

**A D V A N C E D  
UTILITY SYSTEMS**

*a Division of N. Harris Computer Corporation*  
2235 Sheppard Ave East, Suite 1400  
Toronto ON M2J 5R5  
Phone (416) 496-0149  
Fax (416) 496-3910

# Statement of Work

## City of Port St. Lucie

SOW ID: **Implementation of Infinity. Mobile**

Date of distribution: April 4<sup>th</sup>, 2018

Distribution: N. Harris Computer Corporation, dba **Advanced Utility Systems**  
Vince Pecorella

**City of Port St. Lucie**  
**Regina Linsley**

## **Statement of Work**

### **City of Port St. Lucie (PSL)**

N. Harris Computer Corporation, dba Advanced Utility Systems (Advanced) is pleased to provide the following quotation for providing services to Port St. Lucie (PSL)

This pricing and details contained within this Statement of Work (SOW) remains valid for 30 days from the date of issue

### **Introduction / purpose**

The primary purpose of this Statement of Work (SOW) is to install and configure the Infinity. Mobile Module.

### **Background**

As part of their host of technologies, City of Port St. Lucie utilizes CIS Infinity as their utility billing application software and Customer Information System (CIS).

Infinity.Mobile provides the utility and field representatives with the ability to utilize mobile service orders. As part of the Infinity.Mobile suite, the utility will receive both the server portion as well as the field portion. The server portion is used to dispatch service orders, amongst other things, whereas, the field portion is used to download specific orders for each field rep (assuming there is a web connection).

### **Scope**

The SOW outlines the requirements to setup and configure Infinity.Mobile along with the necessary training and testing support.

The following tasks will be completed as part of the transition to Infinity.Mobile:

- Installation of Infinity.Mobile
- Configuration of Infinity.Mobile
- Configuration of CIS Infinity to link to Infinity.Mobile
- Administrator and User training (done via web and/or telephone conferencing)
- Testing support and consulting time
- Activation of Infinity.Mobile Production System
- Creation of Infinity.Mobile Test system
- Creation of up to 3 custom reports in Infinity.Mobile
- Validation of already established SEMS and CIS Infinity V3 interface is compatible and recognized by Infinity.Mobile. Any alterations to interface will need to be corrected before go-live.
- Map interface with City of PSL' s GIS system
- Ability to create a work order on a different or same address from the field tech

**A D V A N C E D**  
**UTILITY SYSTEMS**

- Have an option to save work order without completing the work order, need more options to move the work order to another status, not completed.

**Expected results / benefits**

At the successful conclusion of the SOW, City of Port St. Lucie will be able to distribute; work and close services orders electronically through Infinity.Mobile.

**Expected start date**

This project is expected to commence on or within 10 business days of April 30<sup>th</sup>, 2018, provided this SOW is signed and returned to Advanced no later than April 16<sup>th</sup>, 2018.

**A D V A N C E D**  
**UTILITY SYSTEMS**

**Costs & time requirements \***

The cost related to the product license is \$50,000 and the work required to complete the SOW (Professional Services) is \$48,000. In addition to the Maintenance Fees as outlined below. The estimated time to complete this project is between 6 to 8 weeks.

**Maintenance Fees**

The Maintenance Fees are designed to manage the associated product support costs.

The Maintenance Fees (support fee) is \$12,500.00 for the first year, is due upon go-live, and is pro-rated to your CIS Infinity Support anniversary date, which is October 1st. The \$12,500.00 Maintenance Fee shall incur a 2.5% annual increase after the first year and for the following five years thereafter. The Maintenance Fees shall automatically renew on an annual basis, unless terminated by either party upon giving to the other not less than 90 business days ' notice prior to the end of the anniversary date .

\* Net of applicable taxes

**Terms & conditions**

**Payment terms**

	Payment Milestone	Payment Amount	Deliverable
1	<b>Contract Signing</b>  <b>20% of Contract</b>	<b>\$19,600</b>	Executed Statement of Work submitted to Advanced Utility Systems  Finalized Project Plan
2	<b>Installation of the Software</b> Installation of the software on PSL' s server. <b>30% of Contract</b>	<b>\$29,400</b>	Advanced to notify PSL of the Installation of Infinity.Mobile.  PSL to provide written approval of the successful installation of Infinity.Mobile.
3	<b>Completion of Training</b>  <b>25% of Contract</b>	<b>\$24,500</b>	Advanced to provide notification that Training to PSL for Infinity.Mobile has been completed and read y for Testing

**A D V A N C E D**  
**UTILITY SYSTEMS**

			PSL to provide written approval of the completion of Infinity.Mobile.
4	<b>Go Live</b>  <b>25% of Contract</b>	<b>\$24,500</b>	Advanced to provide notification to PSL of the completed Infinity. Mobile Production System as Live.  PSL to provide written approval of Infinity.Mobile for Go Live

\*Maintenance Fees are also due upon go-live of Infinity.Mobile to TEST system.

**Conditions**

The following assumptions have been made to complete the necessary details within this SOW:

- The purchase of wireless hardware/ devices is the sole responsibility of the utility, as Advanced is not a reseller of hardware devices.
- The server hardware must be able to run the Internet Information Server (IIS), as Infinity.Mobile is a web based application
- There are no conversion hours included in the Professional Services hours quoted above. If conversion is required, additional hours will be required
- Client acknowledges that their current technology can support the Infinity.Mobile implementation based on the recommended requirements provided by Advanced
- Administrator training and end user training will be conducted via web based training
- Infinity.Mobile implementation will be conducted via a remote install
- When Infinity.Mobile version upgrades are available, client will be responsible for all Professional Service hours required to complete the upgrade. A SOW will be issued.
- Costs are estimates only and do not include any expenses incurred by Advanced to complete the SOW (i.e. travel, accommodations etc. if required to complete the SOW)



**A D V A N C E D**  
**UTILITY SYSTEMS**

- If expenses are incurred by Advanced to provide services outlined in this statement of work 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, please the amount listed in Subsection 6(6) 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 is a not to exceed amount however; should expenses exceed estimate, Advanced will provide City with a Change Order.

***Escalation Process***

Several processes may trigger the escalation process, including issue tracking, contract management, and risk management. This process assumes that prior attempts have been made to resolve the item and the appropriate parties cannot reach a resolution.

When an item is escalated, the appropriate participants are notified via formal communication (email, fax, or registered mail), which includes a summary of the concern/issue and the analysis of each party' s positi on. The participants must be provided with sufficient time, to review the analysis and concerns prior to scheduling any resolution meetings.

The levels of escalation and the participants in each level include:

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)
2. Engagement Manager (Project Manager)
3. Engagement Sponsor (Manager of Client Services)

***Standard of care/warranty disclaimer***

The standard of care applicable to the Professional Consulting / Information Technology (PC/IT) services arising under this SOW will be the degree of skill and diligence normally employed by PC/IT consultants performing the same or similar services. No further warranty of guaranty, expressed or implied , is made with respect to the services furnished hereunder and all implied warranties are hereby disclaimed including the warranty of merchantability and fitness for a particular purpose.

**A D V A N C E D**  
**UTILITY SYSTEMS**

**Authorization**

Estimated cost of SOW: \$50,000.00USD + \$48,000.00USD + \$12,500 Maintenance.

Maintenance Fee due upon go-live.

Maintenance Schedule

Year 1	12,500 .00
Year2	12,812.50
Year 3	13,132.81
Year4	13,461.13
Year 5	13,797.66

Accepted by (signature): *Cheryl Sharabeger*

Name (please print): Cheryl Sharabeger

Date: 4-4-18

**A D V A N C E D**  
UTILITY SYSTEMS

## Infinity. Mobile

### Recommended Hardware Requirement

Database Server		
Processor	8 - 12 CPU / Cores @ 2 - 3GHz	
RAM	32GB	
Disk Space		
CIS Infinity	Initial Size	Assumptions - monthly billing, 3 services, 5 years of reading/billing history converted. Add est. 1GB per 2K accounts.
	35 - 40GB	
Infinity.Mobile	Initial Size	Service Orders (based on 3000/month)
	3.5GB	30MB/month

Application Server			
Processor	4 - 8 CPU / Cores @ 2 - 3GHz		
RAM	16GB		
Disk Space			
CIS Infinity Folders (Folders may vary based on use, retention period and types of files attached)	Standard Folders	Letters (average file size)	Attachments (average file size)
	1 - 3GB	30 - 100KB	200KB
CIS Infinity Web Service	25MB		
Infinity.Mobile Web Service	40MB		
Public Web Server (for Infinity.Link, Infinity.Mobile and Payment web pages)			
Processor	4 - 8 CPU / Cores @ 2 - 3GHz		
RAM	16GB		
Disk Space (Total Size: 755MB)			
Infinity.Link Website	250MB		
Payment Engine Website	5MB		
Infinity.Mobile Dispatch Website	250MB		



---

<b>Infinity.Mobile Client Website</b>	<u>1250MB</u>
---	---------------

---

### **Application Server**

- J Windows Server 2008 R2 or higher
- J Microsoft Internet Information Service (IIS) 7.5 or higher
- J PHP/DokuWiki for CIS Help wiki system

### **Optional Software**

- On Application Server, or workstation accessible to Advanced Support staff with access to application server and database server
- For Advanced Support use: Any modern office suite that supports Open Document Format file (ODF), such as Microsoft Office (Word/Excel) 2007 or higher (2010/2013/365), OpenOffice, etc.
- Microsoft Access or another SQL data access tool.

### **Database Server**

- Windows Server 2008 R2 or higher running Microsoft SQL Server 2012 or higher or;
- J Windows Server 2008 R2 or higher running Oracle 11g or higher or;
- J Unix/Linux/AIX (any version) running Oracle 11g or higher

### **Link/Mobile Database Server**

- Windows Server 2008 R2 or higher running Microsoft SQL Server 2012 or higher
- .NET 4.5.1 or higher Framework Installed

### **Network**

- Widely accepted network infrastructure utilizing TCP/IP as its primary communication protocol.

### **Workstation Operating System**

- J Windows 7 or higher (Windows 7, Windows 8/8.1, Windows 10)
- J 8GB RAM recommended

### **Required Workstation Software**

- J NET 4.6 Framework Installed
- J PowerShell 4.0 or higher (separate install not required for Windows 7/8/8.1)
- Crystal Reports Runtime installer (located in the CIS Infinity V4 Reports folder)
- SQLite ODBC installer (located in the CIS Infinity V4 Reports folder)

### **Optional Workstation Software**

- Any modern office suite that supports Open Document Format file (ODF), such as Microsoft Office (Word/Excel) 2007 or higher (2010/2013/365), OpenOffice, etc.
- A comprehensive list of all optional workstation software cannot be provided; it is possible other workstation software may be required for specific client interfaces.

**Note:** All software must be running the latest recommended patches from the respective provider of such software .

---

## **Infinity.Mobile Requirements**

### **Application Server Operating System**

- Windows Server 2008 R2 or higher with Microsoft Internet Information Service (IIS 7.5)
- .NET 4.6 Framework Installed

### **Network**

- [ Widely accepted network infrastructure utilizing the TCP/IP as its primary communication protocol.

### **Supported browsers**

- Latest versions of common browsers (Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari)
- Any of the above browsers that are available on tablets