

Client	Saint Paul Regional Water Services (SPRWS)	Client Contact	Steve Gleason
Project Manager		Prepared By	Vince Pecorella
Reference Number		Case Number	
Quote Effective Date	N/A	Client PO	
Description	Statement of Work: Implementation of Infinity.Link Version 4 Schedule A to the Master Professional Services Agreement dated September 27, 2018		

Estimate

The costs related to successfully completing the SOW are estimated to be \$103,800. The time required to successfully complete the SOW is estimated at 440 hours, charged at a rate of \$190.00 USD per hour. In addition, two (2) full week Onsite Training sessions are included, charged @ 40 hours per week at a rate of \$190.00 USD per hour.

The City shall reimburse Contractor for (1) its direct travel expenses including, but not limited to hotel, airfare, car rental, tolls, parking and airline and travel agent fees; (2) a per diem rate for meals per GSA rates for Minneapolis/St Paul (no receipts will be provided); and (3) a mileage charge based on the current Internal Revenue Service recommended rate per mile. All travel must be pre-authorized by the City Project Manager and will be reimbursed at the cost of economy fare. Contractor travel time is not billable. Contractor will optimize travel dates and times and use best efforts to minimize travel expenses.

Client will be advised if the hours are to exceed the estimate above. Additional work will be charged at the above noted hourly rate and in minimum increments of one (1) hour.

Implementation Services	\$45,600
Elavon Solution – Dev.	\$38,000
2x1 week Onsite Training	\$15,200
Travel Expenses (2 weeks)	\$ 5,000
Total Not to Exceed Fees	\$103,800

No modifications are included in the estimated Services.

Annual Support and Maintenance Charges

The annual Support and Maintenance Fee for the Elavon Payment Processing Interface is amended from the current amount of \$7,888.83 to \$9,888.83, due upon go live and subject to an annual escalator. The new fee will be prorated if required and thereafter included in the regular renewal period for SPRWS.

Payment Terms

- Services will be billed per Payment Milestones below.

Services Payment Milestones

	Payment Milestone	Payment Amount	Deliverable
1	Upon Signing	\$25,950	
2	Installation of the Software	\$25,950	Advanced to notify Client of the completion of the generic Installation of Infinity.Link on Client's Test server. Client to sign-off on the generic installation of Infinity. Link.
3	Completion of Training	\$25,950	Completion of end user and administration training by AUS.
4	Go Live	\$25,950 \$9,888.83 (Support and Maintenance)	Infinity.Link in Production and Live.

Scope:

- This Statement of Work is for installation and configuration of an Infinity.Link V4 production site at SPRWS.
- SPRWS is licensed and currently operates Infinity Link V3. Advanced will provide services for the conversion of existing customers on the existing Infinity Link V3 online bill presentment and payment solution to Infinity Link V4 solution. All costs associated with this data conversion activity are included within the SOW.
- On behalf of SPRWS, Advanced supports and maintains an existing Infinity Link V3 electronic payment processing interface solution to a third party payment vendor, Elavon. Advanced will develop, implement, support and maintain a new Infinity Link V4 payment processing interface with Elavon as part of this SOW.
- SPRWS has an existing and separate eBill print that is currently used in operating Infinity.Link V3. SPRWS and Advanced anticipate SPRWS will continue using this existing eBill print with Infinity Link V4. If modifications to this file for use within Infinity.Link V4

are required, Advanced and SPRWS will review what is needed and determine if additional Advanced development hours may be required. The ability for SPRWS to issue an eBill using Infinity Link V4 is a deliverable of this SOW.

- Modifications to the Infinity.Link skins will be outside of the scope of this SOW.
- All aspects of Infinity.Link V4 software are to be thoroughly tested by SPRWS, including Payment Processing and interface to CIS Infinity prior to Go Live.
- SPRWS has a test web server as required for testing the Infinity.Link setup, installation, and future builds. This server is not exposed to the public. If SPRWS wishes to have the test system installed on their live web server, they will assume all responsibility for security breaches during the testing phase of Infinity.Link implementations and future builds.
- SPRWS acknowledges that their current technology can support the Infinity.Link implementation based on the recommended requirements provided by Advanced.
- This SOW includes two x 1 week [Total of 80 hours] Onsite Training sessions, which is recommended given the level or enhancements in Link V4 and the uniqueness of SPRWS integration with the payment processing solution, Elavon. The training is charged @ 40 hours per week at a rate of \$190.00 USD per hour. SPRWS can determine less training hours are required and will be billed for only actual training hours provided. This means the billing of payment milestone #3 will be amended as needed to reflect actual onsite training hours provided to SPRWS along with any appropriate adjustment to expenses.
- Costs include any expenses incurred by Advanced to complete the SOW (i.e. travel, accommodations etc. if required to complete the SOW)
- Advanced is not responsible for the data connection, or the throughput of the data transport mechanism, between the web server and the database servers on which the Infinity.Link and CIS Infinity databases reside.

Escalation Process

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

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

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

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)
2. Engagement Manager (Director of Client Services)
3. Engagement Sponsor (Vice President Professional Services)

Standard of care/warranty disclaimer

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

Description

Client utilizes CIS Infinity as their utility billing application software and Client Information System (CIS).

Infinity.Link is a customer self-serve module that integrates to CIS Infinity data to provide your customers with access to self-service information and billing and service requests related to the software.

Scope

The primary purpose of this SOW is to upgrade and migrate SPRWS from Infinity. Link V3 to Infinity.Link V4. The SOW outlines the requirements to setup and configure Infinity.Link V4 along with the necessary training and testing support.

The following Services will be performed by Advanced:

- Installation of Infinity.Link V4
- Configuration of Infinity.Link V4
- Configuration of CIS Infinity to integrate with Infinity.Link V4
- Data conversion and migration from Infinity.Link V3 to Infinity.Link V4
- Develop, install, configure interface between Infinity Link V4 and third party payment processing software, Elavon.
- Administrator and User training (on-site)
- Testing support
- Activation of Infinity.Link V4 Production System
- Creation of Infinity.Link V4 Test system

Expected results

- At the successful conclusion of the SOW, SPRWS will be able to offer existing Infinity Link V3 customers access to an on-line bill payment system providing all the enhanced functionality and efficiencies of Infinity Link V4.

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

- Prior to installation, the Infinity.Link Implementation Checklist has to be returned completed by Client and subsequently reviewed and accepted by Advanced

- ## Authorization

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