EXHIBIT 16-A

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MPWMD

ORIGINAL

MONTEREY PENINSULA WATER MANAGEMENT DISTRICT

Water Demand Division Database System

Project Proposal

zone24X7
The Technology Solutions Company

Version 1.1

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San Jose, CA 95120
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Last edited: 24 September 2007

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10.1 Project Plan**Error! Bookmark not defined.**

1 Executive Summary

The Water Demand Division (WDD) of the Monterey Peninsula Water Management District (MPWMD) is responsible for processing water permits, conducting inspections, managing conservation programs, and other water use regulatory functions affecting all residential and commercial properties in the cities of Carmel-by-the-Sea, Del Rey Oaks, Pacific Grove, Monterey, Sand City, Seaside and unincorporated areas of the Carmel Valley and Pebble Beach, California.

Monterey Peninsula Water Management District (MPWMD) wishes to enhance the existing database system to incorporate more efficient and effective functionality. The enhancement should facilitate all permitting, inspection and conservation activities it administers under Rules and Regulations adopted by the MPWMD Board of Directors.

Zone24x7 Inc. is a leading global provider of technology innovation services headquartered in San Jose, California with offices in the USA, Sri Lanka and Malaysia. Zone24x7 was recognized as a **Microsoft Certified Gold Partner** in Mobility Solutions, Custom Development Solutions and Data Management Solutions competencies due to its excellent technological solution delivery. Zone24x7 is also a **Windows Embedded Partner** with market awareness and technology advantage for Windows CE .NET and Windows XP Embedded solutions.

This Proposal outlines the functionality and the strategy for development of the proposed Water Demand Division Database System. The proposed solution identifies the need and provides improved usability along with enhanced look and feel.

Zone24x7 will be a reliable and stable technology solution partner and believes that a complete and dependable solution could be delivered within the time frames identified. Zone24x7 is pleased to provide this proposal for the above requirement and looks forward to the prospect of progressing on this proposal.

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2 Overview of Zone24x7

Zone24x7: The Technology Solutions Company providing world class around the clock solutions.

Zone24x7 Inc is a leading provider of global technology innovation services. Headquartered in San Jose, California, **Zone24x7** employs the finest technology talent in the United States, Sri Lanka and Malaysia. **Zone24x7** develops and deploys mission critical, cost effective, quality enterprise products and solutions for our customers and leading software product developers.

Zone24x7's core competencies and diverse skill sets permit successful delivery of dynamic project plans in an environment of fluctuating requirements. **Zone24x7** has a unique software development model centred on global best practices. Our fast, flexible and reliable Software Development, Project Management and Delivery Process, '**ZoNe**', is based on Rational Unified Process (RUP), XP, Microsoft® Solutions Framework (MSF) & SEI CMMI Level 3 Standard. '**ZoNe**' ensures exceptional Quality Assurance and On-Time delivery—within budget—to our valued clients.

"Our success is based on impressive customer relationships and a team of high performers".

Our goal is to supply our customers with excellent services and products, based on our competence and experience. Our company is in conformity with high quality standards at every stage of the development process from the conceptual design to the product release. We are equipped with all necessary communication facilities, which allow us to be in touch with our customers 24 hours a day.

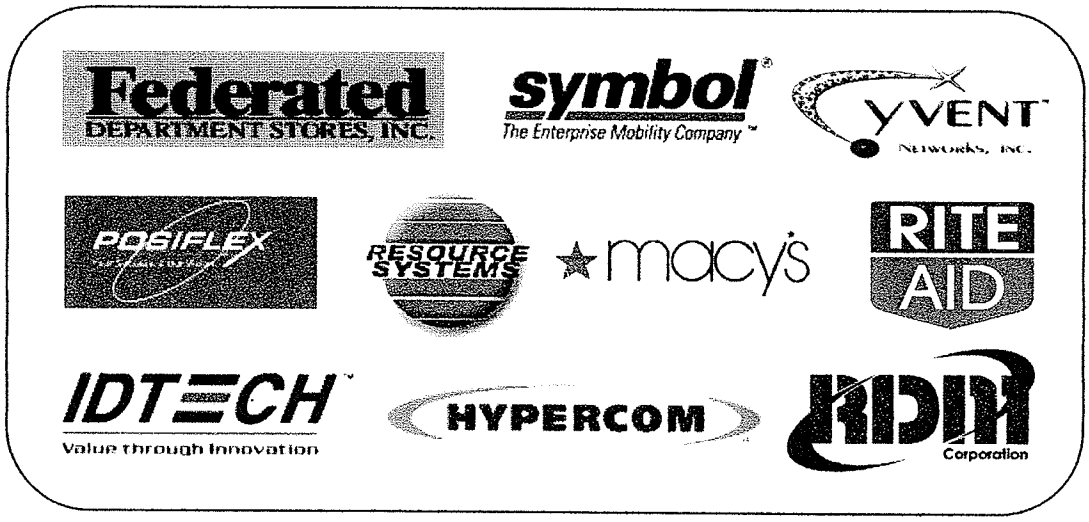
When Zone24x7 partners with your organization, we serve as the virtual extension of the enterprise helping you to identify and capitalize on business and technology opportunities. We have established effective working relationships with our customer base representing leading retailers in the USA.

2.1 World wide Customer Base

Zone24x7 is totally committed to customer service and satisfaction. Our growth is a direct result of our focus on quality, service and commitment to exceed customer requirements. At all times our unwavering focus is quality and value for our clients.

We have an outstanding track record of successful deliveries with extreme customer satisfaction, which provides us the advantage and helps our clients to leverage on the benefits.

Zone24x7 has a global customer base which includes the following:



3 Zone24x7 Experience & Expertise

Since our inception we have delivered innovation with leading-edge industry tools and business process expertise. We have accelerated the development of software products through top-quality program management, proven processes, methodologies, and tools..

3.1 Real Time Inventory System

Real Time Inventory System (RIS) is a re-write of a legacy retail store inventory system to meet new platform requirements while providing an architectural structure that is both significantly robust; and versatile to support current and future system requirements. This includes enhancement as well as opening up database possibilities for future applications at the store level.

RIS consists of a Web-Client, Thin-Client and several handheld applications that define, capture and send inventory data. The Web-client is a multi-tier architecture based on Microsoft SQL 2003 database and ASP .Net. It supports inventory data definitions and provides reporting capabilities. The solution was deployed on a clustered web farm that facilitates over 3 million transactions a month. Handheld applications support data capturing, auditing by scanning and transferring barcode using high speed RF handheld devices. Thick-clients provide the ability to upload inventory data from the handheld using workstations or laptops if there is a communication failure.

The project was initiated in March 2004 and was completed in December 2006. The tasks of the projects were undertaken and completed within 4320 person days.

The following is a summary of the application components;

Component	Description
RIS Web	Web component to setup inventory meta data. Provides several

	inventory related reports.
RIS Setup	Handheld application to setup device to capture inventory data.
RIS Scan	Handheld application to capture inventory data.
RIS Audit	Handheld application to capture audit data
RIS Data	Server component which upload inventory data to mainframe
Batch Upload Utility(BUU)	Thick client to upload batch inventory data in RF failure
RIS Balancing	Server component to check the data integrity
Remote Deployment Utility(RDU)	Handheld application to facilitate application download and execution through a menu system
Menu Builder	Tool to create handheld menu system

The RIS application was developed using the following technology;

- MS Visual C++ 1.5
- Microsoft .Net Framework 1.1 (VB.Net, ASP.Net)
- Microsoft .Net Compact Framework 1.1 (VB.Net)
- IIS Application Server
- MS SQL Server 2003 / IBM DB2
- MS SQL Reporting 2000

Proprietary information redacted

3.2 Customer Testimonials

"Zone24x7 team had been a great support for us in providing very innovative solutions which set up apart from our competition. "

Proprietary information redacted

"To the extended team, that worked on our project for the last 7 months, your dedication and teamwork were unparalleled. Congratulations, I applaud you on this major accomplishment!

Proprietary information redacted

"I would like to say how please I am with Zone and the projects we have worked on together. Being in the position I am, I frequently get asked about my opinion of off-shore development and I am quite happy to be able to respond very positively each time, and reference my real-life experience."

Proprietary information redacted

4 Zone24x7 Advantage

4.1 What We Offer

- Development of mission critical, cost effective enterprise products and solutions
- Technology Risk Mitigation and acceleration of product releases by partnering with our technical team
- Technology Outsourcing and Project Management Services
- Retail Enterprise Solutions
- Mobility Solutions - Embedded Software Development
- Systems Integration and Technical Consultancy

4.2 Our People

Zone24x7's most valuable asset is its people. We focus on state-of-the-art technologies that attract and retain top-notch technology professionals who thrive on helping our clients succeed. Our customers recognize them for their exceptional performance, innovation, and creativity. We take great pride in providing thought leadership, building sophisticated cutting edge solutions and exceeding creating client expectations.

4.3 Domain Expertise of a US Based Company

Zone24x7 is headquartered in the US, where our expertise, technology, and domain leadership is in close proximity to our clients and the markets. We strive to earn a trusted partner status with our clients through a high touch, high value and high engagement experience.

4.4 Focus on Emerging Technologies

Zone24x7's mission is to provide next generation technology and innovation services to our clients. We are at the forefront of industry trends and work with the leading product development companies. This focus on new technologies motivates our staff and results in **Zone24x7**'s ability to attract and retain the best talent.

4.5 Value Proposition

- Our value proposition is based on three layers forming the pyramid of excellence: People, Process and Engineering.
- **Zone24x7**'s wealth of emerging technology expertise enables it to provide technology solutions to large U.S. corporations in enterprise domains including Retail, Digital Media, Healthcare and Wireless/Mobile industry.
- **Zone24x7** is the technology partner of choice for clients seeking to utilize technology solutions in order to improve their business and create a competitive advantage.
- We have a proven track record. We work closely with large Tier 1 retailers in the United States and have established over 200,000 POS lanes.
- **Zone24x7**'s management draws from prior experience including the founding and success of several companies including; Mobinetix Technologies, Crossvue and @pos.com (now a wholly owned subsidiary of Motorola Inc).
- Reduce time-to-market! We are intense, innovative, and energetic. We combine these qualities with 'ZoNe' processes specifically tuned for rapid development and manage software projects and clients to start seeing results in a matter of weeks.

5 Proposed Solution

The proposed solution provides the following services:

- **Online real-time application / request submission process (Document Manager):** This would enable the property owners to obtain, fill and submit various automated forms to WDD-DBS (i.e. permit, rebate applications, appeals). In addition, this process will support notifications (i.e. various violation notifications, credit letters, appeals and overuse consumption notification etc.) and resubmissions (including multiple amendments). Archiving and maintenance of the entire document fleet will be governed through the document management service.
- **Consumer Account Manager:** This service will act as a controller / supporting function to maintain all the consumer accounts and profiles. This service will link all the property information and the various correspondences to the appropriate property owners.
- **Schedule Manager:** Allows the system users to schedule various inspections (i.e. Permit inspection, Conservation inspections, water user credit inspections etc.), generate and send notifications (through automated mailing) to the property owners.
- **Online Inquiry Manager:** Presents different categories of information to WDD system users as well as the property owners. This will include status information of various documents submitted to WDD (i.e. permit application statuses, various inspection reports, and rebate reports), rebated items, rates and water usage information etc.
- **Report Manager:** This process will allow the users to generate various reports and publish certain reports so that relevant water consumers could view, download and print various documents and reports (i.e. Inspection reports, conservation reports, water consumption reports and correspondence reports etc.).

  A futuristic suggestion would be to have online (or offline disconnected) data capturing mechanism for various property inspections (i.e. Permit inspection, conservation inspection etc.). This could be a PDA base system.

- **Water Consumption Manager:** This service will take care of extracting the water usage information received form the third-party water company (subject to available interface mechanism with California American Water Company). In addition, this service will update the consumer accounts in union with the accounts manager and trigger other services to provide various reports and issue notifications.

  Apart from these areas, all the special cases mentioned in the RFP document will be handled by the appropriate services accordingly (i.e. special permits for pebble beach entitlements etc.). In addition, specified daily time-based procedures will be triggered by relevant managers (i.e. on demand letters and notifications) and will be handled by a specialized manager or the service.

  In addition to above services, the proposed system will contain the following special features:

  - Mapping technology
  - Dashboard to encapsulate frequently accessed features
  - Alerts and water consumption statistics
  - Usage analysis (in rich graphical form)
  - Comprehensive search mechanism

5.1 The Project Scope

The scope of this project covers the system development to address the services discussed above with regard to the 12 process areas identified in the RFP. The addressed services are based on the information available in the RFP. Any other requirements not identified in the RFP are considered as being outside the scope of this document. The project scope also covers the maintenance of the WDD-DB system.

5.2 UI Designs

Given below are sample UI designs for the proposed solution.

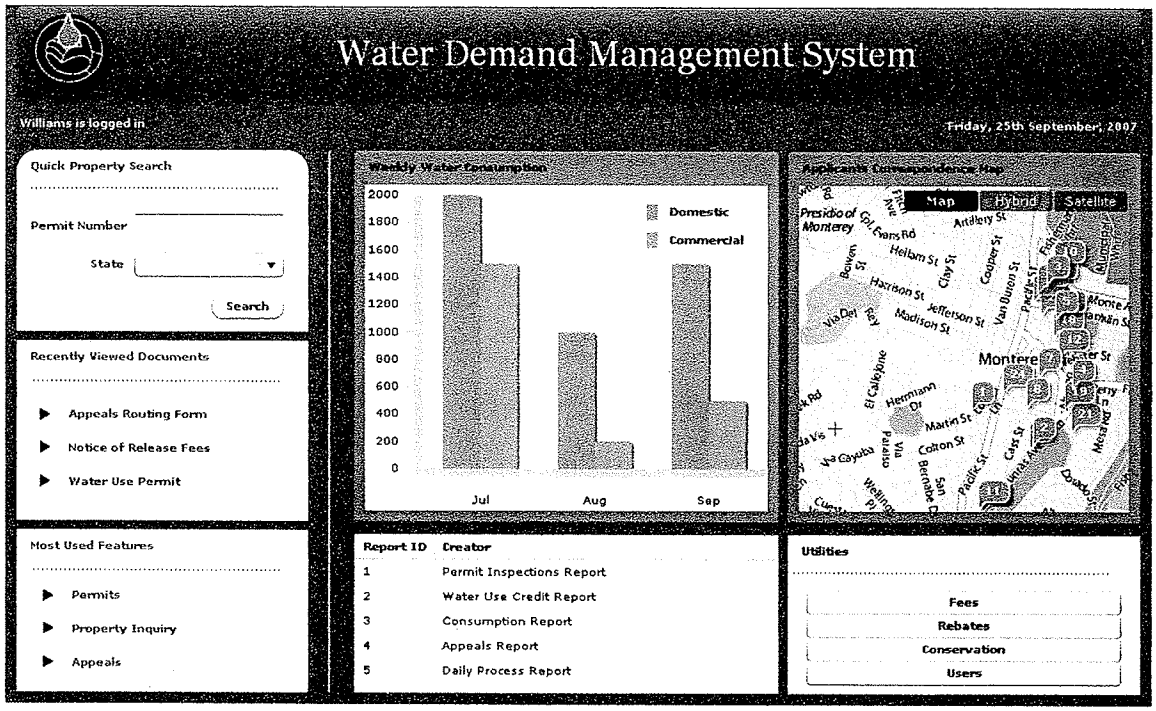


Figure 5.2.1 - Sample Screen - Monitoring

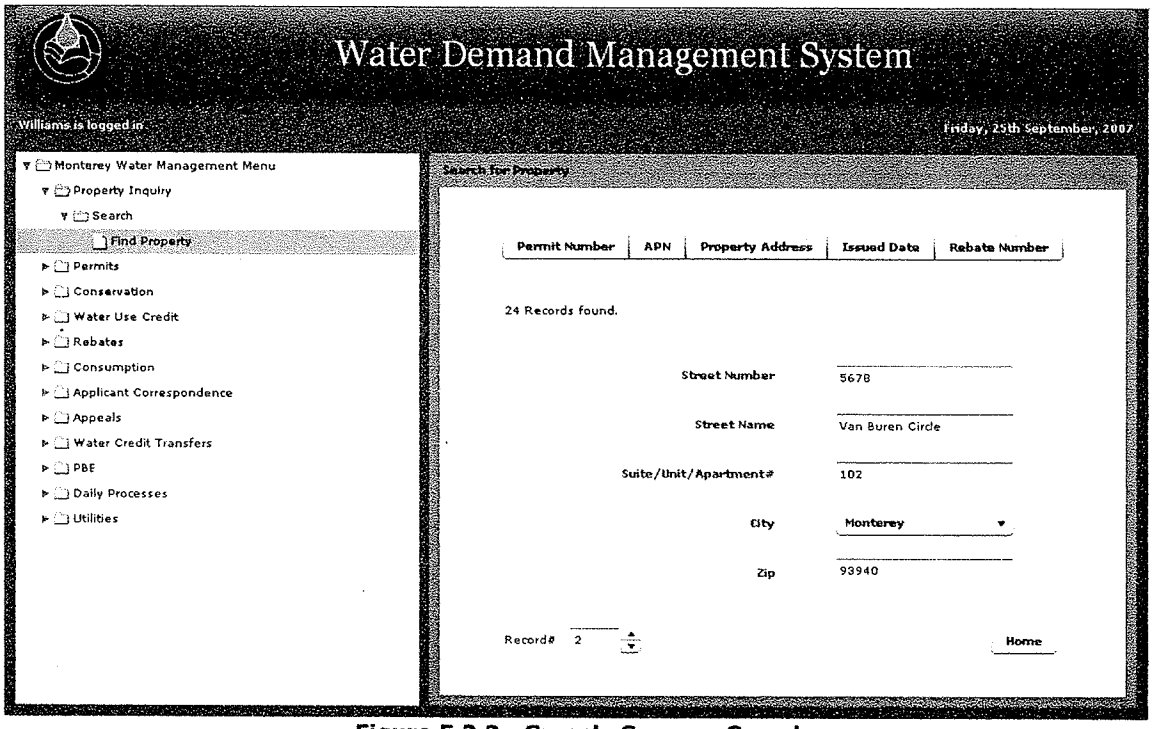


Figure 5.2.2 - Sample Screen - Search

5.3 WDD-DBS High Level Architecture

Proprietary information redacted

Figure 5.3.1 – High Level System Architecture

The WDD-DBS architecture is a multi-tier web-based architecture that is highly scalable and SOA (Service Oriented Architecture) ready. The core of the system lies in the WDD middle-tier that has been designed to encompass the business logic and domain attributes of the WDD business processes.

The following section briefly describes the main components of the WDD-DBS architecture.

- **AJAX enabled ASP.NET Web Interface**

The WDD web user-interface provides a user-friendly experience while catering to the information needs of the WDD-DBS users. It will incorporate technologies such as AJAX to enhance the performance and allow users to conduct operational activities with ease. It will be designed based on best practices and current trends of UI design; hence it will help users to adapt to the new systems within a short time.

- **Public Web API**

The public Web API will expose data of WDD-DBS to other systems in a controlled manner. This will allow the system to seamlessly interact with other systems using open standards such as XML, SOAP etc. Also, this will gear WDD towards next generation IT infrastructures, governed by Service Oriented Architectures that are increasingly being used in both governmental and commercial organizations alike.

- **WDD Middle-tier**

The existence of a middle-tier that encapsulates complex business logic will make the system more dynamic to the operational needs of WDD. It will help the UI to be developed with more emphasis on design aspects (look and feel) while not having to be constrained by business or process limitations.

Two main parts of the WDD-DBS middle-tier have been identified.

- ***WDD Data Services***

WDD Data Services will deliver information to the user-interface after it is retrieved from the data stores and processed against the business logic. The core controller of this module will co-ordinate the data processing activities with the document processing operations in the document management system.

The Manager Framework will support the various services ("Managers") defined from a functional perspective. For example, the "Water Consumption Manager" will correspond to activities related to water consumption. (More details about the different managers available are given in the above section). The specific "Managers" within the Manager Framework will leverage the common services abstracted by the WDD business logic and components.

- ***Document Managements System***

This is a sub-system of the WDD-DBS which will be dedicated for all document processing and transmitting operations. The basic event flow will be to access templates from the template store, then to merge them with relevant data, push them to a delivery process (e-mail or postal mail) and to track responses. If required, it could also have the capability of storing generated documents in an archive for historical purposes.

- **WDD Data Stores**

The primary data storage for the WDD-DBS is a MS-SQL 2005 Database Server. The middle-tier accesses the data stores via a DAL (Data Abstraction Layer) which will reduce the coupling with a particular database technology used within the data store. Also, the data store facilitates external systems to act as data sources to the system. For example, if the requirement exists, the consumption data provided by the water providing company can be seamlessly integrated with the data store to be used by the system in an autonomous manner.

- **Security**

Security will be taken in to consideration at all layers of the multi-tier architecture. This will allow only authorized users to gain access to information hosted by the system.

5.4 Pre Requisites

- Availability of the existing Database schemas (Data migration is not covered by this proposal)
- Availability of all the relevant documents
- Accessibility to production environment (for testing)
- Availability of client project manager responsible to baseline requirements and baseline technical architecture/design
- Availability of client project manager responsible for weekly calls/meetings for clarifications

5.5 Assumptions

- Development and functionality would be based on the functional requirements stated in the RFP documents
- Any deviation from the above specification would be upon mutual agreement between MPWMD and Zone24x7
- All hardware and hosting infrastructure would be provided by the client
- All software and database licences required would be provided by the client

6 Financial Consideration

6.1 Effort Estimate for Solution Development

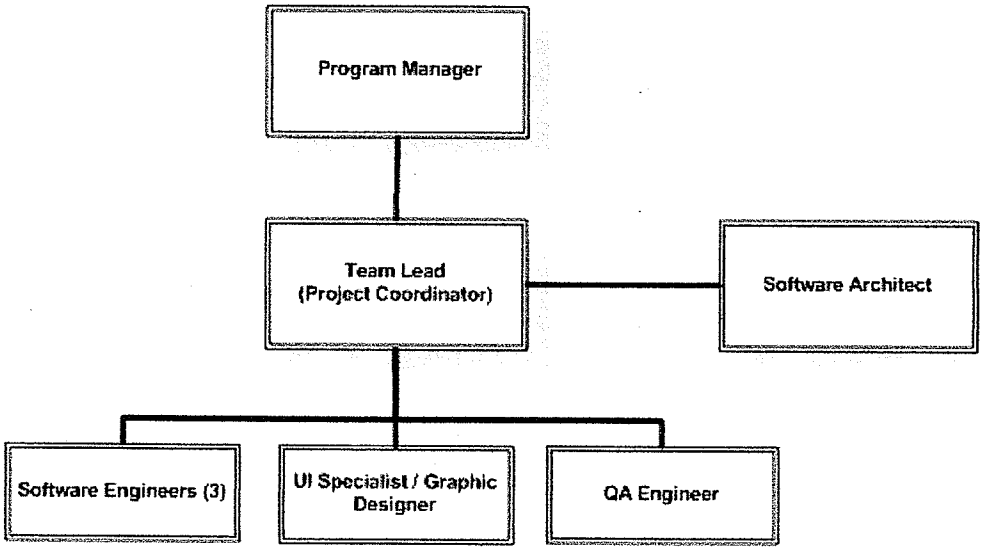
Activity	Total Cost (USD)
Design, Development & Implementation of the system as per the details provided in this proposal	$264,920.00
Total Expenses	**$264,920.00**

Payment against the invoices is governed by the terms and conditions of the Agreement agreed between Zone24x7 and the customer.

6.2 Project Duration

Delivery of the proposed system would be nine (9) months from project start date. (Please refer to Annexure A for the complete project plan)

6.3 Proposed Team Structure



6.4 Maintenance Service Agreement

The warranty period of the WDD-DBS will be 90 days. After the end of the warranty period MPWMD could enter into a Maintenance Service Agreement with Zone24x7 which would be valid initially for a period of 3 years. A total annual charge of 18% of the development cost of WDD-DBS would be applicable for the said Maintenance agreement period. The Maintenance support cost would be revised after the above agreement period.

Maintenance agreement covers the fixing of application errors only. Modifications and/or enhancements to the application will not be covered under support. Any enhancements or new requirements of the system will be addressed separately outside the Maintenance agreement. This will depend on the complexity and the impact it would have on the current system.

Any changes over and above what Zone24x7 consider minor must be discussed and agreed by Zone24x7 and MPWMD. However, depending on the extent of work involved to amend a design, change should be agreed upon by raising a Change Request Document (CRD). Any costs for the efforts initiated by a CRD will be borne by MPWMD.

6.5 Terms and Conditions

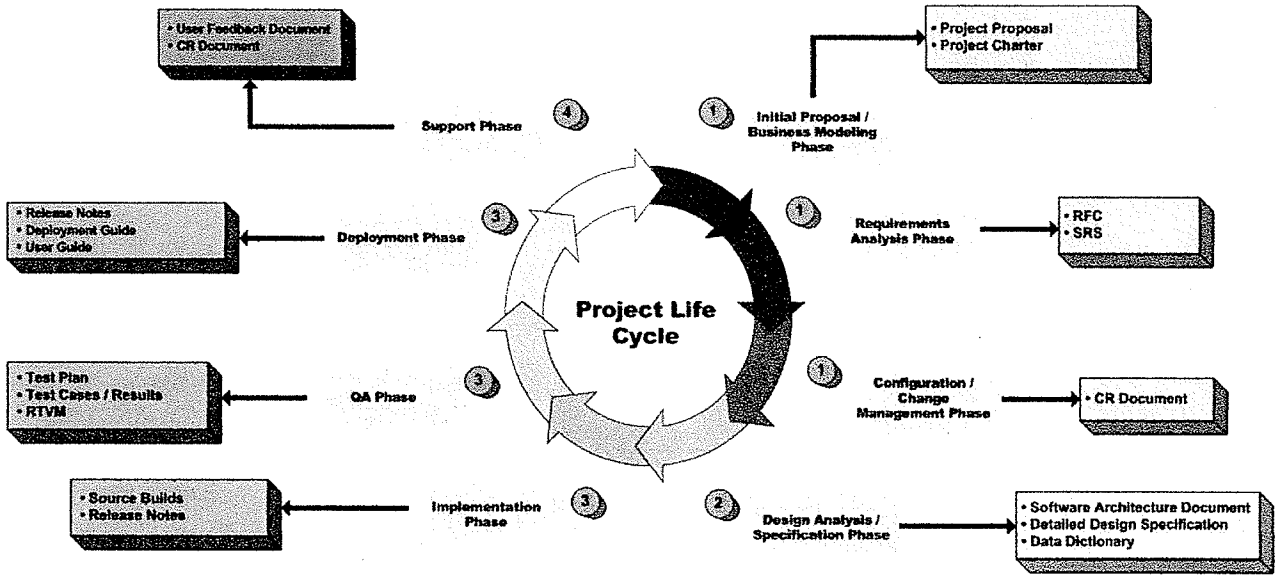
- The prices quoted are in USD (US$).
- The prices quoted are exclusive of all taxes and levies, and all applicable taxes and duties will be charged on all invoices and have to be borne by the customer.
- This quotation is valid for 30 days from date of this proposal.
- All payments to be in paid to "Zone24x7 Inc".
- In the event the project is terminated by the customer at any stage after receipt of a Purchase Order, all costs incurred up to that point by Zone24x7 should be settled by the customer on receipt of invoice.

- Terms of Payment:
    - 30% on confirmation of system development
    - 20% on delivery of User Requirement Specification
    - 30 % on deployment of the system
    - 20% on acceptance of the system
- The client is responsible for meeting all deadlines for providing information, access to client employees, hardware, software, etc when requested by the Zone24x7 project team.
- Any delays on the part of client including hardware, networking & system software problems, delays in performing client responsibilities and where Zone24x7 services are required for a longer period, shall be separately charged and payable by MPWMD.
- MPWMD is responsible for identifying, selecting and procuring hosting services for operation of the solution.
- The acceptance period for this solution would be fourteen (14) days after deployment.
- The application will carry a 90 day warranty period, from the date of acceptance by the customer. During this period, any bugs/errors (software application errors of the developed solution) will be fixed without a charge, any modifications/enhancements required to the application will be charged separately.
- On expiration of the warranty period the client would have the option of entering into a software support agreement with Zone24x7 for support and maintenance of the application.
- Zone24x7 is not responsible for supporting hardware, system software, network, etc. Any support issues relating to the above such as database crashes, operating system crashes, network breakdowns, etc. would not be resolved by Zone24x7.

7 System Development Life Cycle

Zone24x7 follows a meticulous development process in compliance with SEI CMMI framework recommendations. This ensures high quality deliverables while eliminating project risks. The in-depth expertise and skill set the Zone24x7 team posses helps each team member to proactively contribute to the ongoing development process of the project.

The 'ZoNe' process has been formulated so that the necessary documentation required for functionality, design, quality assurance, implementation, user guidance and project tracking are easily captured and communicated across project stake holders. These documentation templates are part of the Process Asset Library we own to ensure the delivery of a successful project.



7.1 Implementation Strategy

Zone24x7 follows a structured implementation approach guided by strong quality standards. This formalized structured methodology with identified stages, activities, tasks and deliverables, when combined with the strong and proactive project management procedures evolved through the delivery of successful projects to international customers, provides a framework to guarantee on time and on budget project execution.

This approach is adjusted to ensure a perfect fit to the customer's requirements. The stages are defined to ensure a continuous, logical and phased movement towards the full realization of the project objectives in a manageable manner. The following are the stages of the development cycle we follow;

Activity	Deliverable	Remarks
Detailed requirement study and preparation of the User Requirement Specification	User Requirement Specification	
Approval of the User Requirement Specification by customer		
System Design and preparation of Software Requirement Specification	Software Requirement Specification and Detailed Design Specification	
Formulate Technical Specifications and Unit Test Plans		
Development and Unit Testing	Unit Test Results	
Formulate System Test Plans		
System Testing	System Test Results	
Preparation of User Guide & Installation Guide		
Final Quality Assurance inspection	Final Quality Assurance Inspection Report	

User Training, Implementation and Acceptance Testing	Accepting Test Results	Acceptance Test cases will be provided by MPWMD
Final acceptance and signoff		

* Please refer to Annexure A for the Project Plan

7.2 Project Monitoring & Control

Zone24x7 hold extensive knowledge and expertise in managing offshore and onshore development tasks. Credentials for the proposed solution are based on its extensive experience in software engineering, gained through working with international clients around the world.

Zone24x7 follows stringent measures to ensure communication between project stake holders. Periodic communication will be agreed upon to ensure proper updates are received by relevant parties. We follow a transparent method of providing the project progress and efforts for the stake holders.

8 Benefiting from Zone24x7

- Zone24x7 has offices in the USA, Malaysia and in Sri Lanka which allows us to operate 24 hours a day and 7 days a week.
- A Program Manager is based in the USA. This model helps in providing effective communication between the teams, and reduces the number of on-site engineers.
- Expertise in implementing firmware solutions.
- Zone24x7 strongly focus on technical systems and procedures and are following global best practices in software development, quality assurance and release procedure.
- We are in the process of formulating a technical support policy keeping the best interest of our partners and clients.
- We are in the process of obtaining CMMI certification. Initial study and analysis shows that we are already at Level 3 compliant.

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9 Technical Portfolio

Scope	Expertise
Vertical Markets	Retail Telecommunication Real Time Video /Multi Media Secure communication and payments Banking & Finance Healthcare Hardware Design
Applications	Wireless/Mobile solutions PDA based Sales Force Automation Kiosk Systems CRM extensions Secure online payment solutions with multi-party transactions PKI, smart cards Java security and secure group communications. Inventory management and interfacing to enterprise systems. MPEGX and RTSP protocol related applications Firmware porting
Databases	SQL Server 2000, Oracle, MS Access 2000, DB2, MySQL
Programming Languages	C/C++, Visual C++, C#, Java, J2ME , J2EE, Visual Basic, embedded VB/VC
Technologies	COM, COM +, DCOM, ATL, STL, OLE DB, ODBC, ADO, Active X, WAP, .NET and Web Services
Internet presentation Languages	XML, XSL, JavaScript, VBscript, Web Classes, HTML, Cascading Style Sheets, ASP, MS Site Server, Macromedia Flash, Swift3D, Macromedia Ultradev, PHP, AJAX
Frameworks	MFC, WIN32, Windows SDK, Microsoft®.NET , J2EE, Struts
Web/Application Servers	Microsoft® IIS, Apache, Netscape Enterprise Server, iPlanet, Jboss, MS SQL Reporting Server, MS BizTalk Server
Operating Systems	Microsoft® Windows NT/2000, Linux, UNIX, Windows CE
Drivers	MSR software driver development OPOS/JPOS standard driver development customization PDT 3300 scanner device/protocol

Head Quarters:

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Microsoft® Windows® Embedded Partner

symbol ISV Partner

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	Task Name	Duration	Start	Finish
203	⊟ Consumption	42 days	Mon 3/24/08	Tue 5/20/08
204	⊞ Enter/Update Consumption	38 days	Mon 3/24/08	Wed 5/14/08
211	⊞ View/Print Consumption Reports	38 days	Fri 3/28/08	Tue 5/20/08
219	⊟ Applicant Correspondent	41 days	Thu 4/3/08	Thu 5/29/08
220	⊞ Enter/Update Applicant Correspondent	37 days	Thu 4/3/08	Fri 5/23/08
227	⊞ View/Print Reports	39 days	Mon 4/7/08	Thu 5/29/08
235	⊟ Appeals	42 days	Thu 4/10/08	Fri 6/6/08
236	⊞ Enter/Update Appeals	39 days	Thu 4/10/08	Tue 6/3/08
243	⊞ View/Print Appeal Reports	40 days	Mon 4/14/08	Fri 6/6/08
251	⊟ Water Credit Transfers	44 days	Wed 4/16/08	Mon 6/16/08
252	⊞ Enter/Update Water Credit Transfers	41 days	Wed 4/16/08	Wed 6/11/08
259	⊞ View/Print Water Credit Transfers	42 days	Fri 4/18/08	Mon 6/16/08
267	⊟ PBE	45 days	Wed 4/23/08	Tue 6/24/08
268	⊞ Enter/Update PBE	42 days	Wed 4/23/08	Thu 6/19/08
275	⊞ View/Print PBE	43 days	Fri 4/25/08	Tue 6/24/08
283	⊟ Daily Process	61 days	Wed 4/30/08	Wed 7/23/08
284	⊞ System Generated Letters/Notice	49 days	Wed 4/30/08	Mon 7/7/08
291	⊞ On Demand Letters/Notices	46 days	Wed 5/7/08	Wed 7/9/08
298	⊞ View/Print Letters/Notices	53 days	Mon 5/12/08	Wed 7/23/08
306	⊟ Utilities	64 days	Mon 5/19/08	Thu 8/14/08
307	⊞ Fees	51 days	Mon 5/19/08	Mon 7/28/08
314	⊞ Rebates	50 days	Thu 5/22/08	Wed 7/30/08
321	⊞ Conservation	50 days	Mon 5/26/08	Fri 8/1/08
328	⊞ Users	52 days	Wed 5/28/08	Thu 8/7/08
335	⊞ Additional Utility	54 days	Mon 6/2/08	Thu 8/14/08
343	Overall/Stress Testing	5 days	Fri 8/15/08	Thu 8/21/08

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MONTEREY PENINSULA WATER MANAGEMENT DISTRICT

Water Demand Division Database System

Q & A

zone24X7
The Technology Solutions Company

Version 1.0

zone24X7
The Technology Solutions Company

1310 Rimrock Drive

San Jose, CA95120

USA

Last edited: 30 January 2008

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1 Introduction

The purpose of this document is to provide clarifications to the queries raised on the Zone24x7 Proposal for MPWMD, dated 3rd October 2007.

2 Level of Effort

The current project plan was derived to reflect the 12 process areas and the main requirements identified within the process areas in the RFP document. Zone24x7 will be allocating resources as per section 6.3 in the Proposal and the time durations will be according to the Project Plan in the Annexure A. Upon the detail analysis of the current system, some of the parallel development areas and common / shared services will be identified and the project plan would be updated accordingly. All the sub categories in the project plan have the following high-level task breakdown at present:

- UI Design
- UI Design – Client signoff
- UI Functionality development
- Backend [Services / Manages] development
- Reviews
- QA

These areas would be refined and updated to reflect actual functionalities after the detail analysis and the design of the project (detailed design would comprise of the core architecture which would be the basis for the entire system). Updated project plan with above identifications will be provided as a supplementary document to this Q&A document for reference.

3 Data Migration

Related quote in the section 5.4 (Pre Requisites) of the proposal only refers to the data migration plan and the associated procedures. This will not reflect any cost changes to the proposal. Due to the unavailability of the existing data formats / database schemas at the time of the proposal submission, we were unable to provide a specific data migration plan.

After identifying the existing database schemas and rules at the detail requirement study phase the data migration mechanism will be stated. SQL server migration tools will be used (if required) to simplify this process.

4 New Functionality

This would require identifying the initial requirements of the new functionality [workflow] and will then be considered through the Zone24x7-estimation process to identify the effort and cost requirements. The detail design would allow provision to accommodate new work flows which are is in-line with the existing work flows (identified in the RFP)

Annexure A – Project Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	**WDD-DBS**	**189 days**	**Mon 12/3/07**	**Thu 8/21/08**		
2	**Weekly meeting (ongoing status review and cl**	**181 days**	**Mon 12/3/07**	**Mon 8/11/08**		
41	**Create initial project Setup**	**1 day**	**Mon 12/3/07**	**Mon 12/3/07**		
42	Configuration Management	0 days	Mon 12/3/07	Mon 12/3/07	44	
43	Finalize project team roles & responsibilities	0 days	Mon 12/3/07	Mon 12/3/07		
44	Formulate client release management protocol	0 days	Mon 12/3/07	Mon 12/3/07		
45	Formulate development strategy with client	0 days	Mon 12/3/07	Mon 12/3/07		
46	*Project setup complete milestone*	0 days	Mon 12/3/07	Mon 12/3/07		
48	**Detail Study Existing System**	**25 days**	**Mon 12/3/07**	**Fri 1/4/08**		
49	Database structure	5 days	Mon 12/3/07	Fri 12/7/07		SA,SE 1,QA
50	Services	5 days	Mon 12/10/07	Fri 12/14/07	49	SA,SE 2,QA
51	Architecture	15 days	Mon 12/17/07	Fri 1/4/08	50	SA,QA
52	*RFC sign off (For the current phase)*	0 days	Fri 1/4/08	Fri 1/4/08	51	
54	**Design**	**10 days**	**Mon 1/7/08**	**Fri 1/18/08**		
55	Requirement Gathering	5 days	Mon 1/7/08	Fri 1/11/08	51	SA
56	*Architecture Document (Optional)*	5 days	Mon 1/14/08	Fri 1/18/08	55	
58	**WDD Middle Tier Services**	**133 days**	**Mon 1/21/08**	**Wed 7/23/08**		
59	**Data Services**	**63 days**	**Mon 1/21/08**	**Wed 4/16/08**		
60	Core Controller	20 days	Mon 1/21/08	Fri 2/15/08	56	SE 2
61	Schedule Manager	10 days	Mon 2/18/08	Fri 2/29/08	60	SE 2
62	Business logic Components	25 days	Mon 3/3/08	Fri 4/4/08	61	SE 2
63	Code/Architectural Review	5 days	Mon 4/7/08	Fri 4/11/08	62	SE 2
64	QA	3 days	Mon 4/14/08	Wed 4/16/08	63	QA
66	**Document Management System**	**70 days**	**Thu 4/17/08**	**Wed 7/23/08**		
67	Document Processing Engine	30 days	Thu 4/17/08	Wed 5/28/08	64	SE 2
68	Notification System	30 days	Thu 5/29/08	Wed 7/9/08	67	SE 2
69	Code/Architectural Review	5 days	Thu 7/10/08	Wed 7/16/08	68	SE 2
70	QA	5 days	Thu 7/17/08	Wed 7/23/08	69,64	QA
73	**User Accounts and Profile Implementation**	**7 days**	**Mon 1/14/08**	**Tue 1/22/08**		
74	UI Design	2 days	Mon 1/14/08	Tue 1/15/08	55	UI Engineer 1
75	*UI design - client sign off*	0 days	Tue 1/15/08	Tue 1/15/08	74	
76	UI Functionality	1 day	Wed 1/16/08	Wed 1/16/08	75,49	SE 1,SE 2
77	Backend	0.5 days	Mon 1/14/08	Mon 1/14/08	50,55	SE 3,SA
78	Code/Architectural Review	1 day	Thu 1/17/08	Thu 1/17/08	77,74,76	SA
79	QA	3 days	Fri 1/18/08	Tue 1/22/08	78,51	QA
81	**Permit Inquiry**	**9 days**	**Wed 1/16/08**	**Mon 1/28/08**		
82	**Search/ Find Property**	**9 days**	**Wed 1/16/08**	**Mon 1/28/08**		
83	UI Design	2 days	Wed 1/16/08	Thu 1/17/08	75	UI Engineer 1
84	*UI design - client sign off*	0 days	Thu 1/17/08	Thu 1/17/08	83	
85	UI Functionality	3 days	Thu 1/17/08	Mon 1/21/08	76	SE 1,SE 2
86	Backend	3 days	Fri 1/18/08	Tue 1/22/08	77,78	SE 3,SA
87	Code/Architectural Review	1 day	Wed 1/23/08	Wed 1/23/08	83,85,86	SA
88	QA	3 days	Thu 1/24/08	Mon 1/28/08	87,79	QA
90	**Permits**	**28 days**	**Fri 1/18/08**	**Tue 2/26/08**		
91	**Residential**	**10 days**	**Fri 1/18/08**	**Thu 1/31/08**		
92	UI Design	2 days	Fri 1/18/08	Mon 1/21/08	83	UI Engineer 1
93	*UI design - client sign off*	0 days	Mon 1/21/08	Mon 1/21/08	92	
94	UI Functionality	2 days	Tue 1/22/08	Wed 1/23/08	93,85	SE 1,SE 2
95	Backend	3 days	Thu 1/24/08	Mon 1/28/08	86,87	SE 3,SA
96	Code/Architectural Review	1 day	Tue 1/29/08	Tue 1/29/08	92,94,95	SA
97	QA	2 days	Wed 1/30/08	Thu 1/31/08	96,88	QA

[1]

[1] **SA** - Software Architect, **SE** – Software Engineer, **QA** – Quality Assurance Engineer

98	**Commercial**	**13 days**	**Tue 1/22/08**	**Thu 2/7/08**		
99	UI Design	2 days	Tue 1/22/08	Wed 1/23/08	92	UI Engineer 1
100	*UI design - client sign off*	0 days	Wed 1/23/08	Wed 1/23/08	99	
101	UI Functionality	2 days	Thu 1/24/08	Fri 1/25/08	100,94	SE 1,SE 2
102	Backend	3 days	Wed 1/30/08	Fri 2/1/08	95,96	SE 3,SA
103	Code/Architectural Review	1 day	Mon 2/4/08	Mon 2/4/08	99,101,102	SA
104	QA	3 days	Tue 2/5/08	Thu 2/7/08	103,97	QA
105	**View/Print Permit Reports**	**15 days**	**Thu 1/24/08**	**Wed 2/13/08**		
106	UI Design	3 days	Thu 1/24/08	Mon 1/28/08	99	UI Engineer 1
107	*UI design - client sign off*	0 days	Mon 1/28/08	Mon 1/28/08	106	
108	UI Functionality	2.5 days	Tue 1/29/08	Thu 1/31/08	107,101	SE 1,SE 2
109	Backend	2 days	Tue 2/5/08	Wed 2/6/08	102,103	SE 3,SA
110	Code/Architectural Review	2 days	Thu 2/7/08	Fri 2/8/08	106,108,109	SA
111	QA	3 days	Mon 2/11/08	Wed 2/13/08	110,104	QA
112	**Permit Inspections**	**19 days**	**Tue 1/29/08**	**Fri 2/22/08**		
113	UI Design	3 days	Tue 1/29/08	Thu 1/31/08	106	UI Engineer 1
114	*UI design - client sign off*	0 days	Thu 1/31/08	Thu 1/31/08	113	
115	UI Functionality	4 days	Fri 2/1/08	Wed 2/6/08	114,108	SE 1,SE 2
116	Backend	6 days	Mon 2/11/08	Mon 2/18/08	109,110	SE 3,SA
117	Code/Architectural Review	1 day	Tue 2/19/08	Tue 2/19/08	113,115,116	SA
118	QA	3 days	Wed 2/20/08	Fri 2/22/08	117,111	QA
119	**Permit Non Compliances**	**18 days**	**Fri 2/1/08**	**Tue 2/26/08**		
120	UI Design	4 days	Fri 2/1/08	Wed 2/6/08	113	UI Engineer 1
121	*UI design - client sign off*	0 days	Wed 2/6/08	Wed 2/6/08	120	
122	UI Functionality	2 days	Thu 2/7/08	Fri 2/8/08	121,115	SE 1,SE 2
123	Backend	2 days	Wed 2/20/08	Thu 2/21/08	116,117	SE 3,SA
124	Code/Architectural Review	1 day	Fri 2/22/08	Fri 2/22/08	120,122,123	SA
125	QA	2 days	Mon 2/25/08	Tue 2/26/08	124,118	QA
127	**Conservation**	**34 days**	**Thu 2/7/08**	**Tue 3/25/08**		
128	**Transfer of Title**	**18 days**	**Thu 2/7/08**	**Mon 3/3/08**		
129	UI Design	2 days	Thu 2/7/08	Fri 2/8/08	120	UI Engineer 1
130	*UI design - client sign off*	0 days	Fri 2/8/08	Fri 2/8/08	129	
131	UI Functionality	1.5 days	Mon 2/11/08	Tue 2/12/08	130,122	SE 1,SE 2
132	Backend	3 days	Mon 2/25/08	Wed 2/27/08	123,124	SE 3,SA
133	Code/Architectural Review	1 day	Thu 2/28/08	Thu 2/28/08	129,131,132	SA
134	QA	2 days	Fri 2/29/08	Mon 3/3/08	133,125	QA
135	**Water Conservation Certification**	**23 days**	**Mon 2/11/08**	**Wed 3/12/08**		
136	UI Design	5 days	Mon 2/11/08	Fri 2/15/08	129	UI Engineer 1
137	*UI design - client sign off*	0 days	Fri 2/15/08	Fri 2/15/08	136	
138	UI Functionality	4 days	Mon 2/18/08	Thu 2/21/08	137,131	SE 1,SE 2
139	Backend	4 days	Fri 2/29/08	Wed 3/5/08	132,133	SE 3,SA
140	Code/Architectural Review	2 days	Thu 3/6/08	Fri 3/7/08	136,138,139	SA
141	QA	3 days	Mon 3/10/08	Wed 3/12/08	140,134	QA
142	**View Print Conservation Reports**	**25 days**	**Mon 2/18/08**	**Fri 3/21/08**		
143	UI Design	5 days	Mon 2/18/08	Fri 2/22/08	136	UI Engineer 1
144	*UI design - client sign off*	0 days	Fri 2/22/08	Fri 2/22/08	143	
145	UI Functionality	4 days	Mon 2/25/08	Thu 2/28/08	144,138	SE 1,SE 2
146	Backend	5 days	Mon 3/10/08	Fri 3/14/08	139,140	SE 3,SA
147	Code/Architectural Review	2 days	Mon 3/17/08	Tue 3/18/08	143,145,146	SA
148	QA	3 days	Wed 3/19/08	Fri 3/21/08	147,141	QA
149	**Conservation Non-Compliance**	**22 days**	**Mon 2/25/08**	**Tue 3/25/08**		
150	UI Design	3 days	Mon 2/25/08	Wed 2/27/08	143	UI Engineer 1
151	*UI design - client sign off*	0 days	Wed 2/27/08	Wed 2/27/08	150	
152	UI Functionality	2 days	Fri 2/29/08	Mon 3/3/08	151,145	SE 1,SE 2
153	Backend	2 days	Wed 3/19/08	Thu 3/20/08	146,147	SE 3,SA
154	Code/Architectural Review	1 day	Fri 3/21/08	Fri 3/21/08	150,152,153	SA
155	QA	2 days	Mon 3/24/08	Tue 3/25/08	154,148	QA

157	**Water Use Credit**	**40 days**	**Thu 2/28/08**	**Wed 4/23/08**		
158	**Credit Letters**	**23 days**	**Thu 2/28/08**	**Mon 3/31/08**		
159	UI Design	2 days	Thu 2/28/08	Fri 2/29/08	150	UI Engineer 1
160	*UI design - client sign off*	0 days	Fri 2/29/08	Fri 2/29/08	159	
161	UI Functionality	1.5 days	Tue 3/4/08	Wed 3/5/08	160,152	SE 1,SE 2
162	Backend	3 days	Mon 3/24/08	Wed 3/26/08	153,154	SE 3,SA
163	Code/Architectural Review	1 day	Thu 3/27/08	Thu 3/27/08	159,161,162	SA
164	QA	2 days	Fri 3/28/08	Mon 3/31/08	163,155	QA
165	**Credit Extensions**	**25 days**	**Mon 3/3/08**	**Fri 4/4/08**		
166	UI Design	2 days	Mon 3/3/08	Tue 3/4/08	159	UI Engineer 1
167	*UI design - client sign off*	0 days	Tue 3/4/08	Tue 3/4/08	166	
168	UI Functionality	1.5 days	Wed 3/5/08	Thu 3/6/08	167,161	SE 1,SE 2
169	Backend	3 days	Fri 3/28/08	Tue 4/1/08	162,163	SE 3,SA
170	Code/Architectural Review	1 day	Wed 4/2/08	Wed 4/2/08	166,168,169	SA
171	QA	2 days	Thu 4/3/08	Fri 4/4/08	170,164	QA
172	**View/Print Credit Reports**	**29 days**	**Wed 3/5/08**	**Mon 4/14/08**		
173	UI Design	4 days	Wed 3/5/08	Mon 3/10/08	166	UI Engineer 1
174	*UI design - client sign off*	0 days	Mon 3/10/08	Mon 3/10/08	173	
175	UI Functionality	4 days	Tue 3/11/08	Fri 3/14/08	174,168	SE 1,SE 2
176	Backend	4 days	Thu 4/3/08	Tue 4/8/08	169,170	SE 3,SA
177	Code/Architectural Review	1 day	Wed 4/9/08	Wed 4/9/08	173,175,176	SA
178	QA	3 days	Thu 4/10/08	Mon 4/14/08	177,171	QA
179	**Credit Inspections**	**32 days**	**Tue 3/11/08**	**Wed 4/23/08**		
180	UI Design	4 days	Tue 3/11/08	Fri 3/14/08	173	UI Engineer 1
181	*UI design - client sign off*	0 days	Fri 3/14/08	Fri 3/14/08	180	
182	UI Functionality	4 days	Mon 4/7/08	Thu 4/10/08	181,171	SE 1,SE 2
183	Backend	6 days	Thu 4/10/08	Thu 4/17/08	176,177	SE 3,SA
184	Code/Architectural Review	1 day	Fri 4/18/08	Fri 4/18/08	180,182,183	SA
185	QA	3 days	Mon 4/21/08	Wed 4/23/08	184,178	QA
187	**Rebates**	**36 days**	**Mon 3/17/08**	**Mon 5/5/08**		
188	**Rebate Applications**	**31 days**	**Mon 3/17/08**	**Mon 4/28/08**		
189	UI Design	2 days	Mon 3/17/08	Tue 3/18/08	180	UI Engineer 1
190	*UI design - client sign off*	0 days	Tue 3/18/08	Tue 3/18/08	189	
191	UI Functionality	2 days	Fri 4/11/08	Mon 4/14/08	190,182	SE 1,SE 2
192	Backend	3 days	Mon 4/21/08	Wed 4/23/08	183,184	SE 3,SA
193	Code/Architectural Review	1 day	Thu 4/24/08	Thu 4/24/08	189,191,192	SA
194	QA	2 days	Fri 4/25/08	Mon 4/28/08	193,185	QA
195	**Rebate Reports**	**34 days**	**Wed 3/19/08**	**Mon 5/5/08**		
196	UI Design	3 days	Wed 3/19/08	Fri 3/21/08	189	UI Engineer 1
197	*UI design - client sign off*	0 days	Fri 3/21/08	Fri 3/21/08	196	
198	UI Functionality	2.5 days	Tue 4/15/08	Thu 4/17/08	197,191	SE 1,SE 2
199	Backend	3 days	Fri 4/25/08	Tue 4/29/08	192,193	SE 3,SA
200	Code/Architectural Review	2 days	Wed 4/30/08	Thu 5/1/08	196,198,199	SA
201	QA	2 days	Fri 5/2/08	Mon 5/5/08	200,194	QA
203	**Consumption**	**42 days**	**Mon 3/24/08**	**Tue 5/20/08**		
204	**Enter/Update Consumption**	**38 days**	**Mon 3/24/08**	**Wed 5/14/08**		
205	UI Design	4 days	Mon 3/24/08	Thu 3/27/08	196	UI Engineer 1
206	*UI design - client sign off*	0 days	Thu 3/27/08	Thu 3/27/08	205	
207	UI Functionality	4 days	Thu 4/17/08	Wed 4/23/08	206,198	SE 1,SE 2
208	Backend	4 days	Fri 5/2/08	Wed 5/7/08	199,200	SE 3,SA
209	Code/Architectural Review	2 days	Thu 5/8/08	Fri 5/9/08	205,207,208	SA
210	QA	3 days	Mon 5/12/08	Wed 5/14/08	209,201	QA
211	**View/Print Consumption Reports**	**38 days**	**Fri 3/28/08**	**Tue 5/20/08**		
212	UI Design	4 days	Fri 3/28/08	Wed 4/2/08	205	UI Engineer 1
213	*UI design - client sign off*	0 days	Wed 4/2/08	Wed 4/2/08	212	
214	UI Functionality	3.5 days	Wed 4/23/08	Mon 4/28/08	213,207	SE 1,SE 2
215	Backend	4 days	Mon 5/12/08	Thu 5/15/08	208,209	SE 3,SA
216	Code/Architectural Review	1 day	Fri 5/16/08	Fri 5/16/08	212,214,215	SA
217	QA	2 days	Mon 5/19/08	Tue 5/20/08	216,210	QA

219	**Applicant Correspondent**	**41 days**	**Thu 4/3/08**	**Thu 5/29/08**		
220	**Enter/Update Applicant Correspondent**	**37 days**	**Thu 4/3/08**	**Fri 5/23/08**		
221	UI Design	2 days	Thu 4/3/08	Fri 4/4/08	212	UI Engineer 1
222	*UI design - client sign off*	0 days	Fri 4/4/08	Fri 4/4/08	221	
223	UI Functionality	2 days	Tue 4/29/08	Wed 4/30/08	222,214	SE 1,SE 2
224	Backend	2 days	Mon 5/19/08	Tue 5/20/08	215,216	SE 3,SA
225	Code/Architectural Review	1 day	Wed 5/21/08	Wed 5/21/08	221,223,224	SA
226	QA	2 days	Thu 5/22/08	Fri 5/23/08	225,217	QA
227	**View/Print Reports**	**39 days**	**Mon 4/7/08**	**Thu 5/29/08**		
228	UI Design	3 days	Mon 4/7/08	Wed 4/9/08	221	UI Engineer 1
229	*UI design - client sign off*	0 days	Wed 4/9/08	Wed 4/9/08	228	
230	UI Functionality	3 days	Thu 5/1/08	Mon 5/5/08	229,223	SE 1,SE 2
231	Backend	3 days	Thu 5/22/08	Mon 5/26/08	224,225	SE 3,SA
232	Code/Architectural Review	1 day	Tue 5/27/08	Tue 5/27/08	228,230,231	SA
233	QA	2 days	Wed 5/28/08	Thu 5/29/08	232,226	QA
235	**Appeals**	**42 days**	**Thu 4/10/08**	**Fri 6/6/08**		
236	**Enter/Update Appeals**	**39 days**	**Thu 4/10/08**	**Tue 6/3/08**		
237	UI Design	2 days	Thu 4/10/08	Fri 4/11/08	228	UI Engineer 1
238	*UI design - client sign off*	0 days	Fri 4/11/08	Fri 4/11/08	237	
239	UI Functionality	2 days	Tue 5/6/08	Wed 5/7/08	238,230	SE 1,SE 2
240	Backend	2 days	Wed 5/28/08	Thu 5/29/08	231,232	SE 3,SA
241	Code/Architectural Review	1 day	Fri 5/30/08	Fri 5/30/08	237,239,240	SA
242	QA	2 days	Mon 6/2/08	Tue 6/3/08	241,233	QA
243	**View/Print Appeal Reports**	**40 days**	**Mon 4/14/08**	**Fri 6/6/08**		
244	UI Design	2 days	Mon 4/14/08	Tue 4/15/08	237	UI Engineer 1
245	*UI design - client sign off*	0 days	Tue 4/15/08	Tue 4/15/08	244	
246	UI Functionality	3 days	Thu 5/8/08	Mon 5/12/08	245,239	SE 1,SE 2
247	Backend	2 days	Mon 6/2/08	Tue 6/3/08	240,241	SE 3,SA
248	Code/Architectural Review	1 day	Wed 6/4/08	Wed 6/4/08	244,246,247	SA
249	QA	2 days	Thu 6/5/08	Fri 6/6/08	248,242	QA
251	**Water Credit Transfers**	**44 days**	**Wed 4/16/08**	**Mon 6/16/08**		
252	**Enter/Update Water Credit Transfers**	**41 days**	**Wed 4/16/08**	**Wed 6/11/08**		
253	UI Design	2 days	Wed 4/16/08	Thu 4/17/08	244	UI Engineer 1
254	*UI design - client sign off*	0 days	Thu 4/17/08	Thu 4/17/08	253	
255	UI Functionality	2 days	Tue 5/13/08	Wed 5/14/08	254,246	SE 1,SE 2
256	Backend	2 days	Thu 6/5/08	Fri 6/6/08	247,248	SE 3,SA
257	Code/Architectural Review	1 day	Mon 6/9/08	Mon 6/9/08	253,255,256	SA
258	QA	2 days	Tue 6/10/08	Wed 6/11/08	257,249	QA
259	**View/Print Water Credit Transfers**	**42 days**	**Fri 4/18/08**	**Mon 6/16/08**		
260	UI Design	3 days	Fri 4/18/08	Tue 4/22/08	253	UI Engineer 1
261	*UI design - client sign off*	0 days	Tue 4/22/08	Tue 4/22/08	260	
262	UI Functionality	3 days	Thu 5/15/08	Mon 5/19/08	261,255	SE 1,SE 2
263	Backend	2 days	Tue 6/10/08	Wed 6/11/08	256,257	SE 3,SA
264	Code/Architectural Review	1 day	Thu 6/12/08	Thu 6/12/08	260,262,263	SA
265	QA	2 days	Fri 6/13/08	Mon 6/16/08	264,258	QA
267	**PBE**	**45 days**	**Wed 4/23/08**	**Tue 6/24/08**		
268	**Enter/Update PBE**	**42 days**	**Wed 4/23/08**	**Thu 6/19/08**		
269	UI Design	2 days	Wed 4/23/08	Thu 4/24/08	260	UI Engineer 1
270	*UI design - client sign off*	0 days	Thu 4/24/08	Thu 4/24/08	269	
271	UI Functionality	2 days	Tue 5/20/08	Wed 5/21/08	270,262	SE 1,SE 2
272	Backend	2 days	Fri 6/13/08	Mon 6/16/08	263,264	SE 3,SA
273	Code/Architectural Review	1 day	Tue 6/17/08	Tue 6/17/08	269,271,272	SA
274	QA	2 days	Wed 6/18/08	Thu 6/19/08	273,265	QA
275	**View/Print PBE**	**43 days**	**Fri 4/25/08**	**Tue 6/24/08**		
276	UI Design	3 days	Fri 4/25/08	Tue 4/29/08	269	UI Engineer 1
277	*UI design - client sign off*	0 days	Tue 4/29/08	Tue 4/29/08	276	
278	UI Functionality	3 days	Thu 5/22/08	Mon 5/26/08	277,271	SE 1,SE 2
279	Backend	2 days	Wed 6/18/08	Thu 6/19/08	272,273	SE 3,SA
280	Code/Architectural Review	1 day	Fri 6/20/08	Fri 6/20/08	276,278,279	SA
281	QA	2 days	Mon 6/23/08	Tue 6/24/08	280,274	QA

283	**Daily Process**	**61 days**	**Wed 4/30/08**	**Wed 7/23/08**		
284	**System Generated Letters/Notice**	**49 days**	**Wed 4/30/08**	**Mon 7/7/08**		
285	UI Design	5 days	Wed 4/30/08	Tue 5/6/08	276	UI Engineer 1
286	*UI design - client sign off*	0 days	Tue 5/6/08	Tue 5/6/08	285	
287	UI Functionality	5 days	Tue 5/27/08	Mon 6/2/08	286,278	SE 1,SE 2
288	Backend	6 days	Mon 6/23/08	Mon 6/30/08	279,280	SE 3,SA
289	Code/Architectural Review	2 days	Tue 7/1/08	Wed 7/2/08	285,287,288	SA
290	QA	3 days	Thu 7/3/08	Mon 7/7/08	289,281	QA
291	**On Demand Letters/Notices**	**46 days**	**Wed 5/7/08**	**Wed 7/9/08**		
292	UI Design	3 days	Wed 5/7/08	Fri 5/9/08	285	UI Engineer 1
293	*UI design - client sign off*	0 days	Fri 5/9/08	Fri 5/9/08	292	
294	UI Functionality	2 days	Tue 6/3/08	Wed 6/4/08	293,287	SE 1,SE 2
295	Backend	2 days	Thu 7/3/08	Fri 7/4/08	288,289	SE 3,SA
296	Code/Architectural Review	1 day	Mon 7/7/08	Mon 7/7/08	292,294,295	SA
297	QA	2 days	Tue 7/8/08	Wed 7/9/08	296,290	QA
298	**View/Print Letters/Notices**	**53 days**	**Mon 5/12/08**	**Wed 7/23/08**		
299	UI Design	5 days	Mon 5/12/08	Fri 5/16/08	292	UI Engineer 1
300	*UI design - client sign off*	0 days	Fri 5/16/08	Fri 5/16/08	299	
301	UI Functionality	10 days	Thu 6/5/08	Wed 6/18/08	300,294	SE 1
302	Backend	6 days	Tue 7/8/08	Tue 7/15/08	295,296	SE 3,SA
303	Code/Architectural Review	2 days	Wed 7/16/08	Thu 7/17/08	299,301,302	SA
304	QA	4 days	Fri 7/18/08	Wed 7/23/08	303,297	QA
306	**Utilities**	**64 days**	**Mon 5/19/08**	**Thu 8/14/08**		
307	**Fees**	**51 days**	**Mon 5/19/08**	**Mon 7/28/08**		
308	UI Design	3 days	Mon 5/19/08	Wed 5/21/08	299	UI Engineer 1
309	*UI design - client sign off*	0 days	Wed 5/21/08	Wed 5/21/08	308	
310	UI Functionality	2.5 days	Thu 6/19/08	Mon 6/23/08	309,301	SE 1,SE 2
311	Backend	3 days	Fri 7/18/08	Tue 7/22/08	302,303	SE 3,SA
312	Code/Architectural Review	1 day	Wed 7/23/08	Wed 7/23/08	308,310,311	SA
313	QA	3 days	Thu 7/24/08	Mon 7/28/08	312,304	QA
314	**Rebates**	**50 days**	**Thu 5/22/08**	**Wed 7/30/08**		
315	UI Design	2 days	Thu 5/22/08	Fri 5/23/08	308	UI Engineer 1
316	*UI design - client sign off*	0 days	Fri 5/23/08	Fri 5/23/08	315	
317	UI Functionality	2 days	Mon 6/23/08	Wed 6/25/08	316,310	SE 1,SE 2
318	Backend	2 days	Thu 7/24/08	Fri 7/25/08	311,312	SE 3,SA
319	Code/Architectural Review	1 day	Mon 7/28/08	Mon 7/28/08	315,317,318	SA
320	QA	2 days	Tue 7/29/08	Wed 7/30/08	319,313	QA
321	**Conservation**	**50 days**	**Mon 5/26/08**	**Fri 8/1/08**		
322	UI Design	2 days	Mon 5/26/08	Tue 5/27/08	315	UI Engineer 1
323	*UI design - client sign off*	0 days	Tue 5/27/08	Tue 5/27/08	322	
324	UI Functionality	3 days	Wed 6/25/08	Mon 6/30/08	323,317	SE 1
325	Backend	1 day	Tue 7/29/08	Tue 7/29/08	318,319	SE 3,SA
326	Code/Architectural Review	1 day	Wed 7/30/08	Wed 7/30/08	322,324,325	SA
327	QA	2 days	Thu 7/31/08	Fri 8/1/08	326,320	QA
328	**Users**	**52 days**	**Wed 5/28/08**	**Thu 8/7/08**		
329	UI Design	3 days	Wed 5/28/08	Fri 5/30/08	322	UI Engineer 1
330	*UI design - client sign off*	0 days	Fri 5/30/08	Fri 5/30/08	329	
331	UI Functionality	3 days	Mon 6/30/08	Thu 7/3/08	330,324	SE 1,SE 2
332	Backend	3 days	Thu 7/31/08	Mon 8/4/08	325,326	SE 3,SA
333	Code/Architectural Review	1 day	Tue 8/5/08	Tue 8/5/08	329,331,332	SA
334	QA	2 days	Wed 8/6/08	Thu 8/7/08	333,327	QA
335	**Additional Utility**	**54 days**	**Mon 6/2/08**	**Thu 8/14/08**		
336	UI Design	3 days	Mon 6/2/08	Wed 6/4/08	329	UI Engineer 1
337	*UI design - client sign off*	0 days	Wed 6/4/08	Wed 6/4/08	336	
338	UI Functionality	3 days	Thu 7/3/08	Tue 7/8/08	337,331	SE 1,SE 2
339	Backend	3 days	Wed 8/6/08	Fri 8/8/08	332,333	SE 3,SA
340	Code/Architectural Review	2 days	Mon 8/11/08	Tue 8/12/08	336,338,339	SA
341	QA	2 days	Wed 8/13/08	Thu 8/14/08	340,334	QA
343	**Overall/Stress Testing**	**5 days**	**Fri 8/15/08**	**Thu 8/21/08**	**341**	**QA**

MONTEREY PENINSULA WATER MANAGEMENT DISTRICT

Water Demand Division Database System

Addendum to the Project Proposal

zone24X7
The Technology Solutions Company

Version 1.0

zone24X7
The Technology Solutions Company

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San Jose, CA95120

USA

Last edited: 28 February 2008

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1 Introduction

The purpose of this document is to provide the requested clarifications to the original proposal document, dated 3rd October 2007.

2 Terms and Conditions

- The prices quoted are in USD (US$).
- The prices quoted are exclusive of all taxes and levies, and all applicable taxes and duties will be charged on all invoices and have to be borne by the customer.
- This quotation is valid for 180 days from date of the proposal.
- All payments to be in favour of "Zone24x7 Inc".
- In the event the project is terminated by the customer at any stage after receipt of a Purchase Order, all costs incurred up to that point by Zone24x7 should be settled by the customer on receipt of invoice.
- Terms of Payment:

Delivery / Phase	Payment Percentage
Completion of the System Requirement Specification (SRS). This includes the initial prototypes of the main User Interfaces (refer milestone ***SRS sign off*** in the Project Plan)	20%
Completion of Detail Design Specification (refer milestone ***DDS sign off*** in the Project Plan)	20%
Deployment of the system	40%
Acceptance of the system by the client according to the acceptance criteria	20%

- The client is responsible for meeting all deadlines for providing information, access to client employees, hardware, software, etc when requested by the Zone24x7 project team.
- Any delays on the part of client including hardware, networking & system software problems, delays in performing client responsibilities and where Zone24x7 services are required for a longer period, shall be separately charged and payable by MPWMD.
- MPWMD is responsible for identifying, selecting and procuring hosting services for operation of the solution.
- The acceptance period for this solution would be thirty (30) days after deployment of the system at client site. MPWMD will be responsible for compiling the acceptance criteria and acceptance test plan and once these specified conditions are met by Zone24x7 Inc. it will be deemed as "the system is accepted by the client".
- The application will carry a 90 day warranty period, from the date of acceptance by the customer. During this period, any bugs/errors (software application errors of the developed solution) will be fixed without a charge, any modifications/enhancements required to the application will be charged separately.
- On expiration of the warranty period the client would have the option of entering into a software support agreement with Zone24x7 for support and maintenance of the application.
- Zone24x7 is not responsible for supporting hardware, system software, network, etc. Any support issues relating to the above such as database crashes, operating system crashes, network breakdowns, etc. would not be resolved by Zone24x7.

3 Estimations

Schedule, resource and cost estimations were carried out using Zone24x7's internal estimation matrix process which complies with CMMI ver 1.2 process framework requirements. Total hours and resource allocations are shown on the project plan. (Please refer to Annexure A for the detailed Project Plan).

4 Milestones vs Cost Frame

Zone24x7 Inc. has considered the entire project scope when preparing the Project Proposal. Hence the WBS and the Tentative Project Plan outlined therein would operate within the proposed cost frame.

Annexure A – Project Plan

Addendum to the Project Proposal

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	**WDD-DBS**	**189 days**	**Mon 3/3/08**	**Thu 11/20/08**		
2	**Weekly meeting (ongoing status review and cl**	**186 days**	**Mon 3/3/08**	**Mon 11/17/08**		
42	**Create initial project Setup**	**0 days**	**Mon 3/3/08**	**Mon 3/3/08**		
43	Configuration Management	0 days	Mon 3/3/08	Mon 3/3/08		
44	Finalize project team roles & responsibilities	0 days	Mon 3/3/08	Mon 3/3/08		
45	Formulate client release management protocol	0 days	Mon 3/3/08	Mon 3/3/08		
46	Formulate development strategy with client	0 days	Mon 3/3/08	Mon 3/3/08		
47	*Project setup complete milestone*	0 days	Mon 3/3/08	Mon 3/3/08		
49	**Detail Requirement Study**	**25 days**	**Mon 3/3/08**	**Fri 4/4/08**		
50	Database structure	5 days	Mon 3/3/08	Fri 3/7/08		SA,SE 1,QA
51	Services	5 days	Mon 3/10/08	Fri 3/14/08	50	SA,SE 2,QA
52	System Requirement Specification (SRS)	15 days	Mon 3/17/08	Fri 4/4/08	51	SA,QA
53	*SRS sign off*	0 days	Fri 4/4/08	Fri 4/4/08	52	
55	**Design**	**10 days**	**Mon 4/7/08**	**Fri 4/18/08**		
56	Detail Design Specification (DDS)	5 days	Mon 4/7/08	Fri 4/11/08	52	SA
57	*DDS sign off*	0 days	Fri 4/11/08	Fri 4/11/08	56	
58	*Architecture Document (Optional)*	5 days	Mon 4/14/08	Fri 4/18/08	57	
60	**WDD Middle Tier Services**	**133 days**	**Mon 4/21/08**	**Wed 10/22/08**		
61	**Data Services**	**63 days**	**Mon 4/21/08**	**Wed 7/16/08**		
62	Core Controller	20 days	Mon 4/21/08	Fri 5/16/08	58	SE 2
63	Schedule Manager	10 days	Mon 5/19/08	Fri 5/30/08	62	SE 2
64	Business logic Components	25 days	Mon 6/2/08	Fri 7/4/08	63	SE 2
65	Code/Architectural Review	5 days	Mon 7/7/08	Fri 7/11/08	64	SE 2
66	QA	3 days	Mon 7/14/08	Wed 7/16/08	65	QA
68	**Document Management System**	**70 days**	**Thu 7/17/08**	**Wed 10/22/08**		
69	Document Processing Engine	30 days	Thu 7/17/08	Wed 8/27/08	66	SE 2
70	Notification System	30 days	Thu 8/28/08	Wed 10/8/08	69	SE 2
71	Code/Architectural Review	5 days	Thu 10/9/08	Wed 10/15/08	70	SE 2
72	QA	5 days	Thu 10/16/08	Wed 10/22/08	71,66	QA
75	**User Accounts and Profile Implementation**	**7 days**	**Mon 4/14/08**	**Tue 4/22/08**		
76	UI Design	2 days	Mon 4/14/08	Tue 4/15/08	56	UI Engineer 1
77	*UI design - client sign off*	0 days	Tue 4/15/08	Tue 4/15/08	76	
78	UI Functionality	1 day	Wed 4/16/08	Wed 4/16/08	77,50	SE 1,SE 2
79	Backend	0.5 days	Mon 4/14/08	Mon 4/14/08	51,56	SE 3,SA
80	Code/Architectural Review	1 day	Thu 4/17/08	Thu 4/17/08	79,76,78	SA
81	QA	3 days	Fri 4/18/08	Tue 4/22/08	80,52	QA
83	**Permit Inquiry**	**9 days**	**Wed 4/16/08**	**Mon 4/28/08**		
84	**Search Find Property**	**9 days**	**Wed 4/16/08**	**Mon 4/28/08**		
85	UI Design	2 days	Wed 4/16/08	Thu 4/17/08	77	UI Engineer 1
86	*UI design - client sign off*	0 days	Thu 4/17/08	Thu 4/17/08	85	
87	UI Functionality	3 days	Thu 4/17/08	Mon 4/21/08	78	SE 1,SE 2
88	Backend	3 days	Fri 4/18/08	Tue 4/22/08	79,60	SE 3,SA
89	Code/Architectural Review	1 day	Wed 4/23/08	Wed 4/23/08	85,87,88	SA
90	QA	3 days	Thu 4/24/08	Mon 4/28/08	89,81	QA
92	**Permits**	**28 days**	**Fri 4/18/08**	**Tue 5/27/08**		
93	**Residential**	**10 days**	**Fri 4/18/08**	**Thu 5/1/08**		
94	UI Design	2 days	Fri 4/18/08	Mon 4/21/08	85	UI Engineer 1
95	*UI design - client sign off*	0 days	Mon 4/21/08	Mon 4/21/08	94	
96	UI Functionality	2 days	Tue 4/22/08	Wed 4/23/08	95,87	SE 1,SE 2
97	Backend	3 days	Thu 4/24/08	Mon 4/28/08	88,89	SE 3,SA
98	Code/Architectural Review	1 day	Tue 4/29/08	Tue 4/29/08	94,96,97	SA
99	QA	2 days	Wed 4/30/08	Thu 5/1/08	98,90	QA

[1]

[1] **SA** - Software Architect, **SE** – Software Engineer, **QA** – Quality Assurance Engineer

Addendum to the Project Proposal

100	**Commercial**	**13 days**	**Tue 4/22/08**	**Thu 5/8/08**		
101	UI Design	2 days	Tue 4/22/08	Wed 4/23/08	94	UI Engineer 1
102	*UI design - client sign off*	0 days	Wed 4/23/08	Wed 4/23/08	101	
103	UI Functionality	2 days	Thu 4/24/08	Fri 4/25/08	102,96	SE 1,SE 2
104	Backend	3 days	Wed 4/30/08	Fri 5/2/08	97,98	SE 3,SA
105	Code/Architectural Review	1 day	Mon 5/5/08	Mon 5/5/08	101,103,104	SA
106	QA	3 days	Tue 5/6/08	Thu 5/8/08	105,99	QA
107	**View Print Permit Reports**	**15 days**	**Thu 4/24/08**	**Wed 5/14/08**		
108	UI Design	3 days	Thu 4/24/08	Mon 4/28/08	101	UI Engineer 1
109	*UI design - client sign off*	0 days	Mon 4/28/08	Mon 4/28/08	108	
110	UI Functionality	2.5 days	Tue 4/29/08	Thu 5/1/08	109,103	SE 1,SE 2
111	Backend	2 days	Tue 5/6/08	Wed 5/7/08	104,105	SE 3,SA
112	Code/Architectural Review	2 days	Thu 5/8/08	Fri 5/9/08	108,110,111	SA
113	QA	3 days	Mon 5/12/08	Wed 5/14/08	112,106	QA
114	**Permit Inspections**	**19 days**	**Tue 4/29/08**	**Fri 5/23/08**		
115	UI Design	3 days	Tue 4/29/08	Thu 5/1/08	108	UI Engineer 1
116	*UI design - client sign off*	0 days	Thu 5/1/08	Thu 5/1/08	115	
117	UI Functionality	4 days	Fri 5/2/08	Wed 5/7/08	116,110	SE 1,SE 2
118	Backend	6 days	Mon 5/12/08	Mon 5/19/08	111,112	SE 3,SA
119	Code/Architectural Review	1 day	Tue 5/20/08	Tue 5/20/08	115,117,118	SA
120	QA	3 days	Wed 5/21/08	Fri 5/23/08	119,113	QA
121	**Permit Non Compliances**	**18 days**	**Fri 5/2/08**	**Tue 5/27/08**		
122	UI Design	4 days	Fri 5/2/08	Wed 5/7/08	115	UI Engineer 1
123	*UI design - client sign off*	0 days	Wed 5/7/08	Wed 5/7/08	122	
124	UI Functionality	2 days	Thu 5/8/08	Fri 5/9/08	123,117	SE 1,SE 2
125	Backend	2 days	Wed 5/21/08	Thu 5/22/08	118,119	SE 3,SA
126	Code/Architectural Review	1 day	Fri 5/23/08	Fri 5/23/08	122,124,125	SA
127	QA	2 days	Mon 5/26/08	Tue 5/27/08	126,120	QA
129	**Conservation**	**34 days**	**Thu 5/8/08**	**Tue 6/24/08**		
130	**Transfer of Title**	**18 days**	**Thu 5/8/08**	**Mon 6/2/08**		
131	UI Design	2 days	Thu 5/8/08	Fri 5/9/08	122	UI Engineer 1
132	*UI design - client sign off*	0 days	Fri 5/9/08	Fri 5/9/08	131	
133	UI Functionality	1.5 days	Mon 5/12/08	Tue 5/13/08	132,124	SE 1,SE 2
134	Backend	3 days	Mon 5/26/08	Wed 5/28/08	125,126	SE 3,SA
135	Code/Architectural Review	1 day	Thu 5/29/08	Thu 5/29/08	131,133,134	SA
136	QA	2 days	Fri 5/30/08	Mon 6/2/08	135,127	QA
137	**Water Conservation Certification**	**23 days**	**Mon 5/12/08**	**Wed 6/11/08**		
138	UI Design	5 days	Mon 5/12/08	Fri 5/16/08	131	UI Engineer 1
139	*UI design - client sign off*	0 days	Fri 5/16/08	Fri 5/16/08	138	
140	UI Functionality	4 days	Mon 5/19/08	Thu 5/22/08	139,133	SE 1,SE 2
141	Backend	4 days	Fri 5/30/08	Wed 6/4/08	134,135	SE 3,SA
142	Code/Architectural Review	2 days	Thu 6/5/08	Fri 6/6/08	138,140,141	SA
143	QA	3 days	Mon 6/9/08	Wed 6/11/08	142,136	QA
144	**View Print Conservation Reports**	**25 days**	**Mon 5/19/08**	**Fri 6/20/08**		
145	UI Design	5 days	Mon 5/19/08	Fri 5/23/08	136	UI Engineer 1
146	*UI design - client sign off*	0 days	Fri 5/23/08	Fri 5/23/08	145	
147	UI Functionality	4 days	Mon 5/26/08	Thu 5/29/08	146,140	SE 1,SE 2
148	Backend	5 days	Mon 6/9/08	Fri 6/13/08	141,142	SE 3,SA
149	Code/Architectural Review	2 days	Mon 6/16/08	Tue 6/17/08	145,147,148	SA
150	QA	3 days	Wed 6/18/08	Fri 6/20/08	149,143	QA
151	**Conservation Non-Compliance**	**22 days**	**Mon 5/26/08**	**Tue 6/24/08**		
152	UI Design	3 days	Mon 5/26/08	Wed 5/28/08	145	UI Engineer 1
153	*UI design - client sign off*	0 days	Wed 5/28/08	Wed 5/28/08	152	
154	UI Functionality	2 days	Fri 5/30/08	Mon 6/2/08	153,147	SE 1,SE 2
155	Backend	2 days	Wed 6/18/08	Thu 6/19/08	148,149	SE 3,SA
156	Code/Architectural Review	1 day	Fri 6/20/08	Fri 6/20/08	152,154,155	SA
157	QA	2 days	Mon 6/23/08	Tue 6/24/08	156,150	QA
159	**Water Use Credit**	**40 days**	**Thu 5/29/08**	**Wed 7/23/08**		
160	**Credit Letters**	**23 days**	**Thu 5/29/08**	**Mon 6/30/08**		
161	UI Design	2 days	Thu 5/29/08	Fri 5/30/08	152	UI Engineer 1
162	*UI design - client sign off*	0 days	Fri 5/30/08	Fri 5/30/08	161	
163	UI Functionality	1.5 days	Tue 6/3/08	Wed 6/4/08	162,154	SE 1,SE 2
164	Backend	3 days	Mon 6/23/08	Wed 6/25/08	155,156	SE 3,SA
165	Code/Architectural Review	1 day	Thu 6/26/08	Thu 6/26/08	161,163,164	SA
166	QA	2 days	Fri 6/27/08	Mon 6/30/08	165,157	QA

Addendum to the Project Proposal

167	**Credit Extensions**	**25 days**	**Mon 6/2/08**	**Fri 7/4/08**		
168	UI Design	2 days	Mon 6/2/08	Tue 6/3/08	161	UI Engineer 1
169	*UI design - client sign off*	0 days	Tue 6/3/08	Tue 6/3/08	168	
170	UI Functionality	1.5 days	Wed 6/4/08	Thu 6/5/08	169,163	SE 1,SE 2
171	Backend	3 days	Fri 6/27/08	Tue 7/1/08	164,165	SE 3,SA
172	Code/Architectural Review	1 day	Wed 7/2/08	Wed 7/2/08	168,170,171	SA
173	QA	2 days	Thu 7/3/08	Fri 7/4/08	172,166	QA
174	**View/Print Credit Reports**	**29 days**	**Wed 6/4/08**	**Mon 7/14/08**		
175	UI Design	4 days	Wed 6/4/08	Mon 6/9/08	168	UI Engineer 1
176	*UI design - client sign off*	0 days	Mon 6/9/08	Mon 6/9/08	175	
177	UI Functionality	4 days	Tue 6/10/08	Fri 6/13/08	176,170	SE 1,SE 2
178	Backend	4 days	Thu 7/3/08	Tue 7/8/08	171,172	SE 3,SA
179	Code/Architectural Review	1 day	Wed 7/9/08	Wed 7/9/08	175,177,178	SA
180	QA	3 days	Thu 7/10/08	Mon 7/14/08	179,173	QA
181	**Credit Inspections**	**32 days**	**Tue 6/10/08**	**Wed 7/23/08**		
182	UI Design	4 days	Tue 6/10/08	Fri 6/13/08	175	UI Engineer 1
183	*UI design - client sign off*	0 days	Fri 6/13/08	Fri 6/13/08	182	
184	UI Functionality	4 days	Mon 7/7/08	Thu 7/10/08	183,173	SE 1,SE 2
185	Backend	6 days	Thu 7/10/08	Thu 7/17/08	178,179	SE 3,SA
186	Code/Architectural Review	1 day	Fri 7/18/08	Fri 7/18/08	182,184,185	SA
187	QA	3 days	Mon 7/21/08	Wed 7/23/08	186,180	QA
189	**Rebates**	**36 days**	**Mon 6/16/08**	**Mon 8/4/08**		
190	**Rebate Applications**	**31 days**	**Mon 6/16/08**	**Mon 7/28/08**		
191	UI Design	2 days	Mon 6/16/08	Tue 6/17/08	182	UI Engineer 1
192	*UI design - client sign off*	0 days	Tue 6/17/08	Tue 6/17/08	191	
193	UI Functionality	2 days	Fri 7/11/08	Mon 7/14/08	192,184	SE 1,SE 2
194	Backend	3 days	Mon 7/21/08	Wed 7/23/08	185,186	SE 3,SA
195	Code/Architectural Review	1 day	Thu 7/24/08	Thu 7/24/08	191,193,194	SA
196	QA	2 days	Fri 7/25/08	Mon 7/28/08	195,187	QA
197	**Rebate Reports**	**34 days**	**Wed 6/18/08**	**Mon 8/4/08**		
198	UI Design	3 days	Wed 6/18/08	Fri 6/20/08	191	UI Engineer 1
199	*UI design - client sign off*	0 days	Fri 6/20/08	Fri 6/20/08	198	
200	UI Functionality	2.5 days	Tue 7/15/08	Thu 7/17/08	199,193	SE 1,SE 2
201	Backend	3 days	Fri 7/25/08	Tue 7/29/08	194,195	SE 3,SA
202	Code/Architectural Review	2 days	Wed 7/30/08	Thu 7/31/08	198,200,201	SA
203	QA	2 days	Fri 8/1/08	Mon 8/4/08	202,196	QA
205	**Consumption**	**42 days**	**Mon 6/23/08**	**Tue 8/19/08**		
206	**Enter/Update Consumption**	**38 days**	**Mon 6/23/08**	**Wed 8/13/08**		
207	UI Design	4 days	Mon 6/23/08	Thu 6/26/08	198	UI Engineer 1
208	*UI design - client sign off*	0 days	Thu 6/26/08	Thu 6/26/08	207	
209	UI Functionality	4 days	Thu 7/17/08	Wed 7/23/08	208,200	SE 1,SE 2
210	Backend	4 days	Fri 8/1/08	Wed 8/6/08	201,202	SE 3,SA
211	Code/Architectural Review	2 days	Thu 8/7/08	Fri 8/8/08	207,209,210	SA
212	QA	3 days	Mon 8/11/08	Wed 8/13/08	211,203	QA
213	**View/Print Consumption Reports**	**38 days**	**Fri 6/27/08**	**Tue 8/19/08**		
214	UI Design	4 days	Fri 6/27/08	Wed 7/2/08	207	UI Engineer 1
215	*UI design - client sign off*	0 days	Wed 7/2/08	Wed 7/2/08	214	
216	UI Functionality	3.5 days	Wed 7/23/08	Mon 7/28/08	215,209	SE 1,SE 2
217	Backend	4 days	Mon 8/11/08	Thu 8/14/08	210,211	SE 3,SA
218	Code/Architectural Review	1 day	Fri 8/15/08	Fri 8/15/08	214,216,217	SA
219	QA	2 days	Mon 8/18/08	Tue 8/19/08	218,212	QA
221	**Applicant Correspondent**	**41 days**	**Thu 7/3/08**	**Thu 8/28/08**		
222	**Enter/Update Applicant Correspondent**	**37 days**	**Thu 7/3/08**	**Fri 8/22/08**		
223	UI Design	2 days	Thu 7/3/08	Fri 7/4/08	214	UI Engineer 1
224	*UI design - client sign off*	0 days	Fri 7/4/08	Fri 7/4/08	223	
225	UI Functionality	2 days	Tue 7/29/08	Wed 7/30/08	224,216	SE 1,SE 2
226	Backend	2 days	Mon 8/18/08	Tue 8/19/08	217,218	SE 3,SA
227	Code/Architectural Review	1 day	Wed 8/20/08	Wed 8/20/08	223,225,226	SA
228	QA	2 days	Thu 8/21/08	Fri 8/22/08	227,219	QA

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229	**View/Print Reports**	**39 days**	**Mon 7/7/08**	**Thu 8/28/08**	
230	UI Design	3 days	Mon 7/7/08	Wed 7/9/08 223	UI Engineer 1
231	*UI design - client sign off*	0 days	Wed 7/9/08	Wed 7/9/08 230	
232	UI Functionality	3 days	Thu 7/31/08	Mon 8/4/08 231,225	SE 1,SE 2
233	Backend	3 days	Thu 8/21/08	Mon 8/25/08 226,227	SE 3,SA
234	Code/Architectural Review	1 day	Tue 8/26/08	Tue 8/26/08 230,232,233	SA
235	QA	2 days	Wed 8/27/08	Thu 8/28/08 234,228	QA
237	**Appeals**	**42 days**	**Thu 7/10/08**	**Fri 9/5/08**	
238	**Enter/Update Appeals**	**39 days**	**Thu 7/10/08**	**Tue 9/2/08**	
239	UI Design	2 days	Thu 7/10/08	Fri 7/11/08 230	UI Engineer 1
240	*UI design - client sign off*	0 days	Fri 7/11/08	Fri 7/11/08 239	
241	UI Functionality	2 days	Tue 8/5/08	Wed 8/6/08 240,232	SE 1,SE 2
242	Backend	2 days	Wed 8/27/08	Thu 8/28/08 233,234	SE 3,SA
243	Code/Architectural Review	1 day	Fri 8/29/08	Fri 8/29/08 239,241,242	SA
244	QA	2 days	Mon 9/1/08	Tue 9/2/08 243,235	QA
245	**View/Print Appeal Reports**	**40 days**	**Mon 7/14/08**	**Fri 9/5/08**	
246	UI Design	2 days	Mon 7/14/08	Tue 7/15/08 239	UI Engineer 1
247	*UI design - client sign off*	0 days	Tue 7/15/08	Tue 7/15/08 246	
248	UI Functionality	3 days	Thu 8/7/08	Mon 8/11/08 247,241	SE 1,SE 2
249	Backend	2 days	Mon 9/1/08	Tue 9/2/08 242,243	SE 3,SA
250	Code/Architectural Review	1 day	Wed 9/3/08	Wed 9/3/08 246,248,249	SA
251	QA	2 days	Thu 9/4/08	Fri 9/5/08 250,244	QA
253	**Water Credit Transfers**	**44 days**	**Wed 7/16/08**	**Mon 9/15/08**	
254	**Enter/Update Water Credit Transfers**	**41 days**	**Wed 7/16/08**	**Wed 9/10/08**	
255	UI Design	2 days	Wed 7/16/08	Thu 7/17/08 246	UI Engineer 1
256	*UI design - client sign off*	0 days	Thu 7/17/08	Thu 7/17/08 255	
257	UI Functionality	2 days	Tue 8/12/08	Wed 8/13/08 256,248	SE 1,SE 2
258	Backend	2 days	Thu 9/4/08	Fri 9/5/08 249,250	SE 3,SA
259	Code/Architectural Review	1 day	Mon 9/8/08	Mon 9/8/08 255,257,258	SA
260	QA	2 days	Tue 9/9/08	Wed 9/10/08 259,251	QA
261	**View/Print Water Credit Transfers**	**42 days**	**Fri 7/18/08**	**Mon 9/15/08**	
262	UI Design	3 days	Fri 7/18/08	Tue 7/22/08 255	UI Engineer 1
263	*UI design - client sign off*	0 days	Tue 7/22/08	Tue 7/22/08 262	
264	UI Functionality	3 days	Thu 8/14/08	Mon 8/18/08 263,257	SE 1,SE 2
265	Backend	2 days	Tue 9/9/08	Wed 9/10/08 258,259	SE 3,SA
266	Code/Architectural Review	1 day	Thu 9/11/08	Thu 9/11/08 262,264,265	SA
267	QA	2 days	Fri 9/12/08	Mon 9/15/08 266,260	QA
269	**PBE**	**45 days**	**Wed 7/23/08**	**Tue 9/23/08**	
270	**Enter/Update PBE**	**42 days**	**Wed 7/23/08**	**Thu 9/18/08**	
271	UI Design	2 days	Wed 7/23/08	Thu 7/24/08 262	UI Engineer 1
272	*UI design - client sign off*	0 days	Thu 7/24/08	Thu 7/24/08 271	
273	UI Functionality	2 days	Tue 8/19/08	Wed 8/20/08 272,264	SE 1,SE 2
274	Backend	2 days	Fri 9/12/08	Mon 9/15/08 265,266	SE 3,SA
275	Code/Architectural Review	1 day	Tue 9/16/08	Tue 9/16/08 271,273,274	SA
276	QA	2 days	Wed 9/17/08	Thu 9/18/08 275,267	QA
277	**View/Print PBE**	**43 days**	**Fri 7/25/08**	**Tue 9/23/08**	
278	UI Design	3 days	Fri 7/25/08	Tue 7/29/08 271	UI Engineer 1
279	*UI design - client sign off*	0 days	Tue 7/29/08	Tue 7/29/08 278	
280	UI Functionality	3 days	Thu 8/21/08	Mon 8/25/08 279,273	SE 1,SE 2
281	Backend	2 days	Wed 9/17/08	Thu 9/18/08 274,275	SE 3,SA
282	Code/Architectural Review	1 day	Fri 9/19/08	Fri 9/19/08 278,280,281	SA
283	QA	2 days	Mon 9/22/08	Tue 9/23/08 282,276	QA
285	**Daily Process**	**61 days**	**Wed 7/30/08**	**Wed 10/22/08**	
286	**System Generated Letters Notice**	**49 days**	**Wed 7/30/08**	**Mon 10/6/08**	
287	UI Design	5 days	Wed 7/30/08	Tue 8/5/08 278	UI Engineer 1
288	*UI design - client sign off*	0 days	Tue 8/5/08	Tue 8/5/08 287	
289	UI Functionality	5 days	Tue 8/26/08	Mon 9/1/08 288,280	SE 1,SE 2
290	Backend	6 days	Mon 9/22/08	Mon 9/29/08 281,282	SE 3,SA
291	Code/Architectural Review	2 days	Tue 9/30/08	Wed 10/1/08 287,289,290	SA
292	QA	3 days	Thu 10/2/08	Mon 10/6/08 291,283	QA

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293	**On Demand Letters/Notices**	**46 days**	**Wed 8/6/08**	**Wed 10/8/08**	
294	UI Design	3 days	Wed 8/6/08	Fri 8/8/08 287	UI Engineer 1
295	*UI design - client sign off*	0 days	Fri 8/8/08	Fri 8/8/08 294	
296	UI Functionality	2 days	Tue 9/2/08	Wed 9/3/08 295,289	SE 1,SE 2
297	Backend	2 days	Thu 10/2/08	Fri 10/3/08 290,291	SE 3,SA
298	Code/Architectural Review	1 day	Mon 10/6/08	Mon 10/6/08 294,296,297	SA
299	QA	2 days	Tue 10/7/08	Wed 10/8/08 298,292	QA
300	**View/Print Letters/Notices**	**53 days**	**Mon 8/11/08**	**Wed 10/22/08**	
301	UI Design	5 days	Mon 8/11/08	Fri 8/15/08 294	UI Engineer 1
302	*UI design - client sign off*	0 days	Fri 8/15/08	Fri 8/15/08 301	
303	UI Functionality	10 days	Thu 9/4/08	Wed 9/17/08 302,296	SE 1
304	Backend	6 days	Tue 10/7/08	Tue 10/14/08 297,298	SE 3,SA
305	Code/Architectural Review	2 days	Wed 10/15/08	Thu 10/16/08 301,303,304	SA
306	QA	4 days	Fri 10/17/08	Wed 10/22/08 305,299	QA
308	**Utilities**	**64 days**	**Mon 8/18/08**	**Thu 11/13/08**	
309	**Fees**	**51 days**	**Mon 8/18/08**	**Mon 10/27/08**	
310	UI Design	3 days	Mon 8/18/08	Wed 8/20/08 301	UI Engineer 1
311	*UI design - client sign off*	0 days	Wed 8/20/08	Wed 8/20/08 310	
312	UI Functionality	2.5 days	Thu 9/18/08	Mon 9/22/08 311,303	SE 1,SE 2
313	Backend	3 days	Fri 10/17/08	Tue 10/21/08 304,305	SE 3,SA
314	Code/Architectural Review	1 day	Wed 10/22/08	Wed 10/22/08 310,312,313	SA
315	QA	3 days	Thu 10/23/08	Mon 10/27/08 314,306	QA
316	**Rebates**	**50 days**	**Thu 8/21/08**	**Wed 10/29/08**	
317	UI Design	2 days	Thu 8/21/08	Fri 8/22/08 310	UI Engineer 1
318	*UI design - client sign off*	0 days	Fri 8/22/08	Fri 8/22/08 317	
319	UI Functionality	2 days	Mon 9/22/08	Wed 9/24/08 318,312	SE 1,SE 2
320	Backend	2 days	Thu 10/23/08	Fri 10/24/08 313,314	SE 3,SA
321	Code/Architectural Review	1 day	Mon 10/27/08	Mon 10/27/08 317,319,320	SA
322	QA	2 days	Tue 10/28/08	Wed 10/29/08 321,315	QA
323	**Conservation**	**50 days**	**Mon 8/25/08**	**Fri 10/31/08**	
324	UI Design	2 days	Mon 8/25/08	Tue 8/26/08 317	UI Engineer 1
325	*UI design - client sign off*	0 days	Tue 8/26/08	Tue 8/26/08 324	
326	UI Functionality	3 days	Wed 9/24/08	Mon 9/29/08 325,319	SE 1
327	Backend	1 day	Tue 10/28/08	Tue 10/28/08 320,321	SE 3,SA
328	Code/Architectural Review	1 day	Wed 10/29/08	Wed 10/29/08 324,326,327	SA
329	QA	2 days	Thu 10/30/08	Fri 10/31/08 328,322	QA
330	**Users**	**52 days**	**Wed 8/27/08**	**Thu 11/6/08**	
331	UI Design	3 days	Wed 8/27/08	Fri 8/29/08 324	UI Engineer 1
332	*UI design - client sign off*	0 days	Fri 8/29/08	Fri 8/29/08 331	
333	UI Functionality	3 days	Mon 9/29/08	Thu 10/2/08 332,326	SE 1,SE 2
334	Backend	3 days	Thu 10/30/08	Mon 11/3/08 327,328	SE 3,SA
335	Code/Architectural Review	1 day	Tue 11/4/08	Tue 11/4/08 331,333,334	SA
336	QA	2 days	Wed 11/5/08	Thu 11/6/08 335,329	QA
337	**Additional Utility**	**54 days**	**Mon 9/1/08**	**Thu 11/13/08**	
338	UI Design	3 days	Mon 9/1/08	Wed 9/3/08 331	UI Engineer 1
339	*UI design - client sign off*	0 days	Wed 9/3/08	Wed 9/3/08 338	
340	UI Functionality	3 days	Thu 10/2/08	Tue 10/7/08 339,333	SE 1,SE 2
341	Backend	3 days	Wed 11/5/08	Fri 11/7/08 334,335	SE 3,SA
342	Code/Architectural Review	2 days	Mon 11/10/08	Tue 11/11/08 338,340,341	SA
343	QA	2 days	Wed 11/12/08	Thu 11/13/08 342,336	QA
345	**Overall Stress Testing**	**5 days**	**Fri 11/14/08**	**Thu 11/20/08 343**	**QA**

Note: the Project plan could be best view at 140% - 150% Zoom level

10 Annexure A

10.1 Project Plan

	Task Name	Duration	Start	Finish
1	⊟ WDD-DBS	189 days	Mon 12/3/07	Thu 8/21/08
2	⊞ Weekly meeting (ongoing status review and	181 days	Mon 12/3/07	Mon 8/11/08
41	⊞ Create initial project Setup	1 day	Mon 12/3/07	Mon 12/3/07
48	⊞ Detail Study Existing System	25 days	Mon 12/3/07	Fri 1/4/08
54	⊞ Design	10 days	Mon 1/7/08	Fri 1/18/08
58	⊟ WDD Middle Tier Services	133 days	Mon 1/21/08	Wed 7/23/08
59	⊞ Data Services	63 days	Mon 1/21/08	Wed 4/16/08
66	⊞ Document Management System	70 days	Thu 4/17/08	Wed 7/23/08
73	⊞ User Accounts and Profile Implementation	7 days	Mon 1/14/08	Tue 1/22/08
81	⊟ Permit Inquiry	9 days	Wed 1/16/08	Mon 1/28/08
82	⊞ Search/ Find Property	9 days	Wed 1/16/08	Mon 1/28/08
90	⊟ Permits	28 days	Fri 1/18/08	Tue 2/26/08
91	⊞ Residential	10 days	Fri 1/18/08	Thu 1/31/08
98	⊞ Commercial	13 days	Tue 1/22/08	Thu 2/7/08
105	⊞ View/Print Permit Reports	15 days	Thu 1/24/08	Wed 2/13/08
112	⊞ Permit Inspections	19 days	Tue 1/29/08	Fri 2/22/08
119	⊞ Permit Non Compliances	18 days	Fri 2/1/08	Tue 2/26/08
127	⊟ Conservation	34 days	Thu 2/7/08	Tue 3/25/08
128	⊞ Transfer of Title	18 days	Thu 2/7/08	Mon 3/3/08
135	⊞ Water Conservation Certification	23 days	Mon 2/11/08	Wed 3/12/08
142	⊞ View Print Conservation Reports	25 days	Mon 2/18/08	Fri 3/21/08
149	⊞ Conservation Non-Compliance	22 days	Mon 2/25/08	Tue 3/25/08
157	⊟ Water Use Credit	40 days	Thu 2/28/08	Wed 4/23/08
158	⊞ Credit Letters	23 days	Thu 2/28/08	Mon 3/31/08
165	⊞ Credit Extensions	25 days	Mon 3/3/08	Fri 4/4/08
172	⊞ View/Print Credit Reports	29 days	Wed 3/5/08	Mon 4/14/08
179	⊞ Credit Inspections	32 days	Tue 3/11/08	Wed 4/23/08
187	⊟ Rebates	36 days	Mon 3/17/08	Mon 5/5/08
188	⊞ Rebate Applications	31 days	Mon 3/17/08	Mon 4/28/08
195	⊞ Rebate Reports	34 days	Wed 3/19/08	Mon 5/5/08