suite of test cases/scenarios that were used to verify readiness for UAT in addition to the traceability matrix completed by the test team. IMC will be responsible for fixing all defects identified by the testing team as required to obtain system sign-off. Sign-off will be based upon the performance of the system against the latest versions of the requirements and functional specifications.

Warranty

IMC stands by its digital solutions and offers a 30-day warranty against all platforms developed. Should you discover any issues, please submit a support ticket by emailing support@imcba.com.

The 30-day warranty starts at the moment of public launch of the platform and is in place to ensure that the platform created by IMC meets our high standards.

Items covered under this warranty are:

- Any syntax errors not uncovered during the formal QA process, where a syntax error is a section of code written improperly causing a fault error in the platform, i.e.; a fatal error causing a crash
- Any logic errors not uncovered during the formal QA process, where a logic error is a section of code written improperly which does not cause a fault error in the application, but does not return the expected result, i.e.; a mathematical function that is returning the wrong solution
- Any rendering issues for supported browsers as defined in Scope and Assumptions which were not discovered during UAT

Items not covered under this warranty, and are subject to change request and estimate are:

- Any change or reinterpretation of business requirements or scope
- Any new browsers or browser versions after the commencement of the engagement
- Any change in functionality after launch
- Any change in content or copy after launch
- Any change in design or visual assets after launch
- Any issues that arise out of the use of the platform as a whole in any manner other than what is outlined during the training session, and in the platform documentation
- Any claims based on defects in the Software caused by the Client, other parties beyond the control of IMC, or the hardware
- Any claims based on damages caused to the system by hacking or other cyber-attacks.

Fees and Payment

Subject to the terms of this contract and in consideration of the satisfactory performance of the work hereunder stated, the Client shall pay IMC **\$56,725 USD** for the performance of the work in this contract.

Scope	Days	Price
Planning	3	\$400
Technology Cycle	21	\$5200
Staging & UAT	8	\$800
Deployment	1	\$400
Project Management	n/a	\$1000
Total USD		\$7800

Payment will be made to IMC in the following schedule: 50% upon signing this agreement, and the remaining 50% will be due either 30 days after UAT has begun or the project has been accepted by the client--whichever occurs first.


Payment for the initial 50% is due within 5 days of signing and is not subject to payment terms. Failure to pay within this timeframe could result in a delay to work commencement.

The fees are based on the Client providing IMC requested information on a timely basis. Once the project commences, delays caused by the Client in design and production could result in extra billing.

Acceptance

By signing this agreement, the signatory confirms they have the ability to bind the organization and agrees to all of the terms and conditions stated herein. Please note, to the best of our ability, we have outlined all the items discussed and agreed upon. If a feature, function, design element or initiative is not explicitly stated in this document, it is considered out-of-scope and therefore not priced.

Approval to proceed:

Client: Orlando/Orange County
 <small>Larry Henrichs Larry.Henrichs@imc.com</small>
As per: Larry Henrichs COO/CFO
Date: Jun 8, 2018

If a Purchase Order is required for invoicing, please enter the Purchase Order number here: