

BILL NO. S-13-10-19

SPECIAL ORDINANCE NO. S-_____

AN ORDINANCE approving CUSTOMER
INFORMATION SYSTEM - INFINITY SOFTWARE
IMPLEMENTATION SERVICES AGREEMENT
between N. HARRIS COMPUTER CORPORATION
and the City of Fort Wayne, Indiana.

**NOW, THEREFORE, BE IT ORDAINED BY THE COMMON
COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:**

SECTION 1. That the CUSTOMER INFORMATION SYSTEM -
INFINITY SOFTWARE IMPLEMENTATION SERVICES AGREEMENT by and
between N. HARRIS COMPUTER CORPORATION and the City of Fort Wayne,
Indiana, is hereby ratified, and affirmed and approved in all respects, respectfully for:

purchase of services to implement replacement customer
information software to prepare City Utilities bills, process
payments and initiate and store customer transactions:

involving a total cost of ONE MILLION, EIGHT HUNDRED THIRTY THOUSAND,
FIVE HUNDRED AND 00/100 DOLLARS - (\$1,830,500.00). A copy of said Contract
is on file with the Office of the City Clerk and made available for public inspection,
according to law.

SECTION 2. That this Ordinance shall be in full force and effect from
and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Carol Helton, City Attorney

Interoffice Memo

Date: **October 17, 2013**

To: **Common Council Members**

From: **Len Poehler**, Deputy Director Business Services, Fort Wayne City Utilities

RE: **Customer Information System – Software Implementation Services Agreement**

Companion Agreements:

Customer Information System - Software License Agreement

Customer Information System – Support and Maintenance Agreement

City Utilities prepares bills and processes payments for nearly 100,000 customers each month in various combinations of water, sewer, storm and trash services. The hardware and customer information software (CIS) used to process those activities are over 20 years old, obsolete and in poor repair.

The Utilities has selected a replacement system called CIS – Infinity using the competitive sealed proposal procurement methodology. Of the seven proposals, that were received, three were selected for 3-day demonstrations. Of the two finalists, Advanced Utility Systems outscored the other vendor.

The Professional Services Agreement with N. Harris Computer Corporation D/B/A Advanced Utility Systems (AUS) provides for the implementation of CIS – Infinity with modifications tailored to Fort Wayne's specifications. The implementation will span approximately 15 months. Beyond replacing obsolete software and hardware, CIS – Infinity offers significant processing and customer satisfying upgrades such as real-time processing, enhanced web based customer self-service and workflow automation. Benefits from the new system are expected in reduced phone calls, wait times, and transaction times, as well as better communication and increased use of internet transactions (e-bill, e-pay and web based self-service).

The Professional Services Agreement, excluding licensing and maintenance, is \$1,830,500.

CC: BOW
Kumar Menon
Diane Brown

SOFTWARE IMPLEMENTATION SERVICES AGREEMENT

THIS AGREEMENT made as of the 16th day of October, 2013.

BETWEEN:

N. HARRIS COMPUTER CORPORATION
("Harris")

- and -

**CITY OF FORT WAYNE, INDIANA BY AND THROUGH
ITS BOARD OF PUBLIC WORKS**
("Organization")

RECITALS

1. The Organization wishes retain Harris to perform the Services (as defined herein).
2. The Organization and Harris agree to enter into three (3) separate agreements each dealing with a separate aspect of the software: a Software License Agreement, a Support and Maintenance Agreement and a Software Implementation Services Agreement.

NOW THEREFORE, in consideration of the mutual covenants set out in this Agreement and for other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), the parties agree as follows:

ARTICLE I INTERPRETATION

1.1 Definitions

Throughout this Agreement, except as otherwise expressly provided, the following words and expressions shall have the following meanings:

- (a) **"Agreement"** and similar expressions mean this Software Implementation Services Agreement, including all of its Schedules and all instruments supplementing, amending or confirming this Agreement. All references to **"Articles"** or **"Sections"** mean and refer to the specified Article or Section of this Agreement except where a different agreement is explicitly identified.
- (b) **"Change Order"** means any written documentation between the Organization and Harris evidencing their agreement to change particular aspects of this Agreement.

- (c) **"Completion of Services"** means that the Software is fully operational and performing in conformity with the specifications set out herein and in any other written agreements between the parties hereto. For purposes of this Agreement, Completion of Services will be deemed to have occurred on the later of the date on which the Organization commences using the Software as its predominate business system, the date on which Organization accepts that all Punch List tasks are complete.
- (d) **"Punch List"** means any task identified orally or in writing by Organization as incomplete on or after the due date for that task in any mutually agreed upon statement of work between the parties hereto or any other task mutually agreed upon between the parties and documented in CustomerWise.
- (e) **"Required Programs"** has the meaning set out in Section 2.3(b) hereof.
- (f) **"Scope of Work"** means the scope of work appended hereto as Schedule "A" delineating, among other things, the Services that will be provided by Harris to Organization pursuant to this Agreement, as such schedule may be amended or modified by mutual specific written agreement of the parties' respective representatives from time to time in accordance with the terms of this Agreement.
- (g) **"Services"** has the meaning set out in Section 2.1 hereof.
- (h) **"System Acceptance"** means that Organization has agreed orally or in writing that all tasks listed within or necessary to complete the Scope of Work or listed within the Punch List have been completed to the reasonable satisfaction of Organization. Provided, however, that any necessary oral or written statement of Organization's satisfaction with the completion of a Punch List task or Scope of Work task shall not be unreasonably withheld or delayed by Organization. The parties agree that any Retainage milestone will be invoiced upon acceptance of all Punch List items.

To the extent that a capitalized word is used in this Agreement, should it not be properly defined in this Agreement then it shall have the meaning attributed to it in the Software License Agreement executed concurrently with this Agreement. Any discrepancy between a defined term in this Agreement and one in the Software License Agreement shall be resolved in favour of the definition in this Agreement, to the extent that there is an inconsistency.

1.2 Schedules

The Schedules described below and appended to this Agreement shall be deemed to be integral parts of this Agreement.

Schedule "A" -	Scope of Work
Schedule "B" -	Fee Structure & Payment Schedule
Schedule "C" -	Sample Form Change Order

In the event of any conflict or inconsistency between the terms and conditions in the main body of this Agreement and the terms and conditions in any Schedule, the terms and conditions of the main body of this Agreement shall control.

ARTICLE II CONSULTING SERVICES

2.1 Harris's Services

In order to achieve the Completion of Services, Harris agrees, subject to the terms and conditions of this Agreement, to perform the following services (the "Services") for the Organization:

- (a) Oversee and implement the conversion from the Organization's existing software applications to Harris's Software.
- (b) Install the Software and perform necessary set up and configuration operations.
- (c) Provide training.
 - (i) Harris recommends a maximum of ten (10) people in each training class for optimal training. In any training class exceeding ten (10) people, Organization may be assessed an additional charge for additional instructors.
 - (ii) Organization is required to make copies of the training manuals required for the training classes either by photocopy or electronic duplication each of which is subject to the restrictions and obligations contained in this Agreement.
 - (iii) On-line reference documentation is delivered with each release. Organization may print this documentation solely for its internal use.
 - (iv) Cancellation of any on-site Services by Organization is allowed for any reason if done in writing more than fourteen (14) days in advance of such Services. Organization will be billed for any non-recoverable direct costs incurred by Harris that result from a cancellation by Organization with fourteen (14) days or less of scheduled on-site Services. Additionally, Organization hereby acknowledges that cancellation of on-site Services means that such on-site Services will be rescheduled as Harris's then current schedule permits. Harris is not responsible for any delay in Organization's project resulting from Organization's cancellation of Services. If upon Harris arrival, the Organization is not adequately prepared or has not completed the assigned tasks for such visit by Harris, then the Organization will be billed 100% of the on-site fee and scheduled on-site Services can be cancelled by Harris. If additional Services are required because the Organization was not adequately prepared, Harris

will provide a Change Order to the Organization for the additional Services.

- (d) The Scope of Work describes in greater detail the Services, the method by which the Services shall be performed and other obligations on the part of the two parties. To the extent that the Scope of Work more explicitly details the Services or the obligations of a party, then those details shall prevail over any other document that is less explicit. Any warranties or representations on the part of Harris in the Scope of Work are not binding on Harris and are merely provided for information purposes; the only warranties and representations provided by Harris in respect of the Services and this Agreement are found in Article III.

2.2

Performance by Harris

- (a) Manner of Performance -- Harris shall perform the Services in an efficient, competent and timely manner and exercise reasonable care, skill and diligence in the performance thereof.
- (b) Harris's Discretion -- Harris shall determine in its sole discretion the manner and means by which the Services shall be performed, with due consideration of adequate knowledge transfer to the Organization personnel. Harris will communicate openly with the Organization on its methodology, manner and means.
- (c) Conduct on Organization's Premises -- The Services shall be performed with the Organization's full co-operation, on the premises of the Organization or, if agreed to by both parties, at an alternative location. Harris agrees, while working on the Organization's premises, to observe the Organization's rules and policies relating to the security thereof, access to or use of all or part of the Organization's premises and any of the Organization's property, including proprietary or confidential information. Harris agrees that when it is working on the Organization's premises, its personnel shall observe the Organization's administrative and ethics codes relating to the security, access or use of all or part of the Organization's premises and any of the Organization's property, including proprietary or confidential information.
- (d) Inquiries by Organization -- Harris shall respond expeditiously to any inquiries pertaining to this Agreement from the Organization.
- (e) Independence -- As an independent consultant, Organization retains Harris on an independent contractor basis and not as an employee.
- (f) Coordination of Services -- Harris agrees to work closely with Organization staff in the performance of Services and shall be available to Organization's staff, consultants, and other staff at all reasonable times.

- (g) Maintenance and Inspection -- Harris shall maintain complete and accurate records with respect to all costs and expenses incurred under this Agreement. All such records shall be clearly identifiable. Harris shall allow a representative of Organization, during normal business hours, to examine, audit, and make transcripts or copies of such records and any other documents created, pursuant to the Agreement. Harris shall allow inspection of all work, data, documents, proceedings, and activities related to the agreement for a period of two (2) years from the date of final payment under this Agreement unless Harris is required to maintain such records pursuant to any law or regulation.

2.3

Performance by Organization

- (a) Co-operation by Organization -- The Organization acknowledges that the success and timeliness of the implementation process shall require the active participation and collaboration of the Organization and its staff and agrees to act reasonably and co-operate fully with Harris to achieve the Completion of Services.
- (b) Required Programs -- The Organization acknowledges that the use of the Software requires that the Organization obtain and install additional required software programs (the "Required Programs"), as detailed in Schedule "A" of the Software License Agreement, and the Organization agrees that the acquisition of the Required Programs shall be at its sole cost and that the cost thereof is not included in the fees herein. The Organization further acknowledges that the operation of the Software requires the Organization's hardware to be of sufficient quality, condition and repair, and the Organization agrees to maintain its hardware in the appropriate quality, condition and repair at its sole cost and expense, in order to facilitate the achievement of Completion of Services. If the Organization has not properly installed the Required Programs on hardware of sufficient quality, condition and repair, Harris shall have the right to suspend the Services and the related scheduled time frames until these issues have been dealt with by Organization sufficiently and to Harris's reasonable satisfaction.
- (c) Project Manager -- The Organization shall appoint a project manager (the "Project Manager") who shall work closely with Harris to facilitate the successful completion of the implementation process and who shall be responsible for supervising the staff of the Organization and their co-operation with and participation in such process.
- (d) Additional Organization Obligations
 - (i) Organization shall install all Updates within a reasonable period of time of Organization's notification of their availability. However, any fix or correction designated as "critical" by Harris shall be implemented by Organization within thirty (30) days of notification to the Organization by Harris of its availability.

- (ii) Organization shall notify Harris of suspected defects in any of the Software supplied by Harris. Organization shall provide, upon Harris request, additional data deemed necessary or desirable by Harris to reproduce the environment in which such defect occurred.
- (iii) Organization shall allow the use of online diagnostics on the Software supplied by Harris to Organization, if required by Harris during problem diagnosis. Organization shall provide to Harris, at Organization's expense, access to the Designated Computer System via the Organization's firewall to communications software (e.g. PC Anywhere, WebEx, Web Demo).
- (iv) Organization shall ensure that its personnel are, at relevant stages of the project, educated and trained in the proper use of the Software in accordance with applicable Harris manuals and instructions. If Organization's personnel are not properly trained as mutually determined by Harris and Organization, Organization agrees that such personnel will be trained by Harris or Organization within fifteen (15) days of determination. If Organization desires Harris to perform the required training then Harris shall be compensated in accordance with this Agreement.
- (v) Organization shall establish proper backup procedures necessary to replace critical Organizational data in the event of loss or damage to such data from any cause. Organization shall provide Harris with access to qualified functional or technical personnel to aid in diagnosis and to assist in repair of the Software in the event of error, defect or malfunction.
- (vi) Organization shall not permit any third party to provide any services during the term of this Agreement where that third party shall have direct access to or provide services in relation to either the Software or any Third Party Software without Harris's prior written consent.
- (vii) Organization shall have the sole responsibility for:
 - (A) the performance of any tests it deems necessary prior to the use of the Software.
 - (B) assuring proper Designated Computer System installation, configuration, verification, audit controls and operating methods.
 - (C) implementing proper procedures to assure security and accuracy of input and output and restart and recovery in the event of malfunction.
 - (D) timely upgrade and keeping current all third party license releases and/or Software products to meet the requirements of the Software.

ARTICLE III REPRESENTATIONS AND WARRANTIES

3.1 Warranty

Harris warrants that the Services will be performed in a professional and diligent manner by personnel who are competent in performing their individual tasks.

Harris shall have no liability hereunder if the Organization has modified the Software in any manner without the written consent of Harris.

3.2 No Other Warranties

The express warranties contained above are in lieu of all other representations, warranties and conditions, express or implied, whether arising by statute or otherwise in law or from a course of dealing, or usage of trade. Without limiting the generality of the foregoing, Harris does not represent or warrant and the Organization acknowledges that there are no further representations or warranties, whether express or implied, except any warranties included in the Software License Agreement.

ARTICLE IV FEES AND PAYMENTS

4.1 Fees and Payments

- (a) The Organization agrees to pay Harris total fees as delineated in Schedule "B". The fee structure and payment schedule is outlined in the attached Schedule "B".
- (b) During the term of this Agreement, Harris shall, from time to time, deliver invoices to Organization. Each invoice delivered to Organization by Harris shall be due and payable upon receipt thereof by Organization.
- (c) The Organization shall reimburse Harris for its direct expenses which are excluded from the total fees amount described in Section 4.1 (a), including, but not limited to courier services, photocopying, faxing and reproduction, all reasonable travel costs including a travel time rate of \$75.00 per hour, meal expenses of not more than \$56.00 per diem, and a \$120.00 per diem for weekend days (no receipts provided) and a mileage charge based on the current Internal Revenue Service recommended rate per mile, long distance telephone calls, and all other reasonable expenses incurred in the performance of Harris's duties
- (d) In the event Organization fails to pay all or any portion of an invoice on or before ninety (90) days after the date it becomes due, in addition to all other remedies Harris has under this Agreement or otherwise, Harris shall have the option to

suspend or terminate all Services under this Agreement. Suspension or termination of any such Services shall not relieve the Organization of its obligation to pay its outstanding invoices, including any applicable late charges.

- (e) Harris shall be responsible for paying all taxes, fees, assessments and premiums of any kind payable on its employees and operations. Any tax Harris may be required to collect or pay the Services described in this Agreement shall be paid by Organization and are excluded from the prices listed in Schedule "B" and such sums (including the payment of the taxes) shall be due and payable to Harris upon receipt of an invoice. Any taxes levied upon the delivery of after delivery of the Services described in this Agreement shall be paid by Organization. The Organization shall be responsible for the payment of any applicable duties and sales/consumption taxes.

4.2 Change Orders

With respect to any proposed changes to the Services defined by this Agreement that do not materially impact the scope of either party's work effort required under this Agreement, the parties will cooperate in good faith to execute Change Orders in respect thereof, and will not unreasonably withhold approval of such proposed changes. If either party causes or requests a change that, in the reasonable opinion of the other party, materially impacts the scope of the parties' work effort required under this Agreement, such as, but not limited to, changes in the allocation of the resources of the Organization and of Harris applied to a task, changes in completion schedules for individual tasks or for overall implementation, and changes in staffing that require a party to provide additional work hours, the other party may propose a change to cover the additional work effort required of it. Approval of any such proposed changes will not be unreasonably withheld (it being acknowledged that any such material changes may require modifications to the consideration paid, and timelines governing, the Services), and any disputes regarding changes shall be handled initially by discussions between the parties which will be convened in good faith by the parties to resolve any such matters in dispute. A sample change order is presented in Schedule "C".

ARTICLE V REMEDIES AND LIABILITY

5.1 Remedies and Liability

- (a) Termination of this Agreement shall not affect any right of action of either party arising from anything which was done or not done, as the case may be, prior to the termination taking effect.
- (b) The Organization and Harris recognize that circumstances may arise entitling the Organization to damages for breach or other fault on the part of Harris arising from this Agreement. The parties agree that in all such circumstances the Organization's remedies and Harris's liabilities will be limited as set forth below

and that these provisions will survive notwithstanding the termination or other discharge of the obligations of the parties under this Agreement.

- (i) EXCEPT FOR DAMAGES ARISING OUT OF (a) EITHER PARTY'S BREACH OF ITS CONFIDENTIALITY OBLIGATIONS, (b) EITHER PARTY'S INTENTIONAL MISREPRESENTATION, GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, (c) INJURY OR DEATH TO PERSONS OR (d) DAMAGE TO TANGIBLE OR REAL PROPERTY, BOTH PARTIES AGREE THAT EITHER PARTY'S LIABILITY (UNDER BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE), IF ANY, FOR ANY DAMAGES RELATING TO THIS AGREEMENT SHALL NOT EXCEED THE FEES PAID TO HARRIS BY THE ORGANIZATION IN CONNECTION WITH THIS AGREEMENT.
- (ii) IN ADDITION TO THE FOREGOING, NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR OTHER DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST REVENUE, LOSS OF DATA OR LOSS OF PROFITS, EVEN IF SUCH OTHER PARTY HAS BEEN ADVISED OF THE LIKELIHOOD OF THE OCCURRENCE OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.
- (iii) CLAUSES (i) AND (ii) SHALL APPLY IN RESPECT OF ANY CLAIM, DEMAND OR ACTION BY A PARTY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION UNDERLYING SUCH CLAIM, DEMAND OR ACTION, INCLUDING, BUT NOT LIMITED TO, BREACH OF CONTRACT OR TORT.

5.2 Intent

The parties agree that the limitation of liability as set out in Section 5.1 above shall apply under any circumstances (including as a result of a default under this Agreement, a tort related claim or breach of contract). For the purposes of Section 5.1 only, a party relying on the limitation of liability shall be deemed to include that party's shareholders, directors, officers, employees, elected officials and affiliates.

5.3 Remedies

Where remedies are expressly afforded by this Agreement, such remedies are intended by the parties to be the sole and exclusive remedies of the Parties for liabilities arising out of or in connection with this Agreement, notwithstanding any remedy otherwise available at law or in equity.

ARTICLE VI INDEMNITY

6.1 Indemnity

Harris shall indemnify and save harmless the Organization, its successors and assigns together with its officers, directors, employees, agents and those for whom it is in law responsible, from and against any and all liabilities, damages, costs, expenses, causes of action, claims, suits, proceedings and judgments (collectively "Claims") which they may incur or suffer or be put to by reason of or in connection with or arising from any material breach, violation or non-performance by Harris of any obligation contained in this Agreement to be observed or performed by Harris, or any wrongful act or negligence of Harris or its agents or employees which relates to this Agreement, howsoever arising. Harris acknowledges and agrees that this indemnity shall survive any termination of this Agreement. Harris shall not be responsible for any Claims resulting, in whole or in part, from the acts or omissions of Organization, its employees, consultants or agents or any third party.

The Organization shall indemnify and save harmless Harris, its successors and assigns together with its officers, directors, employees, agents and those for whom it is in law responsible, only from and against any and all liabilities, damages, costs, expenses, causes of action, claims, suits, proceedings and judgments, including reasonable attorneys' fees, expert fees and costs (collectively "Claims") which they may incur or suffer or be put to by reason of or in connection with or arising from any material breach, violation or non-performance by the Organization of any obligation contained in this Agreement to be observed or performed by the Organization, or any wrongful act or negligence of the Organization or its agents or employees which relates to this Agreement, howsoever arising. The Organization acknowledges and agrees that this indemnity shall survive any termination of this Agreement. The Organization shall not be responsible for any Claims resulting, in whole or in part, from the acts or omissions of Harris, its employees, consultants or agents or any third party.

ARTICLE VII GENERAL

7.1 Force Majeure

Neither party shall be liable for delay or failure in performance resulting from acts beyond the control of such party including, but not limited to, acts of God, acts of war or of the public enemy, riots, fire, flood, or other natural disaster, acts of government, strike, walkout, communication line or power failure, failure in operability or destruction of the Organization's computer (unless by reason of the negligence of a party to this Agreement) or failure or inoperability of any software other than the Software. Any applicable delivery schedule shall be extended by a period of time equal to the time lost because of any such delay.

7.2

Confidentiality

- (a) Duty Owed to the Organization -- Harris acknowledges that it may receive Confidential Information of the Organization from the Organization or otherwise in connection with this Agreement or the performance of the Services. Harris agrees:
- (i) to maintain this information in confidence;
 - (ii) not to use this information other than in the course of this Agreement;
 - (iii) not to disclose or release such information except on a need-to-know only basis;
 - (iv) not to disclose or release such information to any third person without the prior written consent of the Organization, except for authorized employees or agents of Harris; and
 - (v) to take all appropriate action, whether by instruction, agreement or otherwise, to ensure that third persons with access to the information under the direction or control or in any contractual privity with Harris, do not disclose or use, directly or indirectly, for any purpose other than for performing the Services during or after the term of this Agreement, any material or information, including the information, without first obtaining the written consent of the Organization.

7.3

Termination

- (a) Except for those terms that explicitly survive the expiration or termination of this Agreement, this Agreement shall expire upon the Completion of Services. The parties may at any time revive this Agreement so that it may be used in relation to a new Scope of Work.
- (b) If Harris should neglect to perform the Services properly or otherwise fail to comply with the requirements of this Agreement, the Organization must notify Harris in writing of such default (a "Default Notice"). Upon receipt of a Default Notice, Harris must either correct the default at no additional cost to the Organization, or issue a written notice of its own disputing the alleged default, in either case within thirty (30) days immediately following receipt of a Default Notice. If Harris fails to correct the default, or issue a notice disputing the alleged default, in either case within ninety (90) days following receipt of the Default Notice, the Organization may terminate the whole of this Agreement or the part of this Agreement relating to the provision of Services and in such case will be responsible for payment to Harris of only that part of the fee earned by Harris for those Services adequately and acceptably performed up to the time of communication of such notice of termination to Harris.

- (c) If the Organization should fail to comply with its obligations under this Agreement, Harris must notify the Organization in writing of such default (a "Default Notice"). Upon receipt of a Default Notice, the Organization must correct the default at no additional cost to Harris, or issue a written notice of its own disputing the alleged default, in either case within thirty (30) days immediately following receipt of a Default Notice. If the Organization fails to correct the default, or issue a notice disputing the alleged default, in either case within ninety (90) days following receipt of the Default Notice, Harris may terminate the whole of this Agreement and in such case the Organization will be responsible for payment to Harris of only that part of the fee earned by Harris for that part of the Services performed in accordance with this Agreement up to the time of communication of such notice of termination to the Organization.
- (d) The termination of this Agreement prior to the Completion of Services shall result in the concurrent termination of the Support and Maintenance Agreement and of the Software License Agreement. The termination or expiration of this Agreement following the Completion of Services shall not affect the rights of either party in either the Support and Maintenance Agreement or the Software License Agreement.

7.4 Mediation

The parties agree to submit any claim, controversy or dispute arising out of or relating to this Agreement or the relationship created by this Agreement to non-binding mediation before bringing a claim, controversy or dispute in a court or before any other tribunal. The mediation is to be conducted by either an individual mediator or a mediator appointed by mediation services mutually agreeable to the parties. The mediation shall take place at a time and location which is also mutually agreeable; provided; however, in no event shall the mediation occur later than ninety (90) days after either party notifies the other of its desire to have a dispute be placed before a mediator. Such mediator shall be knowledgeable in software system agreements. The costs and expenses of mediation, including compensation and expenses of the mediator (and except for the attorneys fees incurred by either party), is to be shared by the parties equally. If the parties are unable to resolve the claim, controversy or dispute within ninety (90) days after the date either party provides the other notice of mediation, then either party may bring and initiate a legal proceeding to resolve the claim, controversy or dispute unless the time period is extended by a written agreement of the parties.

7.5 Addresses for Notice

Any notice required or permitted to be given to any party to this Agreement shall be given in writing and shall be mailed by prepaid registered post to the appropriate address set out below. Any such notice shall be conclusively deemed to have been given and received (or on the next succeeding business day if delivered after 5:00 p.m. local time on the date of delivery, or if delivered on a day other than a business day), on the third business day following the date of mailing, and addressed, in the case of Harris, to:

N. HARRIS COMPUTER CORPORATION
1 Antares Drive, Suite 400
Ottawa, Ontario K2E 8C4
Attention: CEO
Telephone: 613-226-5511, extension 2149

and in the case of the Organization, to:

CITY OF FORT WAYNE
Citizens Square, 200 East Berry Street, Suite 270
Fort Wayne, IN 46802
Attention: Kumar Menon, Director of City Utilities
Telephone: 260-427-6050

Each party may change its particulars respecting notice, by issuing notice to the other party in the manner described in this Section 7.5.

7.6 Assignment

Neither party may assign any of its rights or duties under this Agreement without the prior written consent of the other party, such consent not to be unreasonably withheld, except that either party may assign to a successor entity in the event of its dissolution, acquisition, sale of substantially all of its assets, merger or other change in legal status. The Agreement shall inure to the benefit of and be binding upon the parties to this Agreement and their respective successors and permitted assigns.

7.7 Reorganizations

The Organization acknowledges that where a "Reorganization" occurs as that term is defined in the Software License Agreement, the same provisions related thereto shall apply to this Agreement. The application of a Reorganization may result in a change in the fees provided for in these provisions.

7.8 Entire Agreement

This Agreement shall constitute the entire agreement between the parties hereto with respect to the matters covered herein. No other agreements, representations, warranties or other matters, oral or written, purportedly agreed to or represented by or on behalf of Harris by any of its employees or agents, or contained in any sales materials or brochures, shall be deemed to bind the parties hereto with respect to the subject matter hereof. Organization acknowledges that it is entering into this Agreement solely on the basis of the representations contained herein.

7.9 Section Headings

Section and other headings in this Agreement are for reference purposes only, and are in no way intended to describe, interpret, define or limit the scope or extent of any provision hereof.

7.10 Governing Law

This Agreement shall be governed by the laws of the State of Indiana, and both parties agree to be subject to the jurisdiction and venue of the state and federal courts of Allen County, IN in any dispute between the parties.

7.11 Trial by Jury

Organization and Harris hereby waive, to the fullest extent permitted by applicable law, the right to trial by jury in any action, proceeding or counterclaim filed by any party, whether in contract, tort or otherwise, relating directly or indirectly to this Agreement or any acts or omissions of Harris in connection therewith or contemplated thereby.

7.12 Invalidity

The invalidity or unenforceability of any provision or covenant contained in this Agreement shall not affect the validity or enforceability of any other provision or covenant herein contained and any such invalid provision or covenant shall be deemed to be severable.

7.13 Waiver

A term or condition of this Agreement may be waived or modified only by written consent of both parties. Forbearance or indulgence by either party in any regard shall not constitute a waiver of the term or condition to be performed, and either party may evoke any remedy available under the Agreement or by law despite such forbearance or notice.

7.14 Counterparts

This Agreement may be executed in counterparts (whether by facsimile or PDF signature or otherwise), each of which when so executed shall constitute an original and all of which together shall constitute one and the same instrument.

7.15 Survival

Section 4.1 and Articles V and VII shall survive the termination and/or expiration of this Agreement.

7.16 Competitive Bid

Organization has conducted a competitive evaluation and has concluded such efforts with this negotiated Agreement (including any addenda hereto); therefore, this Agreement may serve as the basis for similar agreements whereby other entities may contract separately with

Harris. Organization agrees that Harris may disclose all or any portion of this Agreement to any of its current or prospective customers.

7.17 Further Assurances

The parties shall do all such things and provide all such reasonable assurances as may be required to consummate the transactions contemplated hereby, and each party shall provide such further documents or instruments required by any other party as may be reasonably necessary or desirable to affect the purposes of this Agreement and carry out its provisions.

IN WITNESS WHEREOF the parties hereto have duly executed this Software Implementation Services Agreement to be effective as of the date first written above

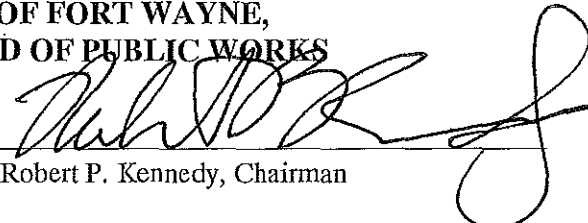
N. HARRIS COMPUTER CORPORATION

Per: 

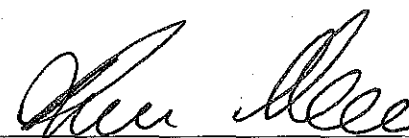
Name: Rob DiMurro

Title: General Manager, Harris Utilities

**CITY OF FORT WAYNE,
BOARD OF PUBLIC WORKS**

By: 

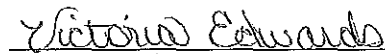
Robert P. Kennedy, Chairman

By: 

Kumar Menon, Member

By: 

Mike Avila, Member

By: 

Victoria Edwards, Clerk

Schedule "A"
Scope of Work

Fort Wayne City Utilities
Scope of Work

**For the Implementation of
CIS Infinity**

September 25, 2013

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Introduction

The project is defined as the provision of the CIS Infinity comprehensive customer information and billing software, including Infinity.Link and optionally Infinity.Mobile, by Harris' Advanced Utility Systems ("Advanced"), to Fort Wayne City Utilities ("FWCU"), for its customer information system (CIS) replacement.

The project as outlined in this Scope of Work (SOW) encompasses all aspects of the CIS Infinity implementation, including but not limited to project management, data conversion, software control file configuration and training.

CIS Infinity will replace the current utility billing system in use by FWCU. CIS Infinity will be installed and configured to meet the customer information and billing needs identified by FWCU.

Background

FWCU has made the decision to replace its legacy customer information utility billing system (CUBIS). CUBIS will be replaced with a new CIS, CIS Infinity, which is consistent with existing and planned customer service business processes and technology. FWCU requires a CIS that provides an integrated environment with which FWCU can support their operations and management needs including but not limited to enrolling new customers, generating billing, managing remittances and credit/ collections, tracking water consumption, tracking and managing meters, and handling customer inquiries, complaints, and service orders. The CIS must support multiple billing structures, rates and frequencies, and enable customer access to a variety of account information.

FWCU currently bills approximately 100,000 water sewer accounts on a monthly basis.

Objectives

FWCU will replace its existing system with a customer-centric CIS product software solution. The solution will be functionally rich in the following areas:

- Account Management
- Billing Management
- Cashiering and Payments Management
- Credit and Collection Management
- Customer Management
- Customer Self-Service
- Financial Management
- Meter Inventory
- Rates Management
- Service Order Management
- Usage Management
- Industrial Waste Service billing
- Backflow/cross-connect prevention management
- Stormwater billing

- Refuse billing
- Bulk Hauler Input and Billing (direct entry to CIS Infinity)

CIS Infinity is intended to address the following FWCU objectives:

- **To provide exceptional levels of customer service.** The need for FWCU to satisfy customers and provide exceptional levels of customer service is a primary objective and critical need of FWCU.
- **To provide for long-term stability of the customer information.** CIS Infinity will be stable and reliable with a product roadmap that shows future support and enhancements. CIS Infinity will be supported by Advanced, easily configurable and upgradeable, meeting FWCU's business needs for the foreseeable future.
- **To provide for integration across business systems.** CIS Infinity will interface with other applications, current and future, through standard integration techniques.
- **To provide for accommodating growth through technology.** CIS Infinity will be based on current technology.
- **To provide innovation and excellence.** CIS Infinity will provide a foundation to meet intermediate and longer-term needs for innovation and excellence in serving the customer and providing cost-effective, environmentally sound service.

Points of Contact

Primary Point of Contact (POC) - FWCU

Name: Liz Nagel
Title: Billing Systems Manager
Organization: Fort Wayne City Utilities
Address: Citizens Square, 200 East Berry Street, Fort Wayne, IN 46802
Phone: (260) 427-1320
Email: liz.nagel@cityoffortwayne.org

Other Contact(s)

Name: Len Poehler
Title: Deputy Director of Utilities
Organization: Fort Wayne City Utilities
Address: Citizens Square, 200 East Berry Street, Fort Wayne, IN 46802
Phone:
Email: Len.Poehler@cityoffortwayne.org

Primary Point of Contact (POC) - Advanced

Name: TBD – PM to be approved by FWCU before project kickoff
Title: Project Manager
Organization: Advanced Utility Systems
Address: 2235 Sheppard Ave. East Suite 1400, Toronto, ON M2J 5B5
Phone: 416-496-0149
Email: TBD

Other Contact(s)

Name: Terry Ridyard
Title: Executive Sponsor
Organization: Advanced Utility Systems
Address: 2235 Sheppard Ave. East Suite 1400, Toronto, ON M2J 5B5
Phone: 416-496-0149 Ext 256
Email: tridyard@advancedutility.com

Project Scope

The scope of this effort is to provide services to FWCU to assist in the transformation of a new customer information system. In this regard, Advanced will provide the following services.

- Project Initiation and Management
- Installation of CIS Infinity, Infinity.Mobile (Optional), Infinity.Link
- Discovery Analysis
- Configuration of Infinity (including Configured Interfaces) and Conversion
- Core Team Training
- Custom Reports Development and Delivery
- Interface and Modification Specification, Development and Delivery (exclusive of the non-CIS Infinity side of the interface)
- Software Testing
- End User Training
- Transition to Live
- Post Go Live Support

Definitions

Name	Definition
Modification	A change to the code base or a structural data model change.
Configuration	Changes to the software without source code or structural data model changes occurring.

Task 1 – Project Management

Advanced will assign the FWCU approved Project Manager (PM) for the management of this Scope of Work (SOW). The PM will meet with the FWCU Project Manager to discuss the SOW and define the steps to be taken to perform the work. The FWCU Project Manager will approve all deliverables and associated invoices as well as providing oversight and guidance to ensure that completion of this implementation meets FWCU's goals and budget.

EMA, Inc. will be part of the project management team in support of and on behalf of FWCU. Among EMA's responsibilities will be ensuring among the parties clear communication of deliverable deadline dates with adequate lead time for performance to those dates. EMA is to be copied on all communications by and between Advanced and FWCU.

The envisioned relationships among the parties are as presented in the accompanying figure.

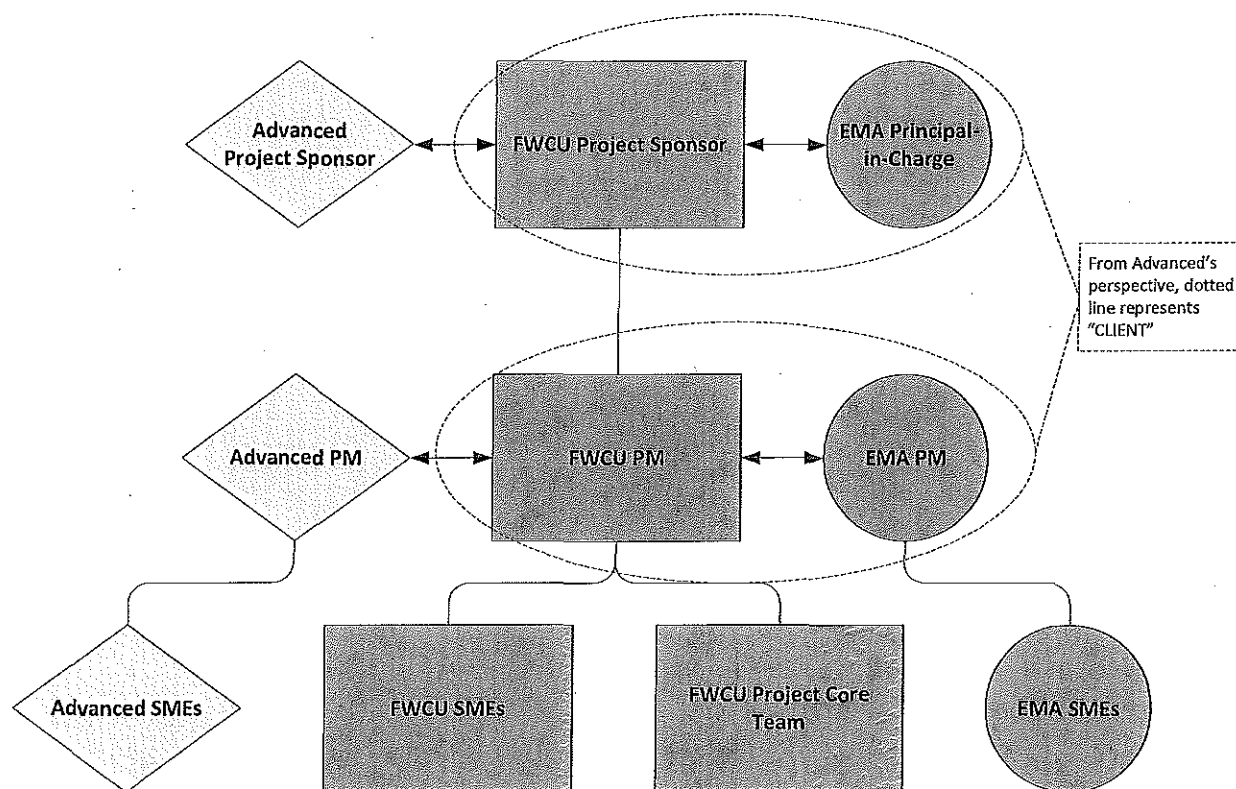


Figure 1: Relationship among Advanced, FWCU, and EMA

Subtask 1.1 – Project Planning

Project Planning will consist of developing project control policies and procedures in accordance with standard industry practices for project administration, execution, and tracking. Advanced will coordinate a joint effort with FWCU to complete the Project Planning. Project Planning will include the following:

Project Schedule

Advanced will present a draft Project Schedule at the Project Kick-off. A preliminary Project Schedule based on this Scope of Work is included in Appendix A. Following FWCU approval, the Project Schedule will be used as a baseline for control of the project. Based on FWCU approved changes, Advanced will be responsible for updates to the Project. The Project Schedule will be one project control mechanism used to manage, track, and evaluate Advanced's performance. Advanced will identify all tasks, deliverables, and appropriate milestones where FWCU information/activity is required and where timeline dependencies for subsequent Advanced activities within the Project Schedule exist.

Communication Plan

Advanced will coordinate a joint effort with FWCU to document the methods through which communication will take place during the CIS implementation project. There will be weekly and monthly review meetings, monthly reports, and quarterly sponsor review meetings. An escalation process and several communication tools within these processes will be updated to ensure a clear understanding of the project standing relative to an on-time, on-budget delivery. The timing of these meetings will be scheduled with FWCU and Advanced PM's during the kick off meeting. See Appendix C for a sample Project Communication Plan.

Change Management Plan

Advanced will coordinate a joint effort with FWCU to document the approach to effectively prepare FWCU for the changes to the organization resulting from the implementation of the software. The Change Management Plan will document the internal and external communication approaches to be used by FWCU to keep employees and customers informed of change throughout the project.

Test Plan

Advanced will coordinate a joint effort with FWCU to document the overall testing approach for the four testing phases: Conversion, Functional, Integration, and User Acceptance testing. A Test Matrix will be used to document the test scripts for the Integration and User Acceptance test phases, logging the responsibility for testing, timing and the test results. For both the Functional and Conversion test phases, baseline accounts will be used to compare legacy data to CIS Infinity.

Training Plan

Advanced will coordinate a joint effort with FWCU to document how users will be trained on the software taking into consideration the software configuration completed as a result of the Functional Discovery Analysis. The Training Plan will include training matrices that outline what users (technical, core team, and end users) will learn in each class and will describe course material.

Risk Management Plan

Advanced will coordinate a joint effort with FWCU to document project risks. The Risk Management Plan provides a single, comprehensive process to identify, control and monitor risks and/or issues ensuring timely and effective resolution. This process helps reduce the time and effort required for risk/issue resolution. It outlines risk/issue ownership, decision-making authority and accountability. The risk management plan also improves communication of risks/issues and their resolution.

Advanced and FWCU Roles and Responsibilities

Advanced will coordinate a joint effort with FWCU to identify the Advanced and FWCU human resource needs and how they will be used to accomplish tasks. A preliminary Table of Responsibilities that identifies deliverables for which Advanced has responsibility and for which FWCU has responsibility is included in Appendix B.

Issues Management (CustomerWise)

During Project Initiation as described in Task 3.1, Advanced will provide an overview of CustomerWise, Advanced's online tool for documenting and tracking issues as part of the overall implementation. Each Core Team member will be enrolled in mycisinfinity.com, Advanced's on-line customer portal which provides access to CustomerWise. Each identified user will be provided with a user name and password. Prior to Core Team Training, FWCU will be trained on the use of CustomerWise. Project issues identified by FWCU will be logged in CustomerWise. Advanced project team members will also use CustomerWise to log any issues that they identify. The Advanced Project Manager will assign ownership and priority for each issue and monitor the status of each issue through to resolution. The Advanced Project Manager will review outstanding issues during the weekly and monthly project status meetings. FWCU is responsible for testing fixes reported in CustomerWise and for confirmation of issue closure.

Change Order Process

Advanced will coordinate a joint effort with FWCU to document a Change Order process. The Change Order process will identify how changes are initiated and their impact on the project will be identified, documented and communicated to FWCU. Appropriate sign-off channels will be developed for Change Order approval. A sample Change Order form is included in Appendix D. The figure below shows a typical change order control process that Advanced has used in the past.

Advanced and FWCU expect that change orders will be kept to a minimum given the detailed preparation that went into this Scope of Work and its fixed price.

Dollars for items identified in this Scope of Work as Optional and dollars identified as Work Allowance amounts are each intended to be released only through a Change Order or Change Orders, in writing and in advance of the work. Dollars for items identified in this Scope of Work as Optional and dollars identified as Work Allowance amounts are therefore not part of the base lump sum contract with Advanced.

Change Orders can be billed at completion unless the Change Order defines milestones whose completion will trigger partial interim payments toward the total Change Order amount.

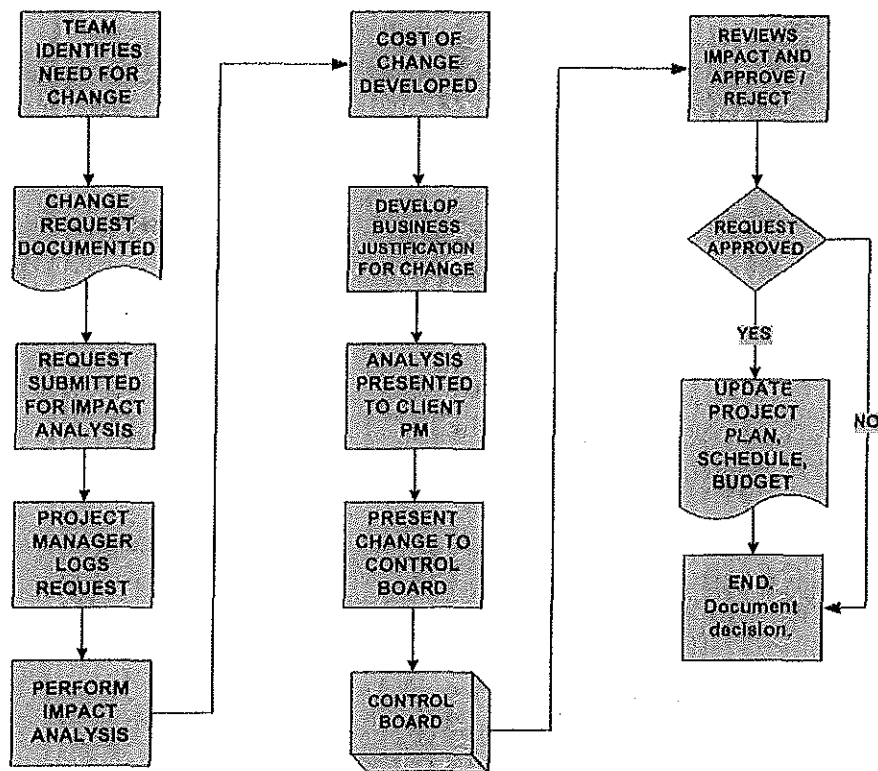


Figure 2: Example Change Order Control Process

On Site Project Facilities

FWCU will provide desk space for the Advanced team members while onsite at FWCU. FWCU will provide access to; printers within the facility, all network drives required for the shared project resources, project servers, all instances of the software and full external internet access, (wireless preferred) for each Advanced team member including unimpeded access to Advanced's VPN. FWCU will make available meeting spaces as required for project meetings. Meeting spaces should be equipped with a white board and markers, flip chart, LCD projector, conference phone and internet connection.

FWCU shall establish a training/testing room that will provide space, computers (with necessary software) and access to the software for the number of users specified in the contract plus one for Advanced. The training room will be equipped with a white board and markers, flip chart, LCD projector, conference phone and internet connections.

Subtask 1.1 – Deliverables

Subtask 1.1 Deliverables	• Draft Project Schedule • Communication Plan • Change Order Process • Change Management Plan • Test Plan
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	• Training Plan • Risk Management Plan
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Subtask 1.2 – Status Reports

Advanced will have weekly meetings with the FWCU team to discuss work in progress, issues, actions, etc. Advanced will provide a weekly status report documenting these exchanges. Advanced will also provide a monthly and quarterly summary of project progress, including significant issues resolved and significant issues raised.

Invoices will be issued as per the fee structure and service payment milestones in Schedule 1.

Subtask 1.2 – Deliverables

Subtask 1.2 Deliverables	• Weekly Team Meeting • Weekly Status Report • Monthly Invoice • Monthly Project Progress Summary
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Subtask 1.3 – Quarterly Sponsor Review

Advanced will prepare a Quarterly Sponsor Review to be attended by project management and project sponsor staff from FWCU, EMA and Advanced. The quarterly sponsor review meeting will review progress to date, future actions, and will validate, on a quarterly basis, that the Go Live date is still achievable for both parties. The dates for these meeting will be determined jointly by the FWCU and Advanced PMs.

Subtask 1.3 – Deliverables

Subtask 1.3 Deliverables	• Quarterly Sponsor Review
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Task 2 – CIS Infinity Interfaces and Software Modifications

This task covers the development and configuration of CIS Infinity interfaces to existing FWCU systems and modifications to CIS Infinity, and/or related products in the Infinity product suite, if any, to meet FWCU's CIS needs. All development work completed by Advanced will be communicated, in advance, to the FWCU Project Manager so that the FWCU Project Manager has visibility to all Advanced interface development work.

Advanced will document the status of development, whether conducted by FWCU or Advanced, in the weekly status reports.

Subtask 2.1 – Modified Interfaces

The following group of interfaces will require development efforts from Advanced, and potentially FWCU staff or a third party vendor, to support the specific interface requirements. Advanced will analyze, specify, develop, Q/A, and deploy the following group of interfaces required by the FWCU under this SOW. The specific system Modifications required to support a specific interface will be determined during the Interface/Modification Discovery process. Advanced will create detailed combined **Functional/Technical Specifications** for each interface requiring development effort from Advanced's technical staff.

While specific modification details will be determined during the Interface/Modification Discovery process, both Advanced and FWCU expect that the described functionality of each interface, discussed in detail during the Best-and-Final Offer (BaFO) process, can and will be achieved for the negotiated price indicated in this SoW.

Subtask 2.1.1 – CTI – Interactive Intelligence

FWCU requires a real-time interface between CIS Infinity and the Interactive Intelligence telephone system for computer-telephony integration (CTI) functionality. The interface will be based on customer/account determinants, such as phone number or customer/account numbers being passed from the Interactive Intelligence system. CIS Infinity will bring up the appropriate customer/account record on the Customer/Account Inquiry Form on the user's workstation.

Advanced will enhance the existing CTI integration framework to interface with FWCU's Interactive Intelligence CTI system.

Subtask 2.1.2 – Credit Bureau

FWCU requires a two-way near real-time interface to:

- Allow a CSR to request a credit check based on data fields in CIS Infinity whose contents are formatted and transmitted to a credit bureau.
- Update CIS Infinity with the selected credit rating information returned from the credit bureau.
- Ability to automatically select a deposit amount based on information returned from the credit bureau.
- Upload to the credit bureau on a monthly basis current credit classification on FWCU customers.

Advanced will develop a two-way real-time, 2-way integration between CIS Infinity and a credit bureau. The interface will request and receive a credit check for new customers.

CIS Infinity currently supports the importing of credit history information on demand or scheduled using configurable text file formats defined using the Advanced Interface Manager. Advanced will enhance this functionality as required to export credit information in conformance with the credit reporting format specified by the credit bureau.

Subtask 2.1.3 – Accela Automation

FWCU requires a two-way near real-time interface between CIS Infinity and the Accela Automation permitting system to exchange new premise, service and occupancy information. The interface will utilize the existing interface table framework integration between CIS Infinity and Accela.

Specific integration points for the interface are as follows:

- Creation of a new account and services in CIS Infinity. When a building permit is issued, Accela will populate selected interface tables with information about the new account, such as address, subdivision and lot number, property ID, structure type, service size and material, tap location, stop location, builder, developer, NAICS code(s) (for commercial properties), and deposit received. Based on this information, CIS Infinity will create a new account record with assigned services and default bill codes based on account type as well as generating appropriate follow-up actions (e.g., service orders). CIS Infinity will also create a utility deposit and deposit transaction record.
- Creation of an action in CIS Infinity. When a certificate of occupancy is issued for non-metered services in Accela, the Action interface table will be populated. Based on this information, CIS Infinity will generate an action (e.g., a task) for appropriate follow-up within CIS.
- When a move occurs in CIS Infinity for a commercial property, CIS will populate in Accela selected interface tables with specified information, such as service address, business name, NAICS code(s), and move-in date. Accela will retrieve this information for change of occupancy code inspections purposes.

Advanced will enhance the existing CIS Infinity functionality to support the specific requirements of FWCU. The specific system modifications required to support the Accela interface will be determined during the Interface and Modifications Discovery process.

Subtask 2.1.4 – ESRI Geographic Information System (GIS)

FWCU requires a two-way interface between CIS Infinity and FWCU GIS system that utilizes ESRI ArcGIS products. This two-way interface will provide access to GIS information from CIS Infinity, and provide to the GIS CIS Infinity data for presentation in the GIS.

- i. Using dynamic hyperlink functionality users of CIS Infinity will be able to access GIS information related to a specific service address. Any data element (or combination of data elements), such as GPS coordinates or premises number on the Main Customer/Account Inquiry can be linked to the GIS application. Clicking on a linked data element will call a Web page created by FWCU displaying GIS information specific to the linked data element.
- ii. Using web services or SQL views, FWCU can retrieve and format data from CIS Infinity as an output for import to and presentation in the GIS application.
- iii. Using web services or interface tables, new service information from the GIS system will be updated in CIS Infinity in real time. This information includes parcel number, service address, property owner information, NAICS code(s) (for commercial properties) and other key

determinants received from the GIS system. Accounts will automatically be created in CIS Infinity.

- iv. Initiation of actions in CIS Infinity from GIS. Using Web services or interface tables, multiple accounts selected in the GIS system can have CIS actions generated for them, such as letters, tasks, service orders, outbound dialing. Selection of the accounts may be by creating with a mouse a polygon loop in the GIS.
- v. For addresses added within CIS Infinity, a real-time verification of the service address against the GIS database will be performed using web services or another method. A warning will be displayed to the CSR if the service address does not exist in the GIS database. The CSR can override the warning. An exception report will be developed to review/correct these addresses.

The specific system modifications required to support the various components of the GIS interface will be determined during the Interface and Modifications Discovery process.

Subtask 2.1.5 – Infor Hansen Work Order Management

FWCU requires a two-way near real-time interface between CIS Infinity and Hansen. The interface will utilize the existing interface table framework with Hansen and other work order management systems.

For designated service order types which originate in CIS Infinity, all applicable information (e.g., originator, date, and type of service order, completion options, scheduling and assignment, and other fields required to be shown on the work order) will be passed from CIS Infinity to Hansen, where a service request or work order is generated. Upon completion of the service request or work order, information is then sent back to CIS Infinity from Hansen including status, scheduling, assignment, completion information and any comments or notes to be added to the customer account. Meter installation and exchange information and updates to asset characteristics (e.g., changes to stop measurements or material type) will also be received from Hansen and processed in CIS Infinity.

Similarly for work orders initiated in Hansen that relate to work on a customer-related asset (service, meter, or AMI device) a CIS Infinity service order will be created. All applicable information (e.g., originator, date, and type of service order, completion options, scheduling and assignment, and other required fields) will be passed from Hansen to CIS Infinity. Upon completion of the service request or work order, information is then sent back to CIS Infinity from Hansen to update the CIS Infinity service order including status, scheduling, assignment, completion information and any comments or notes to be added to the customer account.

This interface can also be used when information in CIS Infinity has changed, such as customer and account information, etc. The changed record is sent to Hansen upon saving the record within CIS Infinity.

Advanced will enhance the existing CIS Infinity functionality to support the specific requirements of FWCU. The specific system modifications required to support the Hansen interface will be determined during the interface discovery process.

Subtask 2.1.6 – Lagan CRM

FWCU requires a near real-time, two-way interface between CIS Infinity and Lagan CRM and customer/account and service request information.

Customer name and address information and customer complaints captured in CIS Infinity will be passed from CIS Infinity to Lagan CRM. Upon receiving initial requests and status updates or completion information from Lagan, CIS Infinity will update the appropriate customer account(s).

Using existing functionality, actions can be automatically generated in CIS Infinity based on request types received from Lagan.

Advanced will develop a near real-time, two-way integration between CIS Infinity and Lagan CRM, which will exchange contact and service request information between the two systems.

Subtask 2.1.7 – Lien file to eRecorder

FWCU requires a one-way batch interface between CIS Infinity and eRecorder to export property lien information and amounts by service.

Advanced will develop an interface to export account and lien amount information for lien accounts to the eRecorder system. CIS Infinity currently contains functionality to export information account and amount information using a configurable file format defined using the Advanced Interface Manager. This information can be exported on demand or scheduled using the Export/Import Processing Form. AIM will be enhanced as required to meet the requirements of the eRecorder export file.

Subtask 2.2 – Configured Interfaces

The following group of interfaces will be configured using CIS Infinity configuration. Information can be exported and imported on a scheduled basis using the Export/Import Processing Form.

Specifications will not be produced for configurable interfaces. Advanced will produce a **Configuration Document** for the following interfaces. These items are not considered core interfaces as they are configured rather than programmed into the system. Configurable interfaces are typically configured using the built-in Advanced Interface Manager configuration tool. Advanced will configure the following interfaces.

While specific details will be determined during the Discovery process, both Advanced and FWCU expect that the described functionality of each interface, discussed in detail during the Best-and-Final Offer (BaFO) process, can and will be achieved for the negotiated price indicated in this SoW.

An example of a Configuration Document is attached. Each individual configured interface description (2.2.1 through 2.2.18, below) shall be a separate Advanced deliverable even if all configuration descriptions are encompassed in once document).

Subtask 2.2.1 – Meter Reading – AMR Itron MVRS 8.5

FWCU requires a two-way batch file interface between CIS Infinity and FWCU Itron MV-RS meter reading software.

The interface will export account and meter related information from CIS Infinity to Itron MV-RS. The interface will support the import of the meter data reads, meter notes, comments and trouble codes for billing purposes. Both the export and the import files will be configured using the standard Itron MV-RS formats.

Specifically the interface will support:

- AMR read routes downloaded daily from CIS Infinity to Itron MV-RS.
- AMR meter reads uploaded from Itron MV-RS to CIS Infinity.
- AMR special reads (check reads and finals, with final reads indicated as such) downloaded from CIS Infinity to Itron MV-RS).

- AMR special meter reads uploaded from Itron MV-RS.
- Actions triggered in Infinity from trouble codes.

Subtask 2.2.2 – STAR (Bank) ACH payments

FWCU requires a one-way interface to export a file of customers signed up for ACH payments to STAR. CIS Infinity currently supports the exporting of standard ACH files that conform to NACHA standards.

Subtask 2.2.3 – Remittance processor

FWCU requires a one-way batch interface to a remittance processing system, to import on a periodic basis payment files created by the remittance processor. CIS Infinity currently supports the importing of payment information on demand or scheduled using configurable text file formats defined using the Advanced Interface Manager. CIS Infinity also provides a Web service designed for real-time payment inserts from external payment vendors.

Subtask 2.2.4 – IPay

FWCU requires a one-way batch interface to import payment information from IPAY. CIS Infinity currently supports the importing of payment information on demand or scheduled using a configurable text file format defined using the Advanced Interface Manager. CIS Infinity also provides a Web service designed for real-time payment inserts from external payment vendors.

Subtask 2.2.5 – IVR Payment (ChoicePay)

FWCU requires a one-way batch interface to import payment information from their IVR payment vendor (ChoicePay). CIS Infinity currently supports the importing of payment information on demand or scheduled on demand or scheduled using a configurable text file format defined using the Advanced Interface Manager. CIS Infinity also provides a Web service designed for real-time payment inserts from external payment vendors.

Subtask 2.2.6 – Metavante

FWCU requires a one-way batch interface to import payment information from Metavante. CIS Infinity currently supports the importing of payment information on demand or scheduled using a configurable text file format defined using the Advanced Interface Manager. CIS Infinity also provides a Web service designed for real-time payment inserts from external payment vendors.

Subtask 2.2.7 – Push ACH Payment Import

FWCU requires a one-way batch interface to import payment information for "push" ACH payments received by the City of FWCU. The import process will create a process/exception log file for review. CIS Infinity currently supports the importing of payment information using configurable text file formats defined using the AIM

Subtask 2.2.8 – Push ACH Payment Allocation (Optional)

The "push" ACH payment file will be accompanied by an Excel spreadsheet of customer account information that the interface must open and interpret in order to assign individual payments to the correct accounts from a transmitted sum. An additional 35 hours is required to allocate the payments to the appropriate customer/account.

Subtask 2.2.8 – Lien Payment from Allen County Auditor

FWCU requires a one-way batch interface to import lien payment information from a payment file received from Allen County Auditor. CIS Infinity currently supports the importing of payment information on demand or scheduled using configurable text file formats defined using the Advanced Interface Manager. The import process will create a process/exception log file for review.

Subtask 2.2.9 – Low Associates Property Tax System

FWCU requires a one-way batch file interface between CIS Infinity and the Low Associates Property Tax system to import property owner information for the purposes of filing liens. CIS Infinity currently contains functionality to import property owner information from an external file or SQL table, using a configurable file format defined using the Advanced Interface Manager. The import process using the Export/Import Processing Form will create a process/exception log file for review.

Subtask 2.2.10 – Interactive Intelligence Interactive Voice Response system – Inbound and Outbound

FWCU requires a two-way real-time interface between CIS Infinity and Interactive Intelligence IVR for inbound customer calls and a batch interface to Interactive Intelligence IVR for outbound customer calls.

CIS Infinity will provide customers with a real-time interface into the IVR, allowing customers to hear their utility account balance, check payment history, and make payments to their account that are then reflected real-time in CIS Infinity. This will be done utilizing the Infinity.Teleconnect Web services API.

For outbound calls, CIS Infinity will be configured to support exporting a file containing customer call data and a message selection code for a specified group of customers that can be imported and processed by IVR. CIS Infinity currently contains functionality to export outbound customer call files using a configurable file format defined using the Advanced Interface Manager.

Subtask 2.2.11 – Munis Financial Management System – General Ledger

FWCU requires a one-way interface to export general ledger information from CIS Infinity to the Munis general ledger module.

The General Ledger interface will export in batch a text file containing summarized general ledger journal entries for updated billing, cash and cash adjustment batches from CIS Infinity to the General Ledger module. The Advanced Interface Manager will transfer summarized general ledger information to the General Ledger application as un-posted journal entries where they can then be processed. The general ledger information transferred contains details about the originating batch in CIS Infinity for cross-referencing purposes.

Subtask 2.2.12 – Munis Financial Management System – Refunds

FWCU requires a two-way interface to import and export accounts payable information for customer refunds from CIS Infinity to the Munis accounts payable module.

The Accounts Payable interface will export a text file containing customer and refund amount information for the purposes of issuing refund checks to customers in the Accounts Payable module. Refund check transactions would be based on the existing refund transactions configured in CIS Infinity. This will be a periodic batch process.

The Accounts Payable import interface will import a text file containing refund check details (check number, check issue date) into CIS Infinity. The originating refund check transaction records in CIS Infinity will be updated with the check detail information. Both the export and import refund check files will be in configurable file formats defined using the Advanced Interface Manager.

Subtask 2.2.13 – EMC's ApplicationXtender Document Management System

FWCU requires an interface between CIS Infinity and EMC's ApplicationXtender Document Management System (DMS). This interface will provide access from CIS Infinity to documents stored in the DMS provided that the DMS can recognize a parameter sent by CIS Infinity.

Using dynamic hyperlink functionality, any data element (or combination of data elements), such as account number or parcel ID, on the Main Customer/Account Inquiry can be linked to the DMS application. Clicking on a linked data element will display DMS information specific to the linked data element.

Subtask 2.2.14 – Ford Meter Test System

FWCU requires a one-way batch interface to import water meter test results into CIS Infinity from the Ford Meter Testing system. The meter testing interface will import testing information for meters stored in CIS Infinity and create new meter test records in the meter test results table.

CIS Infinity currently contains functionality to import meter testing results using a configurable file format defined using the Advanced Interface Manager. This information can be imported on demand or scheduled using the Meter Inventory Import Process.

Subtask 2.2.15 – 3rd Party Collector

FWCU requires a two-way batch file interface with a law firm that serves as its collection agent to export collections data from CIS Infinity and to import payment information from the collection agency into CIS Infinity.

The export file will contain account, balance and collections information for accounts that qualify to be sent to the agency. The import file will contain payments received by the collection agency with payment details such as account number, payment date and payment amount (net and gross).

CIS Infinity currently contains functionality to export information to a collection agency using a configurable file format defined using the Advanced Interface Manager. This information can be exported on a scheduled basis using a batch generated by the Collection Agency/Write-off Pickup Process.

CIS Infinity currently contains functionality to import payments received by a collection agency using a configurable file format defined using the Advanced Interface Manager.

Subtask 2.2.16 – LinkoCTS System (IWS)

FWCU requires a two-way batch interface between CIS Infinity and LinkoCTS to export customer/account information and to import daily samples, sample identifiers, and discharge concentrations by type of pollutant to be used for informational and billing purposes.

CIS Infinity currently interfaces with LinkoCTS, for the purposes of export customer/account information and for importing samples and discharges values. These imported values are stored in CIS Infinity and used for informational and billing purposes for applicable industrial waste surcharges.

The interface functionality in combination with CIS Infinity must be capable of comparing sample COD and BOD concentrations and then billing on the basis of the higher.

This two-way batch import, using a configurable file format defined using the Advanced Interface Manager, would be enhanced as required for the specific requirements of FWCU.

Subtask 2.2.17 – Third Party Bill Print and Notices

FWCU requires an interface to export text files of information required by their third party bill print and notice provider (TBD) to generate customer bills and collection notices. An electronic file will be created to export in a standard format, from CIS Infinity, all billing information required by the third party vendor.

In the event that additional interfaces are identified during the Discovery process, the jointly-developed Change Order process as defined in Subtask 1.1 will be followed.

Subtask 2.3 – Software Modifications

Advanced will analyze, specify, develop, Q/A, and deploy the following modifications required by FWCU under this SOW. Advanced will identify the specific development efforts required to support these modifications during the Interface/Modification Discovery and Specification Phase. Advanced will create detailed combined **Functional/Technical Specifications** for each modification requiring development effort from Advanced's technical staff.

While specific details will be determined during the Discovery and Specifications Phase, both Advanced and FWCU expect that the described functionality of each modification, discussed in detail during the Best-and-Final Offer (BaFO) process, can and will be achieved for the negotiated price indicated in this SoW.

Subtask 2.3.1 – Deposit Calculation Enhancement

FWCU requires a modification to CIS Infinity to enhance the flexibility in how CIS calculates deposit requirements for new accounts. This requirement relates to item #36 in the RFP checklist. In particular, CIS will be enhanced to use the business type in combination with the services required and/or account type to determine an appropriate default deposit amount for new commercial accounts.

Subtask 2.3.2 – Water Service Entrance – Additional Fields

FWCU requires a modification to CIS Infinity to create additional fields in the water service entrance table to be used for storing water service point information in CIS. This requirement relates to item #51 in the RFP checklist. CIS Infinity will be enhanced with the addition of new fields in the water service entrance table, and user interface changes to display these new fields. The number and type of these fields will be determined based on further analysis.

Subtask 2.3.3 – Infinity.Link – Construction Meter Application

FWCU requires a modification to Infinity.Link to allow contractors to apply online for fixed construction meters. This requirement relates to item #76 in the RFP checklist. To meet this requirement, Infinity.Link, and if applicable, CIS Infinity, will be enhanced with the ability for a contractor to fill out an online form and have the data entered in that form pass information to CIS Infinity to start a service application process.

Subtask 2.3.4 – Quantity Reduction Credit (QRC) Calculation

FWCU requires a modification to CIS Infinity to support the calculation of the stormwater quantity reduction credit (QRC). This requirement relates to item #87 in the RFP checklist. To meet this requirement CIS Infinity will be enhanced, if required, with the ability to track and calculate the relevant determinants (e.g., permeable and impermeable square feet, and degree of impermeability) and the applicable stormwater QRC for accounts that qualify for the credit.

Subtask 2.3.5 – Appeal Process – Additional Fields

FWCU requires a modification to CIS Infinity to create additional fields to be used for tracking billing dispute and appeal information in CIS. This requirement relates to item #123 in the RFP checklist. CIS Infinity will be enhanced with the addition of new fields to track date appeal requested, date of administrative hearing, and the outcome of both the administrative hearing and the appeal process. The exact number and type of these additional fields will be refined based on further analysis.

Subtask 2.3.6 – Arrangements – Default Payment Amount

FWCU requires a modification to CIS Infinity to support the down-payment required when creating a new payment arrangement to default to one-third of the past-due amount. This requirement relates to item #143 in the RFP checklist. CIS Infinity will be enhanced with the addition of functionality to configure a default percentage for the first payment for payment arrangements. This default amount can be overridden by a user, assuming they have security rights to do so.

Subtask 2.3.7 – Letters – Additional Fields

FWCU requires a modification to CIS Infinity to create additional fields to be used for tracking certified letter information in CIS. This requirement relates to item #163 in the RFP checklist. CIS Infinity will be enhanced with the addition of new user-defined fields in the Letter History table, and associated user interface changes, that can be used to track that the letter was sent by certified mail and the certified number.

Subtask 2.3.8 – Infinity.Mobile - Service Order Scheduling – Work Groups (Optional)

FWCU requires a modification to Infinity.Mobile to support the ability to designate work groups as primary or non-primary and schedule service orders accordingly. This requirement relates to items #171 and #172 in the RFP checklist. Infinity.Mobile dispatch functionality will be enhanced with the ability to define work groups for different field staff in primary and non-primary configurations, and to different types of service orders being assigned/scheduled to different work groups.

Subtask 2.3.9 – Infinity.Link - Service Order Appointment Request

FWCU requires a modification to Infinity.Link to support the ability for users of Infinity.Link to schedule online a service order appointment. This requirement relates to item #180 in the RFP checklist. Infinity.Link will be enhanced with the ability for customers to select a desired appointment date/time for a service appointment at their account. Infinity.Link will then generate the appropriate type of service order with the selected appointment date and time.

Subtask 2.3.10 – Infinity.Link - Chat Functionality

FWCU requires a modification to Infinity.Link to support the ability to offer online real-time chat functionality to users of Infinity.Link. This requirement relates to item #182 in the RFP checklist. Infinity.Link will be enhanced with for users to interact with FWCU staff utilizing a chat component. In

order to support this requirement, Advanced will embed a third-party chat component within the Infinity.Link framework.

Subtask 2.3.11 – Infinity.Link – Release from Liability Flag

FWCU requires a modification to Infinity.Link to support the ability for a customer to choose a "release from liability" flag that updates the appropriate setting in CIS Infinity. This requirement relates to item #198 in the RFP checklist. Infinity.Link will be enhanced with the ability for a commercial customer to choose a new "Release from Liability" in Link, and for Infinity.Link to automatically update the corresponding flag in the CIS Infinity database.

Subtask 2.3.12 – Infinity.Link – View Stormwater Calculation

FWCU requires a modification to Infinity.Link to support the ability for customers to view the details of the determinants behind stormwater calculation in Infinity.Link. This requirement relates to item #199 in the RFP checklist. Infinity.Link will be enhanced with the option to display the determinants for stormwater calculation, in particular the ERU value, so that customers can view in Infinity.Link how their stormwater charges are calculated.

Subtask 2.3.13 – Infinity.Link – View Industrial Waste Surcharge Calculation

FWCU requires a modification to Infinity.Link to support the ability for industrial customers to view the details of the determinants behind industrial waste surcharge calculation in Infinity.Link. This requirement relates to item #200 in the RFP checklist. Infinity.Link will be enhanced with the option to display the determinants for industrial waste surcharge calculation, such as the BOD and TSS values, so that customers can view in Infinity.Link how their industrial waste surcharges are calculated.

The modification must be capable of comparing sample COD and BOD concentrations and then billing on the basis of the higher.

Subtask 2.3.14 – Meter Inventory – Additional Battery Fields

FWCU requires a modification to CIS Infinity to create additional fields to be used for tracking battery information for AMR devices in CIS. This requirement relates to items #212 and 213 in the RFP checklist. CIS Infinity will be enhanced with the addition of new fields to water meter inventory to track battery purchase and battery installation dates.

Subtask 2.3.15 – Backflow Inventory – Scan Line

FWCU requires a modification to CIS Infinity to support the ability for read a scan line on a backflow test letter. This requirement relates to item #221 in the RFP checklist. CIS Infinity will be enhanced with the ability to read a scan line on a backflow prevention device testing letter/form and bring up the appropriate record in the Backflow Inquiry form.

Subtask 2.3.16 – Backflow – Online Test Entry

FWCU requires a modification to CIS Infinity to support backflow test results to be entered online in a Web form and have that information stored in CIS Infinity. This requirement relates to item #223 in the RFP checklist. CIS Infinity will be enhanced with the ability to accept backflow testing data entered into a Web form automatically processed, and if valid, stored in the Backflow Test History table in CIS Infinity.

Subtask 2.3.17 – Backflow – Tester List Import

FWCU requires a modification to CIS Infinity to support the ability to import a file containing certified backflow testers into CIS Infinity. This requirement relates to item #227 in the RFP checklist. CIS Infinity will be enhanced with the ability to import a file containing information on backflow testers, and if valid, update or add backflow tester information in the Field Worker table in CIS Infinity. The import file will be configured using the Advanced Interface Manager.

Subtask 2.3.18 – Backflow Certified Device List Import and Validation (Optional)

FWCU also requires an optional modification (50 Hours) to CIS Infinity to support the ability to:

- Import a file containing certified backflow device types into CIS Infinity.
- Validate that the device type is certified when adding a backflow device to an account.
- On a periodic basis, identify obsolete device types that are associated with an account and generate notification (e.g., letter) to the Customer/Account using Actions.

To meet these requirements, CIS Infinity will be enhanced with the ability to import a file containing information on backflow device types and update the certified device types in the backflow device type control form in CIS Infinity; store in the backflow device type table whether a particular device is certified or obsolete, and date for which a (new) device is added to the file, and date for which a device has become obsolete, and the date on which it's status was last updated; and enhancements to the Backflow Device Management form to allow for the selection of obsolete device types associated with an account, and the batch generation of actions, such as notification letters for those accounts.

Subtask 2.3.19 – Infinity.Link – Schedule Future Payment

FWCU requires a modification to Infinity.Link to support the ability for an Infinity.Link user to enter in a future date for an eCheck payment. Infinity.Link will be enhanced with the ability for a customer to choose a date for the future, to store the scheduled payment date and process the eCheck payment on the scheduled date. Infinity.Link configuration options will specify under what conditions a user can specify a future date for payment.

Subtask 2.3.20 – More than One NAICS Code (Optional)

FWCU requires an optional modification (45 Hours) to permit a user to add NAICS codes (approximately six) for a commercial property to fully describe the use of the property.

In the event that additional modifications are identified during the Discovery process, the jointly developed Change Order process as defined in Subtask 1.1 will be followed.

Exclusions

The following have been excluded from this Scope of Work, unless noted otherwise:

1. Rate Structural Changes

Advanced will provide normal rate updates throughout the course of the implementation at no extra charge providing the rate change occurs during the implementation timeframe. Advanced will not support a rate change that departs substantially from the current rate structures that are in force at the time of contract signing and/or as documented in the Functional Discovery document. Any substantial change in rates methodology and deployment will be considered out of scope and will be subject to a Change Order.

2. Third Party Payment Processor

Internet payment processing and payment clearing is provided, at no extra license fee, for Infinity.Link and applicable CIS Infinity functionality via the Harris Payment Gateway (HPG). An interface to a non HPG payment provider is considered customized development. The development of a real-time third party interface for payment processing to a payment processor is a minimum \$30,000 development fee and an annual maintenance fee of 20%. Based on the actual third party payment interface the fees may be higher.

Task 3 - Implementation Approach

This task covers the implementation approach Advanced will take to replace FWCU's current CIS with Advanced's CIS Infinity, Infinity.Link and Infinity.Mobile software. Advanced will implement a phased approach in the lifecycle of this task order as described herein.

Subtask 3.1 – Phase 1 – Project Initiation

Subtask 3.1		
Start	End	Duration
Week -	Week -	- weeks

The Advanced PM will work with the FWCU Project Manager and staff to organize project information for the joint preparation of the Project Schedule (see Task1). The Advanced PM will be onsite to organize and present all of the information required to start the project and will, at a minimum, address the following areas:

- Project Schedule, including but not limited to the Communication Plan, Risk Plan, Change Management Plan, Training Plan and Test Plan
- CIS Infinity server software installation and desktop installation rollout
- Training Course Syllabus for Core Team, Technical Team, and End User Training (part of the Training Plan)
- CustomerWise set-up and overview
- Access to CIS Infinity Entity Relationship Diagram and Data Dictionary
- Project Team Contact List which includes users that need access to CustomerWise
- Overview of the operations of CIS Infinity via WebEx or similar medium
- Functional and Data Conversion Discovery agendas delivery and review

The Advanced PM is the primary PM. The Advanced PM will operate the daily activities of the project and work in conjunction with the FWCU's Project Manager and staff to ensure effective management of staff resourcing, forward planning initiatives and day to day project deliveries.

Subtask 3.1 – Deliverables

Subtask 3.1 Deliverables	• Conduct Project Kickoff Meeting • Initial Project Schedule, including but not limited to the, Communication Plan, Risk Management Plan, Change Management Plan, Training Plan and Test Plan • Software Installation, Installation Training and Installation Report • Training Course Syllabus • CustomerWise Overview • Access to the Data Dictionary
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	• Access to the Entity Relationship Diagrams • Project Team Contact List • CIS Infinity System Overview • Functional and Data Conversion Discovery agendas delivery and review
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Subtask 3.2 – Phase 2 – Functional and Data Conversion Discovery Analysis

Subtask 3.2		
<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- weeks

Advanced will review the detailed data and business requirements of FWCU. This analysis will provide an association between FWCU's business practices and the required CIS Infinity configuration.

The Functional and Data Conversion Discovery Analysis phase will be led by Advanced and broken out into functional and data conversion workshops. The workshops review the functional and data conversion areas of the system and are the basis for how Advanced will configure, and convert all of the required business functions, business logic and data in the system. Prior to beginning both Functional and Data Discovery, Advanced will provide Overview training to the FWCU's core team.

Prior to the start of the Functional and Data Conversion Discovery Analysis phase, FWCU will gather the following information in preparation for the sessions, if documentation is available:

- All rate tariffs and system generated fees
- Chart of Accounts for GL/AP interfacing
- Meter Reading process flow, vendor and file layout
- All required service order information
- File layouts for all required interfaces
- Sample of current bill prints, notices, door hangers and letters
- All payment types received and any associated payment information
- Process flows of penalties, collections, disconnections, bankruptcy and write offs
- Process flows of move in, move out process
- Billing process flow
- All Daily, weekly, Month End and Year End Report Requirements

Subtask 3.2.1 – Functional Discovery Analysis Workshops

Advanced will conduct onsite **Functional Discovery Analysis Workshops**. These workshops will be led by Advanced to appropriately review and confirm all required information for the areas listed below. Advanced with FWCU will identify the necessary FWCU staff needed to attend these workshops two to four weeks in advance. Reports and Bill Print discoveries as outlined in Subtask 3.4 will be separate from

the main functional discovery workshops and will be conducted at a time indicated in the Project Schedule.

Advanced will create a **Functional Discovery Document** that will include, at a minimum, the following areas:

1. Foundation

Review of all of the basic system set up areas and logical business rules including but not limited to account types, services, account number structure and customer number structure.

2. Customer Information

Review of addresses and phone numbers, lookups and address and occupancy types.

3. Meters and Meter Inventory

Review of meter types, meter inventory process and controls, manufacturers, units and other pertinent meter information.

4. Billing

Review of the entire meter reading to billing process with a review of all processing and exceptions reporting.

5. Rates

Review of the rate tariff and functional requirements for setting up rates, seasonal rates, temporary rates, proration, taxes and any rate rebates or discounts.

6. Cashiering

Review of all payment types, interfaces, automated clearing house, endorsements, receipts and unapplied payments processing.

7. Collections

Review of all collections procedures, payment arrangements, exemptions, penalties, notices, disconnections, agency, add to tax/liens, tax certification, bankruptcy and write-off processes including all applicable fees.

8. Move in Move Out

Review of the process flow and all applicable setups, fees and follow up processes with the move in move out process.

9. Accounting

Review of General Ledger Setup and chart of accounts for GL/AP processing and refunds processing. Review of Year and month end closing including reporting requirements.

10. Service Orders

Review of requirements for full service order processing and follow up actions control.

11. Additional Items

Review of other functions within the system that address the following specific FWCU requirements:

- Industrial Pretreatment Program
- Cross Connection/Backflow Prevention
- Stormwater billing and management
- Refuse billing and management involving a contracted refuse provider
- Bulk Hauler Input and Billing (direct entry to CIS Infinity)

Subtask 3.2.1 – Deliverables

Subtask 3.2.1 Deliverables	• Onsite Functional Discovery Workshop • Functional Discovery Document
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Subtask 3.2.2 – Data Conversion Analysis Workshop

In addition to Functional Discovery Analysis Workshops, Advanced will conduct an onsite **Data Conversion Discovery Analysis Workshop**. From this workshop Advanced will produce a **Data Conversion Plan**. The data conversion analysis workshop will be led by Advanced to appropriately review and confirm all required information for these areas. Advanced will identify the FWCU staff needed to attend these workshops two weeks in advance.

Advanced will work with FWCU to determine how to convert the existing legacy data into CIS Infinity. A full explanation of the process and definition of standard data validation parameters, as well as any site-specific data validation parameters will be reviewed and adopted. Data validation criteria and a data map are presented and reviewed jointly by Advanced and FWCU. The Data Conversion Plan will include the data mapping document and data validation parameters.

Subtask 3.2.2 – Deliverables

Subtask 3.2.2 Deliverables	• Onsite Data Conversion Workshop • Data Conversion Plan
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Subtask 3.3 – Phase 3 – Interface/Modification Discovery & Specification

Subtask 3.3		
<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- weeks

Advanced will conduct an onsite **Interface/Modification Discovery Analysis Workshop**. Advanced will provide a **Discovery Agenda** and identify necessary FWCU staff needed to attend this workshop two weeks in advance. Advanced will review with FWCU all interfaces and modifications identified in Task 2, to be programmed in CIS Infinity. Advanced will review the specification process and map out the timeline required to complete the specifications, coding, Q/A, deployment, and testing. Below are the minimum topics that will be covered:

- Data source(s) identification; obtain data dictionaries, table relationships, etc.
- Method of moving the data between databases, including the format the data might be in, during the move (e.g., XML, ASCII, staging tables, DTS, etc.)
- Direction of dataflow and frequency of data exchange
- Data validation efforts needed, if any
- Error handling
- Document data mapping from one database to another

- Requirements analysis

Advanced will produce a **Functional Specification Document** and **Technical Specification Document** for review and acceptance by FWCU.

Each specification will outline the following:

- Document Overview
- Revision History
- Functional/Technical (as appropriate) Summary
- Process Overview
- Functional/Technical (as appropriate) Modification
- Impact to System Operation
- Questions

Advanced will conduct a review of the documentation with FWCU remotely to make any changes to the specifications.

Subtask 3.3 – Deliverables

Subtask 3.3 Deliverables	• Interface and Modification Discovery Agenda • Onsite Interface/Modification Discovery Workshop • Functional Specification Document • Technical Specification Document
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Subtask 3.4 – Phase 4 – Other Discoveries

Subtask 3.4.1 – Reports Discovery

Advanced will conduct an onsite **Reports Discovery Workshop** to review FWCU's CIS Infinity reporting requirements. The discussion will include searches, querying, and a review of CIS Infinity's standard reports.

Advanced will outline all the required base reports including but not limited to auditor's, rates, revenue, and cash reports in a Reporting Matrix as identified in Subtask 3.7.

Any required report that does not have a standard report match is considered a custom report and FWCU will need to provide the calculation and program logic to complete these reports. A custom report that has not identified as part this SOW will be considered out of scope and will follow the Change Order process as identified in Subtask 1.1. This section covers only to reports driven out of CIS Infinity and does not cover reports required from 3rd party vendors' software.

Advanced will modify or develop the reports identified in Appendix F of the RFP response.

Subtask 3.4.1 – Deliverables

Subtask 3.4.1 Deliverables	• Onsite Reports Discovery
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Subtask 3.4.2 – Bill Print Discovery

Advanced will conduct an onsite **Bill Print Discovery Workshop**. This workshop will be led by Advanced to review of all bill print types/notices/receipts.

FWCU outsources its bill print to a third party vendor. Advanced will replicate the third party vendor's layout for the bill print, so that FWCU can re-print these documents in house if desired. Advanced will produce a **Bill Print Specification** for review and acceptance by FWCU.

Subtask 3.4.2 – Deliverables

Subtask 3.4.2 Deliverables	• Onsite Bill Print Discovery Workshop • Bill Print Specifications
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Subtask 3.4.3 – Infinity.Link Discovery

Advanced will conduct a remote **Infinity.Link Discovery Workshop**. This workshop will be led by Advanced and will review FWCU's Infinity.Link customer web requirements including a detailed review of FWCU's business rules and technical environment.

Prior to the start of the Infinity.Link technical workshop, FWCU will complete the **Infinity.Link Checklist** provided by Advanced.

Advanced will create an **Infinity.Link Discovery Document** that will include the Technical Checklist.

Subtask 3.4.3 – Deliverables

Subtask 3.4.3 Deliverables	• Infinity.Link Discovery Workshop • Infinity.Link Technical Checklist • Infinity.Link Discovery Document • Infinity.Link Documentation (Current Release)
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Subtask 3.5 – Phase 5 – Configuration and Conversion

Subtask 3.5.1 – Initial Configuration and Conversion

Subtask 3.5.1		
<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- weeks

FWCU will provide a data extract to Advanced that will be loaded into a development database located at Advanced's office. Advanced will convert FWCU's data so that it can be loaded into CIS Infinity. Configuration and conversion are tightly integrated in CIS Infinity. Advanced will create validated mapping that ties existing customers' rates to their accounts. Advanced will develop a conversion routine to reflect the requirements of FWCU.

Advanced's Conversion Specialist will prepare the **Initial Data Conversion and Configuration** to be delivered and loaded onsite. The results for the **Data Validation** parameters specified in the Data Conversion Plan will be included for review by FWCU.

Advanced will assist FWCU in identifying **Baseline Accounts** (approximately 200) which are a representative cross section of FWCU customers (e.g., rates, customer type etc.). The baseline accounts will be used to test both the validity of the converted data and that the configuration begins to conform to the Functional Discovery document. FWCU will provide results from testing through the Customer Wise tool which tracks all anomalies.

Subtask 3.5.1 – Deliverables

Subtask 3.5.1 Deliverables	• Initial Data Conversion Load • Identification of Baseline Accounts • Data Validation Results • Initial Configuration Rollout
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Subtask 3.5.2 – Subsequent Data Refreshes

Advanced will conduct a series of data refreshes (minimum of 5, including Go Live), until the data conversion and configuration are Go Live ready.

Subtask 3.5.2 – Deliverables

Subtask 3.5.2 Deliverables	• Data Refreshes • Data Validations
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Subtask 3.6 – Phase 6 – Core Team Training

Subtask 3.6		
Start	End	Duration
Week -	Week -	-weeks

FWCU core functional and core technical teams will be trained by Advanced to use CIS Infinity prior to starting functional testing. CIS Infinity Core Team Training covers all of the major system components. A full training syllabus is provided in the Training Plan.

Training will show all aspects of CIS Infinity functions. Training will accommodate up to 10 participants.

During training sessions, FWCU will document any potentially new processes. Any system bugs, set up issues, conversion issues and deficiencies shall be entered in CustomerWise by FWCU. Advanced will assist FWCU with this process to ensure all items are documented through CustomerWise. Deficiencies can be entered into CustomerWise by FWCU testers or Advanced testers, any users who are given access to the system, and other personnel who may be involved during the Software Testing phases.

The Advanced PM will be proactive in the resolution of items logged in CustomerWise so as not to interrupt the continuity of testing. The Advanced PM will provide responses including analysis and level of effort to fix deficiencies. The Advanced PM or designee will document (in detail) any known work-around solutions and communicate these to the FWCU's Project Manager.

Advanced is responsible for fully testing and correcting any deficiencies found during training. New builds that result from training deficiencies will be data validated by Advanced.

Subtask 3.6 – Deliverables

Subtask 3.6 Deliverables	• CustomerWise Training for software issue entry and tracking • Standard Training Documentation • Completion of onsite Instructor-Led Core Team Training
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Subtask 3.7 – Phase 7– Reports Development and Delivery

Subtask 3.7		
Start	End	Duration
Week -	Week -	- weeks

Reports identified as required by FWCU in the Reports Discovery phase (Subtask 3.4.1) will be documented by Advanced using a **Reporting Matrix**. The Reporting Matrix will match the CIS Infinity standard report names to each required report. Custom reports are also documented in the Reporting Matrix. A specification/mockup will be created for review and acceptance by FWCU. Custom reports to be developed and delivered by Advanced, once sign off on specifications has taken place.

Subtask 3.7 – Deliverables

Subtask 3.6 Deliverables	• Reporting Matrix • Custom Reports Specification, Development & Delivery (if applicable)
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Subtask 3.8 – Phase 8 – Interface/Modification Delivery

Subtask 3.8		
Start	End	Duration
Week -	Week -	- weeks

Once the interface/modification has been developed by Advanced and successfully compiled, FWCU will be notified that the interface/modification is ready to be released and applied to the FWCU test environment through an executable or build. Advanced will roll out the modifications into FWCU test environment remotely. Advanced will ensure that all Advanced development work is put through our QA process.

Subtask 3.8 – Deliverables

Subtask 3.7 Deliverables	• Deployment and Rollout of Modifications and Interfaces over the period of Integration Testing cycles.
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Subtask 3.9 – Phase 9 – Software Testing

Subtask 3.9		
<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- weeks

Advanced will support all software testing through a combination of onsite support, remote support and WebEx online support. Validated testing criteria will be used to determine if the testing phase is complete and the system is ready for the next cycle of testing. The Advanced PM will provide FWCU with generic test scripts. Modification of test scripts to match FWCU's specific business scenarios is the responsibility of FWCU. From the test scripts FWCU will create an ITC Plan (Integration Testing Cycle), and User Acceptance Test (UAT) Plan.

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 FWCU will verify all balancing metrics that were agreed upon in the Data Conversion Discovery. Deficiencies found during the Software Testing Phase will be entered into CustomerWise for the correction of configuration, data conversion and/or system deficiencies. Deficiencies will be entered into CustomerWise by FWCU. CustomerWise maintains a history of analysis and problem resolution.

CustomerWise will be managed and maintained by the Advanced PM and will be reviewed in accordance with the Issue Management process with both Advanced and FWCU staff to ensure the issues are being actively worked and tested. The Advanced PM will be proactive in the resolution of items logged in CustomerWise so that they will be resolved within a timely manner. The Advanced PM or designate will document (in detail) any known work around solutions and communicate it to the FWCU Project Manager.

Advanced will provide a technical point of contact during all testing phases, Advanced will provide responses that include justification and mitigation plans where applicable.

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

1. Functional Testing

Functional testing will utilize the baseline accounts to confirm that the data conversion and basic functions in the system are working as expected. Individual accounts will be reviewed and will run through a full meter to cash process. In the review of these individual accounts, FWCU will be tasked with testing each rate element in the system and completing a rates testing matrix to confirm that the billing process works prior to starting a cycle billing process. This rate testing will

be done against a series of baseline accounts and will look at each rate scenario and all of the associated proration activities that can affect a rate calculation.

Functional Testing is modular and does not test the system end-to-end.

Subtask 3.9.1 – Functional Testing Deliverables

Subtask 3.9.1 Deliverables	• Functional Test Data Conversion Load • Rates Testing Matrix
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2. Integrated Testing Cycle (ITC)

ITC will utilize generic testing scripts and system scenarios to confirm that the data conversion and system processes are functioning as expected. ITC is broken down into two sub-phases.

- ITC1 is intended to exercise full scale testing of the system for meter reading, bill calculation, bill print, cash collections and collections processing. This will also involve testing the customer service functions within the system for items such as Move In and Move Out and service order processing.
- ITC2 emulates the same process with a refreshed data conversion set and any configuration changes that have been made to the system. Prior to the start of ITC2, another full rollout of data conversion and configuration review is performed onsite or remotely to ensure additional knowledge transfer to FWCU on how CIS Infinity is configured to meet FWCU's business needs. Once the rollout is complete, testing of the system through ITC2 will commence to ensure that all system processes are performing as expected. Both ITC1 and ITC2 will have mutually agreed-upon performance and accuracy metrics and criteria to ensure the system is matching the expected results. These performance and accuracy metrics will be presented for approval to FWCU Project Manager for adoption prior to starting User Acceptance Testing. ITC2 will incorporate testing of interfaces and modifications.

Subtask 3.9.2 – Integration Testing Deliverables

Subtask 3.9.2 Deliverables	• Integration Test Scripts • ITC1 Data Conversion Load • ITC1 Test Plan • ITC1 Acceptance Criteria • ITC1 Plan Completion and Signoff • ITC2 Data Conversion Load • ITC2 Test Plan • ITC2 Acceptance Criteria • ITC2 Plan Completion and Signoff
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3. User Acceptance Testing (UAT)

The final phase of testing is UAT and starts with a code freeze. Only critical path items will be altered during this phase as agreed upon by both parties after analyzing the risk of introducing these changes. 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 Go criteria that lock down the live date of the software.

Advanced will coordinate with FWCU to select the integration test scripts that will be used during UAT.

Subtask 3.9.3 – User Acceptance Testing Deliverables

Subtask 3.9.3 Deliverables	• UAT Data Conversion Load • UAT Test Plan • UAT Acceptance Criteria • UAT Plan Completion and Sign Off
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The Advanced PM will work with FWCU to ensure that test results for each testing phase provide evidence that CIS Infinity capabilities have been properly integrated and tested in FWCU's test environment. Advanced will work with FWCU to support performance tests.

Subtask 3.10 – Phase 10 – End User Training

Subtask 3.10		
Start	End	Duration
Week -	Week -	- weeks

Advanced will provide CIS Infinity End User training to FWCU to secure a working knowledge of CIS Infinity. As part of the Training Plan, Advanced will work with FWCU to jointly create the appropriate Training Matrices (part of the Training Plan) that will identify classes and the Advanced and FWCU staff attendance needs.

Each End User training session will have an attendance sheet that matches the End User training schedule. Once each session is complete, FWCU will sign-off on a **Training Session Sign-off Form** signifying that the training session has been completed.

Subtask 3.10 – Deliverables

Subtask 3.10 Deliverables	• Completion of onsite Instructor Led End User Training • Training Session Sign-off
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Subtask 3.11 – Phase 11 – Go/No Go Criteria

Subtask 3.11

<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- week

Advanced will initiate a process of gauging system readiness that will be measured using jointly-defined Go/No Go Criteria by Advanced and FWCU to determine if CIS Infinity is prepared for use in a production environment. The criteria will be agreed to by FWCU Project Manager and documented by Advanced in the **Go/No Go Criteria List**.

The following will be part of the process:

- Review system readiness
- Review staff readiness
- Review organization readiness

Subtask 3.11 – Deliverables

Subtask 3.11 Deliverables	• Go/No Go Criteria List • Review, Sign-off and Authorization
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Subtask 3.12 – Phase 12 – Transition to Live

Subtask 3.12		
<i>Start</i>	<i>End</i>	<i>Duration</i>
Week -	Week -	- week

The Advanced PM will develop a **Cutover Plan** that details the steps and responsibilities for Advanced and FWCU to transition CIS Infinity to FWCU production (live) environment. The **Cutover Plan** will include but not be limited to the following items:

- Full emergency contact information
- Detailed steps and communications of when data extract is obtained and data conversion is returned
- Ordered steps for ensuring balancing of the system
- Determination of whether a test system is refreshed at the same time as production for any required process testing
- Post-cutover test plan and checklist
- Criteria that determine when the system will be turned over to end user staff operationally
- A formal release that documents that the system has been handed to FWCU in full balance

The transition to live will have a new data conversion in which the data validation parameters, bill codes, rate mapping and transaction codes will all be approved by FWCU and the Advanced PM.

The cutover to live will occur over a weekend and will be coordinated by the Advanced PM and FWCU staff.

Subtask 3.12 – Deliverables

Subtask 3.12 Deliverables	• Cutover Plan • Final Release Data Conversion Load • AR Balancing Sign Off • Data Conversion Validation Parameters sign off • Year and month active confirmation • AR summary details Sign Off • Transaction code Sign Off • Rates Sign Off
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Subtask 3.13 – Phase 13 – Post Go Live

Subtask 3.13		
Start	End	Duration
Week -	Week -	- week

Advanced will assist FWCU throughout the 3 month post live implementation phase to identify and respond to any needs and concerns. During the Post Go Live period, Advanced will supply a combination of onsite, remote, and WebEx online support to ensure a smooth transition to support. During this phase of the project, the following items will be supplied to FWCU:

- Weekly PM and technical staff meetings to review all high-priority items.
- Combination of onsite and remote customer support.
- Full transition to support Audit (internal to Advanced).
- Introduction and transition to Support.

Throughout the Post Go Live period, the Advanced PM will continue to act as primary resource for all issues. Upon completion of the Post live support period, FWCU will transition to the Advanced's Customer Service and Support Department as per the Support and Maintenance agreement.

Subtask 3.13 – Deliverables

Subtask 3.13 Deliverables	• Completion of Post Go Live Support • Transition to Support
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4.0 Optional Items

The following services are optional and have been identified separately in Schedule 1. If FWCU elects to have Advanced perform one or more of these services, Advanced will initiate the Change Order Process as per Section 4.2 of the *Software Implementation Services Agreement*.

Subtask 4.1 – Infinity.Mobile Discovery & Configuration

Advanced will conduct a remote **Infinity.Mobile Discovery Workshop**. This workshop will be led by Advanced and will review FWCU's mobile service order requirements including a detailed review of FWCU's business rules and technical environment.

Prior to the start of the Infinity.Mobile workshop, FWCU will complete the **Infinity.Mobile Checklist** provided by Advanced.

Advanced will create an **Infinity.Mobile Discovery Document** that will include the Technical Checklist. Advanced will configure Infinity.Mobile as documented in the discovery document.

Subtask 4.1. – Deliverables

Subtask 4.1 Deliverables	• Infinity.Mobile Discovery Workshop • Infinity.Mobile Checklist • Infinity.Mobile Discovery Document • Infinity.Mobile Configuration
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Subtask 4.2 – FWCU Specific Training Materials

Advanced will assign a trainer to develop a FWCU specific end user training materials. Training materials will be built off of our generic training documentation and adapted to FWCU specific processes, settings and business rules. Training materials will be provided in electronic format. Post Live updates to the training material are the responsibility of FWCU.

Subtask 4.2 – Deliverables

Subtask 4.2 Deliverables	• On Site Workshop • FWCU Custom Training Materials
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Subtask 4.3 – FWCU Specific Business Process Documentation

Once business processes have been jointly mapped out by Advanced and FWCU, Advanced will provide a functional business flow chart with documentation providing how these processes work using a Standard Operating Procedure approach. This will be completed for major business processes utilized in the system. It is estimated that 10 to 12 major processes will make up the bulk of this document.

Subtask 4.3 – Deliverables

Subtask 4.3 Deliverables	• On Site Workshop • Visio Process Flow Diagrams • Standard Operating Procedure for Major Processes (up to 12)
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Subtask 4.4 – Management of FWCU Testing Process and Team

AUS will provide assistance and overall management of the testing process and will ensure that testing scripts are relevant to FWCU business.

Subtask 4.4 – Deliverables

Subtask 4.4 Deliverables	• Definition of testing approach • Kick off of each testing phase • Custom test scripts • Weekly update process to confirm testing and testing accuracy requirements are being met • Additional extra onsite presence to oversee testing phases • Provision of confirmation metrics to ensure testing outcomes meets overall business needs
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Schedule 1 – Fee Structure and Services Payment Milestones

Required Product and Services

	Description	Quantity/ Hours	Cost
License Fees	CIS Infinity – Concurrent Users	60	\$445,000
	Infinity.Link – Site License	1	\$40,000
	Total License Fees		\$485,000
Services Fees	Project Management	1800	\$270,000
	Discovery	500	\$75,000
	Data Conversion	800	\$120,000
	Configuration (Including Infinity.Link)	2250	\$337,500
	Training	1000	\$150,000
	Interfaces	795	\$119,250
	Modifications	900	\$135,000
	Custom Reports	300	\$45,000
	Post Live Support (3 Months)	600	\$90,000
	Total Service Fees	8945	\$1,341,750
	Total License and Implementation Service Fees		\$1,826,750
Estimated Travel Related Expenses		90 Trips	\$201,750
	Total		\$2,028,500

Optional Products and Services

	Description	Fixed Fee	Estimated Travel	Year 1 Maintenance
License Fees	4.1 Infinity.Mobile – Site License	\$50,000		\$10,000
Service Fees	4.1 Infinity.Mobile	\$15,000	-	-
	4.2 FWCU Specific Training Materials	\$35,000	\$4,500	-
	4.3 FWCU Specific Business Process Documentation	\$20,000	\$4,500	-
	4.4 Management of FWCU Testing Process and Team	\$15,000	\$13,500	-

Pricing is valid for 36 months from contract effective date.

Optional Modifications and Interfaces

	Description	Hours	Rate	Total
Interface	2.2.8 – Push ACH Payment Allocation	35	\$150	\$5,250
Modification	2.3.18 – Backflow Certified Device List Import and Validation	50	\$150	\$7,500
	2.3.20 More than one NAICS Code	45	\$150	\$6,750

Pricing is valid for 36 months from contract effective date.

Work Allowance*

	Description	Total
Work Allowance	Work allowance per mutually agreed and approved Change Order.	\$100,000

*Funds available for changes in scope that have a financial impact and can only be used for authorized change orders. See Subtask 1.1 – Change Order Process.

License Payment Milestones

Reference	Milestone	Invoice Amount	Estimated Month of Completion
LP1	50% upon Contract Signing	\$242,500	Nov-13
LP2	50% upon Installation of CIS Infinity	\$242,500	Dec-13
	TOTAL	\$485,000	

Service Payment Milestones

FWCU will be billed monthly by Advanced for milestones completed during the month. The service fees milestones are as follows:

Reference	Milestone – CITY will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount	Estimated Month of Completion
MP1	Project Management Month 1	\$ 15,300	Nov-13
MP2	Project Management Month 2	\$ 15,300	Dec-13
MP3	Project Management Month 3	\$ 15,300	Jan-14
MP4	Project Management Month 4	\$ 15,300	Feb-14
MP5	Project Management Month 5	\$ 15,300	Mar-14
MP6	Project Management Month 6	\$ 15,300	Apr-14
MP7	Project Management Month 7	\$ 15,300	May-14
MP8	Project Management Month 8	\$ 15,300	Jun-14
MP9	Project Management Month 9	\$ 15,300	Jul-14
MP10	Project Management Month 10	\$ 15,300	Aug-14
MP11	Project Management Month 11	\$ 15,300	Sep-14
MP12	Project Management Month 12	\$ 15,300	Oct-14
MP13	Project Management Month 13	\$ 15,300	Nov-14
MP14	Project Management Month 14	\$ 15,300	Dec-14
MP15	Project Management Month 15	\$ 15,300	Jan-15
MP16	Installation of CIS Infinity Sign off	\$ 29,750	Dec-13
MP17	Delivery of Functional Discovery Workshops	\$ 42,500	Mar-14
MP18	Functional Discovery Document Signoff	\$ 21,250	Apr-14
MP19	Delivery of Data Conversion Workshop	\$ 12,750	Apr-14
MP20	Data Conversion Plan Sign off	\$ 17,000	Jun-14
MP21	Interface & Modification Workshop	\$ 34,000	May-14
MP22	Functional & Technical Specification Signoff - Modifications & Development Interfaces	\$ 42,500	Jul-14

Reference	Milestone – CITY will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount	Estimated Month of Completion
	Delivery of Configuration Document - Configuration Interfaces	\$ 42,500	Aug-14
MP25	Delivery of Reports Matrix	\$ 8,500	Apr-14
MP26	Initial Conversion Rollout	\$ 51,000	Jun-14
MP27	Initial Configuration Rollout	\$ 21,250	Jun-14
MP28	Completion of Core Team Training	\$ 25,500	Mar-14
MP29	Data Refresh # 2 Load (Functional Testing)	\$ 21,250	Jul-14
MP30	Functional Testing Sign off	\$ 51,000	Aug-14
MP31	Custom Reports Completion & Signoff	\$ 29,750	Jul-14
MP32	Data Refresh # 3 Load (ITC #1)	\$ 8,500	Aug-14
MP33	Integration Testing Cycle 1 Sign off	\$ 46,750	Sep-14
	Deliver of Configuration Interfaces	\$ 29,113	Oct-14
MP34	Delivery of Modifications	\$ 34,000	Dec-14
MP35	Delivery of Development Type Interfaces	\$ 34,000	Dec-14
MP36	Data Refresh # 4 Load (ITC #2)	\$ 12,750	Nov-14
MP37	Integration Testing Cycle 2 Signoff	\$ 44,625	Dec-14
MP38	Data Refresh # 5 Load (UAT)	\$ 8,500	Jan-15
MP39	User Acceptance Testing Sign off	\$ 42,500	Feb-15
MP40	Completion of Week 2 End User Training	\$ 20,400	Jun-14
MP41	Completion of Week 4 End User Training	\$ 20,400	Aug-14
MP42	Completion of Week 6 End User Training	\$ 20,400	Oct-14
MP43	Completion of Week 8 End User Training	\$ 20,400	Nov-14
MP44	Completion of Week 10 End User Training	\$ 20,400	Dec-14
MP45	Go Live	\$ 21,250	Feb-15
MP46	Completion of Month 1 Post Live Support	\$ 25,500	Mar-15
MP47	Completion of Month 2 Post Live Support	\$ 25,500	Apr-15
MP48	Completion of Month 3 Post Live Support	\$ 25,500	May-15
MP49	Retainage - Payable upon System Acceptance (defined below)	\$ 201,263	
	Totals	\$ 1,341,750	

Prior to Go-Live, project completion criteria (the "Punch List") will be mutually agreed and documented in CustomerWise. "Acceptance" of a Punch List item shall be considered to occur upon the earlier of completion of a Punch List item to the reasonable satisfaction of FWCU or 10 days from FWCU's receipt of the Punch List item from Advanced unless FWCU has provided written notification to Advanced via CustomerWise of any deficiencies or has requested an additional 10 days for testing. In the event that

FWCU provides written notification of a deficiency, Acceptance of a Punch-List item shall not occur until FWCU provides a written statement that the Punch List item is complete. However, such written statement of Acceptance shall not be unreasonably withheld. The Retainage milestone will be invoiced upon acceptance of all Punch List items.

Appendix A – Draft Project Schedule based on this Scope of Work



CIS Infinity Project
Plan July 192013 - Citi

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	11/10
1	CofFW	90	9,850 hrs	Mon 11/4/13	Fri 5/15/15						
2	Project Pre-Planning	0	170 hrs	Mon 11/4/13	Wed 12/4/13						
3	Confirm Hardware Delivery	0	0 hrs	Mon 11/4/13	Mon 11/4/13						
4	Develop Draft Project Schedule	0	120 hrs	Tue 11/5/13	Tue 11/26/13	3	Project Manager				
5	Develop Draft Risk Plan	0	2 hrs	Wed 11/27/13	Wed 11/27/13	4	Project Manager				
6	Develop Draft Communication Plan	0	2 hrs	Wed 11/27/13	Wed 11/27/13	5	Project Manager				
7	Develop Draft Change Management Plan	0	2 hrs	Wed 11/27/13	Wed 11/27/13	6	Project Manager				
8	Develop Initial Resource Schedule	0	20 hrs	Wed 11/27/13	Tue 12/3/13	7	Project Manager				
9	Internal Project Team Kick-off	0	24 hrs	Tue 12/3/13	Wed 12/4/13	8	Application Consultant, Conversion, Crystal Rep				
10	Project Scheduling (On Site)	2	80 hrs	Wed 12/18/13	Mon 12/23/13	2FS+10 days					
11	Project Kick-off at CofFW	0	0 hrs	Wed 12/18/13	Wed 12/18/13						
12	Develop Project Schedule	2	24 hrs	Wed 12/18/13	Thu 12/19/13	11	Project Manager, Application Consultant				
13	Develop Draft Risk Plan	0	8 hrs	Thu 12/19/13	Fri 12/20/13	12	Project Manager, Application Consultant				
14	Develop Draft Communication Plan	0	8 hrs	Fri 12/20/13	Fri 12/20/13	13	Project Manager, Application Consultant				
15	Develop Draft Change Management Plan	0	8 hrs	Fri 12/20/13	Mon 12/23/13	14	Project Manager, Application Consultant				
16	Develop Initial Resource Schedule	0	8 hrs	Mon 12/23/13	Mon 12/23/13	15	Project Manager, Application Consultant				
17	ADV - Deliver Training Workbooks	0	8 hrs	Mon 12/23/13	Mon 12/23/13	16FF	Project Manager, Application Consultant				
18	ADV - Deliver Data Validation Workbook	0	8 hrs	Mon 12/23/13	Mon 12/23/13	17FF	Project Manager, Application Consultant				
19	ADV - Deliver and review Training Matrix	0	4 hrs	Mon 12/23/13	Mon 12/23/13	18FF	Project Manager, Application Consultant				
20	Develop Draft Training Schedule	0	4 hrs	Mon 12/23/13	Mon 12/23/13	19FF	Project Manager, Application Consultant				
21	CofFW - Start documenting test cases for all testing	0	0 hrs	Mon 12/23/13	Mon 12/23/13	20FF					
22	Installation of CIS Infinity	1	32 hrs	Wed 12/18/13	Tue 12/24/13	2					
23	ADV - Install/Config Application Server	1	8 hrs	Wed 12/18/13	Thu 12/19/13	12SS	Installer Server				
24	ADV - Install/Config Database Server	0	8 hrs	Thu 12/19/13	Fri 12/20/13	23	Installer Server				
25	ADV - Install Desktop Application (1-2 machines)	0	8 hrs	Fri 12/20/13	Mon 12/23/13	24	Installer app				
26	ADV - Train CofFW IT on Installation of Desktops	0	8 hrs	Mon 12/23/13	Tue 12/24/13	25	Installer app				
27	CofFW - Sign-off on Installation	0	0 hrs	Tue 12/24/13	Tue 12/24/13	26					
28	CofFW - Complete Installation of Desktops	0	0 hrs	Tue 12/24/13	Tue 12/24/13	26					
29	Discovery	9	500 hrs	Mon 11/4/13	Wed 4/30/14						
30	ADV - Deliver Discovery Agenda	0	2 hrs	Mon 11/4/13	Mon 11/4/13		Project Manager				
31	Discovery Workshop Week 1 (Onsite)	3	120 hrs	Mon 1/27/14	Thu 1/30/14	99FS+9 days					
32	Foundation Workshop	3	24 hrs	Mon 1/27/14	Tue 1/28/14		Application Consultant, Tech Lead, Project Mana				
33	Customer Service Workshop	0	24 hrs	Tue 1/28/14	Wed 1/29/14	32	Application Consultant, Tech Lead, Project Mana				
34	Move In - Move Out Workshop	0	24 hrs	Wed 1/29/14	Thu 1/30/14	33	Application Consultant, Tech Lead, Project Mana				
35	Legacy Cashiering and Inquiry Workshop	0	24 hrs	Wed 1/29/14	Thu 1/30/14	34FF	Application Consultant, Tech Lead, Project Mana				
36	General review	0	24 hrs	Wed 1/29/14	Thu 1/30/14	35FF	Application Consultant, Tech Lead, Project Mana				
37	Discovery Workshop Week 2 (Onsite)	3	120 hrs	Mon 2/24/14	Thu 2/27/14	106FS+1 day					
38	Billing Process Workshop	3	24 hrs	Mon 2/24/14	Tue 2/25/14		Application Consultant, Tech Lead, Project Mana				
39	Rates Workshop	0	24 hrs	Tue 2/25/14	Wed 2/26/14	38	Application Consultant, Tech Lead, Project Mana				
40	Financial Mgmt Workshop	0	24 hrs	Wed 2/26/14	Thu 2/27/14	39	Application Consultant, Tech Lead, Project Mana				
41	Meters and Assets Workshop	0	24 hrs	Wed 2/26/14	Thu 2/27/14	40FF	Application Consultant, Tech Lead, Project Mana				
42	General review	0	24 hrs	Wed 2/26/14	Thu 2/27/14	41FF	Application Consultant, Tech Lead, Project Mana				
43	Discovery Workshop Week 3 (Onsite)	3	120 hrs	Fri 3/7/14	Wed 3/12/14	37FS+6 days					
44	Service Orders Workshop	3	24 hrs	Fri 3/7/14	Mon 3/10/14		Application Consultant, Tech Lead, Project Mana				
45	Collections Workshop	0	24 hrs	Mon 3/10/14	Tue 3/11/14	44	Application Consultant, Tech Lead, Project Mana				

Project: Pro Forma Project Plan
Date: Fri 7/19/13

Task		External Tasks		Manual Task		Finish-only	
Split		External Milestone		Duration-only		Deadline	
Milestone		Inactive Task		Manual Summary Rollup		Progress	
Summary		Inactive Milestone		Manual Summary			
Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	1
46	Reports, Notices and Letters Workshop	0	24 hrs	Tue 3/11/14	Wed 3/12/14	45	Application Consultant,Tech Lead,Project Manager				
47	General review	0	48 hrs	Mon 3/10/14	Wed 3/12/14	46FF	Application Consultant,Tech Lead,Project Manager				
48	Discovery Workshop finalization	0	138 hrs	Fri 3/14/14	Wed 4/30/14	74					
49	ADV - Update Discovery Document	0	126 hrs	Fri 3/14/14	Fri 3/28/14		Application Consultant,Tech Lead				
50	ADV - Delivery Discovery Document	0	6 hrs	Fri 3/28/14	Fri 3/28/14	49	Project Manager				
51	CofFW - Review Discovery Document	0	0 hrs	Fri 3/28/14	Fri 4/4/14	50					
52	CofFW - Provide Comments	0	0 hrs	Fri 4/4/14	Thu 4/10/14	51					
53	ADV - Update Discovery Document	0	6 hrs	Thu 4/10/14	Tue 4/15/14	52	Application Consultant[20%],Tech Lead[10%]				
54	CofFW - Sign-Off on Discovery Document	0	0 hrs	Tue 4/15/14	Wed 4/30/14	53					
55	Conversion (Data Discovery and Mapping Exercise)	3	214 hrs	Thu 12/19/13	Fri 6/27/14						
56	CofFW - Deliver Initial Extract	0	0 hrs	Thu 12/19/13	Mon 12/30/13	12					
57	CofFW - Deliver Data Dictionary	0	0 hrs	Thu 12/19/13	Mon 12/30/13	56FF					
58	ADV - Legacy Data Assessment	0	10 hrs	Mon 12/30/13	Wed 1/8/14	57	Conversion[20%]				
59	ADV - Setup Conversion Environment	0	5 hrs	Wed 1/8/14	Fri 1/17/14	58	Conversion[10%]				
60	ADV - Develop MS Access DB for Data Mapping Exercise	0	3 hrs	Fri 1/17/14	Tue 1/21/14	59	Conversion[30%]				
61	ADV - Data Mapping Exercise (Onsite) week 1	3	80 hrs	Tue 4/8/14	Fri 4/11/14	116FS+9 days	Application Consultant,Conversion,Project Manager				
62	ADV - Data Mapping Exercise (remote) week 2	0	40 hrs	Fri 4/11/14	Tue 4/15/14	61	Application Consultant,Conversion				
63	ADV - Data Mapping Exercise (remote)	0	40 hrs	Wed 4/30/14	Wed 5/7/14	62FS+10 days	Conversion				
64	ADV - Legacy Data Clean-up List (if applicable)	0	16 hrs	Wed 5/7/14	Fri 5/9/14	63	Conversion				
65	ADV - Develop Potential List of Baseline Accounts	0	4 hrs	Fri 5/9/14	Mon 5/12/14	64	Conversion				
66	ADV - Update Data Mapping DB	0	16 hrs	Mon 5/12/14	Wed 5/14/14	65	Conversion				
67	ADV - Deliver Data Mapping DB	0	0 hrs	Mon 6/23/14	Mon 6/23/14	66					
68	CofFW - Signoff on Data Mapping DB	0	0 hrs	Mon 6/23/14	Fri 6/27/14	67					
69	Initial Configuration	3	378 hrs	Wed 12/4/13	Wed 6/25/14						
70	ADV - Initial System Clean-up	0	30 hrs	Wed 12/4/13	Thu 12/5/13	9	Tech Lead,Application Consultant				
71	ADV - Review SOW	0	24 hrs	Thu 12/5/13	Tue 12/10/13	70	Tech Lead,Application Consultant				
72	ADV - Review Discovery Document Week 1	0	120 hrs	Mon 4/14/14	Tue 4/22/14	61FS+1 day	Application Consultant,Project Manager,Tech Lead				
73	ADV - Review Discovery Document Week 2	0	40 hrs	Wed 4/16/14	Mon 4/21/14	62FS+1 day	Application Consultant,Project Manager,Tech Lead				
74	ADV - Review Discovery Document Week 3	0	40 hrs	Wed 3/12/14	Fri 3/14/14	43	Application Consultant,Project Manager,Tech Lead				
75	ADV - Review Discovery Document Final	0	80 hrs	Tue 4/8/14	Wed 4/30/14	48FF	Tech Lead[60%],Application Consultant[60%]				
76	ADV - Q/A Analysis of the In-house System	0	40 hrs	Mon 6/16/14	Fri 6/20/14	163	Tech Lead[60%],Application Consultant[60%]				
77	ADV - Rollout Configuration and Conversion Onsite	3	4 hrs	Mon 6/23/14	Wed 6/25/14	76	Tech Lead[20%]				
78	Modifications	3	900 hrs	Tue 4/29/14	Fri 1/2/15	125FS+7 days					
79	ADV - Initial Discussions (Onsite)	3	120 hrs	Tue 4/29/14	Tue 5/6/14		Development[200%],Project Manager				
80	ADV - Development of Specifications	0	120 hrs	Tue 5/6/14	Wed 6/4/14	79	Development[75%],Tech Lead				
81	ADV - Deliver Specifications	0	20 hrs	Wed 6/4/14	Mon 6/9/14	80	Project Manager				
82	CofFW - Review Specifications	0	0 hrs	Mon 6/9/14	Wed 6/25/14	81					
83	ADV - Update Specifications	0	20 hrs	Wed 6/25/14	Tue 7/15/14	82	Development[20%],Tech Lead[50%]				
84	CofFW - Signoff on Specifications	0	0 hrs	Tue 7/15/14	Thu 7/17/14	83					
85	ADV - Develop Modifications	0	620 hrs	Thu 7/17/14	Fri 11/7/14	84,182FF	Development				
86	CofFW - Test Modifications	0	0 hrs	Thu 10/30/14	Fri 1/2/15	259FF					
87	CofFW - Signoff on Modifications	0	0 hrs	Fri 1/2/15	Fri 1/2/15	86					
88	Interfaces	2	1,100 hrs	Tue 5/6/14	Tue 2/10/15						
89	ADV - Review of SOW	0	8 hrs	Tue 5/6/14	Wed 5/21/14	79	Tech Lead[10%]				

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Task		External Tasks		Manual Task		Finish-only	
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Summary		Inactive Milestone		Manual Summary			
Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	11
90	ADV - Request necessary files/layout from CofFW	0	8 hrs	Wed 5/21/14	Thu 6/5/14	89	Tech Lead[10%]				
91	ADV - Request necessary files/layout	0	8 hrs	Thu 6/5/14	Thu 6/19/14	90	Tech Lead[10%]				
92	CofFW - Deliver the Requested files/layouts to ADV	0	0 hrs	Thu 6/19/14	Thu 7/10/14	91					
93	ADV - Configure & Modifications Interfaces	2	826 hrs	Thu 7/10/14	Wed 12/10/14	92	Tech Lead				
94	CofFW - Test Interfaces	0	0 hrs	Wed 12/10/14	Mon 1/12/15	93					
95	ADV - Make adjustments to Interfaces	0	250 hrs	Mon 1/12/15	Wed 1/21/15	94					
96	CofFW - Re-Test Interfaces	0	0 hrs	Wed 1/21/15	Mon 2/9/15	95					
97	CofFW - Signoff on Interfaces	0	0 hrs	Mon 2/9/15	Tue 2/10/15	96					
98	Core Team Training	5	200 hrs	Mon 1/6/14	Wed 3/26/14						
99	Week 1	1	40 hrs	Mon 1/6/14	Mon 1/13/14	22FS+6 days					
100	ADV - Orientation & Overview and Daily Process	1	40 hrs	Mon 1/6/14	Mon 1/13/14		Trainer				
101	Week 2	1	40 hrs	Mon 2/10/14	Thu 2/13/14	31FS+7 days					
102	ADV - Billing	1	20 hrs	Mon 2/10/14	Wed 2/12/14		Trainer				
103	ADV - Cash	0	10 hrs	Wed 2/12/14	Thu 2/13/14	102	Trainer				
104	ADV - Designing SO	0	5 hrs	Thu 2/13/14	Thu 2/13/14	103FF	Trainer				
105	ADV - Generating Service Orders	0	5 hrs	Thu 2/13/14	Thu 2/13/14	104FF	Trainer				
106	Week 3	1	40 hrs	Tue 2/18/14	Fri 2/21/14	101FS+2 days					
107	ADV - Collections	1	20 hrs	Tue 2/18/14	Fri 2/21/14		Trainer				
108	ADV - GL and Month/Year End	0	5 hrs	Fri 2/21/14	Fri 2/21/14	107	Trainer				
109	ADV - Security	0	5 hrs	Fri 2/21/14	Fri 2/21/14	108FF	Trainer				
110	ADV - Scheduler	0	5 hrs	Fri 2/21/14	Fri 2/21/14	109FF	Trainer				
111	ADV - Point Of Sale	0	5 hrs	Fri 2/21/14	Fri 2/21/14	110FF	Trainer				
112	Week 4	1	40 hrs	Fri 3/14/14	Thu 3/20/14	43FS+2 days					
113	ADV - System Administration	1	20 hrs	Fri 3/14/14	Wed 3/19/14		Trainer				
114	ADV - Water Inventory	0	10 hrs	Wed 3/19/14	Thu 3/20/14	113	Trainer				
115	ADV - Solid Waste Management	0	10 hrs	Wed 3/19/14	Thu 3/20/14	114FF	Trainer				
116	Week 5	1	40 hrs	Fri 3/21/14	Wed 3/26/14	112FS+1 day					
117	ADV - Rate Management	1	10 hrs	Fri 3/21/14	Mon 3/24/14		Trainer				
118	ADV - Backflow Inventory	0	10 hrs	Mon 3/24/14	Wed 3/26/14	117	Trainer				
119	ADV - Reports	0	10 hrs	Mon 3/24/14	Wed 3/26/14	118FF	Trainer				
120	ADV - Review or Mobile office & field half day each	0	10 hrs	Mon 3/24/14	Wed 3/26/14	119FF	Trainer				
121	Reports, Notices, Receipts and Bill Print	3	550 hrs	Mon 12/23/13	Tue 3/17/15						
122	Reporting	2	300 hrs	Mon 12/23/13	Wed 7/23/14						
123	ADV - provide report samples	0	1 hr	Mon 12/23/13	Mon 12/23/13	10	Project Manager				
124	CofFW - send list of reports in Reports matrix	0	0 hrs	Mon 12/23/13	Fri 2/7/14	123					
125	ADV - Review of current reporting obligations (Onsite)	2	40 hrs	Tue 4/15/14	Thu 4/17/14	61FS+2 days	Crystal Reports,Project Manager				
126	ADV - Analyze CofFW Reports	0	12 hrs	Thu 4/17/14	Tue 4/22/14	125	Crystal Reports				
127	ADV - Provide Mock-up of Custom Reports	0	16 hrs	Tue 4/22/14	Thu 4/24/14	126	Crystal Reports				
128	CofFW - Signoff on Mock-ups	0	0 hrs	Thu 4/24/14	Fri 5/2/14	127					
129	ADV - Program Custom Reports	0	201 hrs	Fri 5/2/14	Wed 6/18/14	128	Crystal Reports[81%]				
130	CofFW - Test Custom Reports	0	0 hrs	Wed 6/18/14	Wed 7/9/14	129					
131	ADV - Make any adjustments	0	30 hrs	Wed 7/9/14	Mon 7/14/14	130	Crystal Reports				
132	CofFW - Re-test Custom Reports	0	0 hrs	Mon 7/14/14	Wed 7/23/14	131					
133	CofFW - Signoff on Custom Reports	0	0 hrs	Wed 7/23/14	Wed 7/23/14	132					

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ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	1
134	Bill Print Design	1	200 hrs	Mon 12/23/13	Tue 3/17/15						
135	ADV - Provide Sample Bills	0	1 hr	Mon 12/23/13	Tue 12/24/13	10	Project Manager[10%]				
136	CofFW - Provide Bill Print Mock-Up	0	0 hrs	Tue 12/24/13	Tue 3/25/14	135					
137	ADV - Review Bill Print discovery (on site)	1	28 hrs	Tue 5/13/14	Tue 5/20/14	79FS+5 days	Crystal Reports				
138	ADV - Code and test Bill Print	0	140 hrs	Tue 5/20/14	Fri 7/11/14	137	Crystal Reports[50%]				
139	ADV - Rollout Bill Print	0	1 hr	Fri 7/11/14	Mon 7/14/14	138	Crystal Reports[10%]				
140	CofFW - Test Bill Print (1500+ Bills)	0	0 hrs	Fri 8/29/14	Fri 9/26/14	249SS					
141	ADV - Make any necessary code changes	0	30 hrs	Fri 9/26/14	Tue 3/17/15	140	Crystal Reports[3%]				
142	CofFW - Signoff on Bill Print	0	0 hrs	Tue 3/17/15	Tue 3/17/15	141					
143	Notices	0	25 hrs	Mon 12/23/13	Fri 2/14/14	134SS					
144	CofFW - Design New Notices	0	0 hrs	Mon 12/23/13	Tue 1/14/14						
145	CofFW - Deliver Notices Design to ADV	0	0 hrs	Tue 1/14/14	Tue 1/14/14	144					
146	ADV - Program Notices	0	20 hrs	Tue 1/14/14	Wed 2/5/14	145	Crystal Reports[17%]				
147	ADV - Rollout Notices Onsite	0	1 hr	Wed 2/5/14	Thu 2/6/14	146	Crystal Reports[10%]				
148	CofFW - Test Notices	0	0 hrs	Thu 2/6/14	Fri 2/14/14	147					
149	ADV - Make any necessary code changes	0	4 hrs	Wed 1/29/14	Fri 2/14/14	148FF	Crystal Reports[4%]				
150	CofFW - Signoff on Notices	0	0 hrs	Fri 2/14/14	Fri 2/14/14	149					
151	Receipts	0	25 hrs	Mon 12/23/13	Wed 1/8/14	134SS					
152	CofFW - Design New Receipts	0	0 hrs	Mon 12/23/13	Tue 12/24/13						
153	CofFW - Deliver Receipt Design to ADV	0	0 hrs	Tue 12/24/13	Tue 12/24/13	152					
154	ADV - Program Receipt	0	20 hrs	Tue 12/24/13	Fri 1/3/14	153	Crystal Reports[50%]				
155	ADV - Rollout Receipt Onsite	0	1 hr	Fri 1/3/14	Tue 1/7/14	154	Crystal Reports[10%]				
156	CofFW - Test Receipt	0	0 hrs	Tue 1/7/14	Wed 1/8/14	155					
157	ADV - Make any necessary code changes	0	4 hrs	Tue 12/31/13	Wed 1/8/14	156FF	Crystal Reports[10%]				
158	CofFW - Signoff on Receipt	0	0 hrs	Wed 1/8/14	Wed 1/8/14	157					
159	Data Refreshes	0	586 hrs	Wed 5/7/14	Wed 2/25/15						
160	Data Refresh # 1 (Conversion)	0	247 hrs	Wed 5/7/14	Tue 6/24/14						
161	ADV - Programming of the Conversion	0	158 hrs	Wed 5/7/14	Fri 6/6/14	63	Conversion				
162	ADV - Run Initial Conversion	0	40 hrs	Fri 6/6/14	Fri 6/13/14	161	Conversion				
163	ADV - Load Converted Data to In-house Systems	0	5 hrs	Fri 6/13/14	Mon 6/16/14	162	Conversion				
164	ADV - Run Data Integrity Report	0	8 hrs	Mon 6/16/14	Tue 6/17/14	163	Conversion				
165	ADV - Q/A Analysis of Converted Data	0	24 hrs	Thu 6/12/14	Tue 6/17/14	164FF	Conversion[10%],Tech Lead,Application Consu				
166	ADV - Upload Data to FTP site	0	4 hrs	Tue 6/17/14	Thu 6/19/14	165	Conversion[20%]				
167	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Thu 6/19/14	Tue 6/24/14	166	Conversion[20%]				
168	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Thu 6/19/14	Tue 6/24/14	167FF	Conversion[20%]				
169	Data Refresh #2 (Functional Testing)	0	76 hrs	Wed 7/9/14	Wed 7/23/14	235					
170	CofFW - Deliver Data Extract	0	0 hrs	Wed 7/9/14	Thu 7/10/14						
171	CofFW - Deliver Data Validation Numbers	0	0 hrs	Wed 7/9/14	Thu 7/10/14	170FF					
172	ADV - Run Initial Conversion	0	25 hrs	Thu 7/10/14	Wed 7/16/14	171	Conversion[83%]				
173	ADV - Load Converted Data to In-house Systems	0	1 hr	Wed 7/16/14	Wed 7/16/14	172	Conversion[20%]				
174	ADV - Run Data Integrity Report	0	1 hr	Wed 7/16/14	Wed 7/16/14	173FF	Conversion[20%]				
175	ADV - Q/A Analysis of Converted Data	0	20 hrs	Wed 7/16/14	Mon 7/21/14	174	Conversion[10%],Tech Lead,Application Consu				
176	ADV - Upload Data to FTP site	0	4 hrs	Mon 7/21/14	Mon 7/21/14	175FF	Conversion[80%]				
177	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Mon 7/21/14	Tue 7/22/14	176	Conversion[80%]				

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Task		External Tasks		Manual Task		Finish-only	
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Summary		Inactive Milestone		Manual Summary			
Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	11/10
178	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Mon 7/21/14	Tue 7/22/14	177FF	Conversion[80%]				
179	ADV - Provide Data Validation Worksheet	0	4 hrs	Mon 7/21/14	Tue 7/22/14	177FF	Conversion[80%]				
180	ADV - Reconcile any differences	0	8 hrs	Tue 7/22/14	Wed 7/23/14	179	Conversion[80%]				
181	ADV - Make any necessary code changes	0	5 hrs	Tue 7/22/14	Wed 7/23/14	180FF	Conversion				
182	Data Refresh #3 (Integration Testing Cycle 1)	0	72 hrs	Fri 8/15/14	Fri 8/29/14	241					
183	CofFW - Deliver Data Extract	0	0 hrs	Fri 8/15/14	Mon 8/18/14						
184	CofFW - Deliver Data Validation Numbers	0	0 hrs	Fri 8/15/14	Mon 8/18/14	183FF					
185	ADV - Run Initial Conversion	0	25 hrs	Mon 8/18/14	Fri 8/22/14	184	Conversion[83%]				
186	ADV - Load Converted Data to In-house Systems	0	1 hr	Fri 8/22/14	Mon 8/25/14	185	Conversion[20%]				
187	ADV - Run Data Integrity Report	0	1 hr	Fri 8/22/14	Mon 8/25/14	186FF	Conversion[20%]				
188	ADV - Q/A Analysis of Converted Data	0	16 hrs	Mon 8/25/14	Wed 8/27/14	187	Conversion[10%],Tech Lead,Application Consu				
189	ADV - Upload Data to FTP site	0	4 hrs	Wed 8/27/14	Thu 8/28/14	188	Conversion[80%]				
190	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Thu 8/28/14	Thu 8/28/14	189	Conversion[80%]				
191	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Thu 8/28/14	Thu 8/28/14	190FF	Conversion[80%]				
192	ADV - Provide Data Validation Worksheet	0	4 hrs	Thu 8/28/14	Thu 8/28/14	190FF	Conversion[80%]				
193	ADV - Reconcile any differences	0	8 hrs	Thu 8/28/14	Fri 8/29/14	192	Conversion[80%]				
194	ADV - Make any necessary code changes	0	5 hrs	Fri 8/29/14	Fri 8/29/14	193FF	Conversion				
195	Data Refresh #4 (Integration Testing Cycle 2)	0	76 hrs	Wed 11/12/14	Wed 11/26/14	249					
196	CofFW - Deliver Data Extract	0	0 hrs	Wed 11/12/14	Thu 11/13/14						
197	CofFW - Deliver Data Validation Numbers	0	0 hrs	Wed 11/12/14	Thu 11/13/14	196FF					
198	ADV - Run Initial Conversion	0	25 hrs	Thu 11/13/14	Wed 11/19/14	197	Conversion[83%]				
199	ADV - Load Converted Data to In-house Systems	0	1 hr	Wed 11/19/14	Thu 11/20/14	198	Conversion[20%]				
200	ADV - Run Data Integrity Report	0	1 hr	Wed 11/19/14	Thu 11/20/14	199FF	Conversion[20%]				
201	ADV - Q/A Analysis of Converted Data	0	20 hrs	Thu 11/20/14	Tue 11/25/14	200	Conversion[10%],Tech Lead,Application Consu				
202	ADV - Upload Data to FTP site	0	4 hrs	Mon 11/24/14	Tue 11/25/14	201FF	Conversion[80%]				
203	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Tue 11/25/14	Tue 11/25/14	202	Conversion[80%]				
204	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Tue 11/25/14	Tue 11/25/14	203FF	Conversion[80%]				
205	ADV - Provide Data Validation Worksheet	0	4 hrs	Tue 11/25/14	Tue 11/25/14	203FF	Conversion[80%]				
206	ADV - Reconcile any differences	0	8 hrs	Tue 11/25/14	Wed 11/26/14	205	Conversion[80%]				
207	ADV - Make any necessary code changes	0	5 hrs	Wed 11/26/14	Wed 11/26/14	206FF	Conversion				
208	Data Refresh #5 (UAT)	0	76 hrs	Fri 1/2/15	Fri 1/16/15	259					
209	CofFW - Deliver Data Extract	0	0 hrs	Fri 1/2/15	Mon 1/5/15						
210	CofFW - Deliver Data Validation Numbers	0	0 hrs	Fri 1/2/15	Mon 1/5/15	209FF					
211	ADV - Run Initial Conversion	0	25 hrs	Mon 1/5/15	Fri 1/9/15	210	Conversion[83%]				
212	ADV - Load Converted Data to In-house Systems	0	1 hr	Fri 1/9/15	Mon 1/12/15	211	Conversion[20%]				
213	ADV - Run Data Integrity Report	0	1 hr	Fri 1/9/15	Mon 1/12/15	212FF	Conversion[20%]				
214	ADV - Q/A Analysis of Converted Data	0	20 hrs	Mon 1/12/15	Thu 1/15/15	213	Conversion[10%],Tech Lead,Application Consu				
215	ADV - Upload Data to FTP site	0	4 hrs	Wed 1/14/15	Thu 1/15/15	214FF	Conversion[80%]				
216	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Thu 1/15/15	Thu 1/15/15	215	Conversion[80%]				
217	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Thu 1/15/15	Thu 1/15/15	216FF	Conversion[80%]				
218	ADV - Provide Data Validation Worksheet	0	4 hrs	Thu 1/15/15	Thu 1/15/15	216FF	Conversion[80%]				
219	ADV - Reconcile any differences	0	8 hrs	Thu 1/15/15	Fri 1/16/15	218	Conversion[80%]				
220	ADV - Make any necessary code changes	0	5 hrs	Fri 1/16/15	Fri 1/16/15	219FF	Conversion				

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	Summary		Inactive Milestone		Manual Summary			
	Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	1
221	Data Refresh #6 (Go Live)	0	39 hrs	Fri 2/20/15	Wed 2/25/15	288					
222	CofFW - Deliver Data Extract	0	0 hrs	Fri 2/20/15	Fri 2/20/15						
223	CofFW - Deliver Data Validation Numbers	0	0 hrs	Fri 2/20/15	Fri 2/20/15	222FF					
224	ADV - Run Initial Conversion	0	4 hrs	Fri 2/20/15	Mon 2/23/15	223	Conversion				
225	ADV - Load Converted Data to In-house Systems	0	1 hr	Mon 2/23/15	Mon 2/23/15	224	Conversion				
226	ADV - Run Data Integrity Report	0	1 hr	Mon 2/23/15	Mon 2/23/15	225FF	Conversion				
227	ADV - Q/A Analysis of Converted Data	0	4 hrs	Mon 2/23/15	Tue 2/24/15	226	Conversion[10%],Tech Lead,Application Consu				
228	ADV - Upload Data to FTP site	0	4 hrs	Mon 2/23/15	Tue 2/24/15	227FF	Conversion				
229	ADV - Load Converted Data to Onsite Production System	0	4 hrs	Tue 2/24/15	Tue 2/24/15	228	Conversion				
230	ADV - Load Converted Data to Onsite Test System	0	4 hrs	Tue 2/24/15	Tue 2/24/15	229FF	Conversion				
231	ADV - Provide Data Validation Worksheet	0	4 hrs	Tue 2/24/15	Tue 2/24/15	229FF	Conversion				
232	ADV - Reconcile any differences	0	8 hrs	Tue 2/24/15	Wed 2/25/15	231	Conversion				
233	ADV - Make any necessary code changes	0	5 hrs	Tue 2/24/15	Wed 2/25/15	232FF	Conversion				
234	Testing Phases	14	1,440 hrs	Wed 6/25/14	Thu 2/12/15						
235	Conversion Testing	2	144 hrs	Wed 6/25/14	Wed 7/9/14	69,160					
236	ADV - Validate conversion (onsite)	0	80 hrs	Wed 6/25/14	Thu 7/3/14		Conversion,Tech Lead				
237	CofFW - Conduct Testing	2	0 hrs	Wed 6/25/14	Mon 7/7/14						
238	CofFW - Report any issues into CustomerWise	0	0 hrs	Wed 6/25/14	Mon 7/7/14	237FF					
239	ADV - Make any necessary Conversion changes	0	64 hrs	Wed 6/25/14	Wed 7/9/14	237SS	Conversion				
240	CofFW - Re-test CustomerWise Items	0	0 hrs	Fri 6/27/14	Wed 7/9/14	239FF					
241	Functional Testing	2	201 hrs	Wed 7/23/14	Fri 8/15/14	169					
242	ADV - Provide Testing Worksheets	0	1 hr	Wed 7/23/14	Thu 7/24/14		Project Manager[10%]				
243	ADV - Testing Assistance	2	80 hrs	Thu 7/24/14	Thu 7/31/14	242	Application Consultant,Tech Lead				
244	CofFW - Conduct Testing	0	0 hrs	Thu 7/24/14	Fri 8/15/14	242					
245	CofFW - Report any issues into CustomerWise	0	0 hrs	Thu 7/24/14	Fri 8/15/14	244FF					
246	ADV - Make any necessary configuration changes	0	40 hrs	Thu 8/7/14	Fri 8/15/14	244FF	Tech Lead[75%]				
247	ADV - OTJL	0	80 hrs	Thu 7/24/14	Thu 7/31/14	245SS	Application Consultant,Tech Lead				
248	CofFW - Re-test CustomerWise Items	0	0 hrs	Thu 7/24/14	Fri 8/15/14	246FF					
249	Integration Testing Cycle 1	4	445 hrs	Fri 8/29/14	Wed 11/12/14	182					
250	Develop Stress Test Plan	0	5 hrs	Fri 8/29/14	Tue 9/2/14		Application Consultant,Tech Lead				
251	Develop Integration Test Plan	0	40 hrs	Fri 8/29/14	Thu 9/4/14		Application Consultant,Tech Lead				
252	CofFW - Develop Integration Test Scripts	0	0 hrs	Fri 8/29/14	Mon 9/15/14						
253	ADV - OTJL and Testing Assistance	4	280 hrs	Mon 9/15/14	Thu 10/9/14	252	Application Consultant,Tech Lead				
254	CofFW - Conduct Testing	0	0 hrs	Mon 9/15/14	Wed 11/12/14	252					
255	CofFW - Report any issues into CustomerWise	0	0 hrs	Mon 9/15/14	Wed 11/12/14	254FF					
256	ADV - Make any necessary configuration changes	0	40 hrs	Mon 9/15/14	Mon 9/22/14	255SS	Tech Lead				
257	ADV - OTJL	0	80 hrs	Mon 9/15/14	Mon 9/22/14	254SS	Tech Lead,Application Consultant				
258	CofFW - Re-test CustomerWise Items	0	0 hrs	Mon 9/15/14	Mon 9/22/14	256FF					
259	Integration Testing Cycle 2	4	344 hrs	Wed 11/26/14	Fri 1/2/15	195					
260	CofFW - Develop Integration Test Scripts	0	0 hrs	Wed 11/26/14	Tue 12/2/14						
261	ADV - OTJL	4	240 hrs	Wed 11/26/14	Fri 12/19/14		Tech Lead[67%],Application Consultant[67%],T				
262	CofFW - Conduct Testing	0	0 hrs	Tue 12/2/14	Fri 1/2/15	260					
263	CofFW - Report any issues into CustomerWise	0	0 hrs	Tue 12/2/14	Fri 1/2/15	262FF					
264	ADV - Make any necessary configuration changes	0	24 hrs	Tue 12/2/14	Fri 12/5/14	263SS	Tech Lead				

Project: Pro Forma Project Plan Date: Fri 7/19/13	Task		External Tasks		Manual Task		Finish-only	
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	Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	1
265	ADV - OTJL	0	80 hrs	Tue 12/2/14	Tue 12/9/14	262SS	Trainer[200%]				
266	CofFW - Re-test CustomerWise Items	0	0 hrs	Wed 11/26/14	Fri 12/5/14	264FF					
267	User Acceptance Testing	2	306 hrs	Fri 1/16/15	Thu 2/12/15	208					
268	CofFW - Develop Integration Test Scripts	0	0 hrs	Fri 1/16/15	Thu 1/22/15						
269	CofFW - Conduct Testing	0	0 hrs	Thu 1/22/15	Thu 2/12/15	268					
270	ADV - OTJL	2	226 hrs	Thu 1/22/15	Mon 2/9/15	269SS	Tech Lead,Trainer,Application Consultant				
271	CofFW - Report any issues into CustomerWise	0	0 hrs	Thu 1/22/15	Thu 2/12/15	269FF					
272	ADV - Make any necessary configuration changes	0	80 hrs	Thu 1/29/15	Thu 2/12/15	269FF	Tech Lead				
273	CofFW - Re-test CustomerWise Items	0	0 hrs	Thu 2/5/15	Thu 2/12/15	272FF					
274	End User Training	10	400 hrs	Wed 8/13/14	Sun 9/14/14						
275	CofFW - Finalize End User Training Plan	0	0 hrs	Wed 8/13/14	Wed 8/20/14	249SS-12.5 days					
276	ADV - End User training 10 weeks	10	400 hrs	Wed 8/20/14	Sun 9/14/14	275					
277	Occasional User Training	5	200 hrs	Fri 1/2/15	Mon 2/9/15						
278	ADV - Occasional Users 5 Weeks	5	200 hrs	Fri 1/2/15	Mon 2/9/15	259	Trainer				
279	On the Job Learning Training	5	200 hrs	Fri 1/2/15	Mon 2/9/15						
280	OTJL Training 5 weeks	5	200 hrs	Fri 1/2/15	Mon 2/9/15	259	Trainer				
281	Go Live	6	288 hrs	Thu 2/12/15	Wed 2/25/15	267					
282	ADV - Finalize Go/No Go Criteria	0	8 hrs	Thu 2/12/15	Fri 2/20/15		Project Manager[20%]				
283	ADV - Finalize Organization Readiness Checklist	0	8 hrs	Thu 2/12/15	Fri 2/20/15	282FF	Project Manager[20%]				
284	ADV - Finalize Post Go Live Plan	0	8 hrs	Thu 2/12/15	Fri 2/20/15	282FF	Project Manager[20%]				
285	ADV - Finalize Transition Plan to Support	0	8 hrs	Thu 2/12/15	Fri 2/20/15	282FF	Project Manager[20%]				
286	ADV - Finalize Cutover Plan	0	8 hrs	Thu 2/12/15	Fri 2/20/15	282FF	Project Manager[20%]				
287	CofFW - Go / No Go Decision	0	0 hrs	Thu 2/12/15	Fri 2/20/15	282FF					
288	ADV - Finalize Go Live Plan	0	8 hrs	Thu 2/12/15	Fri 2/20/15	282FF	Project Manager[20%]				
289	Go Live	6	240 hrs	Wed 2/18/15	Wed 2/25/15	221FF	Application Consultant,Project Manager,Tech L				
290	Post Live Support	6	900 hrs	Wed 2/25/15	Fri 5/15/15						
291	Month 1	4	320 hrs	Wed 2/25/15	Wed 3/25/15	281	Tech Lead[67%],Application Consultant[67%],T				
292	Month 2	2	320 hrs	Wed 3/25/15	Thu 4/23/15	291	Tech Lead,Application Consultant				
293	Month 3	0	260 hrs	Thu 4/23/15	Fri 5/15/15	292	Tech Lead,Application Consultant				
294	Weekly CofFW Meeting	12	1,462 hrs	Mon 11/4/13	Thu 2/6/14						
295	Weekly Review of CustomerWise	4	500 hrs	Mon 11/4/13	Thu 2/6/14		PM				
296	Monthly Project Update	4	400 hrs	Thu 11/21/13	Thu 2/6/14	295FF	PM				
297	Monthly Resourcing	0	300 hrs	Wed 12/11/13	Thu 2/6/14	295FF	PM				
298	Project overview	4	262 hrs	Tue 12/17/13	Thu 2/6/14	295FF	PM				
299	Infinity.Link	0	150 hrs	Mon 11/4/13	Tue 3/4/14						
300	CofFW - Purchase any necessary Hardware	0	0 hrs	Mon 11/4/13	Fri 11/8/13						
301	ADV - Provide Link Checklist to CofFW	0	1 hr	Fri 12/27/13	Fri 12/27/13	300FS+30 days	Link				
302	CofFW - Configure Hardware	0	0 hrs	Fri 12/27/13	Mon 1/6/14	301					
303	CofFW - Configure Network Security	0	0 hrs	Mon 1/6/14	Mon 1/13/14	302					
304	ADV - Review Link Checklist	0	8 hrs	Mon 1/13/14	Tue 1/14/14	303	Link				
305	ADV - Install/Configure Link	0	80 hrs	Tue 1/14/14	Wed 1/29/14	304	Link				
306	ADV - Train CSRs on Link	0	8 hrs	Wed 1/29/14	Thu 1/30/14	305	Link				
307	ADV - Train IT on Link	0	8 hrs	Thu 1/30/14	Fri 1/31/14	306	Trainer				
308	CofFW - Test Link	0	0 hrs	Fri 1/31/14	Mon 2/3/14	307					
309	CofFW - Develop GUI/Skin for Link	0	0 hrs	Mon 2/3/14	Tue 2/18/14	308					

Project: Pro Forma Project Plan
Date: Fri 7/19/13

Task		External Tasks		Manual Task		Finish-only	
Split		External Milestone		Duration-only		Deadline	
Milestone		Inactive Task		Manual Summary Rollup		Progress	
Summary		Inactive Milestone		Manual Summary			
Project Summary		Inactive Summary		Start-only			

ID	Task Name	Trips	Work	Start	Finish	Predecessors	Resource Names	November			
								10/20	10/27	11/3	1
310	CofFW - Configure Link Functionality	0	0 hrs	Tue 2/18/14	Tue 3/4/14	309					
311	ADV - Testing Support	0	45 hrs	Wed 1/29/14	Tue 3/4/14	310FF	Link[25%]				
312	CofFW - Signoff on Link	0	0 hrs	Tue 3/4/14	Tue 3/4/14	310					
313	Infinity.Mobile	1	100 hrs	Mon 11/4/13	Tue 2/11/14						
314	CofFW - Purchase any necessary Hardware	0	0 hrs	Mon 11/4/13	Fri 11/8/13						
315	ADV - Provide Mobile Checklist to CofFW	0	1 hr	Fri 12/27/13	Fri 12/27/13	314FS+30 days	CIS Mobile				
316	CofFW - Configure Hardware	0	0 hrs	Fri 12/27/13	Mon 1/6/14	315					
317	CofFW - Configure Network Security	0	0 hrs	Mon 1/6/14	Mon 1/13/14	316					
318	ADV - Review Mobile Checklist	0	5 hrs	Mon 1/13/14	Mon 1/13/14	317	CIS Mobile				
319	ADV - Install/Configure Mobile	0	66 hrs	Mon 1/13/14	Mon 1/27/14	318	CIS Mobile				
320	ADV - Install/Configure Mobile (onsite)	1	4 hrs	Mon 1/27/14	Mon 1/27/14	319	Trainer				
321	ADV - Office Workers on Mobile (onsite)	0	4 hrs	Mon 1/27/14	Tue 1/28/14	320	Trainer				
322	CofFW - Test Mobile	0	0 hrs	Tue 1/28/14	Tue 2/11/14	321					
323	ADV - Testing Support	0	20 hrs	Tue 12/17/13	Tue 2/11/14	322FF	CIS Mobile[7%]				
324	CofFW - Signoff on Mobile	0	0 hrs	Tue 2/11/14	Tue 2/11/14	322					

Project: Pro Forma Project Plan
Date: Fri 7/19/13

Task		External Tasks		Manual Task		Finish-only	
Split		External Milestone		Duration-only		Deadline	
Milestone		Inactive Task		Manual Summary Rollup		Progress	
Summary		Inactive Milestone		Manual Summary			
Project Summary		Inactive Summary		Start-only			

Appendix B – Table of Responsibilities for Deliverables

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner	Deliverable Participation/ Input/Review
1	1	1.1	Initial Draft Project Schedule	Draft Project Schedule to be delivered by Advanced.	Advanced	FWCU
2	1	1.1	Updated Project Schedule	Project Schedule updates are performed throughout the project. The schedule is updated for refinements to tasks, and percent complete inclusive of resource updates and timeframe updates. Both parties will commit to staffing and resources to meet a rolling 3-month window.	Advanced	FWCU
3	1	1.2	Invoice Review & Approval	Review and approval of invoices for payment on a timely basis.	FWCU	-
4	1	1.1	Risk Management Plan	Jointly developed plan that defines how project risks will be logged, prioritized, assigned and managed to closure using a jointly agreed resolution strategy. Risk Log will be reviewed at project status meetings.	Advanced	FWCU
5	1	1.1	Communication Plan	Jointly developed plan that defines the Project Strategy for communicating internally within the Project Team.	Advanced	FWCU
6	1	1.1	Change Management Plan	FWCU owned plan that defines the strategy for communicating with employees and externally.	FWCU	Advanced
7	1	1.1	Change Order Process	Jointly developed process that defines how changes to project scope will be logged, approved, and managed as agreed to by both parties.	Advanced	FWCU
8	1	1.1	Training Plan	Jointly developed plan that defines FWCU resources to be trained, the courses to be delivered, materials, locations, facilities and other resources.	Advanced	FWCU
9	1	1.1	Test Plan	Jointly developed plan that defines FWCU's testing phases.	Advanced	FWCU
10	1	1.1	On Site Facilities	FWCU will ensure that Advanced has working space and Internet access while the Advanced project team is on site.	FWCU	-
11	1	1.2	Weekly and Monthly Status Meetings & Reports	Project meetings for Advanced and FWCU. Project core team members to discuss work in progress, issues, risks, actions, near-term planned activities and associated resource commitments. Status reports to document project progress.	Advanced	FWCU
12	1	1.3	Quarterly Sponsor Meeting	Meeting attended by Advanced and FWCU Project Manager and Project Sponsors to review project status.	Advanced	FWCU
13	3	3.1	Hardware ready for Software Installation	Application and database server are on FWCU network and the operating system and database software have been loaded.	FWCU	-
14	3	3.1	Project Kick-Off Meeting Conducted	Onsite kick-off meeting held with the project team.	Advanced	FWCU
15	3	3.1	CIS Infinity Server Installation	Installation of CIS Infinity on FWCU servers.	Advanced	FWCU
16	3	3.1	Installation Training	Installation training for technical personnel.	Advanced	FWCU
17	3	3.1	Desktop Client Installation	FWCU to install client on remaining desktops.	FWCU	
18	3	3.1	Installation Sign-off	Sign-off of that all installation activities are complete.	Advanced	FWCU
19	3	3.1	CustomerWise Overview and Set up	Advanced will provide FWCU with an overview of CustomerWise, the online tool for documenting and tracking issues as part of the overall implementation. FWCU users will be provided with user ids and passwords which also provide access to the Software Entity relationship diagrams and the Data Dictionary.	Advanced	FWCU

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner	Deliverable Participation/ Input/Review
20	3	3.1	Training Courses Syllabus	Document that outlines the duration, prerequisites and topics to be covered during the Advanced delivered standard training courses.	Advanced	-
21	3	3.1	Project Team Contact List	Project listing of all Advanced and FWCU project team members' contact information.	Advanced	FWCU
22	3	3.1	System Overview Training	System overview training for core project team members.	Advanced	FWCU
23	3	3.1	Functional and Data Conversion Discovery Workshop Agendas	Documents that outline the business and conversion processes to be discussed during the Functional and Data Conversion Discovery Workshops.	Advanced	-
24	3	3.2	Data Requirements for Functional Workshops	FWCU to provide business process documentation as identified in Subtask 3.2,	FWCU	-
25	3	3.2.1	Functional Discovery Analysis Workshop Conducted	Sessions that will assist Advanced in learning how FWCU conducts business as well as educating FWCU about the features and limitations of the Software. Advanced will lead the sessions with FWCU business process experts participating.	Advanced	FWCU
26	3	3.2.1	Functional Discovery Document	Document that captures all learning and understanding gained in the Functional Discovery Analysis Workshops. Document will serve as a template for configuring the Software. FWCU will review and approve the document.	Advanced	FWCU
	3	3.2.1	Business Process Document	FWCU to document major business processes/standard operating procedures for internal reference and training purposes (Recommended).	FWCU	
27	3	3.2.2	Legacy System Conversion Information	FWCU to provide Advanced with key information to assist Advanced in developing the conversion programs and activities. Legacy CIS table layouts, ERDs (if available), screen shots, baseline accounts etc. to be provided by FWCU.	FWCU	-
28	3	3.2.2	Data Conversion Discovery Analysis Workshop Conducted	Sessions that will assist Advanced in determining the best approach to converting legacy data. Advanced will lead these sessions with FWCU technical and conversion/legacy data experts participating.	Advanced	FWCU
29	3	3.2.2	Data Conversion Plan	Jointly developed plan that defines detailed processes and tools that will be utilized for the conversion and includes data mapping, legacy data quality assessment, data cleansing, technical design, development and testing. It will also define timing for when data cleansing will be complete as well as defining the amount of historical data that will be converted. The Plan will also identify data conversion validation parameters that define how the source and target data will be reviewed and validated as being correctly extracted.	Advanced	FWCU
30	3	3.2.2	Data Cleansing and Initial Data Extract from Legacy CIS	FWCU to perform data cleansing activities as identified during the Technical/Data Conversion Discovery Workshop. FWCU to provide an initial extract of Legacy CIS data in the agreed upon format to Advanced. Data extract from the legacy system will be repeated for each test conversion. Advanced will support FWCU where required.	FWCU	-
31	3	3.3	Interface/Modification Discovery Workshop Agendas	Documents that outlines the items to be discussed during the Interface/Modification Discovery Workshop.	Advanced	-
32	3	3.3	Interfaces/Modification Workshop Conducted	Session that will aid Advanced in understanding modification requirements and the third party systems' interfacing capabilities to determine the best approach for interfacing with the identified third party systems.	Advanced	FWCU
33	3	3.3	Technical Specification for Interfaces/Modifications	Technical Specifications for interfaces/modifications identified in Task 2.1 of this Statement of Work.	Advanced	FWCU
34	3	3.4.1	Reports Discovery Workshop	Sessions to review the reporting requirements of FWCU. Advanced will lead the	Advanced	FWCU

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner	Deliverable Participation/ Input/Review
				sessions with FWCU business process experts participating.		
35	3	3.4.2	Bill Print Discovery Workshop	Session to review of all bill print types/notices/receipts including a review of the bill printing and bill re-printing processes. Advanced will lead the sessions with FWCU experts participating.	Advanced	FWCU
36	3	3.4.2	Bill Print Specification	Specification for bill print design	Advanced	-
37	3	3.4.3	Infinity.Mobile Discovery Workshop (Optional)	Session that will assist Advanced in learning how FWCU will deploy mobile service orders and educating FWCU about the features and limitations of the Software. Advanced will lead the sessions with FWCU business and technical experts participating.	Advanced	FWCU
38	3	3.4.3	Infinity.Mobile Technical Checklist (Optional)	Documents that captures the technical environment in which Infinity.Mobile will be deployed. FWCU to complete the checklist with Advanced's assistance.	FWCU	Advanced
39	3	3.4.3	Infinity.Mobile Discovery Document (Optional)	Document that captures all learning and understanding gained in the Discovery Workshop. Document will serve as a template for configuring Infinity.Mobile. FWCU will review and approve the document.	Advanced	FWCU
40	3	3.4.4	Infinity.Link Discovery Workshop	Session that will assist Advanced in learning how FWCU will deploy the customer web portal and educating FWCU about the features and limitations of the Software. Advanced will lead the sessions with FWCU business and technical experts participating.	Advanced	FWCU
41	3	3.4.4	Infinity.Link Technical Checklist	Documents that captures the technical environment in which Infinity.Link will be deployed. FWCU to complete the checklist with Advanced's assistance.	FWCU	Advanced
42	3	3.4.4	Infinity.Link Discovery Document	Document that captures all learning and understanding gained in the Discovery Workshop. Document will serve as a template for configuring Infinity.Link. FWCU will review and approve the document.	Advanced	FWCU
43	3	3.5.1	Initial Data Conversion Load	Loading of initial conversion by Advanced on FWCU's system.	Advanced	-
44	3	3.5.1	Baseline Accounts	FWCU, with Advanced's assistance will identify baseline accounts to be used for testing during the Functional Test phase. These accounts will also be used to validate the conversion.	FWCU	Advanced
45	3	3.5.1	Data Validation Results	Report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced	-
46	3	3.5.1	Initial System Configuration Rollout	Configuration of the control forms and rates by Advanced utilizing the approved Functional Discovery Document.	Advanced	-
47	3	3.5.2	Legacy Data Refreshes	FWCU to provide Advanced an extract of Legacy CIS data in the agreed upon format throughout the testing phases (Conversion, Functional, ITC1, ITC2, UAT), as required. Six data refreshes are anticipated throughout the project, which include the data refresh prior to Go Live. AUS will support FWCU where required.	FWCU	-
48	3	3.6	Training Workbooks	Standard Training Workbooks that will be used to facilitate Core Team and End User training execution for each training course identified in the Training Plan.	Advanced	-
49	3	3.6	Core Team Training	Execution and completion of Core Team training per the Training Plan. Training will include CustomerWise training.	Advanced	FWCU
50	3	3.7	Reports Matrix	Document that lists all reports provided by FWCU and designates those reports that are standard within CIS Infinity and those that require modification.	Advanced	FWCU

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner	Deliverable Participation/ Input/Review
51	3	3.7	Custom Reports Delivery	Delivery of custom reports identified in the Reporting Matrix.	Advanced	-
52	3	3.8	Interface Configuration and Testing	Configuration and testing of configuration type interfaces that have been identified in Task 2.2 of this Statement of Work. Advanced to provide a Configuration Document of all configuration type interfaces.	Advanced	-
53	3	3.8	Code, test and rollout of Interfaces/Modifications	Code Modifications and Interfaces as described in Task 2.1 of this Statement of Work. Advanced developed interfaces will be tested by Advanced before integrating into FWCU environment.	Advanced	-
54	3	3.9	Test Scripts Execution and Management of Testing Process (All testing phases)	FWCU to conduct testing as outlined in the Test Plan, document test results (pass/fail) and log any issues in CustomerWise for resolution by Advanced.	FWCU	Advanced
55	3	3.9.1	Functional Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on FWCU's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced	-
56	3	3.9.1	Rates Testing Matrix	Advanced will furnish a document outlining all necessary rates and rate scenario's to be tested. FWCU is responsible for testing and confirming all rates and rate scenarios are accurate and reflect the billing requirements of FWCU.	Advanced	FWCU
57			ITC1 and IT2 Test Plan & Acceptance Criteria	Defines the success criteria, goals, objectives, and scope of Integrated Testing, inclusive of resources roles, and responsibilities, test environment/instance management. Defines the integration test scenarios that will be tested during integration testing including input data and expected outputs. The integration testing scenarios will include, Base Functionality, System Operation Requirements, Reporting, and Modifications, Interfaces and data conversion. The expected results will model multiple months of data entry and include daily cycles, monthly cycles and quarterly closeouts to model production processing. The Test Plan Includes agreed upon pass/fail acceptance criteria.	Advanced	FWCU
58	3	3.9.2	Integration Test Scripts	Generic Integration Test scripts provided by Advanced. Scripts are designed to test the standard interfaces.	Advanced	-
59	3	3.9.2	FWCU specific Integration Test Scripts	Customization of generic test scripts provided by Advanced to test FWCU specific business processes.	FWCU	-
60	3	3.9.2	Integration Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on FWCU's system. Includes audit report that documents the results of agreed upon conversion validation parameters.	Advanced	-
61		3.9.2	ITC1 Completion and Signoff	Completion of the ITC1 based on defined Acceptance Criteria.	FWCU	
62		3.9.2	ITC2 Completion and Signoff	Completion of the ITC2 based on defined Acceptance Criteria.	FWCU	
63		3.9.3	UAT Test Plan & Acceptance Criteria	Defines the acceptance test plan and scenarios that will be used during User Acceptance testing including input data, converted data and expected outputs. Defines the User Acceptance test scenarios that will be tested during User Acceptance testing including input data and expected outputs and agreed upon pass/fail acceptance criteria.	Advanced	FWCU
64	3	3.9.3	User Acceptance Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on FWCU's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced	-

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Owner	Deliverable Participation/ Input/Review
65	3	3.9.3	UAT Completion and Sign off	Completion of the UAT based on defined Acceptance Criteria.	FWCU	
66	3	3.10	End User Training & Sign off	Execution and completion of End-User training per the Training Plan.	Advanced	FWCU
67	3	3.10	FWCU specific End User Training Material	Customization of generic training documentation provided by Advanced to reflect FWCU specific processes, settings and business rules.	FWCU	-
68	3	3.11	Go/No Go Criteria Document	Criteria that will be adhered to enable cutover to Production to proceed. It includes metrics to evaluate project management readiness, business solution testing readiness, business readiness, IT infrastructure readiness and reorganization/people readiness.	Advanced	FWCU
69	3	3.11	Go / No Go Decision Document approved for Go Live	Defines the outcomes of application readiness based on the defined Go/No Go Criteria document and Cutover Plan defined. The result will be a decision to Go Live or to identify issues that will need to be resolved prior to Go Live or can be deferred to post Go Live. The decision to transition to Go Live will be approved when the items defined in the cutover and readiness assessment has been successfully achieved and there are no significant agreed upon issues that will impact transition to Production.	Advanced	FWCU
70	3	3.12	Cutover Plan	Defines steps and responsibilities of Advanced and FWCU during transition to Production. Includes steps to achieve system balance and includes a conversion cutover plan.	Advanced	FWCU
71	3	3.12	Go Live - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on FWCU's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced	-
72	3	3.12	Go Live	System is operating and being used. Balancing of legacy and Advanced CIS has been validated and signed-off by FWCU.	Advanced	FWCU
73	3	3.13	Completion of Post Live Support	Conclusion of 3 Month Post live support period, which includes remote and/or onsite presence.	Advanced	-
74	3	3.13	Support Transition Meeting	A transition meeting to transfer from the project implementation phase to the support phase of the contract.	Advanced	FWCU

Appendix C – Sample Communication Plan



CIS Infinity
Communication Plan

CLIENT

CIS Infinity Communication Plan

Sep-30-2013

Principle Author: PM Team

The undersigned individuals have reviewed this document and are in agreement with its content.

Document Approval

Project Role	Team Member	Signature / Date of Signature
Client Project Manager		
		Date:
Advanced Project Manager		
		Date:
(other)		
		Date:

Version History

Version	Status	Date Issued	Author(s)	Notes
V1.0	draft			

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Preface

This document has been created to provide client with an approach to communication that will ensure a successful project at Go Live.

Overall Communication Approach

There will be several methods through which communication will take place during the CIS implementation project. There will be Weekly and Monthly Review meetings, Monthly reports, Quarterly Sponsor Review meetings, an Escalation Process, and several tools within those processes that will be updated to ensure a clear understanding of our project standing relative to an on-time, on-budget delivery.

I. Weekly Team Meetings (Advanced/Client)

The Weekly Team Meeting between Advanced Utility Systems (Advanced) staff and Client staff will be at a pre-set day and time. Attendees will include key Advanced team members (Project Manager, Conversion Lead, and Technical Lead) along with technical/functional area experts as needed throughout the project. Weekly attendees for Client should include Client Project Manager, Client Core Team, and subject matter experts, as needed.

The topics that will be covered during the Weekly Team Meetings will ensure a clear understanding of project status is listed below. The primary focus during the Weekly Team Meetings is to review these areas for recent performance and upcoming areas of work in the next two weeks. More in-depth, broad-based reviews of these same areas will be completed each Month at the Monthly Project Status Review.

Weekly Team Meeting Areas for Review:

- Key Deliverables Report
- CIS Project Plan
- CIS Open Issues/Action Items
- Risk Management Plan
- Two week look-ahead for resource planning

Key Deliverables Report: The Key Deliverables Report is a summary of all the key deliverables identified in the CIS plan. For each deliverable item a responsible person is identified with the original due date, revised date, and completion date, current item status, and comments/notes pertaining to the deliverable.

CIS Project Plan: The CIS Project Plan will be provided by the Advanced Project Manager for weekly review of the last week's project work and the work in the short-term (approximately two week) work horizon.

CIS Open Issues/Action Items: Issues found within the Infinity software and add-on products will come from CustomerWise – an issue tracking tool which Advanced uses internally and externally with Client teams to track issues. All items in the list that have a status of "Open" will be reviewed, based on priority. Unassigned items are assigned and given a priority and due date. All prior assigned items are reviewed as for status and closure based on priority.

Additional project Issues and Action Items that are not specific to the software will be tracked in a section of the Monthly Report. Owners will be assigned and the Issues and Action Items will be reviewed on a weekly basis.

Risk Management Plan: The Risk Management Plan will be reviewed specifically regarding any new risks that have come up or significant changes in risk status during that week of the project. If a new risk is identified, it is documented in the report, given an impact and priority, and a mitigation plan. Similarly, if there is a significant change to the status of a risk, the changes are documented and alternative plans are made or mitigation plans are carried out as quickly as possible to minimize the potential impact to the project.

2. Monthly Project Status Review

The Monthly Project Status between the Advanced staff and Client staff will be at a scheduled time each month. Attendees will include the Advanced Project Manager and Client project manager. Any additional key Advanced or Client team members (e.g., Application Consultant, Tech Lead, Core Team members, or special area experts) will attend if needed.

The primary deliverable for the Monthly Project Status Review is the Monthly Project Status Report. The Monthly Project Status Report will include the pieces listed below. Many of the same areas that are reviewed in the Weekly Team Meetings will be reviewed in the Monthly Review, but in more depth and looking farther out into the project schedule.

a) Monthly Project Status Report:

- A percent complete will be provided for the project thus far. Any variances in schedule or work will be provided if the percent complete is different than what was expected from the prior month.
- An expected percent complete will be forecast for the end of each of the project's upcoming months.
- The current Risk Management Plan will be included and risk status will be reviewed. Additionally, a once monthly Risk Management Plan review will take place in a separate meeting to ensure that Risks are being dealt with in a proactive fashion (see section 3 below).
- The current Key Deliverables Report will be included and reviewed in detail for the next one to two months of project schedule.
- The CIS Project Plan will be included and reviewed in detail for the next one to two months of the project schedule.
- The CIS Open Issues report from CustomerWise will be reviewed specifically for high priority items and any potential changes in project scope. If necessary, those items will be added to the Risk Management Report and the monthly Risk Management Report Review. Additional Issues and Action Items that are not software specific will be reviewed in a separate section in the Monthly Report.

3. Monthly Risk Management Plan Review

The Risk Management Plan will be reviewed on a monthly basis between Advanced and Client project managers. In this monthly review, ALL risks will be analyzed to be updated, closed, or continued on in their current status. Any new risks that the teams have identified can also be added and prioritized at this time.

4. Quarterly Sponsor Reviews

The Quarterly Sponsor Review will include Advanced and Client Project Managers and Project Sponsors. This review will take place at Client site once a quarter. The intent of the Quarterly Sponsor Review Meeting is to ensure that the project is on-time and on-budget, and that Executive Management for both Advanced and Client have a clear view into the project status. The primary tool that will be used to do the Sponsor Review is the latest month's Monthly Project Status Report. The intended level of attention to detail during this meeting is to identify areas of concern or material change to the project. A MS PowerPoint deck will be created to highlight the following areas:

- The percent complete for the overall project thus far. Descriptions of any material variances in schedule or work will be provided if the percent complete is different than what was expected from the prior month.
- An expected percent complete will be forecast for the end of each of the project's upcoming months.
- The current Risk Management Plan will be included and risk status will be reviewed, based on priority of risks.
- The current Key Deliverables Report will be included and reviewed for any areas of concern or material change to the project.
- The CIS Project Plan will be included and reviewed for any areas of concern or material change to the project.

5. Escalation Process

The primary level of issue resolution on the CIS project is with Advanced and Client project managers. In the event of an issue that cannot be resolved between these two parties, the Project Sponsors for Advanced and Client will be contacted to resolve the problem.

6. Communication Tools

Advanced and Client will use several different tools in the course of the CIS project. Some of the tools created will be used in the periodic review meetings (e.g., the CIS Project Plan, the Risk Management Report, the Key Deliverables Report). Some tools will be created once and be more static in nature (e.g., Configuration Management document, the Communication Plan). Finally, there are tools that will be continually updated throughout the project as guides to future effort (e.g., Test Plan, Training Plan, Go-Live Plan). Descriptions of these tools are included here.

a) CIS Project Plan:

This is a project schedule documented using the MS Project software. It contains the basic Work Breakdown Structure for the project. The work involved in the project is broken down into detailed tasks which can be rolled up into summary tasks. Dependencies throughout the project are provided as links between the tasks such that the project managers can project the future impact of schedule changes to a project. Resource names, task durations and dates are included within this plan. It is to be updated weekly and used as a primary tool in the Weekly Team Review Meetings, Monthly Project Status Report and Meeting, and the Quarterly Sponsor Reviews.

b) Risk Management Plan:

The Risk Management Plan lists the significant issues and risks to the CIS project. Each risk is described, and an impact is defined were the risk to occur. Each risk is then prioritized in terms of severity and given one of several risk mitigation strategies. The risk mitigation strategies can include several different approaches to provide a reduced impact of risk for the overall project.

c) Change Management Plan:

The Change Management Plan is created to assist Client in having a successful adoption of CIS Infinity by their staff. This Plan will include internal communication strategies on the party of Client (e.g., staff newsletters). It will also include more in-depth strategies on how to include end users in significant enough exposure to the system to reduce overall strain and increase the chances of successfully using the software at Go-Live.

d) Test Plan:

The Test Plan document has been created to provide Client an approach to testing that will ensure a quality product at go-live. There will be four phases in the overall testing approach: Functional Test, Integration Test, Stress, and User Acceptance Test. There will be test scripts written for each of these phases. The progress of all Test Plan phases will be tracked in a Test Matrix to ensure complete testing of the system.

e) Training Plan:

The Training Plan provides Client with a guide to training their Core Team and End Users such that the staff will be able to successfully use CIS Infinity at Go-Live. The training will include Core Team Training, Technical Training, and End User Training. Specifically, parts of the Training Plan should be linked to the Test Plan to increase On The Job Learning (OTJL).

f) Conversion Plan:

The Conversion Plan contains the steps Client will follow during their Go-Live conversion process. This will be used repeatedly as a guide to early cuts of the converted data to ensure that Client team is ready to execute the conversion at the time of Go-Live.

g) Organizational Readiness Plan:

The Organizational Readiness Plan contains all of the pieces necessary for Client to successfully go live on the software. This Plan will include pieces of many of the other documents listed here (e.g., Change Management tasks, CIS Project Plan tasks, Hardware and Software environment information). This plan describes all of the key pieces for the Go/No-Go decision point one month before Go-Live.

h) Go-Live Plan:

The Go-Live Plan is a checklist created to assist Advanced and Client in having a successful Go-Live process when taking the legacy system to production on CIS Infinity. This Plan will include a list of specific tasks, roles and responsibilities specific to the week before and the two weeks after Go-Live. This plan typically begins development once configuration is complete.

i) Monthly Project Status Report:

The Monthly Project Status report is the document used to ensure a clear understanding between the Advanced and Client Project Managers of the status of the project related to an on-time, on-budget delivery. It contains several pieces of information (please refer to the Monthly Project Status Review in the prior section for more detail).

j) Key Deliverables Report:

See Section 1 above.

k) CIS Open Issues Report:

See Section 1 above.

Appendix D – Sample Change Order



CIS Infinity Change
Order sample

CLIENT

CIS Infinity Change Order

Date: Sep-30-2013

Change ID: Change Order #

Description: [Description Title of Change]

Authorization

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

Project Role	Team Member	Signature / Date of Signature
Client Project Manager		
		Date:
Advanced Project Manager		
		Date:
(other)		
		Date:

Change Details

Enter details for change here.

Estimate of Hours / Costs *

a) Requirement	b) Hours	c) Cost (\$USD)
Total		\$

* Net of applicable taxes and associated expenses

Please note that these hours represent an estimate to successfully complete the required configuration for [Client].

Appendix E – Sample Periodic Report

City of XXXXXXXXX – CIS Implementation

ADVANCED™
UTILITY SYSTEMS
a Division of N. Harris Computer Corporation

Weekly Project Status Report

Week ending –SEP 6 2013		Projected GO LIVE Date: NOV 25 2013	
▪ Project Status	▪ Normal	▪ Caution	▪ Alert

▪ ATTENDANCE:
▪

▪ ACTIVITIES/ACCOMPLISHMENTS:
▪ Ongoing testing of Network / Infrastructure ▪ Change Order #4 – Sue created change order to add EBP interface back into scope of work ▪ Link Training – Wahid finished training XXXXXXXXX Thursday Sep 4 ▪ Dawn – completed bill print review via Webex – August 27 ▪ All latency issues have been resolved in coordination with XXXXXXXXX and Advanced ▪

▪ ADVANCED ACTIVITIES: Planned for AUG 26 – SEP 6 [this week and next week]
▪ Review upcoming tasks, resourcing and deliverables from project plan: ○ Next Onsite – Therese Martinez – Sep 15 week for End User Training Week 1 ○ Next Refresh – ITC2 – week of Sep 22 – Data Cut by Sep 21 ○ Next Onsite – Maxime Jacques – week of Sep 22 for End User Training Week 2 ○ Next Onsite – Chris Davy – week of Sep 29 – Testing Assistance ○ Reports gathering and analysis – moving item up in project schedule ○ Preliminary Planning for Go Live Cutover Timing – Cut Thursday at EOB – Friday Closure and Sign off Sunday evening. ▪ Focus on billing related CustomerWise items. ▪ Chris to configure and provide functional document for IVR now that file layout has been received ▪ Sue - provide template for cutover plan and go live readiness in prep for discussion together to customize. ▪ Sue to schedule Go no Go document review at PM meeting in September ▪ Wahid – configure Harris Payment Gateway in CIS for Point and Pay in order for XXXXXXXXX to process counter and web payments ▪ Meeting Sep 6 with Martha Greer at Point and Pay to assist with API set up at their end (IVR payments) ▪ Bonnie and Carla meeting Sep 5 re: validation and purged data ▪

▪ CLIENT ACTIVITIES: Planned for AUG 26 – SEP 6 [this week and next week]
▪ Testing – record/track results and provide updates to AUS each week Record any anomalies in Customer Wise ▪ Change Order #4 – EBPP file – XXXXXXXXX to review and sign off ▪ End User Training – determine if any customization to the training manuals are required and training leads are determine –plan to have Jennifer sit in on the training ▪ Link – customization – Eric performing the customization ▪ Test interfaces – ACH, Lockbox, EBPP, meter reading(Neptune) ▪ Bill Print – Allison to send files to Axis this week (EBPP interface)

DELIVERABLES/PAYMENT MILESTONES: (Professional Services Contract)				
SOW Task #	Description	Estimated Month of Completion	Gross Payment Amount	Project percent complete
	License on sign off	Feb		
3.1	Project Initiation	Feb		
3.2.1	Functional Discovery Analysis Workshops	May		
3.2.2	Technical Discovery Analysis Workshops	July		
3.5	Core Team Training	May		
3.4	Initial Configuration and Conversion	June		
3.6	Reports Development and Delivery	Nov		
3.3	Interface Specification and Delivery	Oct		
3.7.1	Functional Testing	July		
3.7.2	Integration Testing Cycle 1 & 2	Oct		
3.7.3	User Acceptance Testing (UAT)	Nov		
3.8	End User Training	Nov		
3.9	Go/No Go Criteria	Nov		
3.1	Transition to Live	Nov		
3.11	Post Go Live Support	Jan 2014		
SUBTOTALS				
TOTAL				

ISSUES: Critical Escalated (Customer Wise)			
Description	Owner	Due Date	Status
Refer to Customer Wise Report			

CHANGE ORDERS: New or Pending (Change Management Plan)				
Description	Estimated Cost	Approved		Status
		Date	Budget Adjustment	
Change Order #4 – EBPP	30 hours = \$4500(to be deducted from 55hours of credit from #3			Aug 26, 2013 - Awaiting signoff from XXXXXXXXX

RISKS: High Probability / High Impact Risks (Risk Management Plan)	
Risk Description	Mitigation Activities
Refer to Risk Log	

Advanced Resource Commitment: Planned (Project Plan) for:				
Name	Sep 2-5 [next week]		Sep 9-13 [following week]	
	Forecast (hrs)	On Site (Y/N)	Forecast (hrs)	On Site (Y/N)
Sue Martin	4	N	4	N
Chris Davy		N	VAC	N
Kevin Black		N	-	N
Bonnie Li	4	N	40	N
Trainer		N	-	N

Client Resource Commitment: Planned (Project Plan) for:		
Name	Forecast Hours	
	Sep 2-5 [next week]	Sep 9-13 [following week]

Interfaces & Modifications Status						
SOW #	Intfc - Mod	Description	Status	Release	Critical	Customer Wise
2.1.1 and 2.1.9	CityWorks	Work Management Interface	Dev complete and in QA at AUS			83706
	H.T.E	Financials	Chris configuring through AIM now that decision and more info was received from Ed at XXXXXXXX			84066
	Neptune	Meter Reading	Client to Test			84067
	IVR	Selectron IVR	Chris configuring			84070
	Lockbox	Lockbox and remittance processing	Client to Test			84069
	ACH	ACH Interface	Client to Test			84068
	EBPP	EBPP Interface	Client to Test			84047

■ Prior Accomplishments						
■ Functional Discovery Workshops complete – May 2, 2013						
■ CIS Infinity installed on permanent servers – May 21, 2013						
■ CIS Infinity Installation Signoff – May 30, 2013						
■ Core Team Training complete – May, 2013						
■ Rollout of Initial Data and Config – June 23, 2013						
■ Data Refresh for Functional Testing – July 14, 2013						
■ Data Refresh for ITC1 – August 19, 2013						
■ Business Process Review – week of August 19 – 23, 2013						

Appendix F – Sample Configuration Document

Sample Meter Reading Interface – Configuration

Document Overview

Client Name
DevTrack Document ID
External Document ID
Document Name
Document Version
Document Date
Document Category Type
Document Author(s)
Document Reviewer(s)
Development Resource
Target Release

Revision History

Version No.	Rev Date	Description of Revision	Author
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SAMPLE Meter Reading Interface

- Interface #5 (formally ITRON now Neptune) from Scope of Work:
An interface between CIS Infinity and Neptune meter reading software. The interface will support the import/export of text files containing meter data reads and related information (e.g. historic meter consumption high/low, trouble codes) to/from CIS Infinity for billing purposes.

Reason for Interface

- To import/export information to and from Neptune meters into CIS Infinity.

System Modifications

Meter Reading Import File

- None. An AIM Interface will be designed and implemented to make use of Neptune's meter reading import format.
- The Export/Import Processing form functionality will be used to import the reading import file.

Meter Reading Interface Process:

Step	User Actions	Expected Result	Actual Result (Pass / Fail)	Additional Comments
Test Case: Ensure that accounts can be gathered into a text file to be imported into the meter reading software				
Create Meter Reading Import File				
Step 1	► From the Start Menu , double click or use the + button to open Billing	A list of available forms appear		
Step 2	► Double click on Create Meter Reading Import File	The Meter Reading Import File Create form appears		
Step 3	► Select the Meter Reading Software from the drop down list ► Select the Cycle and Book(s) , ► Enter the Scheduled Read Date, Critical Read Date and Billing Date ► Select the default path and file name from the bottom of the form ► Click on Process	Once the process completes the Number of Accounts in Cycle and Number of Meters in Cycle are populated		
Step 4	► Click on Exit	The form closes		
Step 5	► Load the meter reading file into the meter reading software	The route is available in the handheld		
Process Meter Reading Export File				
Test Case: Ensure that readings from a meter reading software file can be imported into CIS Infinity				
Step 6	► From the Start Menu , double click or use the + button to open Billing	A list of available forms appear		
Step 7	► Double click on Process Meter Reading Export File	The Process Meter Reading Export File form appears		
Step 8	► Select the Advanced DCO (electric or water) from the Meter Reading Software drop down list ► Click on the Browse (...) button	The Open form appears		
Step 9	► Select the meter reading file ► Click on OK	The Process Meter Reading Export File form appears		If error processing occurs, click on Yes to All and then check the Errors tab
Step 10	► Click on the Process button	Once the process completes the Number of Accounts Processed and Number of Meters Processed are populated		The meter reading export process has completed with XX errors. The error are displayed on the Errors tab. Save this file for investigation from the Errors tab.
Step 11	► Click on Exit	The form closes		
Step 12	► From the Start Menu , double click or use the + button to open Billing	A list of available forms appear		
Step 13	► Double click on Manual Reading Entry Processing	The Manual Reading Entry Processing form appears		
Step 14	► Perform a Quick Search for an account that was in the meter reading file	The account with the meter reading information appears		
Step 15	► Click on Exit	The form closes		

File Layout

- Meter Reading import/export is fixed length.
- Meter Reading file layouts are as follows:

COMHD:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			COMHD
FILLER	6	4			SC
CreationDate	10	8			YYYYMMDD
FILLER	18	40			
FILLER	58	1			2
FILLER	59	1			

RTEHD:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			RTEHD
FILLER	6	4			SC
Cycle - T007	10	4			
Cycle	14	4			
Book	18	6			
FILLER	24	8			00000000
CreationDate	32	8			YYYYMMDD
FILLER	40	80			

PRMDT:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			PRMDT
Service Address	6	26			
FILLER	32	26			
Customer Full Name	58	26			
Account#	84	20			
Account#	104	20			
Account Status	124	4			
FILLER	128	26			
FILLER	154	26			
FILLER	180	128			

MTRDT:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			MTRDT

Meter Call Number	6	6		
FILLER	12	6		
Cycle - T007	18	4		
Book	22	10		
FILLER	32	6		
Meter Number Out	38	20		
FILLER	58	20		
FILLER	78	2		00
Number Of Heads	80	1		
REMOTEINDICATOR	81	1		
FILLER	82	4		
FILLER	86	8		
FILLER	94	8		
FILLER	102	3		
FILLER	105	3		
FILLER	108	3		
FILLER	111	3		
FILLER	114	4		
FILLER	118	4		
Instr/Location Code 2	122	4		
Instr/Location Code 2	126	4		
Instr/Location Code 1	130	4		
Instr/Location Code 1	134	4		
Instr/Location Code 2	138	4		
Instr/Location Code 2	142	4		
FILLER	146	10		
FILLER	156	10		
CreationDate	166	8		YYYYMMDD
Meter Reader Notes	174	52		
FILLER	226	4		
FILLER	230	4		
FILLER	234	1		
FILLER	235	10		
Last Reading Date	245	8		YYYYMMDD
FILLER	253	6		

FILLER	259	6			
Meter Latitude	265	12			
Meter Longitude	277	12			
FILLER	289	12			
FILLER	301	12			
FILLER	313	12			
FILLER	325	12			

RDGDT:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			RDGDT
FILLER	6	2			
Read Type Out	8	2			
Remote Device ID	10	20			
FILLER	30	20			
FILLER	50	1			0
Remote Dials	51	1			
FILLER	52	2			
FILLER	54	2			00
FILLER	56	2			
FILLER	58	1			L
Service Out - T007	59	2			
FILLER	61	8	Left	0	99999999
LOWLIMIT1	69	10	Left	0	
LAST READING	79	10			
FILLER	89	10			
FILLER	99	10			
FILLER	109	2			
FILLER	111	2			
FILLER	113	1			
FILLER	114	1			
FILLER	115	1			
FILLER	116	1			
FILLER	117	1			
FILLER	118	1			
FILLER	119	1			
FILLER	120	1			
FILLER	121	3			

FILLER	124	2			
Remote Type	126	2			
FILLER	128	1			
FILLER	129	2			
FILLER	131	1			
FILLER	132	1			
FILLER	133	1			
FILLER	134	1			
FILLER	135	1			
FILLER	136	1			
FILLER	137	1			
FILLER	138	1			
FILLER	139	1			
FILLER	140	1			
FILLER	141	1			
FILLER	142	1			
FILLER	143	1			
FILLER	144	69			

RTETR:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			RTETR
FILLER	6	4			SC
Cycle - T007	10	4			
Book	14	10			
Record Count	24	6			
Record Count	30	6			

COMTR:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			COMTR
FILLER	6	4			SC
FILLER	10	6			

ERTDT:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	17			

ORDST:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	5			
Reading Date	6	8			CYMD
FILLER	14	33			
FILLER	47	4			
FILLER	51	4			
FILLER	55	4			
FILLER	59	128			

PRMNT:

CIS Field ID	Field Position	Field Length	Pad field?	Pad Character	Format
FILLER	1	1270			

Impact on Scheduler

- None.

Impact on Configuration

- The Meter Reading Import file process and layout will be configured using the Advanced Interface Manager control tables.

Questions/Issues

- None at this time.

Schedule "B"
Fee Structure and Payment Schedule

The total Services fees payable under this Software Implementation Services Agreement are \$1,543,500, inclusive of travel related expenses. Amount is not inclusive of those elements which are specifically excluded as described in the Software Implementation Services Agreement.

	Description	Quantity/ Hours	Cost
Services Fees	Project Management	1800	\$270,000
	Discovery	500	\$75,000
	Data Conversion	800	\$120,000
	Configuration (Including Infinity.Link)	2250	\$337,500
	Training	1000	\$150,000
	Interfaces	795	\$119,250
	Modifications	900	\$135,000
	Custom Reports	300	\$45,000
	Post Live Support (3 Months)	600	\$90,000
	Total Service Fees	8945	\$1,341,750
Estimated Travel Related Expenses	Invoiced as incurred	90 Trips	\$201,750
	Total		\$1,543,500

Implementation Service Fees Payment Milestones

CITY will be billed monthly by Advanced for milestones completed during the month. The service fees milestones are as follows:

Reference	Milestone – CITY will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount	Estimated Month of Completion
MP1	Project Management Month 1	\$ 15,300	Nov-13
MP2	Project Management Month 2	\$ 15,300	Dec-13
MP3	Project Management Month 3	\$ 15,300	Jan-14
MP4	Project Management Month 4	\$ 15,300	Feb-14
MP5	Project Management Month 5	\$ 15,300	Mar-14
MP6	Project Management Month 6	\$ 15,300	Apr-14
MP7	Project Management Month 7	\$ 15,300	May-14
MP8	Project Management Month 8	\$ 15,300	Jun-14
MP9	Project Management Month 9	\$ 15,300	Jul-14
MP10	Project Management Month 10	\$ 15,300	Aug-14
MP11	Project Management Month 11	\$ 15,300	Sep-14
MP12	Project Management Month 12	\$ 15,300	Oct-14
MP13	Project Management Month 13	\$ 15,300	Nov-14
MP14	Project Management Month 14	\$ 15,300	Dec-14
MP15	Project Management Month 15	\$ 15,300	Jan-15
MP16	Installation of CIS Infinity Sign off	\$ 29,750	Dec-13
MP17	Delivery of Functional Discovery Workshops	\$ 42,500	Mar-14
MP18	Functional Discovery Document Signoff	\$ 21,250	Apr-14
MP19	Delivery of Data Conversion Workshop	\$ 12,750	Apr-14
MP20	Data Conversion Plan Sign off	\$ 17,000	Jun-14
MP21	Interface & Modification Workshop	\$ 34,000	May-14
MP22	Functional & Technical Specification Signoff - Modifications & Development Interfaces	\$ 42,500	Jul-14
	Delivery of Configuration Document - Configuration Interfaces	\$ 42,500	Aug-14
MP25	Delivery of Reports Matrix	\$ 8,500	Apr-14
MP26	Initial Conversion Rollout	\$ 51,000	Jun-14
MP27	Initial Configuration Rollout	\$ 21,250	Jun-14
MP28	Completion of Core Team Training	\$ 25,500	Mar-14
MP29	Data Refresh # 2 Load (Functional Testing)	\$ 21,250	Jul-14
MP30	Functional Testing Sign off	\$ 51,000	Aug-14
MP31	Custom Reports Completion & Signoff	\$ 29,750	Jul-14

Reference	Milestone – CITY will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount	Estimated Month of Completion
MP32	Data Refresh # 3 Load (ITC #1)	\$ 8,500	Aug-14
MP33	Integration Testing Cycle 1 Sign off	\$ 46,750	Sep-14
	Deliver of Configuration Interfaces	\$ 29,113	Oct-14
MP34	Delivery of Modifications	\$ 34,000	Dec-14
MP35	Delivery of Development Type Interfaces	\$ 34,000	Dec-14
MP36	Data Refresh # 4 Load (ITC #2)	\$ 12,750	Nov-14
MP37	Integration Testing Cycle 2 Signoff	\$ 44,625	Dec-14
MP38	Data Refresh # 5 Load (UAT)	\$ 8,500	Jan-15
MP39	User Acceptance Testing Sign off	\$ 42,500	Feb-15
MP40	Completion of Week 2 End User Training	\$ 20,400	Jun-14
MP41	Completion of Week 4 End User Training	\$ 20,400	Aug-14
MP42	Completion of Week 6 End User Training	\$ 20,400	Oct-14
MP43	Completion of Week 8 End User Training	\$ 20,400	Nov-14
MP44	Completion of Week 10 End User Training	\$ 20,400	Dec-14
MP45	Go Live	\$ 21,250	Feb-15
MP46	Completion of Month 1 Post Live Support	\$ 25,500	Mar-15
MP47	Completion of Month 2 Post Live Support	\$ 25,500	Apr-15
MP48	Completion of Month 3 Post Live Support	\$ 25,500	May-15
MP49	Retainage - Payable upon System Acceptance (defined below)	\$ 201,263	
	Totals	\$ 1,341,750	

Schedule "C"
Sample Form Change Order

Change Order

(a) Contact & General Information

Client	_____	Date	_____
Client	_____		
Contact	_____	Software	_____
		Application	_____
Client Email	_____		

(b)

(c) Description of Work

Attachments: ☐

(d) Client Approval

000		\$0.00
Chargeable Hours	Rate	Amount
000	000	
Non-Chargeable Hours	Total Hours	

Client Signature

Date

Your signature serves as an acceptance of the "Amount" listed above as it relates to the description of work contained in this Change Order. Your signature also indicates you have reviewed and agree to the scope of work as detailed in any accompanying enclosures or attachments. This signed document indicates that you have provided all of the accurate information necessary to produce the work as stated in the above Change Order.

(e) Internal Use Only

Customer #	Application #	Originated by #	PO#	0000000
------------	---------------	-----------------	-----	---------