



Work Order

Hedgehog Implementation Project

San Bernardino County Fire Protection District
Office of the Fire Marshal, Hazardous Materials Section

Project Code:	WO-SBERF-2025-01
Presented Date:	October 13, 2025
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Microsoft Partner

Silver Application Development

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Introduction

This document (“Work Order”), made as of the date fully executed (“Effective Date”), outlines the work that Hedgerow Software US, Inc. (“Hedgerow”) will perform for a successful implementation of the Licensed Programs supporting the Certified Unified Program Agency (CUPA) for San Bernardino County Fire Protection District (“Agency”).

This Work Order documents the services, resources, methodologies, and deliverables that Hedgerow will provide as part of this implementation project, along with all associated costs, and ensures that Agency will successfully be able to use Licensed Programs in their day-to-day production work environment at the conclusion of the project.

Information contained under the Standard Implementation Project section provides general static information regarding a typical Hedgehog Application Suite Implementation Project. Information contained in the Appendices section provides information that is specific to Agency for this Implementation Project. This Work Order is subject to the terms and conditions of the License and Support Agreement between Hedgerow and Agency as modified by Appendix A of that agreement..

Hedgerow shall provide licensing, services, and tasks described in the County of El Dorado Contract LSA-COED-2024-01 (corresponding WO-COED-2024-01) hereto and all services and tasks reasonably necessary for the completion of the same (the “Work”) as appropriate for the needs of Agency. Hedgerow shall furnish, at Hedgerow’s own cost and expense, all person in consideration of the payments hereinafter set forth, Hedgerow will perform services for Agency in accordance with the terms, conditions, and specifications set forth herein. All Work and any portion thereof separately identified shall be completed within a similar time provided in County of El Dorado Contract LSA-COED-2024-01, which, by this reference, is incorporated herein.

In the event of a conflict between the main body of the Work Order and an Appendix to the Work Order, the terms of the Appendix shall prevail.

1. The Project

With this Implementation Work Order (“Project”) Hedgerow Software US, Inc. (“Hedgerow”) commits to deliver a successful implementation of the Hedgehog Platform Licensed Programs (“Hedgehog”) contained in a License and Support Agreement (LSA) LSA-SBERF-2025-01 entered into between Hedgerow and Customer (“Agency”).

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

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

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

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

1.2. Ownership of Work Product

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

2. Discovery Phase and Project Plan

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

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

3. Scope

3.1. Scope Statement

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

3.2. Program Areas

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

- Hazardous Materials Business Plan
- Hazardous Waste & Onsite Treatment
- Aboveground Petroleum Storage Act (APSA)
- Underground Storage Tank (UST) Program
- California Accidental Release Program (CalARP)
- CA Fire Code- HMMP & HMIS

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

3.3. Historical Data Conversion

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

Conversion of historical data is limited to 3 years.

Agency's data conversion will be limited to that contained in Agency's Accela / EnvisionConnect database, which has been used solely to comply with California CUPA requirements of the Hazardous Materials program area.

The following historical data will be extracted from the Accela / EnvisionConnect database and converted to the Hedgehog database:

- Contacts - existing permitted and active contacts
- Accounts - for those linked to facility billing and reporting
- Billing (Outstanding Balance Forward Only)
- Facilities - for all active and inactive facilities within the retention period

- Inspections - core data for facility inspection scheduling
- Permits - active facilities (last known permit) and in-progress permitting

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

3.4. Hedgehog Document Management System

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

3.5. Report Customization

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

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

3.6. CERS eXchange Configuration and Setup

- The CERS eXchange, is a web service interface that allows Hedgehog to programmatically push Inspection, Compliance, and Monitoring (CME) data to the California Environmental Reporting System (CERS).
- Hedgerow will manage the setup and configuration of CERS eXchange during implementation.

3.7. MS Azure Hosting

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

3.8. Hedgehog Training

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

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

4. Out of Scope

- Hedgehog Platform Licensed Programs not explicitly subscribed in the LSA.
- Environmental Program Areas not explicitly Included in Section 3.2.
- Data Conversion not explicitly specified in section 3.3.
- Report Conversion beyond limited adjustment to existing Hedgehog reports in section 3.5.
- Prescribed interfaces to third party software other than those listed in the LSA.

- Replacement or reproduction of custom software, utilities, database views or stored procedures, or processes developed by Agency or a third party.

5. Change Requests

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

6. Conflict Resolution

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

7. Costs and Payment Terms

Item	Cost
Project Management, Business Analysis, Configuration and Training	\$ 75,000.00
Data Conversion: CUPA Only	\$ 30,000.00
CERS Integration	\$ 10,000.00
Total	\$ 115,000.00

7.1. Payment Schedule

50% at Contract Signing	\$ 57,500.00
50% at Go-Live	\$ 57,500.00

Invoice Payment terms are Net 60 days.

8. Acceptance

I have read and understand the Project Scope contained within this Implementation Work Order and agree that they meet Agency's expectations. Each person signing below has the authority to execute this Work Order.

This Work Order may be executed in any number of counterparts, each of which so executed shall be deemed to be an original, and such counterparts shall together constitute one and the same Work Order. The parties shall be entitled to sign and transmit an electronic signature of this Work Order (whether by facsimile, PDF or other email transmission), which signature shall be binding on the party whose name is contained therein. Each party providing an electronic signature agrees to promptly execute and deliver to the other party an original signed Work Order upon request.

Agency Name: San Bernardino County Fire Protection District

Accepted By: _____
Printed Name and Title

Signature: _____

Date: _____

Hedgerow: Hedgerow Software US, Inc.

Accepted By: _____
Printed Name and Title

Signature: _____

Date: _____