MEMORANDUM

DATE: July 5, 2018

TO: ****ORIGINAL****
City Clerk's Office

FROM: Shelby Dolan
Procurement Management Department

SUBJECT: Authorization to Release Contract

CONTRACT:	# 20130010 Amendment #2
CONTRACT TITLE:	Software Utility Billing
VENDOR NAME:	N. Harris Computer Corporation
VENDOR ADDRESS:	1 Antares Drive, Suite 400
CITY & STATE:	Ottawa, ON K2E 8C4

COUNCIL APPROVED: May 14, 2018
7d)- N. HARRIS COMPUTER CORPORATION, AMENDMENT 2, UPGRADE
CURRENT SOFTWARE TO VERSION 4 FOR THE UTILITY BILLING
DEPARTMENT, #20130010, $180,500, CONTRACT PERIOD IS 5 YEARS, UTILITY
SYSTEMS DEPARTMENT, PROCUREMENT MANAGEMENT

Please see the attached for an original copy for your records.

Thank you.

ADVANCED
UTILITY SYSTEMS

CIS Infinity Version 4 Upgrade

City of Port St. Lucie

July 5, 2018

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this Scope of Work for the CIS Infinity Version 4 Upgrade.
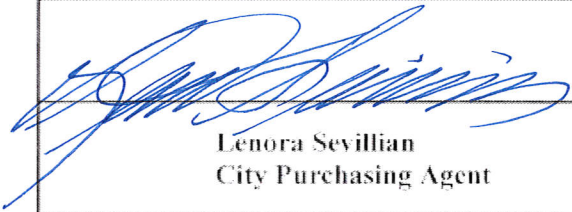
Authorized By: City of Port St. Lucie, Utility Systems Dept.	Authorized By: Advanced Utility Systems
Lenora Sevillian City Purchasing Agent	Y. H. Jiwjee Yusuf Jiwajee Director, Client Services
July 5, 2018	July 5, 2018

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Project Overview

The project is defined as the upgrade of CIS Infinity Version 4, by Advanced Utility Systems (Advanced) for City of Port St. Lucie, Utility Systems Dept. (Port St. Lucie). The current CIS Infinity instance will be upgraded to Version 4 and will replace the current version of CIS Infinity.

This document describes the Scope of Work (SOW) to be delivered by Advanced, as well as defines the principal activities and deliverables of both Advanced and Port St. Lucie for this project. This document contains the following Appendices:

- Appendix A – Hardware and Software Requirements
- Appendix B – Port St. Lucie Interfaces

The project as outlined in this Scope of Work (SOW) encompasses all aspects of Port St. Lucie's CIS Infinity upgrade, including but not limited to project management, data integrity and clean up, data conversion, configuration including interfaces, and training.

Project Phases

There are five major phases for the CIS Infinity Version 4 Upgrade: (1) Project Planning & Initiation, (2) Data Integrity Check & Cleanup and Initial Conversion, (3) Training & BPR, (4) Testing & Data Refreshes, and (5) Transition to Go Live. Within each project phase are deliverables and milestones that need to be achieved by both parties to move to the next project phase. Details of each phase along with key deliverables for Advanced and Port St. Lucie are described below.

Project Scope

Advanced and Port St. Lucie agree to cooperatively manage the cost, schedule, and scope of the project. Project scope is limited to the tasks and deliverables identified in this SOW. Items not included in this SOW are to be considered out of scope.

Advanced will provide the following Version 4 upgrade services to Port St. Lucie:

- Project Management
- Installation of RESTful API
- V3 Data Integrity Check and Clean up in Port St. Lucie's test environment
- Conversion of data from CIS Infinity Version 3 to CIS Infinity Version 4
- V4 Data Integrity Check and Clean up in Port St. Lucie's test environment
- Data refreshes (Maximum of 6)
- Conversion of current Bill Print(s)/Notice(s)/Receipts formats from Crystal Reports XI to Crystal Reports 2013

- Conversion of Standard (canned) reports format from Crystal Reports XI to Crystal Reports 2013. All customer reports created by Advanced are included. Any third-party custom reports not created by Advanced are not included in this scope of work and will require additional hours. Non standard and custom reports not created by Advanced are not included.
- Unlimited Remote web based training during implementation only
- Conversion of existing interfaces as identified in Appendix B
- Conversion of required billing formulas
- Business Process Review (BPR)
- Technical Support
-

Change Control

Any changes to the project which impact project scope, schedule and/or costs must go through a Scope of Work Amendment process. A change must be identified by the Project Managers and any schedule, resources, risks and costs impacts assessed and documented. It is acknowledged that a change could potentially lead to a Scope of Work Amendment to this project or a separately defined project which must be approved by both Advanced and Port St. Lucie.

Timeline

The effort included in this Scope of Work is for a timeframe that usually does not exceed 8 months from the Notice to Proceed although this is subject to change based on the mutually agreed upon project plan. A Scope of Work Amendment may be required if project timeframe extends beyond 8 months (if the delay does not involve testing issues or an issue caused by Advanced).

Key Project Assumptions

1. All prices are quoted in US dollars.

2. The Fixed Cost will be firm for the services identified herein through the project's duration, as identified in this SOW. Travel costs are estimated and will be billed as incurred in accordance with this SOW.

3. Port St. Lucie will upgrade CIS Infinity Version 3 to the recommended release prior to Advanced conducting any data integrity or data cleanup activities.

4. This Project is not normal daily operations. Team members should be aware of the demands of a project of this nature and will have to readily adjust to the needs of meeting deadlines and multi-tasking for this project to be successful.

5. Advanced and Port St. Lucie will each assign a project manager who will be responsible for jointly managing the overall implementation to a successful conclusion.

6. Project success is dependent upon both Advanced and Port St. Lucie supplying the resources required to complete all deliverables in a timely matter. Areas of expertise required include Project Management, IT (Hardware, Network, Database), Data Conversion, Business Process and Reports.

7. Port St. Lucie and Advanced will ensure team members are available for meetings, workshops, discussions and conference calls upon request by the other party with reasonable notice. Project team members will respond to information requests in a timely matter to minimize delays in the project.

8. Port St. Lucie will perform testing as required including data conversion, functional, integration testing, and user acceptance testing.

9. Port St. Lucie will strive to make a reasonable effort to minimize the impact of competing initiatives within the organization that may have a negative impact to the project.

10. Port St. Lucie will provide adequate facilities that support remote training during the project's lifecycle.

11. Port St. Lucie will provide adequate on-site training facilities during project (if applicable).

12. Port St. Lucie and will provide desk space for the Advanced team members while onsite.

13. Port St. Lucie and will provide access to; printers within the facility, all network drives required for the shared project resources, project servers (minimum of 4 remote connections), all instances of the CIS Infinity and full external internet access, (wireless preferred) for each Advanced team member including unimpeded access to Advanced's VPN.

14. Port St. Lucie is responsible, at its expense, for updating hardware and system software as needed. See Appendix A for Hardware and Software Requirements. If not yet completed, Port St. Lucie must complete the procurement and installation of the computer hardware and associated system software at least fifteen (15) business days before the CIS Infinity Version 4 installation date.

Project Management

Project management occurs throughout the project. Advanced will have primary responsibility for the successful completion of this project as defined in the Scope of Work, including the management of all Advanced resources and tasks. Advanced will be responsible for conducting project related administrative activities including the development and updates, as required, to the project schedule. The Advanced Project Manager (PM) will provide oversight and guidance to Advanced staff to ensure successful completion of Advanced led/assigned activities and related project tasks. Similarly the Port St. Lucie PM will provide oversight and guidance to Port St. Lucie staff to ensure successful completion of Port St. Lucie led/assigned activities and related project tasks.

ADVANCED DELIVERABLES:

The Advanced Project Manager/Functional Lead (PM) will deliver the following as part of their Project Management duties:

1. Lead the weekly project meeting to discuss status, address questions and provide direction on outstanding activities

2. Prepare weekly status reports documenting work in progress compared to schedule, issues, actions, risks and budget

3. Participate in a bi-monthly Executive Steering Committee meeting to review project status; to be attended by the PM and Project Sponsor

4. Update the Project Schedule on a monthly basis, or as required, based on outcomes of the project status

5. Manage the efforts of the Advanced staff and coordinate project activities with the Port St. Lucie's Project Manager

6. Ensure timely resolution and updates to Team Support items

PORT ST. LUCIE DELIVERABLES:

The Port St. Lucie PM will deliver the following as part of their Project Management duties:

1. Participate in the weekly project meeting to discuss status, address questions and provide direction on outstanding activities

2. Organize and lead the bi-monthly Executive Steering Committee meeting to review project status, to be attended by the Port St. Lucie Project Manager and Port St. Lucie Project Sponsor(s)

3. Manage the efforts of the Port St. Lucie staff and coordinate project activities with the Advanced's Project Manager

4. Ensure project team is testing and providing timely update to Team Support items

5. Review and approve project deliverables

6. Review and process invoices

Phase 1 - Project Planning and Initiation

Advanced and Port St. Lucie will partner together for successful project execution. Project Initiation will involve all members of the Advanced and Port St. Lucie project team. Prior to the remote Project Kickoff meeting, Advanced and Port St. Lucie will assemble their respective teams who will review this SOW in preparation of the Project Kickoff meeting. It is also highly recommended that the Port St. Lucie review the Version 4 upgrade documentation available on mycisinfinity.com prior to the Project Kickoff meeting.

The Project Schedule for Port St. Lucie identifies the activities, deliverables and resources required for the successful upgrade of CIS Infinity. The Advanced PM and the Port St. Lucie will review the Project Schedule and internal project dates that may affect project milestones (for example, third party delivery dates). Port St. Lucie is responsible for managing the timelines and deliverables of any third party vendor, to ensure they meet the requirements of the approved Project Schedule. The Advanced PM and the Port St. Lucie PM will finalize the project schedule within 2 weeks of the Project Kickoff meeting.

Any significant changes to the project timeline during the project are to be communicated to and reviewed by the Project Sponsors of Port St. Lucie and at Advanced. Significant changes affecting the overall scope of the project may necessitate the use of a Scope of Work Amendment process. (See Change Control).

ADVANCED DELIVERABLES:

1. Schedule and conduct a joint remote Project Kickoff meeting which will include the review of this SOW, Project Schedule and the CIS Infinity Version 4 Upgrade Checklist

2. Review all interfaces per the SOW APPENDIX B

3. Develop joint Project Team Contact list

4. Review and revise, if required, Weekly Status Report format

5. Review and finalize project schedule with Port St. Lucie PM

6. Deliver Core Team Training Agendas

7. Provide access to Standard Version 4 Training Workbooks on mycisinfinity.com, if required

8. Deliver generic testing checklist

9. Remotely install CIS Infinity Version 4 software on Port St. Lucie's designated server as documented by Port St. Lucie in the CIS Infinity Version 4 Upgrade Checklist

10. Install Version 4 HELP and WIKI

11. Train Port St. Lucie on how to apply new Version 4 builds

PORT ST. LUCIE DELIVERABLES:

1. Procure, set up and install any required hardware and associated system software

2. Upgrade, if required CIS Infinity Version 3 to the latest build

3. Upgrade, if required Infinity.Mobile to the latest build

4. Review and approve Project Schedule

5. Participate in Project Kickoff meeting (all project team members)

6. Create Team Support ticket for each interface which will include a sample file format and file layout description

7. Develop Test Plan

8. Complete the CIS Infinity Version 4 Upgrade Checklist, including identified tasks within the checklist

9. Install software required by Version 4 on client workstations and test access to Version 4 server software

10. Participate in Version 4 build application training. Application of new builds throughout the project is the responsibility of Port St. Lucie

Final

Phase 2 - Data Integrity Check & Clean Up & Initial Data Conversion

Version 3 Data Integrity Check and Clean up

Prior to the CIS Infinity Version 4 upgrade conversion, the V3 Integrity Check Utility will be run by Advanced in coordination with Port St. Lucie within the Version 3 Test Environment. The Version 3 Test Environment must be refreshed from production by Port St. Lucie prior to running the V3 Integrity Check Utility. The V3 Integrity Check Utility will report on data integrity issues within the Version 3 database, which, if not resolved, will prevent the successful upgrading of the Version 3 database to the Version 4 database. This tool can be run at any time, and is not dependent on having CIS Infinity Version 4 installed.

The V3 Data Integrity Check utility will find and report on data integrity issues, such as missing links (orphaned records), code look-ups and unpopulated required fields. Advanced staff will analyze issues reported by the Integrity Check Utility and prepare SQL scripts as required to resolve data issues. Data fixes will be applied by Advanced in the Test Environment. Port St. Lucie will review data fixes and once approved, Port St. Lucie will run scripts and make data changes in your V3 Production Environment.

ADVANCED DELIVERABLES:

1. Run V3 Integrity Check Utility on CIS Infinity Version 3 Test Environment (Refreshed)

2. Identify, resolve and update data changes into CIS Infinity Version 3 Test Environment prior to the initial conversion of the V3 database to Version 4

3. Develop and run V3 data clean up scripts in the Version 3 Test Environment prior to the initial conversion of the V3 database to Version 4

PORT ST. LUCIE DELIVERABLES:

1. Refresh Version 3 Test Environment from Version 3 Production Environment

Version 4 Initial Upgrade Conversion, Data Validation and Testing

Once the Version 3 data integrity and cleanup process is complete Advanced will convert Port St. Lucie's V3 data and load into Port St. Lucie's V4 Test Environment.

Advanced will supply a data validation report confirming both Version 3 and Version 4 systems are in balance and will release the system for testing by Port St. Lucie.

The initial Version 4 Upgrade Conversion will average one to two days. The length of time necessary for conversion is dependent on several key factors including the size of the current database and whether or not detailed pre-CIS Infinity live financial data is being converted.

NOTE:

The upgrade conversion routine does not automate the upgrade of interfaces, client security settings, hyperlinks, saved reporting criteria, information bars, billing formulas, bill prints, notices & receipts and custom reports. Advanced and Port St. Lucie will need to configure these manually as identified below.

Advanced is responsible for converting/configuring

- All billing formulas required by Port St. Lucie in Version 4
- Current bill prints, notices and receipts
- Generic Information Bars
- Interfaces (Delivered at Integration Testing)
- Work orders (currently set up in V3)
- Letters (currently set up in V3)

- Billing formulas, bill prints, notices and receipts will be available for Functional Testing phase. Generic Information Bars will be delivered with the Initial V4 Upgrade Conversion and Interfaces will be delivered for the Integration Test phase.

Port St. Lucie is responsible for converting/configuring:

- User security
- Custom reports
- Report Criteria
- Hyperlinks

- Configuration of security and custom reports are required for the Integration Testing phase. Configuration of saved reporting criteria and hyperlinks are required for the Functional Test phase.

Prior to the completion of the Initial Upgrade Conversion Port St. Lucie will select a group of Baseline Accounts. Baseline Accounts provide Port St. Lucie's staff with a point of reference when completing testing. The Baseline Accounts represent a cross-section of account types and include accounts handled differently than "normal" accounts. For example, a sample of an account for each rate code, an account with automatic withdrawal, accounts with multiple meters, and account with compound meters are all examples of accounts that should be included in Port St. Lucie's Baseline Accounts, as applicable.

As part of the Initial Upgrade Conversion, Port St. Lucie will undertake testing of the Version 4 Upgrade conversion. Port St. Lucie's project manager will coordinate the completion of the Version 4 Upgrade conversion testing and submit any issues identified in Team Support. This testing will provide Advanced with information relating to upgrade conversion anomalies to be corrected. Re-testing of identified conversion issues will be necessary.

During Initial Upgrade Conversion testing (and subsequent test phases), Advanced will access Port St. Lucie's server in order to upload data corrections, with the assistance of Port St. Lucie's technical staff. The users will re-test anomalies based on initial test results and established Baseline Accounts.

ADVANCED DELIVERABLES:

1. Convert CIS Infinity Version 3 database to CIS Infinity Version 4 database
2. Deliver Data Validation Report which validates conversion accuracy between V3 and V4
3. Review and deliver initial V4 data conversion load with Port St. Lucie
4. Time the process to convert and load data
5. Configure generic Information Bars

PORT ST. LUCIE DELIVERABLES:

1. Review and approve the Data Validation Report
2. Run reports currently used by Port St. Lucie for balancing system in V3 in V3 and V4 to confirm versions are in balance
3. Load refreshed Version 4 test database onto Advanced FTP site (required for troubleshooting and billing formula conversion)
4. Identify Baseline Accounts for testing
5. Run CIS Infinity V4 Data Validation Tool to compare and validate V3 data.

Phase 3 – Training & Business Process Review

Core Team Training

Core Team Training will be conducted remotely via WebEx for the core team following the initial V4 conversion rollout. Users will be trained to ensure that they can access the system and navigate through CIS Infinity Version 4 for testing purposes. To ensure an efficient and effective parallel process, Advanced recommends setting up a separate area for testing and training. The core team training is designed to train users on the new user interface (UI) and changes in key functional areas including AccountView, System Administration, Security, Cash, Billing, Collections, Service Orders, Reports, and Inventory. Core Team training assumes users are familiar with Version 3 and Port St. Lucie's business processes and does not include introductory or basic training to users unfamiliar with Version 3 functionality and processes.

ADVANCED DELIVERABLES:

1. Deliver remote Core Team training sessions

PORT ST. LUCIE DELIVERABLES:

1. Participate in remote Core Team training session

End User Training

Advanced will provide CIS Infinity V4 End User training to Port St. Lucie to secure a working knowledge of CIS Infinity V4. As part of the Training Plan, Advanced will work with Port St. Lucie to jointly create the appropriate Training Matrices (part of the Training Plan) that will identify classes and the Advanced and Port St. Lucie staff attendance needs. End User training assumes users are familiar with Version 3 and Port St. Lucie's business processes and does not include introductory or basic training to users unfamiliar with Version 3 functionality and processes.

ADVANCED DELIVERABLES:

1. Deliver remote End User training sessions

PORT ST. LUCIE DELIVERABLES:

1. Participate in remote End User training sessions

Business Process Review

Advanced will conduct a 4 day onsite Business Process Review (BPR). Advanced will review key meter to cash business processes with Port St. Lucie staff and document recommendations for improvements to current processes.

Any configuration changes required to implement the recommended process improvements are not included in this SOW.

ADVANCED DELIVERABLES:

1. Deliver onsite BPR
2. Document process improvement recommendations

PORT ST. LUCIE DELIVERABLES:

1. Participate in BPR sessions

Phase 4 - Testing and Data Refreshes

Advanced will support all software testing through a combination of onsite support, remote support and WebEx online support. The Advanced PM will provide Port St. Lucie with a generic testing checklist. Modification of the testing checklist to match Port St. Lucie's specific business scenarios is Port St. Lucie's responsibility.

At the start of each test cycle, a full data conversion using a fresh data extract will be performed to exercise the data conversion process and to update any required data fixes that are found through testing. With each data conversion Advanced will provide and Port St. Lucie will review and verify the Data Validation Report. Deficiencies found during the testing will be entered into Team Support by Port St. Lucie for the correction of configuration, data conversion and/or system deficiencies. Port St. Lucie will provide detailed information of issues (e.g. screen prints of data and/or system anomalies, batch numbers, SQL logs etc.) to assist Advanced is troubleshooting issues.

Team Support will be managed and maintained by the Advanced PM and will be reviewed with both Advanced and Port St. Lucie staff to ensure the issues are being actively worked and tested. The Advanced PM will be proactive in the resolution of items logged in Team Support so that they will be resolved within a timely manner.

The software testing phase is split into the following three test cycles:

1. Functional Testing

Functional testing will utilize the baseline accounts to confirm data conversion and core business functions are working as expected. Saved searches and filters, bill print(s), notices, standard and custom reports, scheduler will also be tested during this phase. Individual accounts will be reviewed and Port St. Lucie will run through a meter to cash process, excluding any interfaces. Functional Testing is modular and does not test the system end-to-end utilizing interfaces. Advanced will be onsite for one week during this testing phase to assist Port St. Lucie.

ADVANCED DELIVERABLES:

1. Run V3 to V4 Conversion process and deliver Data Validation Report
2. Update conversion scripts, if required
3. Deliver converted Billing Formulas
4. Deliver Bill Prints, Receipts and Notices
5. Provide on-going issue resolution
6. Time the process to convert and load data

PORT ST. LUCIE DELIVERABLES:

1. Refresh Version 3 Test Environment from Version 3 Production Environment
2. Review and verify Data Validation Report
3. Configure filters/saved reporting criteria and hyperlinks
4. Execute test scripts and document results
5. Log and re-test issues

2. Integrated Testing Cycle (ITC)

ITC is intended to exercise full scale testing of the system incorporating the testing of interfaces.

ADVANCED DELIVERABLES:

1. Deliver Interfaces including interface/repointing to Version 4
2. Run V3 to V4 Conversion process and deliver Data Validation Report
3. Update conversion scripts, if required
4. Provide on-going issue resolution
5. Time the process to convert and load data

PORT ST. LUCIE DELIVERABLES:

1. Refresh Version 3 Test Environment from Version 3 Production Environment
2. Review and verify Data Validation Report
3. Configure User Security
4. Deliver Custom Reports, if applicable
5. Execute end to end testing and document results
6. Log and re-test issues

3. User Acceptance Testing (UAT)

The final phase of testing is UAT. Only critical path items will be altered during this phase as agreed upon by both parties after analyzing the risk of introducing these changes. Port St. Lucie's team will test every billing cycle during this phase to ensure that every account calculates correctly. Port St. Lucie will also perform identified processes in parallel in CIS Infinity Version 3 and in CIS Infinity Version 4 and compare the outcomes.

Once complete, the UAT constitutes acceptance of the system as ready for Go Live. In combination with staff training readiness and organization readiness, the UAT and its acceptance help to drive the Go/No decision and the Go live date.

ADVANCED DELIVERABLES:

Final

1. Run V3 to V4 Conversion process and deliver Data Validation Report
2. Update conversion scripts, if required
3. Provide on-going issue resolution
4. Time the process to convert and load data

PORT ST. LUCIE DELIVERABLES:

1. Refresh Version 3 Test Environment from Version 3 Production Environment
2. Review and verify Data Validation Report
3. Execute parallel testing and document results
4. Log and re- test issues
5. Create cut-over issues list

Phase 5 - Transition to Go Live

Go/No Go Criteria

Port St. Lucie will assist Advanced in the construction of Go/No-Go criteria. These criteria shall be used to determine whether or not to proceed Transition to Go Live. Criteria shall be measured on a weekly basis starting no later than the commencement of User Acceptance Testing. When all criteria are met, Port St. Lucie will issue formal authorization to proceed with the Cut-Over Plan to production.

Cut Over Plan

The Advanced and Port St. Lucie PM will develop a Cut-Over Plan in preparation for a final transition to live. This plan details the steps and responsibilities for Advanced and Port St. Lucie to transition CIS Infinity to Port St. Lucie production (live) environment. The Cut-Over Plan will include but not be limited to the following items:

- Emergency contact information
- Detailed steps and timing of when data extract is obtained and data conversion is returned
- Ordered steps for ensuring balancing of the system
- Post-cut-over checklist
- A formal release from Advanced that documents that the system has been handed to Port St. Lucie in full balance

Go Live Data Refresh and Conversion

During this phase no activity will occur on the CIS Infinity Version 3 environment in order to enable a final balance to be obtained. Final data extraction will be delivered to Advanced in an expedient manner. The CIS Infinity Version 3 environment will be read only mode after this point, and no new data is to be entered. Port St. Lucie will run Month End/Year end reports from CIS Infinity Version 3 environment and produce balance reports and hold these reports to be used on the Transition Day.

Cut over to Live

At least one complete day is required to transition and typically will occur over a weekend. During this day, inquiry only functionality will be available in Version 3. Once Version 4 is ready for production use, it will be released to the client.

Port St. Lucie will be required to review and approve all balancing reports and formally authorize transition to the Version 4 system.

CIS Infinity Live

Advanced will assist Port St. Lucie throughout the upgrade period to identify and respond to any needs and concerns. A meeting will be arranged between Port St. Lucie's Project Manager and the Advanced Project Manager two weeks post live to discuss any remaining issues and scheduling.

ADVANCED DELIVERABLES:

1. Deliver jointly developed Go/No criteria
2. Deliver jointly developed Cut Over Plan
3. Run V3 to V4 Conversion and deliver Data Validation Report
4. Provide on-site Go Live assistance (1 Week)
5. Deliver balancing reports

PORT ST. LUCIE DELIVERABLES:

1. Assist in creating Go/No criteria
2. Assist in creating Cut Over Plan
3. Provide Go Live V3 data refresh extract
4. Review and verify Data Validation Report
5. Review and approve balancing reports
6. Provide formal authorization of Go Live

Payment Milestones

	Payment Milestone	Amount
1	Contract Signing (20% of contract due on execution of the Purchase Order from the City)	$36,100
2	Installation of the CIS Infinity V4 on Port St. Lucie server (draft schedule due at this time)	$27,075
3	Initial V4 Data Conversion Loaded on Port St. Lucie server	$27,075
4	Completion of Core Team Training	$18,050
5	Delivery of Data Refresh and functioning interfaces Functional Testing	$9,025
6	Completion of Functional Testing (includes all interface testing)	$27,075
7	Delivery of Data Refresh – Integration Testing	$9,025
8	Completion of Integration Testing (completion of 1 month parallel testing)	$18,050
9	Go-Live CIS Infinity V4	$9,025
	TOTAL	$180,500
	RESTful API license (annual recurring) – due upon install	$23,766.47

Travel additional and billed as incurred. Two trips estimated at $2500 per trip. Any additional travel will require a Change Order as defined in Appendix C.

Travel Related Expenses

The City will pay per diem and travel expense as identified within this contract at the rates per FS 112.061 as actual cost for lodging, plus the amount listed in Subsection 6(b) of FS 112.061 per diem subsistence allowance, plus transportation costs as permitted in Subsection 7 of FL 112.061 in relation to jet service, car rental, parking, mileage plus other reasonable costs including travel time of $2,500 per round trip. The amount for travel indicated above in "Payment Milestones" is a not to exceed amount however; should expenses exceed estimate, Advanced will provide City with a Change Order as defined in Schedule C.

The pricing and details contained within this Scope of Work is valid until August 6, 2018

- All work undertaken throughout the course of the CIS Infinity Version 4 Upgrade, is assumed to take place during the regular work week (Monday to Friday) and regular business hours. A SOW Amendment will be issued to request resources for work to be completed outside of the regular work week, over a holiday or after business hours. An hourly rate of $380 applies.

- The exception to this is the cut-over to Live will happen over a weekend at the regular hourly rate.

Appendix A - Hardware and Software Requirements

Hardware and
Software Requiremen

Appendix B - Port St. Lucie Interfaces

The following interfaces will be converted by Advanced if they exist in the Version 3 production environment on or before the CIS Infinity Version 4 Upgrade Project Kickoff date. Interface functionality to be converted will be consistent with the functionality of the current V3 interface.

Interfaces	Notes (Software; import/export; type etc.) Please fill out the ones that apply to you and identify the vendor/product name			
	Vendor	Import to CIS?	Export from CIS?	Batch/Real Time?
Meter Reading	Neptune	Yes	Yes	
EBP (Third Party Electronic Bill Print & Notices)	Cathedral	Yes	Yes	
ACH	Paymentus	Yes	Yes	
Lockbox				
Other Payment Files (List)	2 (Paymode & Remittance)	Yes	Yes	
Electronic Payment Processor (Credit/Debit/eCheck)	Paymentus	Yes	Yes	
IVR	Paymentus	Yes	Yes	
General Ledger	Munis	Yes	Yes	
Accounts Payable	Munis	Yes	Yes	
Work Orders	SEMS	Yes	Yes	
Collection Agency	Creditech	Yes	Yes	
GIS	ESRI	Yes		
Address Verification				
Permitting				
Backflow	SEMS	Yes	Yes	
Central Cashiering				
ACD				
Credit Reporting				
Other? Unique functionality/modifications	Loans			

Port St. Lucie has a valid account (file export/import processing) file that runs every morning.

Interface with Paymentus to pull in updated phone number, email address, etc.

Interface with Cathedral to import updated mailing addresses.

Interface with Cathedral to import bill print back into CIS and attach to bills tab (to replace CIS bill prints)

Interface with Cathedral to import notices printed back into CIS.

Interface with CIS Mobile.

Final

Appendix C – Sample Change Order

ADVANCED
UTILITY SYSTEMS

Sample Change Order AT#

Date: Jul-5-2018

Change ID: Change Order for AT#

Description: AT# Title/Topic

Change Details

As part of the original Statement of Work, there were xx original hrs hours allotted for the original request. Due to additional request to ...., the cost estimate requires adjustment to make the necessary changes on the Test and Production system. The new total is xxx total hours (xx original hours + xx extra additional hours):

	Additional Hours	Rate	Total
Services			
Development		200	$
QA Testing		200	$
Configuration		200	$
Documentation		200	$
Project Management		200	$
Sub-Total			$
Total			$

The total additional cost for the change order will be $ total $ (xx extra hours at $200 per hour).

Conditions

- Add stipulations here

Authorization

Advanced Utility Systems is authorized to proceed with the SOW change for Client.

Authorized by Client:	Authorized by Advanced Utility Systems:
Name/Date	Name/Date

Appendix D – Annual Support and Maintenance Fee

Year 6 CIS Infinity Support and Maintenance Fees: $95,065.88

Year 7 CIS Infinity Support and Maintenance Fees: $100,769.83

Year 8 CIS Infinity Support and Maintenance Fees: $106,816.02

Year 9 CIS Infinity Support and Maintenance Fees: $113,224.98

Year 10 CIS Infinity Support and Maintenance Fees: $120,018.48

Note: this only includes maintenance for CIS Infinity.Support and Maintenance Fees due upon Go-Live.

User Acceptance Testing (parallel testing) to be conducted for 1 full month (including all interfaces).

Appendix E – Pending Support Items

The following is an itemized list of support and/or development tickets that are to be addressed in V4, either upon go live or in a subsequent V4 build (or spot build) immediately following go-live.

1. (servicewise ticket #106681) When importing Neptune into CIS need to program if column 148 has
   a. E = AMI
   b. M = manual reading
   c. N = not read
2. Billing journal to reflect the number of individual accounts billing for
   a. Water only
   b. Sewer only
   c. Water/sewer
   d. Loan accounts
   e. (no bill – i.e. lift stations)
3. Flag when meter is off and system should not estimate meters that are off.
4. Late fees need to run as 1 transaction not 2 as currently set up.
5. We need a due date field in the late notice process that would pull and insert the due date on the late notices, in the text file, and reflect in CAI.
6. The Neptune interface pulls in the meter reader name even if we system estimate the account (if it was manually read or no read we need to see the meter reader name in the reading history).
7. If meter is flagged as off and the cycle is read and the reading is different than the previous reading or the disconnected reading then an action to staff to verify meter status.
8. Paymentus interface -Ability to pull in credit cards in 1 batch but reflect the origin (IVR, scheduler, agent dashboard, etc....).