SPECIAL ORDINANCE NO. S-_____

AN ORDINANCE approving SOFTWARE CONTRACT for the installation and implementation of CIS Infinity v4 and related information technology services between ADVANCED UTILITY SYSEMS CORPORATION and the City of Fort Wayne, Indiana in connection with the Board of Public Works.

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

SECTION1. That the SOFTWARE CONTRACT for the installation and implementation of CIS Infinity v4 and related information technology services, which is comprised of five (5) separate Statements of Work, between ADVANCED UTILITY SYSTEMS CORPORATION and the City of Fort Wayne, Indiana in connection with the Board of Public Works, is hereby ratified, affirmed, and approved in all respects, respectfully for:

Labor, insurance, material, equipment, tools, power, transportation, miscellaneous equipment, etc., for the installation of CIS Infinity v4 and project plan implementation, together with related informational technology services including functional discovery workshops, data integrity checks, data conversion services, end user training, onsite support, remote support, and online support, and other related services necessary to complete the installation and successful implementation of CIS Infinity v4

involving a total cost not-to-exceed FOUR HUNDRED SEVENTY THOUSAND and 00/100 Dollars ($470,000.00). 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

ADVANCED
UTILITY SYSTEMS

Statement of Work

Client	City of Fort Wayne	Client Contact	Joseph Welch
Project Manager	Jeff Bissonnette	Prepared By	Vince Pecorella
Reference Number	TS-27844	Case Number	
Quote Effective Date	October 2, 2018	Client P.O.	
Description	Statement of Work: V4 Installation, Project Plan Implementation		

Estimate

The costs related to successfully completing the SOW are estimated to be $95,000. The time required to successfully complete the SOW is estimated at 400 hours, charged at a rate of $200.00 USD per hour.

Contract Signing	$15,000
Installation of CIS Infinity V4 on Fort Wayne servers	$40,000
Project Plan Implementation	$40,000
Total	$95,000

No modifications are included in the estimated Services.

Project Planning and Initiation

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

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

Any significant changes to the project timeline during the project are to be communicated to and reviewed by the Project Sponsors of Fort Wayne and at Advanced. Significant changes affecting the overall scope of the project may necessitate the use of a Scope of Work Amendment process.
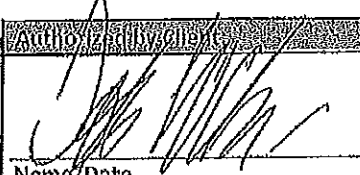
ADVANCED DELIVERABLES:

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

2. Review all interfaces per the SOW APPENDIX B

3. Develop Joint Project Team Contact list

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

5. Review and finalize project schedule with Fort Wayne PM

6. Deliver Core Team Training Agendas

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

8. Deliver Draft End User Training schedule

9. Deliver generic testing checklist

10. Remotely install CIS Infinity Version 4 software on Fort Wayne's designated server as documented by Fort Wayne in the CIS Infinity Version 4 Upgrade Checklist

11. Install Version 4 HELP and WIKI

12. Train Fort Wayne on how to apply new Version 4 builds

Fort Wayne DELIVERABLES:

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

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

3. Review and approve Project Schedule

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

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

6. Develop Test Plan

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

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

9. Participate in Version 4 build application training. Application of new builds throughout the project is the responsibility of Fort Wayne

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this quote.

Authorized by client	Authorized by Advanced Utility Systems
(signature) 11/8/18	Y. H. Jiwajee
Name/Date	Name/Date Yusuf Jiwajee, Oct. 2, 2018

Appendix B - Fort Wayne Interfaces

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

Interfaces	Notes (Software; import/export; type etc.) Please fill out the ones that apply to you and identify the vendor/product name			
	Vendor	Import to CIS?	Export from CIS?	Batch/Real Time?
Meter Reading	Currently: MVRS, Sensus, New Haven Future: Beacon (Cellular Meters) & possibly a new vendor as there is an open RFP for AMI	Both	Both	Real Time
EBP (Third Party Electronic Bill Print & Notices)	Wells Fargo Notices: We pull IVR file	Bill Print: Yes Notices: No	Bill Print: Yes Notices: Yes to IVR	
ACH	Wells Fargo		Yes - PAP Bank File from Batch	
Lockbox	Wells Fargo	Yes		
Other Payment Files (List)	IPay Metavante Fiserv	Yes Yes Yes		
Electronic Payment Processor (Credit/Debit/eCheck)	Paymentus Payment from Web	Yes	No	Real Time

		Yes	No	Interface Table Sync for Batching Using API
	Credit Card Reoccurring Authorization			
IVR	Paymentus	Yes	Yes	Same as above
General Ledger	MUNIS		Yes	No
Accounts Payable	MUNIS		Yes	No

Interfaces	Notes (Software; import/export; type etc.) Please fill out the ones that apply to you and identify the vendor/product name			
	Vendor	Import to CIS?	Export from CIS?	Batch/Real Time?
Work Orders	Service Orders: Infinity.Mobile Work Orders: Hansen	Hansen: Export/Import Process on Scheduler	Hansen: Export/Import Process on Scheduler	Mobile is Real Time
Collection Agency	Snow & Sauerteig LLP – Unable to interface with their system. We extract data from CIS and drop a file on a drive and S&S picks it up from there S&S Collection Agency Note: this import was built to be generic so we can actually use it at other times for large volume adjustment type transaction	Yes	Yes	No
GIS	Stormwater Activation Stormwater Update	Yes Yes No	Nightly from scheduler/reports	Nightly from scheduler/reports

	Scheduler/Reports Service Address: APO data update is working		--Also manual exports weekly and monthly	--Also manual exports weekly and monthly

Interfaces	Notes (Software; Import/export; type etc.) Please fill out the ones that apply to you and identify the vendor/product name			
	Vendor	Import to CIS?	Export from CIS?	Batch/Real Time?
Address Verification	Custom	Y	Y	Batch
Permitting	Accela Interface (on Scheduler)	Yes (Creates a new account, new customer, service order, etc.)	N/A	RT
Backflow	AquaBackflow — Use TrackMyBackflow for all Backflow Information — No need for Information in CIS	N/A	Yes — Quarterly (Account data but not backflow data)	N/A
Central Cashiering	No (we use Cashier Register Processing In CIS)	N/A	N/A	N/A
ACD	Yes — ConvergeOne ACD Connect (Phone System)			User needs to open the Control Form when signing Into CIS. When call comes In, If the number matches a number on the account, It will automatically pull the account up
Credit Reporting	Online Utility Exchange	N/A	N/A	Real Time

Interfaces	Notes (Software; import/export; type etc.) Please fill out the ones that apply to you and identify the vendor/product name			
	Vendor	Import to CIS?	Export from CIS?	Batch/Real Time?
Other? Unique functionality/modifications				
	Stormwater Activation & Update		CIF File (Nightly)	
	Paymentus CIF File: FWCU			
Linko Concentration Import	Paymentus CIF File: ACRWSD	Yes		Batch
Bulk Hauler Charges Import	Linko	Yes	No	Batch
Link Fine Import	Linko	Yes	No	Batch
Link Fee Import	Linko	Yes	No	Batch
Water Stats	Linko	No	No	
Sewer Stats	CIS	No	Yes	
Stormwater Stats	CIS	No	Yes	
Yard Waste Import	CIS	Yes	Yes	Batch
	I create an Import template for Yard		No	

Approval of Professional Services Agreement between the City of Fort Wayne and Advanced Utility Systems for Statement of Work: V4 Installation, Project Plan Implementation. Compensation for services performed shall not exceed $95,000.00.

City of Fort Wayne
Board of Public Works

Date: _12-4-18_

[signature]

Shan Gunawardena, Chair

[signature]

Kumar Menon, Member

[signature]

Mike Avila, Member

Attest: _[signature]_

Michelle Pulk, Clerk

Date: _12-4-18_

Client	City of Fort Wayne	Client Contact	Joseph Welch
Project Manager	Jeff Bissonnette	Prepared By	Vince Pecorella
Reference Number	TS-27844	Case Number	
Quote Effective Date	October 26, 2018	Client PO	
Description	Statement of Work: Functional Discovery Workshop, Data Integrity Check, & Data Conversion of CIS Infinity		

Estimate

The costs related to successfully completing the SOW are estimated to be $94,000. The time required to successfully complete the SOW is estimated at 470 hours, charged at a rate of $200.00 USD per hour.

Contract Signing	$15,000
Project Management	$12,000
Data Integrity Check	$20,000
Completion of Functional Discovery Workshop	$22,000
Data Conversion	$25,000
Total	$94,000

No modifications are included in the estimated Services.

Data Integrity Check, Clean Up & Data Conversion

Version 3 Data Integrity Check and Clean up

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

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

ADVANCED DELIVERABLES:

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

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

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

Fort Wayne DELIVERABLES:

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

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 and Fort Wayne will identify the necessary Fort Wayne staff needed to attend these workshops two to four weeks in advance.

Advanced will deliver a Functional Discovery Document that will address the items from the functional requirements and 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. **Meters and Meter Inventory**
   Review of meter types, meter inventory process and controls, manufacturers, units and other pertinent meter information.

3. **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.

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

5. **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.

6. **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.

7. **Service Orders**
   Review of requirements for full service order processing and follow up actions control.

ADVANCED DELIVERABLES:

1. Deliver Functional Discovery Agenda

2. Lead on-site Workshop

3. Deliver Discovery Document

Fort Wayne DELIVERABLES:

1. Identify Core Team members and SMEs to attend
2. Attendance at Functional Workshop

Note: The Discovery is proposed as an on-site activity spanning 4 business days. Travel expenses for the AUS PM and Technical Resource will be handled via a separate SOW.

Version 4 Data Conversion, Data Validation and Testing

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

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

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

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

Advanced is responsible for converting/configuring

- All billing formulas required by Fort Wayne in Version 4
- Current bill prints, notices and receipts
- Generic Information Bars
- Interfaces (Delivered at Integration Testing)

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

Fort Wayne is responsible for converting/configuring:

- User security
- Custom reports
- Report Criteria
- Hyperlinks

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

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

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

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

ADVANCED DELIVERABLES:

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

Fort Wayne DELIVERABLES:

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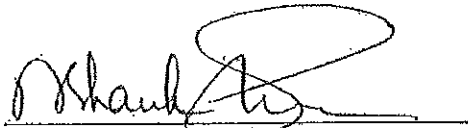5. Run CIS Infinity V4 Data Validation Tool to compare and validate V3 data.

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this quote.

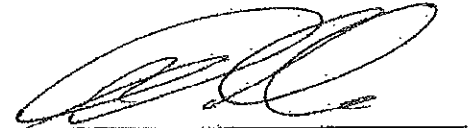| Authorized by Client:	Authorized by Advanced Utility Systems:
Name/Date	Name/Date Yusuf Jiwajee, Oct. 26, 2018

Approval of Professional Services Agreement between the City of Fort Wayne and Advanced Utility Systems for Functional Discovery Workshop, Data Integrity Check, & Data Conversion of CIS Infinity. Compensation for services performed shall be a not-to-exceed amount of $94,000.00.
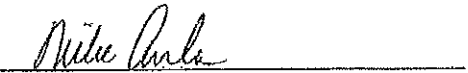
City of Fort Wayne
Board of Public Works

Date: _12-18-18_

Shan Gunawardena, Chair

Kumar Menon, Member

Mike Avila, Member

Attest: Michelle Fulk, Clerk

Date: _12-18-18_

ΛDVΛNCED
UTILITY SYSTEMS

Statement of Work

Client	City of Fort Wayne	Client Contact	Joseph Welch
Project Manager	Jeff Bissonnette	Prepared By	Vince Pecorella
Reference Number	TS-27844	Case Number	
Quote Effective Date	November 9, 2018	Client PO	
Description	Statement of Work: Core Team Training and Business Process Review of CIS Infinity		

Estimate

The costs related to successfully completing the SOW are estimated to be $95,000.The time required to successfully complete the SOW is estimated at 475 hours, charged at a rate of $200.00 USD per hour.

Contract Signing	$15,000
Core Team Training x 2 weeks onsite + 1 week remote	$60,000
Business Process Review x 1 week onsite	$20,000
Total	$95,000

No modifications are included in the estimated Services.

Training & Business Process Review

Core Team Training

Core Team Training will be conducted remotely via WebEx for 1 week and onsite for 2 weeks for the core team following the initial V4 conversion rollout. Users will be trained to ensure that they can access the system and navigate through CIS Infinity Version 4 for testing purposes. To ensure an efficient and effective parallel process, Advanced recommends setting up a separate area for testing and training. The core team training is designed to train users on the new user Interface (UI) and changes in key functional areas including AccountView, System Administration, Security, Cash, Billing, Collections, Service Orders, Reports, and Inventory. Core Team training assumes users are familiar with Version 3 and Fort Wayne's business processes and does not include introductory or basic training to users unfamiliar with Version 3 functionality and processes.

ADVANCED DELIVERABLES:

1. Deliver remote and onsite Core Team training sessions

Fort Wayne DELIVERABLES:

1. Participate in remote and onsite Core Team training session

End User Training

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

ADVANCED DELIVERABLES:

1. Deliver remote and onsite End User training sessions

Fort Wayne DELIVERABLES:

1. Participate in remote and onsite End User training sessions

Business Process Review

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

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

ADVANCED DELIVERABLES:

1. Deliver onsite BPR
2. Document process improvement recommendations

Fort Wayne DELIVERABLES:

1. Participate in BPR sessions

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this quote.

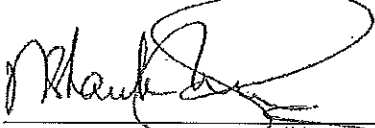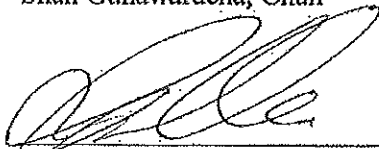| Authorized by Client	Authorized by Advanced Utility Systems
Name/Date	Y. H. Jiwajee Name/Date Yusuf Jiwajee, January 14, 2019

Approval of Professional Services Agreement between the City of Fort Wayne and Advanced Utility Systems to provide CIS Infinity V4 End User training to Fort Wayne staff to secure a working knowledge of CIS Infinity V4. Compensation for services performed shall be a not-to-exceed amount of $95,000.00.

City of Fort Wayne
Board of Public Works

Date: _____1·15·19_____

_____
Shan Gunawardena, Chair

_____
Kumar Menon, Member

_____
Mike Avila, Member

Attest: _____
Michelle Fulk, Clerk

Date: _____1·15·19_____

Client	City of Fort Wayne	Client Contact	Joseph Welch
Project Manager	Jeff Bissonnette	Prepared By	Vince Pecorella
Reference Number	TS-27844-4	Case Number	
Quote Effective Date	December 14, 2018	Client PO	
Description	Statement of Work: Testing and Data Refreshes		

Estimate

The costs related to successfully completing the SOW are estimated to be $96,000. The time required to successfully complete the SOW is estimated at 480 hours, charged at a rate of $200.00 USD per hour.

Contract Signing	$15,000
Data Refresh – Functional Testing	$27,000
Data Refresh – Integrated Testing Cycle (ITC)	$27,000
Data Refresh – User Acceptance Testing (UAT)	$27,000
Total	$96,000

No modifications are included in the estimated Services.

Testing

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

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

Team Support will be managed and maintained by the Advanced PM and will be reviewed with both Advanced and Fort Wayne staff to ensure the issues are being actively worked and tested.

The Advanced PM will be proactive in the resolution of items logged in Team Support so that they will be resolved within a timely manner.

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

1. Functional Testing

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

ADVANCED DELIVERABLES:

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

Fort Wayne DELIVERABLES:

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

2. Integrated Testing Cycle (ITC)

ITC is intended to exercise full scale testing of the system incorporating the testing of interfaces, including Infinity.Link and Infinity.Mobile.

ADVANCED DELIVERABLES:

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

Fort Wayne DELIVERABLES:

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

3. User Acceptance Testing (UAT)

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

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

ADVANCED DELIVERABLES:

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

Fort Wayne DELIVERABLES:

1. Refresh Version 3 Test Environment from Version 3 Production Environment
2. Review and verify Data Validation Report
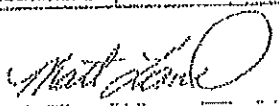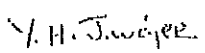3. Execute parallel testing and document results

4. Log and re-test issues
5. Create cut-over issues list

This SOW must be executed and completed cumulatively and successfully with each of the previous (1-3) and remaining SOWs making up all 5 phases of the project in order to reach a full upgrade. Activities for this SOW will begin upon execution of the phase 5 of 5 SOW.

Authorization
Signature indicates the parties have read, understood and agreed to all the contents of this quote.

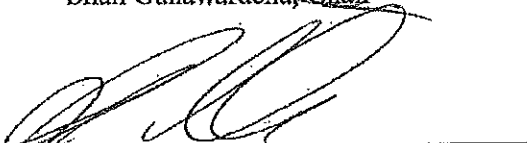| Authorized by Client:	Authorized by Advanced Utility Systems:
[signature]	Y. H. Jiwajee
Name/Date	Name/Date Yusuf Jiwajee, Dec 14, 2018

Approval of Services Agreement between the City of Fort Wayne and Harris Technology for advanced to support all software testing through a combination of onsite support, remote support and WebEx online support. Compensation for services performed shall be a not-to-exceed amount of $96,000.00.

City of Fort Wayne
Board of Public Works

Date: 1.29-19

Shan Gunawardena, Chair

Kumar Menon, Member

Mike Avila, Member

Attest:
Michelle Fulk, Clerk

ADVANCED
U T I L I T Y   S Y S T E M S

Statement of Work

Client	City of Fort Wayne	Client Contact	Joseph Welch
Project Manager	Jeff Bissonnette	Prepared By	Vince Pecorella
Reference Number	TS-27844-5	Case Number	
Quote Effective Date	December 17, 2018	Client PO	
Description	Statement of Work: Transition to Go Live		

Estimate

The costs related to successfully completing the SOW are estimated to be $90,000. The time required to successfully complete the SOW is estimated at 450 hours, charged at a rate of $200.00 USD per hour.

Contract Signing	$15,000
Project Management – Month 5	$12,000
Project Management – Month 6	$12,000
Project Management – Month 7	$12,000
Project Management – Month 8	$12,000
Cut Over To CIS Infinity V4 Go Live	$27,000
Total	$90,000

No modifications are included in the estimated Services.

Go/No Go Criteria

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

Cut Over Plan

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

o   Emergency contact Information

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

Go Live Data Refresh and Conversion

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

Cut over to Live

At least one complete day is required to transition and typically will occur over a weekend. During this day, inquiry only functionality will be available in Version 3. Once Version 4 is ready for production use, it will be released to the client. During the transition, the Payment functionality on Infinity.Link will be disabled until the production V4 instance is released. Once V4 is in production, Advanced will re-enable the Payment functionality for Infinity.Link.

Fort Wayne will be required to review and approve all balancing reports and formally authorize transition to the Version 4 system.

CIS Infinity Live

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

ADVANCED DELIVERABLES:

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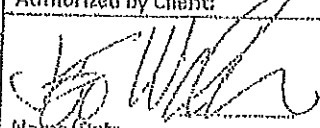5. Deliver balancing reports

Fort Wayne DELIVERABLES:

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

This SOW must be executed and completed cumulatively and successfully with each of the previous (1-4) and remaining SOWs making up all 5 phases of the project in order to reach a full upgrade.

Authorization

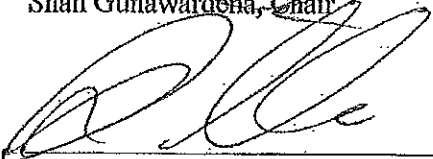Signature indicates the parties have read, understood and agreed to all the contents of this quote.

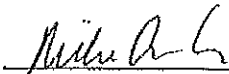| Authorized by Client:	Authorized by Advanced Utility Systems:
	Y H . Jiwajee
Name/Date	Name/Date Yusuf Jiwajee, Dec 17, 2018

Approval of Services Agreement between the City of Fort Wayne and Advanced Utility Systems for the construction of Go/No-Go criteria. These criteria shall be used to determine whether or not to proceed with Transition to Go Live. Compensation for services performed shall be a not-to-exceed amount of $90,000.00.

City of Fort Wayne
Board of Public Works

Date: __1-29-19__

_____
Shan Gunawardena, Chair

_____
Kumar Menon, Member

_____
Mike Avila, Member

Attest: _____
Michelle Fulk, Clerk