

# Euna Order Form

Euna Solutions, Inc.  
 1155 Perimeter Center West, Suite 500  
 Sandy Springs, GA 30338

**Bill To:**

Village of Oak Park  
 123 Madison St  
 Oak Park,  
 Illinois 60302  
 United States

**End User:**

Village of Oak Park  
 123 Madison St  
 Oak Park,  
 Illinois 60302  
 United States

**Prepared by:**

Mike Sullivan  
 mike.sullivan@eunasolutions.com

**Quote Expiry Date:** 2026-03-27

**Subscription Term:** 60 months

This purchase is made in accordance with: Sourcwell #060624-GTH cooperative contract

**Euna Solution Line: Euna Budget**

**Annual Subscriptions**

Description	SKU Code	Quantity
ACFR	BTPR-SW-51	1
Operating Budgeting + Capital + Personnel Budgeting + OpenBook + Budget Book	BTPR-SW-96	1
Recurring Annual Fees:		USD 88,290.00

**Professional Services**

Description	Quantity	
Professional Services – Per Statement of Work Design, Analysis, Configuration, Project Management, Data Load & Verify Installation, Training		
Integration with BS&A Operating Budget: Actuals Import, Budget Export, Amended Budget Export Capital Budget: Actuals Import, Budget Export, Amended Budget Export HR Data Sync Single Sign-on	1	
Non-Recurring Fees:		USD 82,147.00

## ORDER NOTES

### Fees By Period:

Period	Price
1	USD 170,437.00
2	USD 90,938.70
3	USD 93,666.86
4	USD 96,476.87
5	USD 99,371.17

### Terms of Payment:

- Net 30
- Applicable sales tax extra

#### Annual Subscriptions

Due 100% upon Order Form Acceptance Date.

#### One-Time Services

##### Milestone Billing

25% due the earlier of software installation or 30 days from Contract Effective Date

25% due the earlier of historical (Operating) budget available for validation or 60 days from Contract Effective Date

25% due the earlier of (Operating) actuals import integration configuration created & tested or 90 days from Contract Effective Date

25% due the earlier of completion of training or 120 days from Contract Effective Date

## ACCEPTANCE

### Village of Oak Park

Signature:

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Name:

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Title:

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Acceptance  
Date:

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## Terms and Conditions

Unless otherwise stipulated in Order Notes and Terms of Payment, the Customer hereby agrees to order the products and/or services outlined above at the prices indicated, and acknowledges it has read, understands and agrees to be bound by the terms and conditions detailed at [End User License Agreement | Euna Solutions](#) (the "Agreement").

All remittance advice and invoice inquiries can be directed to [billing@eunasolutions.com](mailto:billing@eunasolutions.com).



# Statement of Work



Prepared for: Village of Oak Park  
Prepared by: Mike Sullivan  
Creation Date: February 13, 2026

## 1. Introduction & Purpose

This Statement of Work (“SOW”) is entered into and by Euna Solutions (“Euna”) and **Village of Oak Park** (“the Customer”). This SOW is issued under, and fully incorporates, the terms and conditions set out in the initial **Order Form 00012671** and any associated legal terms as previously agreed between Euna and the Customer. All services and transactions provided through this SOW will follow the terms of this SOW, the End User License Agreement or Master Services Agreement (the “Agreement”), and any related purchase order (PO). If there is any conflict between this SOW and the Agreement, the Agreement will take precedence.

### 1.1 Purpose

The purpose of this SOW is to outline the functional and implementation scope, services, deliverables, responsibilities, timeline for delivery, and terms of engagement for the deployment of **Euna Budget** (the “Solution”) for the Customer.

### 1.2 Organizational Scope

At the organizational level, Euna and the Customer commit to a collaborative partnership throughout the implementation. Both parties will designate primary points of contact to facilitate communication, align objectives, and address issues efficiently throughout the project lifecycle.

Mutual obligations include transparent sharing of information, timely feedback, and active engagement in key decision-making milestones. Euna will coordinate all implementation activities, ensure project status reporting, and deliver professional services to configure, integrate, and support the Solution. The Customer will provide access to relevant resources, subject matter experts, and data as required to enable successful deployment and adoption.

All parties are expected to operate in good faith, upholding agreed-upon standards for responsiveness and availability, with a shared commitment to the overall project timeline and quality objectives. These high-level organizational responsibilities set the foundation for more detailed roles and expectations, as outlined in subsequent sections of this SOW.

### 1.3 Period of Performance

A detailed project timeline will be developed during the discovery phase and incorporated into the overall project plan. Euna and the Customer agree to work in good faith to execute according to the mutually defined project timeline and scope of work in order to achieve project milestones and deliverables. Euna and the Customer acknowledge that the achievement of milestones, deliverables, and any planned Go-Live date is dependent upon mutual cooperation and the fulfillment of agreed responsibilities. Adjustments to the timeline or scope may be made, as reasonably required, through the agreed upon change management process. Any extension of the Period of Performance must be documented through a mutually executed Change Order or Amendment.

### 1.4 Expiration of Services

Unless otherwise agreed in writing by both parties, the obligation of Euna to provide professional services under this SOW will automatically expire upon the earlier of:

- Completion of the services described in this SOW; or
- Twelve (12) months from the Effective Date of the applicable Order Form

Any portion of the services not utilized by the Customer within this period will be deemed forfeited and non-refundable. Delays, lack of responsiveness, or failure by the Customer to provide required information, approvals, or resources will not toll, pause, or extend the service period. Failure by the Customer to actively participate in the project, including prolonged periods of non-responsiveness, will be deemed a delay attributable solely to the Customer. If the Customer wishes to resume services after expiration, such services will require a new order form or change order and will be subject to Euna's then-current fees, scheduling availability, and terms.

## 2. Scope of Work

The scope of this engagement encompasses the implementation and enablement of one or more Euna software applications. The specific products to be implemented are detailed in the accompanying Order Form 00012671 and will determine the configuration and project structure that follows.

### 2.1 Project Scope Overview

Euna Budget Pro is a cloud-based software as a service (SaaS) solution hosted by Euna using Microsoft Azure. Euna Budget offers robust support for public sector budget formulation, including operating, personnel, and capital budgeting. Customers may also utilize forecasting tools, scenario planning modules, and amendment workflows to manage dynamic fiscal planning.

#### 2.1.1 In Scope Overview

The following Euna Budget components and services are included in implementation of the Solution:

- Euna Budget Configuration & Shared Components
- Operating Module
- Capital Module
- Transparency & Reporting
- Personnel Planning & Budgeting Module
- Financial Statements

### Production System

As per hosting agreement, Euna will establish a single production instance of the Euna Budget system.

Note that in addition to the hosted production system, the Customer must provide user workstation environments as follows:

- A web browser: supported browsers - Microsoft Edge, Firefox latest release, Chrome latest release
- Microsoft .NET Runtime 4.68 installed
- Microsoft Excel® 2007 or newer (if spreadsheet export/import feature is required, and/or saving reports as Excel is required)
- Microsoft Word® 2007 or newer (if scheduled reporting and/or saving reports as Word is required)
- Microsoft's freely available desktop version of Report Builder installed (if self-serve report authoring is required from browsers other than Internet Explorer or Edge) - note that Microsoft has rebranded this "Power BI Report Builder"

### Sandbox System

A single sandbox environment is hosted for the Customer's development/test/QA/training needs. It is refreshed on demand by administrative users from within the application and is a clone of the production database. Integrations are

not enabled by default and single sign-on (SSO) may need to be configured for sandboxes. Any additional in scope sandbox environments will be included in the Detailed Scope of Work in Section 2.2.

## **Project Management & Analysis**

The scope includes overhead of project management and analysis. Euna will assign an implementation manager (PM) to lead this implementation on Euna's behalf. The role and responsibility of the PM is to ensure that the product is implemented according to this SOW. The project management approach and roles and responsibilities associated with this SOW are outlined in more detail in Sections 3 and 4, respectively.

The time allocated to project management is estimated at 35 weeks contiguous from project kickoff. Any additional, customer-specific, weeks of project management that are in scope will be included in Section 2.2 scope tables below. Where delays are not on the part of Euna Solutions, additional project management and analysis beyond this limit may be billable at Euna Solutions' standard services rate.

## **Data Loading**

The Customer can use the software's user interface or Euna Budget's Microsoft Excel export/import feature to further amend and maintain data, or to load data where this is a Customer task. For example, where Euna's work to load prior year data may be limited to a specific number of years in order to reduce implementation cost, there is no system limit to the number of prior years that the Customer can load using The Solution's export/import feature.

## **Standard Entities and Data Structures**

The Euna Budget system is a relational database built on a standard data model. Using the system's user interface, this data model may be enhanced to mirror the Customer's data structures, notably the chart of accounts that is unique to the Customer's institution. While all of the standard tables ('entities') must be retained, the following points are held to be true:

- Any of the standard entities may be renamed to match the Customer's terminology
- Out-of-the-box entities may be ignored, or in some cases filled with place-holder data, if not useful
- There is a defined, immutable, relationship between certain entities - for example Costing Centers (Operating) and Projects (Capital) roll up to a single Department, each in turn rolling up to a single Division
- The General Ledger (GL) Account/Account Category, Division/Department, Fund Category/Fund, and Asset Category/Asset Type structures must be consistent across all years and across the modules (Operating, Personnel, Capital, Financial Statements, and Performance)
- GL Account Categories must be categorized as containing either a revenue or expenditure account (accommodation is made for other account types in the Financial Statements module)
- Euna Budget enacts data integrity through the use of relational data structures. Data structures which do not follow accepted data principles (for example, re-using GL Accounts/Object Codes to mean different things to different Departments) can typically be accommodated but is not guaranteed and such accommodation can extend the import timeframe

A list of the standard entities and their relationship is available upon request.

## **Application-Level Security**

Euna will assist the Customer in determining how and when to use the various security levels available within Euna Budget. The Customer will be responsible for configuring roles, uploading users and assigning them to groups and roles.

## Standard Reports

Provision of Euna Budget's standard reports. These reports are provided as-is and may not fully address the Customer's specific reporting requirements.

## Administrator Authored Reporting

Euna Budget's reporting infrastructure allows users to create ad-hoc views which can be used as datasets when using Report Builder 3.0 for administrator authored reporting; as the data source for dashboard widgets; and as part of the ad-hoc analytics interface. Each ad-hoc view requires a base "entity" (database table), which can be one of Euna Budget's native data entities; a user configured entity; or a custom built "report entity" which consolidates the data from multiple entities and presents it to the ad-hoc view as a single entity ready to report on.

### 2.1.2 Out of Scope

Any product or service not explicitly listed in Section 2.2 below is considered out of scope. Additionally, the following items are out of scope including but not limited to:

- Major redesign of Chart of Accounts
- Development of non-standard integrations not listed in this SOW
- Data cleanup or reformatting of historical data

## 2.2 Detailed Scope of Work

The following Euna Budget components and services are included in this SOW.

Euna Budget Configuration & Shared Components	Description
Single Sign-On	Configure production instance of Euna Budget to use the Customer's existing Windows, LDAP, CAS, Google, or SAML Authentication, for user logon. Euna is not responsible for software and configuration changes required to make it authenticate with non-standard implementations of authentication protocols.

Operating Module	Description
Operating Budgeting Implementation - Full Service	<p>Configuration and data import of the following Euna Budget standard data structures, using data supplied by the Customer in Excel® workbooks provided by Euna:</p> <ul style="list-style-type: none"> <li>- Division/Department hierarchy</li> <li>- Fund categories and funds</li> <li>- Account categories and expense and revenue GL accounts</li> <li>- Statistical account categories and statistical accounts</li> <li>- Other Chart of Account segment values</li> <li>- Performance Measure units</li> </ul> <p>Import the current/future Operating budget from data import workbooks. Create dollar budget line items at the chart of account level by Costing Center. Euna Solutions will import the most recent budget with 1 year of future forecast data. Euna will repeat the import once to accommodate a refresh prior to go live.</p> <p>Import 2 prior years' Operating budgets. All prior years must have a chart of account structure that is the same as, or a subset of, the initial budget. Only the</p>

Operating Module	Description
	<p>amended OR the approved budget will be imported in each of these prior years.</p> <p>Importing actuals transactions is a customer task to add manually or with an automated integration.</p> <p>The implementation of this module includes 1 point of integration for importing the Operating actual costs from the Customer's general ledger to Euna Budget operating module at a transaction level on a daily basis when automatically scheduled, and/or on demand. The implementation of this module also includes 1 point of integration for exporting the Operating module budget data from Euna Budget to the Customer's general ledger at the approved budget object/costing center level when invoked by a user.</p> <p>Euna will load the agreed data once and provide error/validation reports; additional loads or corrections outside scope may require a change order.</p> <p>The Euna PM is not responsible for cleaning data and will not repeatedly load data in order to repair issues and/or add missing information.</p> <p>The implementation of this module includes one training session for training trainers, advanced users and application administrators in the features and use of the Operating module.</p>
<p>Amended Budget Export (Operating)</p>	<p>Automated facility to transfer individual approved amendments to the Operating module budget data, from Euna Budget to the Customer's ERP general ledger, or the other direction as required.</p> <p>This interface is required only in the case where the Customer requires the amended budget to be synchronized between the two systems and where the general ledger cannot be updated by re-running the full export provided in the included "Budget Export" integration.</p> <p>Euna will create no more than 1 point of integration for the operating budget amendments.</p>

Personnel Planning & Budgeting Module	Description
<p>Personnel Budgeting Implementation - Full Service</p>	<p>Configuration and data import of standard Euna Budget Personnel data structures, using data supplied by the Customer in Excel® workbooks provided by Euna. At a minimum, the files will contain the data necessary to:</p> <ul style="list-style-type: none"> <li>- Create positions</li> <li>- Create salary grades</li> <li>- Create salary grade steps</li> <li>- Create modifiers (benefits)</li> <li>- Create employees</li> <li>- Allocate employees to positions</li> <li>- Allocate positions to costing centers</li> </ul> <p>For the purpose of the above, the definitions of positions, grades, grade steps, employees and modifiers shall be those found in the Euna Budget Personnel manual. The relationships between them shall be those currently supported by Euna Budget and described in the Euna Budget Manual.</p>

Personnel Planning & Budgeting Module	Description
	<p>Import of Positions &amp; Employees, Grades &amp; Scales and Position Costing is in scope. Creation of Benefits (Modifiers) to generate supplementary personnel costs such as benefits, allowances and insurance is a Customer task.</p> <p>Euna will load the agreed data once and provide error/validation reports; additional loads or corrections outside scope may require a change order. The Euna PM is not responsible for cleaning data and will not repeatedly load data in order to repair issues and/or add missing information.</p> <p>The implementation of this module includes one training session for training trainers, advanced users and application administrators in the features and use of the Personnel module.</p>

Capital Module	Description
<p>Capital Budgeting Implementation - Full Service</p>	<p>Configuration and data import of the following Euna Budget standard data structures, using data supplied by the Customer in Excel® workbooks provided by Euna, if not already done as part of the Operating Module implementation:</p> <ul style="list-style-type: none"> <li>- Division/Department hierarchy</li> <li>- Fund categories and funds</li> <li>- Account categories and expense and revenue GL accounts</li> <li>- Statistical account categories and statistical accounts</li> <li>- Other Chart of Account segment values</li> </ul> <p>Configuration and data import of standard Euna Budget Capital data structures, using data supplied by the Customer in Excel® workbooks provided by Euna. At a minimum, the files will contain the data necessary to:</p> <ul style="list-style-type: none"> <li>- Create Projects (including closed projects where historical budget is to be loaded)</li> <li>- Add Projects to Departments consistent with, and shared by, the Operating budget module</li> <li>- Define Project Promotion Stages</li> </ul> <p>The configuration data may optionally contain data necessary to:</p> <ul style="list-style-type: none"> <li>- Define Asset Categories &amp; Asset Types</li> <li>- Define Project Regions</li> <li>- Define a Single Set of Project Ranking Metrics</li> </ul> <p>Import the current/future capital budget from data import workbooks. Create dollar budget line items with GL Accounts and Funds by Project. Import up to two prior years' capital budgets. All prior years must have a chart of account structure that is the same or a subset of the initial budget. Only the amended OR the approved budget will be imported in each of these prior years.</p> <p>Importing Capital actuals transactions from data import workbooks is a customer task or can be done via integration.</p> <p>The implementation of this module includes 1 point of integration for importing the Capital actual costs from the Customer's general ledger to Euna Budget capital module at a transaction level on a daily basis when automatically scheduled, and/or on demand. The implementation of this module also includes 1 point of integration for exporting the Capital module budget data from Euna Budget to the Customer's general ledger at the approved budget object/project level when invoked by a user.</p>

Capital Module	Description
	<p>Euna will load the agreed data once and provide error/validation reports; additional loads or corrections outside scope may require a change order. The Euna PM is not responsible for cleaning data and will not repeatedly load data in order to repair issues and/or add missing information.</p> <p>The implementation of this module includes one training session for training trainers, advanced users and application administrators in the features and use of the Capital module.</p> <ul style="list-style-type: none"> <li>- Division/Department hierarchy</li> <li>- Fund categories and funds</li> <li>- Account categories and expense and revenue GL accounts</li> <li>- Statistical account categories and statistical accounts</li> <li>- Other Chart of Account segment values</li> </ul> <p>Configuration and data import of standard Euna Budget Capital data structures, using data supplied by The Customer in Excel® workbooks provided by Euna. At a minimum, the files will contain the data necessary to:</p> <ul style="list-style-type: none"> <li>- Create Projects (including closed projects where historical budget is to be loaded)</li> <li>- Add Projects to Departments consistent with, and shared by, the Operating budget module</li> <li>- Define Project Promotion Stages</li> </ul> <p>The configuration data may optionally contain data necessary to:</p> <ul style="list-style-type: none"> <li>- Define Asset Categories &amp; Asset Types</li> <li>- Define Project Regions</li> <li>- Define a Single Set of Project Ranking Metrics</li> </ul> <p>Import the current/future capital budget from data import workbooks. Create dollar budget line items with GL Accounts and Funds by Project. Import up to two prior years' capital budgets. All prior years must have a chart of account structure that is the same or a subset of the initial budget. Only the amended OR the approved budget will be imported in each of these prior years.</p> <p>Importing Capital actuals transactions from data import workbooks is a customer task or can be done via integration.</p> <p>The implementation of this module includes 1 point of integration for importing the Capital actual costs from the customer's general ledger to Euna Budget capital module at a transaction level on a daily basis when automatically scheduled, and/or on demand. The implementation of this module also includes 1 point of integration for exporting the Capital module budget data from Euna Budget to the customer's general ledger at the approved budget object/project level when invoked by a user.</p> <p>Euna will load the agreed data once and provide error/validation reports; additional loads or corrections outside scope may require a change order. The Euna PM is not responsible for cleaning data and will not repeatedly load data in order to repair issues and/or add missing information.</p> <p>The implementation of this module includes one training session for training trainers, advanced users and application administrators in the features and use of the Capital module.</p>
Amended Budget Export (Capital)	Automated facility to transfer individual approved amendments to the Capital module budget data, from Euna Budget to the Customer's ERP general ledger or

Capital Module	Description
	<p>project system, or the other direction as required.</p> <p>This interface is required only in the case where the Customer requires the amended budget to be synchronized between the two systems and where the general ledger cannot be updated by re-running the full export provided in the included "Budget Export" integration.</p> <p>Euna will create no more than 1 point of integration for the capital project budget amendments.</p> <p>This interface is required only in the case where the Customer requires the amended budget to be synchronized between the two systems and where the general ledger cannot be updated by re-running the full export provided in the item in the "Budget Export" item above.</p> <p>Euna will create no more than 1 point of integration for the capital project budget amendments.</p>

Financial Statements	Description
Financial Statements Feature Configuration	<p>Configuration and data import of standard Euna Budget financial statement data structures, using data supplied by the Customer in Excel® workbooks provided by Euna:</p> <ul style="list-style-type: none"> <li>- Balance Sheet Categories and Accounts</li> <li>- Balance Sheet Actual Cost Types</li> <li>- Cash Flow Categories</li> <li>- Lines of Cash Flow Reporting</li> </ul> <p>Euna will import 2 fiscal years of balance forecast data. Euna Solutions will repeat the import once, to accommodate a refresh prior to going live. All years must have a chart of account structure that is the same as, or a subset of, the initial budget.</p>

Transparency & Reporting	Description
OpenBook & Report Studio Implementation - Pro	<p>For OpenBook and Report Studio implementation:</p> <ul style="list-style-type: none"> <li>- Configure ad hoc views in Euna Budget as a convenient source of source of OpenBook Core data. Euna will, with the help of the Customer, configure up to 3 ad hoc views as a source of data for OpenBook Core. The Customer can configure as many additional views as required</li> <li>- Euna will assist in configuring OpenBook Core Visualizations and Stories to a limit of 10 hours consulting time. The Customer can add their own datasets and stories</li> <li>- Euna will train the Customer how to use Report Studio and configure 1 report to a limit of 5 hours consulting time. The customer can configure as many additional reports as required</li> <li>- System Administration of OpenBook is a customer task</li> </ul>
Budget Book Implementation - Pro	<p>The Customer can add multiple Budget Books to their OpenBook site following their approval workflow in "Budget Book Studio". Budget Books are built with a customer-defined layout of data tables, reports, paragraphs of text, images, charts, and can embed OpenBook's "highlights" and "spotlights". Euna will assist in configuring the first Budget Book, over a period not exceeding 12 weeks to a limit of 40 hours.</p>

Transparency & Reporting	Description
	<p>Euna services include:</p> <ul style="list-style-type: none"> <li>- Training, including an optional introduction for newcomers to OpenBook</li> <li>- Review source budget data: account groups, funds, and departments</li> <li>- Configuration of a Budget Book to support these structures (Note: Budget Book is not suitable for arbitrary data mapping, complex (re)calculation of values, and/or reporting of budget using roll-ups and segments other than those by which the budget is built and managed in Euna Budget.)</li> <li>- Creation of “views” in Euna Budget *</li> <li>- Development of no more than two reports in Report Studio incorporating custom formatting, row or column calculations and sub-totals</li> <li>- Configuration &amp; testing of data integration from Euna Budget *</li> <li>- Configure standard content and assist with requested changes to standard format</li> <li>- Guidance on completing tasks, including:               <ul style="list-style-type: none"> <li>- manual input of values deemed non-automatable</li> <li>- insertion of unstructured data from files such as images, maps, award certificates, and charts</li> <li>- sharing experience of layout and content options</li> </ul> </li> <li>- Miscellaneous configuration and content authoring assistance</li> </ul> <p>* Where the source system is not Euna Budget Professional, the Customer is responsible for providing clean, well organized data in CSV file for upload. In these cases, changes must be uploaded using point in time data files, as the system does not support automated synchronization from external sources.</p>
ACFR Implementation - Pro	<p>The Customer can create an Annual Comprehensive Financial Report (ACFR) in their OpenBook site using Report Studio and an approval workflow in “Budget Book Studio”. ACFRs are built with a customer-defined layout of data tables, reports, paragraphs of text, images, charts, and can embed OpenBook’s “highlights” and “spotlights”. Euna Solutions will assist in configuring the ACFR over a period not exceeding 12 weeks, to a limit of 40 hours.</p> <p>Euna Solutions services include:</p> <ul style="list-style-type: none"> <li>- Training, including an optional introduction for newcomers to OpenBook</li> <li>- Review source budget, financial and statistical data such as account groups, funds, departments, report categories and performance metrics</li> <li>- Configuration of an ACFR to support these structures (Note: OpenBook, Budget Book Studio and Report Studio are not suitable for arbitrary data mapping, complex (re)calculation of values, and/or reporting using roll-ups and segments other than those by which the budget, balance sheet and stats are built and managed in Euna Budget.)</li> <li>- Creation of “views” in Euna Budget *</li> <li>- Development of no more than two reports in Report Studio incorporating custom formatting, row or column calculations and sub-totals</li> <li>- Configuration &amp; testing of data integration from Euna Budget *</li> <li>- Configure standard content and assist with requested changes to standard format</li> <li>- Guidance on completing tasks, including:               <ul style="list-style-type: none"> <li>- manual input of values deemed non-automatable</li> <li>- insertion of unstructured data from files such as images, maps, award certificates, and charts</li> <li>- sharing experience of layout and content options</li> </ul> </li> <li>- Miscellaneous configuration and content authoring assistance</li> <li>- Overview of the ACFR checklist and starter template</li> </ul>

Transparency & Reporting	Description
	* Where the source system is not Euna Budget Professional, the Customer is responsible for providing clean, well organized data in CSV file for upload. In these cases, changes must be uploaded using point in time data files, as the system does not support automated synchronization from external sources.

### 2.3 Customer-Specific Work

Customer-specific work includes client business rules (CBRs), modifiers, user interface (grids, forms, etc.), non-standard integrations, hand-crafted reports, and ad-hoc entities.

Customer-specific work not listed here including specialized reporting and dashboard requirements can be accommodated upon receipt and acceptance of a change order, which will include a specification and may include an estimate for the work to be charged on a time & materials basis at the applicable rate.

Before Euna undertakes any customer-specific work described herein, as well as integrations with other systems, and data imports, the Customer and Euna shall prepare and sign-off on the detailed specifications (“Specifications”) for the work to be performed.

Once completed, the customer-specific work shall be warranted by Euna in accordance with the “Technical Support Services” section of the Software License Agreement.

### 2.4 Integrations

“Integration” as used in this SOW refers to the automation of data exchange between Euna Budget Pro and 3rd party systems. For each of the integrations in scope, Euna shall be responsible for:

- Configuring data transformations, as described by the Customer during the implementation
- Providing the software interface into Euna Budget Pro, and the operational infrastructure required to manage the integration

Euna does not offer services to build the 3rd party system end of integrations. The Customer is responsible for creating data sources and destinations within their 3rd party systems, either through their IT team or through their system’s integrator. Such data sources and destinations may be database queries, delimited files, and/or web services.

The Customer is advised that in a “cloud” environment, Euna is unlikely to be granted the local network access to the Customer's other enterprise systems for a direct database-to-database integration. The most likely mode of integration will be exchange of formatted text (.CSV) files transmitted using secure FTP (SFTP or FTPS). Integration via web services may be possible where the 3rd party system provides a web services interface that provides/accepts data required by the Customer. It will be the Customer's responsibility to create or cause to be created the necessary file transfer mechanism on their side of the transfer; and to ensure that the 3rd party system's integration components are available, including web services where used.

For all integrations in scope, the following are held to be true except where specifically listed as a customer-specific integration:

- Records being copied into the Solution require a unique key to unambiguously match incoming data with pre-existing records. This key may be a single field value (e.g. Object Code) or a combination of multiple values (e.g. Position+Employee Number). An exception report is provided for data elements which cannot be thus matched. In the case of the Capital integrations this is particularly noteworthy: each record must include a unique project identifier (e.g. Project Number)
- While it is likely that the Solution can accommodate any chart of account segments (“chart fields”), and Euna shall accommodate reasonable requests for mapping chart fields to accommodate situations such as legacy account structures, the encoding and decoding of arbitrary structures and mappings (those which cannot be logically described) is not in-scope
- Euna Budget integrations do not include the synchronization of chart of account strings, segments, or combinations; which is to say that the list of funds, GL accounts, costing centers, and projects, etc. is not automatically updated from the general ledger or other external system
- Each distinct data source and/or output file is considered one point of integration. For example, if Statistical Actuals are required from multiple data sources, Euna will need to configure one integration for each data source and a single Statistical Actuals integration will be insufficient
- Filtering is coded into the integration and there is no custom user interface for the selective export of sections of the budget except to choose a budget year, or in the case of Actuals imports the date range
- Standard budget export integrations, where in scope, do not have the ability to export only changes since the last export. The entire budget is exported each time. A budget amendment export integration is required in order to export selected parts of the budget, such as changes since the last export
- Amended budget export integrations, where in scope, will be either export individual amendments as created, or export the batch of amendments since the last export, or import amendments from the general ledger system as read-only budget lines. Which of these options is used is a detail determined during the implementation, but each amendment integration will only work in one of these modes
- Actuals Import integrations cannot be used to amend the budget

## 2.5 Data Conversion

Euna will provide standardized templates and guidance for the initial data load, including Chart of Accounts, budget data, and a limited number of prior years as agreed. The Customer is responsible for preparing and delivering clean, complete, and validated data. Data must align with the system’s relational model (e.g., consistent Chart of Accounts, funds, and departments). Final review and sign-off of converted data is the Customer’s responsibility.

Euna is not responsible for cleansing, reconciling, or reformatting Customer data; all data provided must be accurate, complete, and in the agreed format before loading. Failure by the Customer to provide clean, validated data in the required format may delay the project schedule, impact deliverable quality, and result in additional cost through a change order.

## 3. Project Management Approach

### 3.1 Project Management Methodology

Our professional services team uses a hybrid Agile/Waterfall project management approach that helps align project goals and outcomes with stakeholders. This combined approach emphasizes planning and documentation as well as collaboration between stakeholders and project teams. It allows for regular meetings with stakeholders to gather feedback and ensure that the project is progressing in the right direction.

## 3.2 Project Governance

Euna and the Customer will set up a clear governance framework to keep the project on track. This framework will define roles, meeting schedules, escalation paths, and decision-making processes to ensure quick issue resolution and smooth progress. Euna Solutions will support the Customer's project leadership by:

- Helping define governance and escalation processes
- Supporting change control
- Recommending meeting schedules and formats
- Advising on managing project risks, actions, and decisions

The Customer is ultimately accountable for governance, including timely decisions, approvals, prioritization, and resourcing. Euna is not responsible for delays or outcomes caused by the Customer's failure to meet these responsibilities. Delays in governance decisions or approvals may affect the project's schedule, deliverables, or costs. Such impacts will be managed through the change control process.

## 3.3 Project Plan

The detailed project plan will be prepared by the Euna Project Manager or Project Representative in consultation with the Customer's Project Manager and designated team members. The project planning phase will establish the specific approach to implementing the project. The plan will outline major milestones, deliverables, and responsibilities, and will serve as the baseline for monitoring progress, managing risks, and ensuring accountability throughout the engagement.

## 3.4 Implementation Approach

Our 27 years of budget software development and implementation experience guides our delivery methodology. At Euna, we emphasize flexibility, collaboration, and responsiveness – without enforcing rigid frameworks. By delivering solutions iteratively and engaging stakeholders throughout the process, we ensure that evolving needs are met efficiently and transparently. Customers benefit from a hybrid model that combines the adaptability of Agile with the discipline of milestone-based delivery. This means faster time-to-value, reduced rework, and confidence in both the process and the outcomes.

## 3.5 Milestones, Deliverables & Timeline

A milestone marks a key point in the project where an important phase or deliverable is completed. It shows clear progress, gives both parties confidence that work is on track. Milestones help keep the project organized and ensure accountability from start to finish. A deliverable is a clear and agreed-upon result of the work being done such as a document, report, design, system feature, or other item the project team is responsible for providing.

The implementation timeline will vary based on the number of products being deployed, the complexity of the Customer's environment, and the availability of data and stakeholders. A specific project timeline including milestones and deliverables will be finalized during the discovery phase and incorporated into the formal project plan.

## 3.6 Escalations

To ensure timely resolution of project issues, Euna and the Customer will follow a structured escalation path. This framework ensures that concerns are addressed at the right level, with clear accountability, consistent communication, and senior engagement when necessary.

### Entry Point – Implementer

- **Role:** Implementation Manager, Project Manager, or Consultant
- **Purpose:** Serves as the primary point of contact for day-to-day project delivery

- **Responsibilities:** First escalation point, responsible for addressing issues directly, coordinating with supporting teams, and documenting details to support timely resolution

### First-Level Management

- **Role:** Direct Manager of the Implementer
- **Purpose:** Provides management oversight and additional expertise to support resolution
- **Responsibilities:** Reviews the situation, engages other functional managers as needed, and ensures consistent, professional communication with the Customer

### Director Level

- **Role:** Product-Line Director of Professional Services
- **Purpose:** Offers senior authority and broader organizational support to ensure resolution
- **Responsibilities:** Oversees escalations that require higher-level decision-making, additional resources, or broader coordination across teams

### Senior Director / Executive Level

- **Role:** Senior Director of Professional Services or Chief Customer Officer
- **Purpose:** Ensures executive engagement and alignment at the highest level of the organization
- **Responsibilities:** Provides direct senior oversight, engages with customer leadership when appropriate, and ensures resolution efforts align with overall partnership goals

## 3.7 Acceptance

All project milestones will go through a simple approval process to keep things clear and accountable. Euna will communicate that a project milestone is complete and ready for Customer sign off. Requested changes will restart the review cycle. Final milestone approvals will be captured in project records. Major scope changes and formal change requests also require written approval before moving forward.

The project will be considered complete when all deliverables defined in this SOW have been completed and accepted by the Customer in accordance with the acceptance criteria. Acceptance can be confirmed by sign-off, written approval, or documented live use of the system. Deliverables that meet requirements in substance will be accepted, even if small issues remain that don't affect core functionality.

## 3.8 Testing

Euna uses a structured testing process for Euna Budget that validates system functionality, performance, and data integrity prior to go-live. Testing responsibilities are shared between Euna and the customer, with each phase designed to confirm stability and readiness of the configured environment.

- **System Testing:** System testing is conducted within the configured client environment to verify core functions, workflows, and permissions. Environment backups and restorations are performed through Euna DevOps, ensuring rollback capability if needed. Automated nightly performance jobs run on standard configurations to monitor application stability
- **Integration Testing:** Integration testing applies when data exchanges occur with external systems. For API integrations, Euna validates connectivity and data accuracy. For CSV imports, the customer provides a sample file for testing; Euna runs the import, and the customer reconciles results
- **Performance Testing:** Euna performs automated load and stress tests to confirm application stability and scalability under normal operating conditions. These tests help identify performance issues prior to production deployment

- **User Acceptance Testing (UAT):** UAT is led by the customer to confirm that configured workflows meet business requirements. Euna provides a sample test script as a reference. The customer conducts testing, records results, and determines acceptance; the Euna Implementation manager remains available for clarification or technical support as needed

## 3.9 Training

### Training Approach

Euna Solutions' standard training model is to train the trainers / advanced users within the Customer's organization in all implemented aspects of the application. Training is a blend of online courseware and “live” training, via a web conference. In the case of video training, Euna’s PM will field outstanding questions after the scheduled viewing. Where a specialist trainer is “In Scope” below, this might be as a follow-up to a video or presentation of the entire course.

### Training Schedule

Euna’s PM will identify when training should be delivered during implementation. The Customer may prefer to receive some or all of their training in the early stages of the implementation, in the knowledge that such training will need to be carried out using a generic training database. Alternatively, the Customer may choose to wait until the implementation is substantially complete in order to be trained on their own instance of Euna Budget.

Having received train-the-trainer training, the Customer is responsible for training the end users, except where explicitly included in the SOW (Section 2.2).

### Training Locations

**Remote Training:** Additional training provided by Euna will be delivered using web conferencing tools. Attendees can participate in the training from multiple locations using their own computer, or in a conference room with shared screen (their own computer is recommended). Audio is provided by telephone or the computer's own audio facilities. These sessions may be recorded upon request, with the unedited recording provided to the Customer for storage and dissemination using their own media repository.

### Online Resources

Euna Solutions maintains a substantial library of online training courseware. Having signed-up with a valid Customer email address, all material is available to all users during and after the implementation.

## 3.10 Support

### During Implementation

Throughout implementation, customers will receive support from a dedicated PM and the project team. The PM oversees scheduling, communication, and milestone completion, serving as the primary point of contact for project coordination and issue tracking. During this phase, all Customer questions or system-related issues are discussed during weekly project meetings with the PM. Responses are managed directly by the implementation team and verified through scheduled project meetings.

### Steady-State Support

Following acceptance, ongoing support transitions to Euna’s Support Services organization. This includes continuous maintenance, issue resolution, and product guidance for the life of the subscription. Support is available via phone at 1.844.226.3862 (Monday through Friday, 8:00 AM–8:00 PM ET, excluding major North American holidays), by email, or through the Euna Customer Portal at <https://customer.eunasolutions.com/s/>. The portal provides 24/7 access for case submission, tracking, and access to EunaHelp resources, including searchable documentation and training materials. Average response time is typically under two hours, with no cap on the number of support requests. The assigned CSM

remains the customer's ongoing liaison, coordinating periodic reviews, updates, and escalation management as required.

## 4. Roles and Responsibilities

### 4.1 Project Roles

#### 4.1.1 Euna's Project Team

Euna will assign qualified personnel to deliver the services described in this SOW. All work will be performed in a professional manner consistent with industry best practices. Additional roles may be required depending on project scope, complexity, and Customer requirements. The complete team structure, including both Euna and Customer roles, will be confirmed in the jointly developed Project Plan following contract execution. Euna reserves the right to substitute personnel with resources of equivalent qualifications and experience, with prior notice to the Customer.

#### Core Roles

At a minimum, Euna anticipates providing the following roles:

- **Executive Sponsor** – Provides overall strategic oversight and serves as an escalation point
- **Project Manager or Representative** – Responsible for day-to-day management, coordination, and reporting

#### 4.1.2 Customer Team

The Customer agrees to provide sufficient staffing resources throughout the duration of the project to ensure a successful implementation. These Customer team roles may include:

- **Project Sponsor:** Senior leader who provides strategic direction and removes barriers to success
- **Project Manager / Coordinator:** Main liaison to the Euna project team. Responsible for internal coordination, scheduling, and approval cycles
- **Subject Matter Experts (SMEs):** Representatives from relevant departments who provide input into requirements, participate in meetings, testing, and training
- **System Administrator(s):** Staff who will manage the solution post-implementation and participate in configuration and administrative training
- **IT Support (as needed):** Assists with data extraction, testing, and internal system access/setup (e.g., SSO, integrations)

The Customer is responsible for ensuring timely access to relevant personnel, systems, and information as required to meet the project timeline. Lack of availability may result in delays or changes to the schedule.

### 4.2 Shared Responsibilities

Euna and the Customer agree that the implementation of the Solution is a shared responsibility, and that they will employ their best efforts to complete their agreed tasks on a timely basis. Neither Euna Solutions nor the Customer is expected to have resources available to mitigate timeframe slippage caused by the other party, and neither shall have an obligation to do so.

#### 4.2.1 Customer Delay Charges

If the Customer fails to provide required data, resources, facilities, or approvals in accordance with agreed-upon project plan and timeline by the agreed dates, and such failure results in delay, Euna may invoice the Customer for:

- Idle time of project resources at Euna's then-current professional services rates; and/or

- Additional costs reasonably incurred to reschedule resources, extend the project timeline, or re-perform work that must be repeated due to the delay

Such charges will be billed in accordance with Euna's then-current professional services rate card and are in addition to the fixed or milestone fees described in this SOW. Delays caused by Euna will not trigger such charges.

### 4.3 Customer Responsibilities

A comprehensive assignment of Customer responsibilities will be confirmed in the jointly developed Project Plan after project kick-off. Delays or deficiencies in Customer responsibilities may impact the project timeline, deliverables, or costs. Such impacts will be managed through the change control process. Typical Customer responsibilities include, but are not limited to:

- Providing timely responses to configuration and data validation requests
- Participating in meetings
- Participating in internal testing of configurations and training activities as appropriate
- Delivering accurate and complete data for migration
- Providing access to required technical resources where integrations are in scope
- Running the Customer's project according to its own standards, practices, and protocols
- Acting as the primary communication point with the Euna Project Manager
- Providing definitive responses on decision points
- Executing Customer deliverables in a timely manner and advising the Euna PM of expected completion dates
- Reviewing implementation training materials in a timely manner.
- Ensuring all Customer team members understand their roles and responsibilities
- Conducting and signing off on end-to-end testing (with Euna providing support)
- Performing all data validation
- Reviewing and providing formal approval (sign-off) on Euna deliverables

### 4.4 Euna Responsibilities

Euna will provide professional services to deliver the implementation described in this SOW. Euna's responsibilities include guiding the Customer through a structured implementation process, providing configuration expertise, training, and project oversight to support a successful deployment. Euna reserves the right to allocate resources as needed and may adjust staffing or delivery methods at its discretion, provided qualified personnel are assigned to meet project objectives.

Typical Euna responsibilities include:

- Coordinating the development of the project plan in consultation with the Customer Project Manager and team members
- Ensuring the timely execution of Euna's deliverables
- Ensuring that members of the Customer team are sufficiently educated in the Euna Budget application and understand the implications of initial design decisions
- Providing the Customer with timely and detailed descriptions of the items identified as "Customer task" within this SOW, along with their expected completion dates
- Providing regular progress status reports to the key team members
- Advising the Customer of the impact on the expected delivery dates of any Euna or Customer deliverable is advanced or delayed
- Tracking issues through an issue log
- Authoring and coordinating the approval of change order estimates, and the execution of the deliverables approved

## 5. Assumptions

This project assumes that implementation will be conducted primarily through remote collaboration using Euna's standard toolsets for communication and documentation. Project success is contingent on timely participation from Customer stakeholders and data readiness. Any material changes to the project scope or timeline will require a formal change order and may result in adjustments to fees or timelines. Project start is dependent on contracting.

## 6. Change Control Process

### 6.1 Purpose

To ensure alignment and control throughout the project, any changes to the approved project scope, schedule, or cost must follow a formal change control process.

### 6.2 Change Request Submission

Either Euna or the Customer may initiate a change by completing and submitting **Change Order Form (Exhibit 2)**. The form must include a description of the change, originator, justification, and an assessment of potential impacts on scope, schedule, cost, and resources. Any proposed change must go through an approval process before implementation.

Operational changes, such as adjustments to internal processes, documentation updates, or clarification of existing deliverables that do not materially affect scope, schedule, cost or contractual obligations, may be approved at the project team level and do not require a formal Change Order, provided they do not:

- Add or remove existing deliverables
- Result in additional costs
- Impact contractual milestones or timelines
- Require customer sign-off under the terms of the contract

In projects where a dedicated Project Manager is not assigned, change control responsibilities will be carried out by the designated Implementation Lead, or teams within Euna, hereafter referred to collectively as the 'Project Representative'.

- **Identify the change** – a stakeholder identifies a potential change and submits the request to the project representative, including rationale and anticipated impact
- **Internal Review and Impact Assessment** – The project representative will conduct an internal review to assess the impact of the proposed change on scope, timeline, budget, resources, and risk. Based on this assessment, the change may be accepted, modified, or rejected. If the change is accepted or modified and deemed to require formal documentation, a Change Order Form will be submitted to the Customer for approval.

### 6.3 Approval and Authorization

All changes requiring a formal Change Order Form must be approved in writing by authorized representatives of both Euna and the Customer. A signed Change Order Form shall serve as authorization to proceed with the work described therein.

If the Customer requires a formal amendment to the contract or SOW, Euna will collaborate with the Customer to execute the amendment in accordance with their contractual procedures. The Change Order will serve as the basis for the amendment. No additional work beyond the scope of the signed Change Order will be initiated until the amendment is fully executed.

### 6.4 Implementation and Documentation

Once a change is approved through a signed Change Order Form, Euna will update the project management plan, associated baselines, and any relevant documentation to reflect the approved change. If the change affects contractual terms such as scope, cost, timeline, or deliverables, the SOW will be updated through a formal amendment or addendum, in accordance with the Customer’s contractual procedures.

The Project Representative will oversee execution of the change. Implementation will not begin until all required approvals are obtained and, where applicable, the contract amendment is fully executed.

All relevant stakeholders will be informed of the approved change to ensure alignment and transparency. The Project Representative will monitor the change’s impact to confirm it supports project goals and does not introduce unintended risks.

The Project Representative will maintain a Change Log to track all approved changes. The Change Log will also serve as the source of truth for the current SOW baseline and version history.

## 7. Risk Management

Euna and the Customer will work together to identify and address risks that may affect the project’s scope, schedule, budget, or quality. Risks will be reviewed during regular project meetings, and mitigation steps will be agreed upon in writing where appropriate. Each party is responsible for promptly notifying the other of any known or anticipated risks within their control and for taking reasonable steps to minimize such risks. Euna shall not be liable for delays, increased costs, or other impacts arising from risks caused by the Customer, third-party vendors, or circumstances outside of Euna Solutions’ reasonable control. Unresolved risks will be escalated through the governance process defined in this SOW.

## 8. Support and Maintenance

Euna will provide Support and Maintenance in accordance with its then-current support policy, as described in the Master Agreement. Support includes incident reporting, resolution tracking, and escalation processes. Service Level Agreements (SLAs) (e.g., uptime commitments, response times) are as defined in the Master Agreement.

## 9. Glossary of Terms

This section provides definitions of terms used throughout this document for clarity. The presence of a term in this glossary does not imply that the subject is applicable to this SOW's scope of work unless explicitly stated in Section 2. Scope of Work.

Term	Definition
Euna Team	Project Management, Implementation Consultants, and Technical Support staff assigned by Euna to deliver services defined in the SOW.
Customer	The organization receiving services and implementing the Euna solution.
Project	A time-bound effort to implement and configure one or more Euna products or services, as outlined in this SOW.
Module	A discrete component of a Euna software product that provides specific functionality. For example, Budget Pro includes modules such as Operating Budget, Personnel, Capital Planning, etc.
Go-Live	The point in a project when the Euna software tool or module is available for use by the Customer for real business operations.
Sandbox	A non-production environment used for testing, training, and user validation, as applicable.

Term	Definition
Configuration	The process of tailoring the system to meet Customer-specific requirements.
Customization	Non-standard products or services that are designed and developed to address a particular customer's requirements and are not part of Euna's generally available offerings.
Integration	The automated exchange of data between Euna products and third-party systems (e.g., ERP, FMS, HRIS).
Milestone	A significant point or event in a project that marks the completion of a major deliverable, phase, or decision, used to measure progress and signal readiness to move forward.
Deliverable	A clear and agreed-upon result of the work being done such as a document, report, design, system feature, or other item the project team is responsible for providing.
Project Change Order (PCO)	A formal document used to manage scope, timeline, or pricing changes during the project lifecycle.
In Scope	The work performed to deliver the products and services that are included in this SOW.
Out of Scope	The work required to deliver products and services not included in this SOW.



## 10. Signatures

IN WITNESS WHEREOF, the Customer, intending to be legally bound, has executed this Statement of Work as of the Effective Date below.

### **Village of Oak Park**

Authorized Signatory:

Name:

Title:

Effective Date: \_\_\_\_\_

### **Euna Solutions, Inc. (Optional)**

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## 11. Exhibits

### Exhibit 1: Change Order Form

#### Request Submission Information:

<b>Euna Solution Name</b>	
<b>Customer Name</b>	
<b>Name of Authorized Requestor</b>	
<b>Project Name</b>	
<b>Contract Number</b>	
<b>Change Order Number</b>	
<b>Submission Date:</b>	

#### Impact Assessment:

<b>Impacted Element</b>	<b>Description of Change Impact</b>
<b>Scope</b>	
<b>Schedule</b>	
<b>Cost</b>	
<b>Resource Impact</b>	

#### Change Summary:

All other scope, deliverables, milestones, pricing, and terms remain unchanged.

#### Pricing, Terms and Conditions

This Change Order applies solely to the delivery of Euna Solutions products and professional services described herein and shall not alter any other terms of the governing agreement between Euna Solutions ("Euna") and the Customer. Except as expressly modified by this Change Order, all pricing, terms, and conditions of the governing agreement remain in full force and effect. All work authorized under this Change Order is governed by the terms and conditions of the governing agreement. In the event of a conflict between this Change Order and the governing agreement, the governing agreement shall control unless expressly stated otherwise herein.

#### Payment Terms

Payment for the services and deliverables specified in this Change Order is due 100% upon signature of this document, unless otherwise stated in the governing agreement.

#### Approvals



By signing below, both parties authorize this Change Order and agree to the scope, pricing, and terms defined herein. No work outside the scope of this Change Order will be performed. This Change Order is governed by the master agreement and will be incorporated into the applicable SOW(s) if the change affects contractual terms such as scope, cost, timeline, or deliverables. If a separate formal amendment to the master agreement is required, the parties agree to execute such amendment; however, this Change Order shall remain a binding authorization for the changes described herein unless and until such amendment is executed.

Client Authorized Signature: \_\_\_\_\_

Client Authorized Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Euna Authorized Signature: \_\_\_\_\_

Euna Authorized Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_