ADVANCED
UTILITY SYSTEMS

City of Lawrence
Scope of Work

For the Implementation of CIS Infinity

April 6, 2018

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Introduction

The project is defined as the provision of a complete Customer Information and Utility Billing Solution ("CIS Solution") inclusive of software and implementation services. The CIS Solution to be implemented by Harris' Advanced Utility Systems ("Advanced" and/or "AUS"), for City of Lawrence's ("Lawrence") customer information system (CIS) replacement is CIS Infinity, Advance's comprehensive customer information and utility billing software along with Infinity. Link, Infinity.BI and Infinity. Mobile.

This document sets forth the general Scope of Work (SOW) for the project, as well as defines the principal activities and responsibilities of both Advanced and Lawrence for the installation and implementation of a new CIS Solution. This document contains the following Appendix:

- Appendix A – Draft Project Schedule
- Appendix B – Table of Responsibilities

The project as outlined in this SOW encompasses all aspects of the CIS Solution implementation services, including but not limited to project management, discovery, data conversion, software control file configuration, interface, modification, and report development and configuration, testing support, and training.

Background

The CIS Solution will replace the current legacy Harris Innoprise CIS in use by Lawrence. The CIS Solution will be installed and configured to meet the customer information and billing needs identified by Lawrence. The CIS Solution data will be stored in a Microsoft SQL Server database.

The CIS Solution shall provide Lawrence with CIS capabilities for the various utilities services provided by Lawrence which include water, sewer, solid waste and storm water.

Objectives

Lawrence will replace its existing system with the CIS 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 (including Mobile Field Service)
- Usage Management

Lawrence's objectives are to:

- **To provide exceptional levels of customer service.** The need for Lawrence to satisfy customers and provide exceptional levels of customer service is a primary objective and critical need of Lawrence.
- **To provide for long-term stability of the customer information.** The CIS Solution will be stable and reliable with a product roadmap that shows future support and enhancements. The CIS Solution will be easily configurable and upgradeable, meeting Lawrence's business needs for the foreseeable future.
- **To provide for integration across business systems.** The CIS Solution will interface with other applications through standard integration techniques.
- **To provide for accommodating growth through technology.** The CIS Solution will be based on current technology.
- **To provide innovation and excellence.** The CIS Solution 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) - Lawrence

Name: Bryan Kidney
Title: Finance Director
Organization: City of Lawrence
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Phone: 785-832-3214
Email: bkidney@lawrenceks.org

Other Contact(s) - Lawrence

Name: Kristy Webb
Title: Utility Billing Manager
Organization: City of Lawrence
Phone: 785-832-3221
Email: kwebb@lawrenceks.org

Primary Point of Contact (POC) – Advanced

Name: Kathryn Willis
Title: Project Manager
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Other Contact(s) - Advanced

Name: Sue Martin
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Name: Lori Hogg
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Project Scope

Advanced will lead the implementation of the CIS Solution. As such, Advanced will provide the following implementation services.

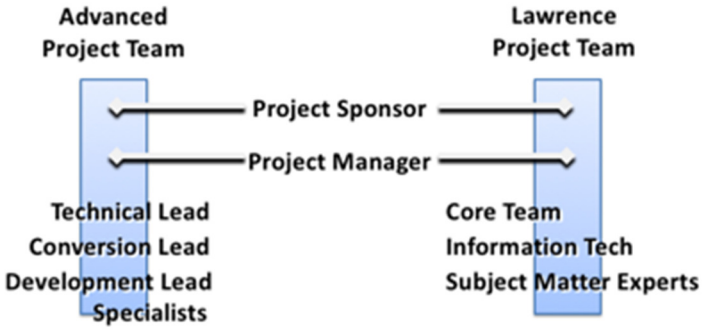
- Project Initiation and Management
- Installation of CIS Infinity
- Installation of Infinity. Mobile and Infinity. Link and Infinity.BI
- Discovery Analysis
- Configuration and Data Conversion
- Core Team Training
- Custom Reports Development and Delivery
- Interface and Modification Requirement Definition, Development and Delivery (exclusive of the non-CIS Infinity side of the interface)
- Functional, Integration and User Acceptance Testing support
- Business Process Review
- End User Training
- Transition to Live
- Post Go Live Support

Definitions

Name	Definition
Baseline Accounts	A cross selection of account types and services that are used for testing purposes the CIS Solution
BPR	Business Process Review
BRD	Business Requirements Document created by Advanced that defines the requirements for software modification(s) and non-configurable interfaces required by Lawrence.
CIS	Customer information and billing system.
CIS Infinity	The Advanced customer information and billing system.
CIS Solution	All Advanced licensed software (CIS Infinity, Infinity. Link, Infinity. Mobile, and Infinity.BI) and related implementation services.
Client Owned Control Forms	Configuration areas of the system that are the responsibility of the Lawrence (including but not limited to service orders, actions, letters, security, admin).
Configuration	Changes to the software that do not require source code or structural data model changes.
Conversion	Converting legacy system data into the CIS Solution
Core Team Training	Instructor led training delivered by Advanced to the identified Project Team members of Lawrence on the generic CIS Solution
End User Training	Instructor led training of the CIS Solution delivered by Advanced in coordination with the Lawrence Core Team to Lawrence employee base utilizing specific areas of the system.
Modification	A change to the code base or a structural data model change.
Harris Innoprise	Lawrence's current customer information and billing system to be replaced by CIS Infinity.

Roles and Responsibilities

Advanced and Lawrence will each assign individuals to participate in the implementation.



The roles and responsibilities are summarized below and further detailed by task and subtask in Appendix B – Table of Responsibilities.

Advanced Responsibilities:

1. Advanced will maintain project communications with Lawrence's Project Manager.

2. Advanced will manage the efforts of the Advanced staff and coordinate Advanced activities with the Lawrence's Project Manager.

3. Advanced will conduct regular (e.g. weekly or as required) telephone status report conversations with the Lawrence's Project Manager.

4. Advanced will participate in weekly reviews with Lawrence's project team. Participation can be waived by mutual agreement.

5. Advanced will provide timely responses to critical issues raised by Lawrence's Project Manager.

6. Advanced will prepare and submit a status report that includes: the accomplishments of the previous month, activities planned for the current month and an update to the Project Schedule in MS Project format, as well as an update to the action item list.

7. Advanced will prepare and submit project change proposals to Lawrence's Project Manager as necessary.

8. Advanced will resolve deviations from the Project Schedule.

9. Advanced will monitor the project to ensure that support resources are available as scheduled.

10. Advanced will coordinate and oversee the installation of all Advanced licensed software.

11. Advanced will install all Advanced licensed software in one(1) production and one (1)test environment on Lawrence supplied hardware and will support both throughout the implementation. Once Lawrence is live, the production environment will be supported by Advanced. Advanced will provide technical documentation to Lawrence on the procedures to create additional environments at Lawrence's discretion.

12. Advanced will coordinate and oversee the development efforts of all modifications and interfaces (exclusive of the non-CIS Infinity side of the interface).

Lawrence Responsibilities:

1. Lawrence will provide, install and configure the hardware, operating system and database platform required for the CIS Solution.

2. Lawrence will provide information required to configure and convert data into the CIS Solution.

3. Lawrence will establish a Project Team that is representative of the operational areas that will be affected by this project.

4. Lawrence will designate a Project Manager who will manage the efforts of Lawrence Project Team and/or staff and coordinate activities with the Advance's Project Manager.

5. Lawrence's Project Manager will maintain project communications with Advance's Project Manager.

6. Lawrence's Project Manager must ensure that Lawrence's personnel have the time, resources, and expertise to carry out their respective tasks and responsibilities.

7. Lawrence's Project Manager or designee will participate in the scheduled (e.g. weekly or as required) status meetings with the Advance's Project Manager.

8. Lawrence will review current business practices, consider and/or adopt new business practices as needed.

9. Lawrence will provide timely responses to critical issues raised by the Advance's Project Manager.
10. Lawrence will provide desk space for Advance's team members while onsite at Lawrence.

11. Lawrence will provide access to; printers within the facility, all network drives required for the shared project resources as needed, project servers, all instances of the CIS software and full external internet access, (wireless preferred) for each Advanced team member including unimpeded access to Advance's VPN.

12. Lawrence 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.

13. Lawrence 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.

14. Lawrence will ensure mutually agreed upon Change Orders are approved and process in accordance with the Change Order Procedure.

15. Lawrence Staff will attend scheduled training sessions.

16. Lawrence will perform testing as required and instructed by Advanced, including data conversion testing, functional testing, interface integration testing, and user acceptance testing and will provide the documented test results to Advanced. Customization of generic test scripts provided by Advanced is the responsibility of Lawrence.

17. Lawrence will perform manual cut over tasks identified in the data conversion and the cutover plan.

18. Lawrence will be responsible with instruction from Advanced, to create, configure and test all Client Owned Control Forms (including but not limited to service orders, actions, letters, security, admin).

19. Lawrence will be responsible for creating their customized Link skin using a web designer of their choosing. Advanced will advise Lawrence on customization of Link skins.

Constraints and Assumptions

1. All prices are quoted in US dollars.

2. The Fixed Cost will be firm for the services identified herein through the project's duration of 14 months and 3 months of post-implementation support. Advanced and Lawrence will provide the resources required to meet project timelines. Travel costs for this SOW (estimated at 45 trips) are included in the hourly rate.

3. Lawrence recognizes that this is a project and not normal daily operations. All team members may not be accustomed to the demands of a project and will have to readily adjust to the needs of meeting deadlines and multi-tasking for this project to be successful.

4. Advanced recognizes Lawrence will be operating normal daily operations during the project and is aware of and accounted in their schedule of work for the seasonal student rush periods that typically occur in July and August of each year.

5. Staffing issues will be resolved between Lawrence and the Advanced Project Managers. Both parties will make every reasonable effort to maintain stable project staffing for the life of the project and minimize disruption to the project.

6. The Lawrence Project Manager reserves the right to remove Advanced staff from the project at their sole discretion. Advanced will fill the position with appropriate experience and qualifications in a reasonable amount of time.

7. Lawrence will strive to make a reasonable effort to minimize the impact of competing initiatives within the organization that may have a negative impact to the project. If this cannot occur:

    i) Lawrence will define an escalation path which defines who can resolve resource allocation conflicts, determine the priority of the conflicting work, and communicate with the affected parties, including the Project Managers of both projects.

    ii) Advanced will make every effort to work around any conflicting priorities. Depending on the length of time the resource is not available and task the conflict occurs on, this could result in a delay in the project schedule. If these delays result in extended project timelines, a Change Order will be issued to outline the impacts to schedule and cost.

    iii) Impacts and/or changes to project resources by either party are the responsibility of that same party to replace and provide knowledge transfer that will mitigate the risk of the resource loss.

8. Prompt decision-making and problem resolution will be required to achieve an on-time, on-budget project completion. It is expected most decisions and/or problems will be resolved within five (5) business days (or to a mutually agreed to timeframe). Reasonable efforts will be made to meet the requirements.

9. Lawrence will empower Lawrence's project team members to make decisions related to configuration and business processes. For some key decisions Lawrence team may be required to elevate the decision process to the executive team. Lawrence will work to minimize the escalation of decisions to keep the decision process as streamlined and timely as possible.

10. Lawrence will ensure Project Team members are available for meetings, workshops, discussions and conference calls upon request by Advanced with reasonable notice.

11. Whenever possible, the Project Team may consider alternative meeting options such as WebEx, Remote Desktop, and conference calls.

12. Both parties agree to work a reasonable number of additional hours (when required) to help complete project deliverables and project timelines as agreed upon by both Project Managers.

13. All Lawrence and Advanced Project Team members are expected to take normal vacation and holiday days throughout the course of the project except during stages of the project where their presence is critical.

14. Lawrence is willing to consider and implement, when mutually acceptable, Advanced' "Best Practices" to minimize the need for software modifications to the extent these practices meet the CIS Solution Requirements. This may not always be possible, but Lawrence will approach each opportunity from this perspective.

15. When onsite Advanced agrees to work within Lawrence standard business hours whenever possible with the understanding that travel days may impact onsite days. Additionally, it is important to note that there may be times in the project where key staff may be required to work extra hours or hours outside of the standard business hours. For example, cutover is typically done over the weekend. Onsite schedules will be provided by Advanced no later than 2 weeks prior to the visit, unless otherwise agreed by the Lawrence Project Manager, to ensure proper team availability of Lawrence team members.

Task 1 – Project Management

General

Project management occurs throughout the project. Advanced and Lawrence will provide the required project management to complete the installation and implementation of the CIS Solution. The Advanced Project Manager (PM) will meet with Lawrence Project Manager to describe the methodology that Advanced will employ in the delivery of services.

The Project Schedule and SOW are the primary documents defining work scope, resources and schedule. Each Project Schedule task shall include:

- Task name/description
- Relevant task predecessors
- Task duration (measured in days)
- Resources assigned accomplish the task.

The Project Schedule shall be reviewed and confirmed with Lawrence's Project Manager.

Lawrence Project Manager will approve all deliverables and associated invoices for this SOW as well as provide oversight and guidance to ensure that completion of this SOW meets Lawrence's objectives within the designated timeframe and budget.

Project Start-up will involve all members of the Advanced and Lawrence's Project Team. Advanced and Lawrence will partner together for successful project execution. Lawrence will establish a Project Team as set forth under "Lawrence Responsibilities" to help Advanced better understand business requirements and to learn and assist Advanced in the implementation of the CIS Solution.

Subtask 1.1 – Project Planning

Project Planning will consist of developing project control policies and procedures in accordance with industry standard practices for project administration, execution, and tracking. Advanced will lead the effort to complete the Project Planning with Lawrence input and approval. Project Planning will include the following:

Project Schedule

A preliminary Project Schedule based on this Scope of Work is included in Appendix A. Advanced will present a draft Project Schedule (.mpp or PDF format) at the Project Kick-off. Following collaborative review by Lawrence and Advanced Project Managers, the Project Schedule will be updated by the Advanced Project Manager for approval by Lawrence's Project Manager. This initial Project Schedule will be used as a baseline for control of the project. Advanced will be responsible for updates to the Project Schedule based on changes approved by Lawrence. The Project Schedule will be one project control mechanism used to manage, track, and evaluate Advance's performance. Advanced will work with Lawrence's Project Manager to identify all tasks, deliverables, and appropriate milestones where Lawrence information/activity is required and where timeline dependencies for subsequent Advanced activities exist within the Project Schedule.

Communication Plan

Advanced will lead the effort with assistance from Lawrence to identify the Advanced and Lawrence human resource needs and how they will be used to accomplish tasks and document the methods by which communication will take place during the CIS Solution implementation. There will be weekly and monthly review meetings, monthly reports, and sponsor review meetings. The content and format of review meetings, status reports, and presentations to the Executive Sponsor(s) will be outlined. 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 Lawrence and Advanced PM's during the project kick off meeting.

Change Management Plan

Advanced will lead the effort with assistance from Lawrence to document the approach to effectively prepare Lawrence for the changes to the organization resulting from the CIS Solution implementation. The Change Management Plan will document the internal and external communication approaches to be used by Lawrence to keep employees and customers informed of change throughout the project. Advanced will provide Lawrence if samples used by other customers.

Test Plan

Advanced will coordinate a joint effort with Lawrence to document the overall testing approach for the three testing phases: 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, and to log the test owner, timing and test results. For the Functional test phase, baseline accounts will be used to compare legacy data to converted data CIS Infinity.

The approach to issue (defect) identification and resolution will be addressed in the Test Plan, including the use of Advance's Issues Tracking Tool. Responsibility for assigning issue ownership and priority; correcting; tracking and status review; retesting; and closure of issues, will be defined.

Training Plan

Advanced will coordinate a joint effort with Lawrence to document how users will be trained on the software taking into consideration the CIS Solution configuration, modifications, interfaces, and Lawrence business processes. 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 Lawrence to document project risks. The Risk Management Plan documents processes to identify, control, monitor and communicate risks and/or issues, thereby ensuring timely and effective resolution. The Risk Plan outlines risk/issue ownership, decision-making authority and accountability.

Change Control Process

Advanced will coordinate a joint effort with Lawrence to document a Change Control process to manage project scope. The Change Control process will identify how changes are initiated and their impact on the project will be identified, documented and communicated to Lawrence. Appropriate sign-off channels will be developed for Change Order approval.

Subtask 1.2 – Status Reports

Status reporting provides a mechanism for monitoring and controlling the project progress. Advanced will use various methods to communicate regularly with Lawrence including status reports and status meetings. Additional project communications will be performed via E-mail and telephone on an as needed basis.

Advance's Project Manager (or their backup as necessary) will attend status meetings with Lawrence Project Manager either in person of via telephone conference call to focus on project status/progress, issues which could impact project schedule, technical or operational issues affecting the project and risk assessment. These meetings shall occur on a weekly basis.

Advanced will provide a weekly status report documenting work in progress compared to schedule, issues, actions, risks and budget. Advanced will also provide a monthly summary of project progress, including significant risks and issues resolved and significant risks and issues raised.

Subtask 1.2 – Deliverables

Subtask 1.2 Deliverables	• Weekly Status Meeting and Report • Monthly Project Progress Summary

Subtask 1.3 – Quarterly Sponsor Review

Advanced will prepare an onsite Quarterly Sponsor Review to be attended by project management and project sponsor staff from both Lawrence 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 Lawrence and the Advanced PM.

Subtask 1.3 – Deliverables

Subtask 1.3 Deliverables	• Onsite Quarterly Sponsor Review

Task 2 – CIS Infinity Interfaces and Software Modifications

This task covers the development and configuration of CIS Infinity interfaces to existing City of Lawrence systems and modifications to CIS Infinity, and/or related products in the Infinity product suite, if any, to meet City of Lawrence's CIS needs. All development work completed by Advanced will be communicated, in advance, to City of Lawrence's Project Manager so that City of Lawrence's Project Manager has visibility to all Advanced interface development work. Development effort may be required by the vendor for the system to which Harris is interfacing. These vendor costs, if any, are the responsibility of City of Lawrence and are not in scope.

Advanced will document the status of development, whether conducted by City of Lawrence 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 City of Lawrence 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 City of Lawrence 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 Business Requirements Document (BRD) and Use Case Document for each interface requiring development effort from Advance's technical staff.

Subtask 2.1.1 – ESRI GIS Interface

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

i. Using the embedded GIS functionality, CIS Infinity will consume City of Lawrence's existing ESRI geodatabase data to display a spatial representation of utility accounts in the AccountView screen, providing access to GIS layers and CIS account services. Using selection tools, multiple accounts can be selected on the embedded GIS map and used to generate CIS actions, such as letters, tasks, service orders, outbound dialing.

ii. Using CIS REST API or database views created by Advanced, the City can retrieve data from CIS Infinity for presentation in the GIS application. This can include customer/account data, service orders, meter and other asset information, etc.

iii. Using CIS REST API or file transfer mechanism, account and service information from the GIS system will be updated in CIS Infinity. This information includes parcel number, service address attributes, property owner information and other key determinants received from the GIS system.

iv. Master Address: For services addresses added or updated within CIS Infinity, a real time verification of the service address against the GIS database will be performed. The interface will validate service address information entered in CIS Infinity against the master address system.

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

Action	Responsible Party
➢ **Section i**	
➢ Provide GIS configuration details (initial map extent, WKID, map service URI, etc.)	Lawrence
➢ Provide unique identifier linking GIS and CIS systems	Lawrence
➢ Configure embedded GIS functionality	AUS
➢ Development of selection tools and ability to generate actions from the embedded GIS page	AUS
➢ Configure CIS actions	AUS, Lawrence
➢ **Section ii**	
➢ Call CIS REST API to retrieve data from CIS and update GIS	Lawrence
OR	
➢ Develop a set of views in the CIS database	AUS
➢ Connect to the CIS database to access and retrieve data posted in the CIS Views	Lawrence
➢ **Section iii**	
➢ Call CIS REST API to post GIS updates to CIS	Lawrence
OR	
➢ Run a process in GIS to create a file of updates to be posted in CIS	Lawrence
➢ Configure an import process in CIS to process the GIS file of updates; configure the GIS updates file layout	AUS
➢ Run the import process CIS Infinity to import the GIS file of updates	Lawrence
➢ **Section iv**	
➢ Provide GIS Service Address Validation API documentation and support	Lawrence
➢ Develop a service address validation mechanism (Master Address)	AUS
➢ Configure the Master Address interface	AUS

Subtask 2.1.2 – Lucity Interface

The City requires a two-way real time interface between CIS Infinity and Lucity Work Management system. The interface will utilize web services to support the integrated data exchange and management of meters, service orders and customer/service address information.

For designated service order types that originate in CIS Infinity all applicable information about the service order will be passed from CIS Infinity to Lucity, where a service request or work order will be generated. Upon completion of the service request/work order, information will be sent to CIS Infinity from Lucity to complete the originating service order. Workflow actions can be generated in CIS Infinity upon the completion of the service order. Additionally, for service requests/work orders that originate in Lucity, service order records can be created in CIS Infinity.

Changes to meter inventory, meter installation and exchange information will also be received from Lucity, and processed and stored in CIS Infinity.

Action	Responsible Party
Install CIS REST API	AUS
Provide Lucity API documentation and assistance	Lawrence /Lucity
Implement CIS triggers to send updates from CIS to Lucity by calling Lucity API	AUS
Implement Lucity triggers to send updates from Lucity to CIS by calling CIS REST API	Lawrence /Lucity

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. 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.

Subtask 2.2.1 – Itron Meter Reading

The City requires a two-way batch file interface between CIS Infinity and the Itron meter reading software.
The interface will export account and meter related information from CIS Infinity to Itron, and 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 formats, defined using the Advanced Interface Manager.

Action	Responsible Party
Provide import/export file layouts	Lawrence
Configure the account/meter export file.	AUS
Configure the meter data import file.	AUS
Provide instruction on how to run the import and export processes in CIS Infinity	AUS
Run a process in CIS Infinity to create the meter export	Lawrence
After reading the meters, import the text file into CIS Infinity	Lawrence

Subtask 2.2.2 – Beacon Meter Reading

The City requires a two-way batch file interface between CIS Infinity and the Beacon meter reading software.
The interface will export account and meter related information from CIS Infinity to Beacon, and 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 Beacon formats, defined using the Advanced Interface Manager.

Action	Responsible Party
Provide import/export file layouts	Lawrence
Configure the account/meter export file.	AUS
Configure the meter data import file.	AUS
Provide instruction on how to run the import and export processes in CIS Infinity	AUS
Run a process in CIS Infinity to create the meter export	Lawrence
After reading the meters, import the text file into CIS Infinity	Lawrence

Subtask 2.2.3 – Innoprise General Ledger

The General Ledger interface will transfer summarized general ledger journal entries for updated billing, cash and cash adjustment batches from CIS Infinity to the Innoprise Financial GL module. The general ledger information transferred contains details about the originating batch in CIS Infinity for cross-referencing purposes.

The interface will utilize the Innoprise webservice for the transfer of information from CIS Infinity to Innoprise Financial GL module.

Using the CIS REST API, Innoprise Financial module will access the CIS originating batch and have the option to drill down to customer specific transaction(s).

Action	Responsible Party
Provide Innoprise webservice documentation and assistance mapping the data	Lawrence
Install CIS REST API and provide assistance using it	AUS
Configure the GL Interface in CIS Infinity	AUS
Provide staff the instruction on how to schedule the interface to automate	AUS
Use CIS REST API to drill down from Innoprise Financial into CIS Infinity	AUS/ Lawrence

Subtask 2.2.4 – Innoprise Accounts Payable

The Accounts Payable interface will export customer and refund amount information for the purposes of issuing refund checks to customers in the Innoprise Financials Accounts Payable module. Refund check transactions would be based on the existing refund transactions configured in CIS Infinity. The refund transactions transferred contain details about the originating batch and transaction in CIS Infinity for cross-referencing purposes.

The interface will utilize the Innoprise webservice for the transfer of information from CIS Infinity to Innoprise Financial AP module.

Using the CIS REST API, Innoprise Financial module will access the CIS originating batch and refund transaction, and update check details in CIS Infinity.

Action	Responsible Party
Provide Innoprise webservice documentation and assistance mapping the data	Lawrence

Install CIS REST API and provide assistance using it	AUS
Implement the AP Interface in CIS Infinity	AUS
Provide staff the instruction on how to schedule the interface to automate	AUS
Implement drill down functionality from Innoprise Financial into CIS Infinity by calling CIS REST API	AUS/Lawrence
Implement functionality to send check details from Innoprise Financial into CIS Infinity by calling CIS REST API	AUS/Lawrence
Run the import process in CIS Infinity to update the originating refund check transaction with check number, check date, etc.	Lawrence

Subtask 2.2.5 – Bank Payment Import

The City requires a one-way batch interface to import payment information contained in a file received from their bank.

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.

Action	Responsible Party
Configure an interface to import bank payment files using Advanced Interface Manager	AUS
Provide staff the instruction on how to schedule the interface to automate the process	AUS
Run a process in CIS Infinity or set up a schedule to import the bank payment files	Lawrence

Subtask 2.2.6 – ACH Export

The City requires a one-way batch interface to export a file of customers signed up for ACH payments to their financial institution.

CIS Infinity currently supports the exporting of standard ACH files that conform to NACHA standards. CIS Infinity also supports sending pre-notes separately in a configurable file format defined using the Advanced Interface Manager.

Action	Responsible Party
Configure an interface to export standard ACH file using Advanced Interface Manager	AUS
Provide staff the instruction on how to schedule the interface to automate	AUS
Run a process in CIS Infinity or set up a schedule to export the text file	Lawrence

Subtask 2.2.7 – Collection Agency Interface

The City requires a two-way batch file interface with Professional Finance Corporation collection agency to export collection data from CIS Infinity and to import payment information from the collection agency into CIS Infinity.

The export file will contain account, balance and collection 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.

Action	Responsible Party
Configure the Collection Agency Pickup Process	AUS
Configure the collection agency export file layout	AUS
Configure the collection agency payment import file layout	AUS
Provide staff the instruction on how to run and schedule the interface to automate	AUS
Run the Collection Agency Pickup process in CIS Infinity	Lawrence
Update the cash batch of collection transactions to generate the collection agency export file	Lawrence
Run the import collection payments in CIS	Lawrence

Subtask 2.2.8 – Paymentus IVR

The City requires a two-way real-time interface between CIS Infinity and Paymentus IVR (customer voice portal) for inbound 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, update contact information (phone number), and make payments to their account, which are then reflected real-time in CIS Infinity.
The interface will utilize the CIS Infinity web services API.

Action	Responsible Party
Install CIS Infinity web service API	AUS
Call CIS web service API to retrieve customer and account information	Lawrence/Paymentus
Call CIS web service API to post payments from the IVR system to CIS	Lawrence/Paymentus

Subtask 2.2.9 – Creditron Interface

The City requires an interface between CIS Infinity and their payment processing solution Creditron, to export account information from CIS Infinity to Creditron and to import payment information from Creditron into CIS Infinity.

The export file will contain customer and account information, including utility account balance, payment history, and customer collection status. The import file will contain payments received by Creditron with payment details such as account number, payment date and payment amount.

CIS Infinity currently contains functionality to export/import information using configurable file formats defined using the Advanced Interface Manager.

Action	Responsible Party
Configure the CIS to Creditron file export layout and export process	AUS
Provide staff the instruction on how to run the Creditron export process	AUS
Run the Creditron export process to generate the Creditron file	Lawrence
Configure the Creditron to CIS payment file import layout and process	AUS
Provide staff the instruction on how to run the Creditron payments import process	AUS
Run the Creditron payments import process in CIS	Lawrence

Subtask 2.2.10 – Bill Print

The City requires an interface to export text files of information required by their third party bill print provider, A.B. Data, to generate customer bills and collection notices. An electronic file will be created to export in the Advanced standard electronic bill presentment (EBP) format, from CIS Infinity, all billing and sorting information required by the third party vendor.

Action	Responsible Party
Configure the Electronic Bill Presentment (EBP) file	AUS
Create a billing batch in CIS Infinity and select Print Bills to generate the EBP file	Lawrence
Provide the EBP file to the third party vendor	Lawrence

1. Third Party Payment Processor

Real Time credit/debit card payment processing is provided via an interface to a third-party payment processing vendor. The following development fees apply. Any payment transaction fees charged by the payment processing vendor are the responsibility of Lawrence. Lawrence must have a contract with the payment processor to which the solution will be integrated prior to the start date of Functional Testing as defined in the project schedule.

Level	Processor	Development Fee	Annual Maintenance
Tier 1	Paymentus, Invoice Cloud	No Charge	No Charge

Task 3 - Implementation Approach

This task covers the implementation approach Advanced will take to replace Lawrence's current CIS with the CIS Solution. Advanced will implement a phased approach as described herein.

Subtask 3.1 – Phase 1 – Project Initiation

The Advanced PM will work with the Lawrence Project Manager and staff to organize project information for the 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
- Project planning documents including but not limited to the Communication Plan, Change Management Plan, Test Plan, Training Plan, Risk Management Plan, and Change Control Process as described in Subtask 1.1
- Software installation and desktop installation rollout
- Training Course Syllabus for Core Team, Technical Team, and End User Training (part of the Training Plan)
- Issues Tracking Tool 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 the Issues Tracking Tool
- Overview of the operations of CIS Infinity via WebEx
- Functional and Data Conversion Discovery agendas delivery and review
- Lawrence has until the project kick-off meeting to decide on the inclusion of Infinity. Mobile in the project.

The Advanced PM will oversee the daily activities of the project and work in conjunction with the Lawrence'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	• Project Kickoff Meeting • Initial Project Schedule • Project planning documents including but not limited to the, Communication Plan, Change Management Plan, Test Plan, Training Plan, Risk Management Plan and Change Control Process • Software Installation, Installation Training and Installation Report • Training Course Syllabus • Issues Tracking Tool Overview

	• Access to the Data Dictionary • Access to the Entity Relationship Diagrams • Project Team Contact List • CIS Infinity System Overview • Functional and Data Conversion Discovery agendas delivery and review

Subtask 3.1 – Entry Criteria

Criteria	Responsible Party
✓ Contracts signed	AUS and Lawrence
✓ Transition discussion from Sales to Professional Services	AUS and Lawrence
✓ CIS Solution Hardware/System Software in place	Lawrence
✓ Project Team identified	AUS and Lawrence

Subtask 3.1 – Exit Criteria

Criteria	Responsible Party
✓ Installation complete and signed off	AUS and Lawrence
✓ 3.1 Deliverables completed	AUS
✓ 90 Day Project Schedule signed off	Lawrence

Subtask 3.2 – Phase 2 – Functional and Data Conversion Discovery Analysis

Advanced will review the detailed data and business, requirements of Lawrence. This analysis will provide an association between Lawrence'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 the start of the Functional and Data Conversion Discovery Analysis phase, Lawrence 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

- File layouts and samples of current bill prints, notices, door hangers and letters
- All payment types received and any associated payment information, source of payments, tender types, interface files
- 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
- Data setup of persons, premises, service types
- Lawrence ordinances related to business processes
- Meter Service Application Process

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 and Lawrence will identify the necessary Lawrence staff needed to attend these workshops two to four weeks in advance. Reports and Bills, Notices and Receipts 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 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. **Customer Information**
   Review of addresses and phone numbers, lookups and address and occupancy types.
3. **Meters and Meter Inventory**
   Review of meter types (including hydrant meters), 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, including new meter application 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. **Solid Waste**
    Review of requirements for solid waste processes (inventories, billing etc.).
12. **Meter Service Application**
    Review of requirements for meter service application.

Subtask 3.2.1 – Deliverables

Subtask 3.2.1 Deliverables	• Functional Discovery Workshop • Functional Discovery Document

Subtask 3.2.1 – Entry Criteria

Criteria	Responsible Party
✓ Functional Discovery Agendas delivered	AUS
✓ Core Team Training Weeks 1&2 complete	AUS
✓ Core Team Training Weeks 1&2 attended by 90% of the Client Core Team	Lawrence
✓ Chart of Accounts, Rates, Configurable Interfaces Files Layouts, All As Is Process Flows gathered	Lawrence

Subtask 3.2.1 – Exit Criteria

Criteria	Responsible Party
✓ Client Core Team and/or SME's attendance at Functional Workshop	Lawrence
✓ Functional Discovery Workshops conducted	AUS
✓ Functional Discovery Document delivered	AUS
✓ Review and Sign Off of Functional Discovery Document 10 days from receipt	Lawrence

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 Lawrence staff needed to attend these workshops two weeks in advance.

Advanced will work with Lawrence 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 Lawrence. The Data Conversion Plan will include the data mapping document and data validation parameters.

Subtask 3.2.2 – Deliverables

Subtask 3.2.2 Deliverables	• Data Conversion Workshop • Data Conversion Plan

Subtask 3.2.2 – Entry Criteria

Criteria	**Responsible Party**
✓ CIS Infinity Entity Relationship Diagrams access	AUS
✓ Full Data Cut from Legacy system provided at minimum 3 weeks prior to Discovery Workshop	Lawrence
✓ Legacy System Data Dictionary provided 3 weeks prior to Discovery Workshop	Lawrence
✓ FTP Site set up and accessible	AUS
✓ Data Conversion Plan delivered	AUS
✓ Data Clean-up activities started on Legacy System	Lawrence
✓ Data Conversion Discovery Agenda delivered	AUS

Subtask 3.2.2 – Exit Criteria

Criteria	**Responsible Party**
✓ Data Conversion Workshop complete	AUS
✓ SME (IT) and Functional Lead attendance at Discovery Workshop	Lawrence
✓ Data Conversion Mapping Document delivered	AUS
✓ Data Validation parameters identified	AUS and Lawrence
✓ Data Conversion Plan Document Sign off 10 days from receipt	Lawrence

Subtask 3.3 – Phase 3 – Interface/Modification Discovery & BRD

Advanced will conduct an onsite Interface/Modification Discovery Analysis Workshop. Advanced will provide a Discovery Agenda and working with Lawrence will identify necessary Lawrence staff needed to attend this workshop two weeks in advance. Advanced will review with Lawrence all modified software and modified interfaces identified in Task 2, to be developed in CIS Infinity. Below are the minimum topics that will be covered:

- Functional (business) requirements analysis
- Use Case analysis
- Technical requirements analysis. For modified interfaces, this includes method, format and frequency of data exchange, data validation requirements, error handling, etc.

Advanced will create a detailed Business Requirements Document (BRD) and a Use Case Document for each development interface and modification requiring development (items in subtasks 2.1 and 2.3) for review and acceptance by Lawrence.

Advanced will review the documentation with Lawrence remotely and update as required.

Advanced will when mutually agreed as beneficial for specific modifications, demonstrate prototypes of modification to Lawrence for feedback prior to delivery.

Subtask 3.3 – Deliverables

Subtask 3.3 Deliverables	• Interface and Modification Discovery Agenda • Interface/Modification Discovery Workshop • Interface BRD Document(s) • Use Case Document(s)

Subtask 3.3 – Entry Criteria

Criteria	Responsible Party
✓ Interface and Modifications Discovery Agenda delivered	AUS
✓ 3rd Party Vendor participation secured (if applicable)	Lawrence
✓ Staff SME participation secured	Lawrence

Subtask 3.3 – Exit Criteria

Criteria	Responsible Party
✓ Interface and Modifications Discovery Workshop complete	AUS
✓ SME attendance and 3rd Party Vendor (if applicable) attendance at Interface and Modifications Discovery Workshop	Lawrence
✓ Interface BRD Document(s) delivered	AUS
✓ Use Case Document(s) delivered	AUS

Criteria	Responsible Party
✓ Interface BRD(s) and Use Case Document(s) signed off 10 days from receipt	Lawrence

Subtask 3.4 – Phase 4 – Other Discoveries

Subtask 3.4.1 – Reports Discovery

Lawrence will complete a reports template that will outline all the required CIS reports needed to support their business. Advanced will perform an analysis to review Lawrence's CIS Infinity and Infinity.BI reporting requirements. Advanced will work with Lawrence to align each required report to an already existing report in CIS Infinity and Infinity.BI.

After completion of the Reports Discovery, Advanced will determine where best to house each of the custom reports, CIS Infinity or Infinity.BI. Any required report that does not have a standard report match will be a custom report. 240 hours have been included in this SOW for CIS Infinity custom report development and 120 hours for BI custom report development. Custom reporting requirements in excess of 360 hours will be considered out of scope and will follow the Change Order process as identified in Subtask 1.1. Lawrence will need to provide the logic to complete these reports

Subtask 3.4.1 – Deliverables

Subtask 3.4.1 Deliverables	• Reports Discovery • Reports Analysis Spreadsheet

Subtask 3.4.1 – Entry Criteria

Criteria	Responsible Party
✓ Reports Analysis Spreadsheet delivered	AUS
✓ Reports Analysis Spreadsheet populated with all Lawrence's reports one month prior to scheduled Reports Discovery Workshop	Lawrence
✓ Analysis of Reports Discovery Spreadsheet complete and available for Reports Discovery Workshop	AUS

Subtask 3.4.1 – Exit Criteria

Criteria	Responsible Party
✓ Reports Discovery Workshop conducted	AUS
✓ SME attendance at Reports Discovery Workshop	Lawrence
✓ Determination of custom reports delivered in CIS or Infinity.BI	AUS

Subtask 3.4.2 – Bills, Notices and Receipts Discovery

Advanced will conduct a remote Bills, Notices and Receipts Discovery Workshop. This workshop will be led by Advanced to review of all bill print types, notices and receipts including e-bills (Infinity. Link).

Lawrence outsources it bill print to a third-party vendor. Advanced will provide an EBP file to the bill print vendor per Subtask 2.2.10. Lawrence will work will their third party bill print vendor to design the bill format(s). Advanced will provide bill samples to assist Lawrence in bill design.

Subtask 3.4.2 – Deliverables

Subtask 3.4.2 Deliverables	• Bills, Notices, And Receipts Discovery Workshop

Subtask 3.4.2 – Entry Criteria

Criteria	**Responsible Party**
✓ Agenda for Bills, Notices and Receipts Discovery delivered	AUS
✓ Bill print vendor capabilities/restrictions	Lawrence

Subtask 3.4.2 – Exit Criteria

Criteria	**Responsible Party**
✓ Bills, Notices and Receipts Discovery Workshop conducted	AUS
✓ SME attendance at Discovery Workshop	Lawrence
✓ Bill Print(s) design reviewed and delivered to Third Party Bill Print vendor	Lawrence

Subtask 3.4.3 – Infinity. Link Discovery

Advanced will conduct an onsite Infinity. Link Discovery Workshop. This workshop will be led by Advanced and will review Lawrence's Infinity. Link customer web requirements including a detailed review of Lawrence's business rules and technical environment including the meter service application process.

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

Advanced will deliver 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

Subtask 3.4.3 – Entry Criteria

Criteria	Responsible Party
✓ Infinity. Link Technical Checklist delivered	AUS
✓ Infinity. Link Technical Checklist complete and returned 2 weeks prior to Discovery Workshop	Lawrence
✓ Infinity. Link Discovery Agenda delivered	AUS

Subtask 3.4.3 – Exit Criteria

Criteria	Responsible Party
✓ Infinity. Link Discovery Workshop conducted	AUS
✓ SME attendance at Discovery Workshop	Lawrence
✓ Infinity. Link Discovery Document delivered	AUS
✓ Infinity. Link Discovery Document reviewed and signed off 10 days from receipt	Lawrence

Subtask 3.4.4 – Infinity. Mobile Discovery

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

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

Advanced will deliver an Infinity. Mobile Discovery Document that will include the Technical Checklist.

Subtask 3.4.4 – Deliverables

Subtask 3.4.4 Deliverables	• Infinity. Mobile Discovery Workshop • Infinity. Mobile Checklist • Infinity. Mobile Discovery Document

Subtask 3.4.4 – Entry Criteria

Criteria	Responsible Party
✓ Infinity. Mobile Checklist delivered	AUS
✓ Infinity. Mobile Checklist complete and returned 2 weeks prior to Discovery Workshop	Lawrence
✓ Infinity. Mobile Discovery Agenda delivered	AUS

Subtask 3.4.4 – Exit Criteria

Criteria	Responsible Party
✓ Infinity. Mobile Discovery Workshop conducted	AUS
✓ SME attendance at Discovery Workshop	Lawrence
✓ Infinity. Mobile Discovery Document delivered	AUS
✓ Infinity. Mobile Discovery Document reviewed and signed off 10 days from receipt	Lawrence

Subtask 3.5 – Phase 5 – Initial Configuration and Conversion

Lawrence will provide a data extract to Advanced that will be loaded onto Advance's secured FTP site. Advanced will convert Lawrence's data so that it can be loaded into CIS Infinity. Advanced will create mapping from legacy to CIS Infinity. Advanced will develop a conversion routine to reflect the requirements of Lawrence.

Advance'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 Lawrence.

Advanced will assist Lawrence in identifying Baseline Accounts (approximately 150) which are a representative cross section of Lawrence customers (e.g., rates, customer type etc.). The baseline accounts will be used to test and QA both the validity of the converted data and that the configuration begins to conform to the Functional Discovery document.

Subtask 3.5 – Deliverables

Subtask 3.5 Deliverables	• Initial Data Conversion Load • Data Validation Results • Initial Configuration Rollout • Generic Testing Scripts/documents including conversion, End to End Testing, Bill Print Scenarios

Subtask 3.5 – Entry Criteria

Criteria	Responsible Party
✓ New data cut that includes 100% of the data from legacy system(s) and provided no later than 2 weeks prior to Initial Rollout	Lawrence
✓ Data Validation Parameters Finalized	AUS and Lawrence
✓ Functional Discovery Document signed off per timelines outlined in project schedule and no later than 2 months prior to scheduled rollout	Lawrence

Criteria	Responsible Party
✓ Data Conversion Plan and Data Mapping signed off per timelines outlined in project schedule and no later than 2 months prior to scheduled rollout	Lawrence
✓ Initial Rollout Agenda delivered	AUS
✓ Baseline Accounts established, documented and provided to AUS	Lawrence

Subtask 3.5 – Exit Criteria

Criteria	Responsible Party
✓ Initial Data conversion load and onsite rollout that includes no less than 80% of the data mapped to a field in CIS Infinity	AUS
✓ Initial Configuration complete to include no less than 70% of the total configuration requirements outlined in the Functional Discovery Document, excluding all configurable interfaces	AUS
✓ Onsite Initial Rollout complete	AUS and Lawrence
✓ Data Validation reviewed jointly and anomalies under investigation by both parties	AUS and Lawrence
✓ All generic testing documents delivered including: conversion, End to End Testing, Bill Print Scenarios	AUS
✓ Review of Issues Tracking Tool	AUS
✓ Commencement of conversion testing against Baseline Accounts	Lawrence

Subtask 3.6 – Phase 6 – Core Team Training

Advanced will provide, as part of the Training Plan in Subtask 1.1 and Project Initiation in Subtask 3.1, the specific training timelines and topics to be provided to Lawrence.

Lawrence Core Team will be trained on Daily Processing, Cash, Billing and Collections prior to the start of the Discovery sessions. This training is typically conducted over two weeks. This training will help ensure that the basic functionality of CIS Infinity is understood prior to the Discovery Sessions. After the Discovery sessions, Lawrence Core Team will complete training on all other areas of CIS Infinity. This training is typically conducted over three weeks. A full training syllabus is included in the Training Plan.

Core Team training will show all aspects of CIS Infinity functions to introduce Lawrence to alternative methods to operate the CIS Solution and to document proposed changes to existing business processes. Each Core Team training session will include Lawrence's subject matter experts to ensure that business objectives are met. Core Team training will also include the Issues Tracking Tool tracking tool.

Additionally, Core Team Training will cover Client Owned Control Forms that Lawrence will be responsible for configuring in preparation for Testing and Go Live. i.e. Security, System Administration, Letters, Actions, Service Order Generation.

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

Advanced is responsible for fully testing and correcting any deficiencies found during training.

Subtask 3.6 – Deliverables

Subtask 3.6 Deliverables	• Standard CIS Infinity Training Agendas • Standard CIS Infinity Training Workbooks • Completion of onsite Instructor-Led Core Team Training • Issues Tracking Tool Training for software issue entry and tracking

Subtask 3.6 – Entry Criteria

Criteria	Responsible Party
✓ Agendas and Workbooks delivered	AUS
✓ Training Room/workstations/software/participants available for training	Lawrence
✓ CIS Infinity System QA'd and prepared for Training	AUS

Subtask 3.6 – Exit Criteria

Criteria	Responsible Party
✓ Onsite Instructor Led Core Team Training delivered	AUS
✓ 90% Attendance rate from Core Team at all sessions	Lawrence

Subtask 3.7 – Phase 7– Reports Development and Delivery

A specification/mockup will be created for review and acceptance by Lawrence for reports identified as custom in the Reports Discovery phase (Subtask 3.4.1) and documented by Advanced in the Reports Analysis Spreadsheet.

Custom reports will be developed and delivered by Advanced once Lawrence has signed off on the specifications. Any custom reports unidentified at the Reports Discovery will be recognized as out of scope and follow the Change Order Process.

Infinity.BI will be installed and deployed on Lawrence servers. Once the solution is deployed, end users will be able to view standard reports and dashboards, and drill down through standard data hierarchies.

Subtask 3.7 – Deliverables

Subtask 3.7 Deliverables	• Custom Reports Specification, Development & Delivery (if applicable)

Subtask 3.7 – Entry Criteria

Criteria	Responsible Party
✓ Attendance by SME at Reports Discovery Workshop	Lawrence
✓ Reports Discovery Workshop complete	AUS
✓ Infinity.BI Standard Reports deployed	AUS

Subtask 3.7 – Exit Criteria

Criteria	Responsible Party
✓ Custom Reports Specification Document(s) delivered for all identified custom reports	AUS
✓ Custom Reports Specification Document(s) for all identified custom reports reviewed and signed off within 10 days of receipt	Lawrence
✓ Custom Report(s) Delivery at start of ITC1	AUS
✓ Custom Reports(s) Testing and Signoff no later than the end of ITC2	Lawrence

Subtask 3.8 – Phase 8 – Interface/Modification Delivery

Subtask 3.8.1 – Configurable Interface Delivery

Once a configuration type interface as identified in Subtask 2.2 has been configured, unit tested and QA'd internally by Advanced, Lawrence will be notified that the interface is ready to be released and available for testing. Advanced will roll out the interfaces remotely via WebEx according to a mutually agreed schedule.

Subtask 3.8.1 – Deliverables

Subtask 3.8.1 Deliverables	• Rollout of Configuration Type Interfaces

Subtask 3.8.1 – Entry Criteria

Criteria	Responsible Party
✓ File Layout for each configurable interface provided during Functional Discovery	Lawrence
✓ 3rd Party Vendor participation in Interface Discovery process (if applicable)	Lawrence

Subtask 3.8.1 – Exit Criteria

Criteria	Responsible Party
✓ Configuration of all configurable interfaces complete	AUS
✓ Rollout Instructions provided for each configurable interface	AUS
✓ Testing of interfaces with 3rd party vendor participation (if applicable)	Lawrence

Subtask 3.8.2 – Modified Software and Modified Interfaces Delivery

Once each of the modified interface/software as identified in Subtask 2.1 and Subtask 2.3 has been developed, unit tested and QA'd internally by Advanced and successfully compiled, Lawrence will be notified that the interface/modification is ready to be released and deployed in Lawrence's environment through an executable or build. Advanced will roll out the modifications either onsite or remotely via WebEx according to a mutually agreeable schedule.

Subtask 3.8.2 – Deliverables

Subtask 3.8.2 Deliverables	• Rollout of Modified Software and Interfaces

Subtask 3.8.2 – Entry Criteria

Criteria	Responsible Party
✓ Interface and Modifications Discovery Workshop complete	AUS
✓ SME attendance and 3rd Party Vendor (if applicable) attendance at Interface and Modifications Discovery Workshop	Lawrence
✓ Interface BRD Document(s) delivered	AUS
✓ Use Case Document(s) delivered	AUS
✓ Interface BRD and Use Case Documents signed off 10 days from receipt	Lawrence

Subtask 3.8.2 – Exit Criteria

Criteria	Responsible Party
✓ Development of modified software and modified interfaces	AUS
✓ Coordination and compilation of code and internal QA process for new build release	AUS
✓ Application of new build containing code changes required for all modified software and modified interfaces to Lawrence's onsite system during Refresh load for ITC1	AUS
✓ Rollout Meeting scheduled for each modification during ITC1	AUS

Subtask 3.9 – Phase 9 – Software Testing

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 Lawrence with generic test scripts. Modification of test scripts to match Lawrence's specific business scenarios is the responsibility of Lawrence. From the test scripts Lawrence will create with guidance from Advanced 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. Data Conversion is an iterative process and will require fixes throughout all testing phases based on the outcomes of each testing phase.

With each data conversion Advanced will provide and Lawrence 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 the Issues Tracking Tool for the correction of configuration, data conversion and/or system deficiencies. Deficiencies will be entered into the Issues Tracking Tool by Lawrence. The Issues Tracking Tool maintains a history of analysis and problem resolution.

The Issues Tracking Tool will be managed and maintained by the Advanced PM and will be reviewed with both Advanced and Lawrence staff to ensure the issues are being actively worked and tested. The Advanced PM will be proactive in the resolution of items logged in the Issues Tracking Tool so that they will be resolved within a timely manner. The Advanced PM or designate will document to the Lawrence Project Manager (in detail) the issue or defect, the resolution or workaround alternative, if applicable.

Advanced will provide a technical point of contact during all testing phases, Advanced will provide responses that include justification and mitigation plans, where applicable. Periodically, throughout the Testing phases, Advance's trainer will be onsite to conduct On the Job Learning sessions per the Draft Project Schedule (Appendix A). On the Job Learning provides training/testing assistance to the Core Team. It is generally informal and client driven based on their individual roles.

Lawrence will provide Advanced with evidence through schedules and various other methods of testing documentation that testing is being done and progressing through the test phases.

The software testing phase is divided into the following test cycles:

Subtask 3.9.1 – 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 meter to cash process. In the review of these individual accounts, Lawrence will be tasked with testing each rate element in the system and documenting the results 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 utilizing interfaces.

Subtask 3.9.1 – Functional Testing Deliverables

Subtask 3.9.1 Deliverables	• Functional Test Data Conversion Refresh and Validation Report • Rates Testing Matrix

	• Configuration of Inclining Block Rates

The City requires the configuration of the Residential Inclining Block Rates as follows:

Individual Inclining Block Rate has three rate blocks.

1. The first block rate charges the Block 1 rate per 1,000 gallons up to 125% of an individual customer's winter quarter average (WQA).
2. For the second block, any water use over 125% of the WQA up to 200% is charged a rate 10% more than the Block 1 rate.
3. The third block is 15% more than the Block 1 rate and charged to any water use greater than 200% of the WQA.

Multi-family, Commercial, Industrial, and Irrigation are a typical uniform rate structure.

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.

The City plans to implement an Inclining Block Rate in November 2019. The rate structure will be the layout cited above and while it is expected that the factors cited will be the same, they will not be finalized until Lawrence's 2020 Budget is passed which will be no later than end of September 2019. Should there be any changes in the rate, Lawrence will take on the primary responsibility of adjusting the rates with Advance's support.

In terms of the rate structure and its impact on the project known at this time is as follows:

The Go Live date for CIS Infinity will not be delayed to accommodate the Go Live date for the new rate structure. The new rate will not be in affect at the time of go live.

The Go Live date for the new rate structure shall in no way delay payment of the retainage for this SOW by the City as long as it is developed, configured, passed testing, and is setup as a future rate per the structure cited above.

Any further rate changes that depart substantially from the cited and planned Inclining Block Rate and the current rate structures that are in force at the time of contract signing and/or as documented in the Functional Discovery document will follow the jointly developed Change Order Process as defined in 4.2.

Subtask 3.9.1 – Entry Criteria

Criteria	**Responsible Party**
✓ Functional Data conversion load that includes 100% of the data mapped to a field in CIS Infinity	AUS
✓ Configuration complete in accordance to the requirements outlined in the Functional Discovery Document and excluding all interfaces and modifications	AUS
✓ Data Validation items requiring investigation from Initial Rollout worked	AUS and Lawrence
✓ Conversion Testing against Baseline Accounts complete and issues reported in Issues Tracking Tool	Lawrence with Support from AUS
✓ Conversion issues identified and reported no less than 10 days prior to scheduled Functional Refresh start date	Lawrence

Criteria	Responsible Party
✓ Conversion issues reported no less than 10 days prior to scheduled Functional Refresh start date fixed for Functional Testing load	AUS
✓ Data Refresh timelines recorded for the data cut, conversion and load	AUS and Lawrence
✓ Customized Testing Documents designed and functional test cases created	Lawrence
✓ Executed Contract with Payment Processor	Lawrence

Subtask 3.9.1 – Exit Criteria

Criteria	Responsible Party
✓ Onsite technical and training presence for initial week of Functional Testing	AUS
✓ Testing of all applicable functional modules using customized test documents and test cases, reporting any anomalies in Issues Tracking Tool	Lawrence
✓ Retesting of fixed conversion items, testing of conversion additions and report anomalies in Issues Tracking Tool	Lawrence
✓ Functional Data Validation jointly reviewed and anomalies under investigation by both parties	AUS and Lawrence
✓ Rates Testing Completion and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful resolution of 80% of configuration type tickets reported no less than 15 days from scheduled ITC1 Refresh start date	AUS
✓ Review of prototype for modified software(s) as defined in 3.3	AUS and Lawrence

Subtask 3.9.1.1 – Business Process Review

An onsite Business Process Review (BPR) will be conducted by Advanced toward the end of Functional Testing in order to validate that Lawrence's business rules align with the configuration made to CIS Infinity.

Subtask 3.9.1.1 – Business Process Review Deliverables

Subtask 3.9.1.1 Deliverables	• BPR Workshop • Updated Process Flows for Cash, Billing, Collections, Metering

Subtask 3.9.1.1 – Entry Criteria

Criteria	Responsible Party
✓ Functional Testing Validation against Functional Discovery document	Lawrence
✓ To Be Processes from Functional Discovery Workshop documented and complete	Lawrence

Subtask 3.9.1.1 – Exit Criteria

Criteria	Responsible Party
✓ Onsite BPR Workshop conducted	AUS
✓ Updated Process Flows for Cash, Billing, Collections and Metering delivered	AUS and Lawrence
✓ SME's and business process owner attendance at BPR Workshop	Lawrence
✓ Updated configuration requirements documented and updated in Functional Discovery Document	AUS
✓ Sign off of Updated Functional Discovery Document	Lawrence
✓ Updated configuration requirements at BPR submitted into Issues Tracking Tool	Lawrence

Subtask 3.9.2 - Integration Testing Cycle (ITC)

ITC will utilize test scripts/cases customized by Lawrence to confirm that the data conversion and business processes are functioning as expected. ITC is broken down into two sub-phases.

ITC1 is intended to exercise full scale testing of the system incorporating the testing of interfaces and modifications scheduled for ITC1. It includes testing of all end to end processes and all Client Owned Control Forms (service orders, actions, letter generation, security, admin).

ITC2 emulates the same process with a refreshed data conversion set and any configuration changes as well as updates to interfaces and modifications.

Subtask 3.9.2 – Integration Testing Deliverables

Subtask 3.9.2 Deliverables	• ITC1 Data Conversion Refresh and Validation Report • ITC2 Data Conversion Refresh and Validation Report • ITC1 Build Release for Modifications • ITC2 Build Release for Modifications

Subtask 3.9.2 – Entry Criteria ITC1

Criteria	Responsible Party
✓ Completion of testing of all applicable functional modules using customized test documents and test cases and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful retesting of fixed conversion items and testing of remaining conversion additions. Anomalies reported in Issues Tracking Tool	Lawrence
✓ ITC Data Validation reviewed jointly and anomalies under investigation by both parties	AUS and Lawrence
✓ Rates Testing Completed and any anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful resolution of 70% of critical path configuration type tickets reported no less than 10 days from ITC1 Refresh start date	AUS
✓ Configuration of all configurable interfaces complete	AUS
✓ Rollout Instructions provided for each configurable interface	AUS
✓ Client Owned Control Forms 60% complete which must include Service Order Types	Lawrence
✓ Infinity. Link configuration/GUI commencement	AUS and Lawrence
✓ Infinity. Mobile configuration complete and ready for testing	AUS

Subtask 3.9.2 – Exit Criteria ITC1

Criteria	Responsible Party
✓ Onsite technical and training presence for initial week of ITC1 Testing	AUS
✓ Build Release(s) applied for modified software and modified interfaces	AUS
✓ Testing of interfaces with 3rd party vendor participation (if applicable) and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful resolution of 80% of critical path configuration type tickets reported no less than 10 days from scheduled ITC2 Refresh start date	AUS
✓ Successful resolution of 80% of conversion type tickets reported no less than 10 days from scheduled ITC2 Refresh start date	AUS
✓ Third Party Bill Print Testing complete and anomalies reported to 3rd Party vendor	Lawrence
✓ Reports Testing Complete and anomalies reported in Issues Tracking Tool	Lawrence
✓ Cycle Billing Testing Complete and anomalies reported in Issues Tracking Tool	Lawrence

Criteria	Responsible Party
✓ Client Owned Control Forms 80% complete	Lawrence
✓ Infinity. Link configuration/GUI 80% complete	Lawrence
✓ Infinity. Mobile testing and anomalies reported in Issues Tracking Tool	Lawrence

Subtask 3.9.2 – Entry Criteria ITC2

Criteria	Responsible Party
✓ End to end testing using customized test documents and test cases and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful retesting of fixed conversion items and anomalies reported in Issues Tracking Tool	Lawrence
✓ ITC2 Data Validation reviewed jointly and anomalies under investigation by both parties	AUS and Lawrence
✓ Successful resolution of 80% of critical path configuration type tickets reported no less than 10 days from scheduled ITC2 Refresh start date	AUS
✓ Successful resolution of 80% of conversion type tickets reported no less than 10 days from scheduled ITC2 Refresh start date	AUS
✓ Successful Testing of 80% of Client Owned Control Forms	Lawrence
✓ Resolution of Bill Print issues reported to 3rd Party Vendor no less than 10 days from scheduled Refresh start of ITC2	Lawrence
✓ Resolution of Reports tickets reported no less than 10 days from scheduled Refresh start of ITC2	AUS
✓ Infinity. Link configuration/GUI complete and ready for Testing in ITC2	Lawrence
✓ Lawrence Payment Processor set up complete and ready for integration testing with CIS Infinity and Infinity. Link	Lawrence

Subtask 3.9.2 – Exit Criteria ITC2

Criteria	Responsible Party
✓ Onsite technical and training presence for initial week of ITC2Testing	AUS
✓ Retesting of interfaces and modifications with 3rd party vendor participation (if applicable) and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful resolution of 90% of critical path configuration type tickets reported no less than 10 days from Refresh start date	AUS
✓ Successful resolution of 90% of conversion type tickets reported no less than 10 days from scheduled UAT Refresh start date	AUS

Criteria	Responsible Party
✓ Bill Print Testing complete and any anomalies reported to 3rd Party Vendor	Lawrence
✓ Report Testing complete and signed off	Lawrence
✓ Client Owned Control Forms complete	Lawrence
✓ Cycle Billing Testing Complete and signed off	Lawrence
✓ Infinity. Link Testing complete and any anomalies reported in Issues Tracking Tool	Lawrence
✓ Infinity. Mobile Issues complete and any anomalies reported in Issues Tracking Tool	Lawrence

Subtask 3.9.3 - 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 Lawrence to select the integration test scripts that will be used during UAT.

The Advanced PM will work with Lawrence to ensure that test results for each testing phase provide evidence that CIS Infinity capabilities have been properly integrated and tested in Lawrence's test environment. Advanced will work with Lawrence to support performance tests.

Subtask 3.9.3 – User Acceptance Testing Deliverables

Subtask 3.9.3 Deliverables	• UAT Data Conversion Refresh and Validation Report • UAT Acceptance Criteria

Subtask 3.9.4 – Entry Criteria

Criteria	Responsible Party
✓ UAT Data Validation reviewed jointly and anomalies under investigation by both parties	AUS and Lawrence
✓ Retested interfaces and modifications with 3rd party vendor participation (if applicable) and anomalies reported in Issues Tracking Tool	Lawrence
✓ Successful resolution of 100% of critical path configuration type tickets reported no less than 10 days from scheduled UAT Refresh start date	AUS
✓ Successful resolution of 100% of conversion type tickets reported no less than 10 days from scheduled UAT Refresh start date	AUS
✓ Bill Print Testing completed and signed off	Lawrence

Criteria	Responsible Party
✓ Reports Testing completed and signed off	Lawrence
✓ System Code Freeze	AUS
✓ Final review of Client Owned Control Forms	Lawrence
✓ Infinity. Mobile Issues complete and any anomalies reported in Issues Tracking Tool	Lawrence
✓ Infinity. Link Issues reported not less than 10 days from scheduled UAT Refresh fixed	AUS
✓ Infinity. Link Testing complete and any anomalies reported in Issues Tracking Tool	Lawrence

Subtask 3.9.4 – Exit Criteria

Criteria	Responsible Party
✓ Successful testing of all end to end processes	Lawrence
✓ Successful resolution of all critical path conversion and configuration type tickets	AUS
✓ Successful completion of all Client Owned Control Forms	Lawrence
✓ Regression and stress test executed successfully	Lawrence
✓ Successful testing of Infinity. Mobile	Lawrence
✓ Successful testing of Payment Processor	Lawrence
✓ Successful testing of Infinity. Link	Lawrence

Subtask 3.10 – Phase 10 – End User Training

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

End User Training Sessions will be conducted by an Advanced Trainer with Lawrence availability to answer participant questions pertaining to Lawrence business practices.

Each End User training session will have an attendance sheet that matches the End User training schedule. Once each session is complete, Lawrence 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 Attendance Report • Training Session Signoff form

Subtask 3.10 – Entry Criteria

Criteria	Responsible Party
✓ End User Training Plan Matrix delivered	AUS
✓ End User Training Plan Matrix completed	Lawrence
✓ End User Training Schedule created	AUS and Lawrence

Subtask 3.10 – Exit Criteria

Criteria	Responsible Party
✓ All End User Training sessions required for Go Live complete	AUS
✓ End Users absent or requiring additional assistance/training from End User Training identified	AUS
✓ Additional training plan developed and provided to End Users identified as requiring additional assistance/training complete for Go Live	Lawrence

Subtask 3.11 – Phase 11 – Cut-Over Plan/Go/No Go Criteria

Lawrence will assist Advanced in the construction of Go/No-Go criteria. These criteria shall be used to determine whether or not to proceed to Phase 12 - Transition to Live. Criteria shall be measured on a weekly basis starting no later than the commencement of User Acceptance Testing. When all criteria are met, Lawrence shall issue formal authorization to proceed with the Cut-Over Plan to production.

The Advanced PM will develop a Cut-Over Plan throughout the lifecycle of the project in preparation for a final transition to live. This plan details the steps and responsibilities for Advanced and Lawrence to transition the CIS Solution to Lawrence production (live) environment. The Cut-Over 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-cut-over checklist
- Criteria that determine when the system will be turned over to end user staff
- A formal release from Advanced that documents that the system has been handed to Lawrence in full balance

Subtask 3.11 – Cut-Over Plan/Go/No Go Deliverables

Subtask 3.11 Deliverables	• Go/No Go Criteria • Cut-Over Plan • Formal Lawrence Authorization to Transition to Live

Subtask 3.11 – Entry Criteria

Criteria	Responsible Party
✓ System is in a readiness state for all critical path items	AUS and Lawrence
✓ Lawrence has invoked Change Management plan (employees, customers, vendors)	Lawrence
✓ End Users trained	AUS or Lawrence

Subtask 3.11 – Exit Criteria

Criteria	Responsible Party
✓ Cut-Over Plan finalized	AUS and Lawrence
✓ Organizational Readiness Plan finalized	AUS and Lawrence
✓ Go/No Go Meeting	AUS and Lawrence
✓ Authorization to Go Live	Lawrence
✓ Post Cut-Over List of Tasks	AUS and Lawrence

Subtask 3.12 – Phase 12 – Transition to Live

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

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

Subtask 3.12 – Deliverables

Subtask 3.12 Deliverables	• Final Cut-Over Plan Report • Final Release Data Conversion Refresh and Validation Report • AR Balancing Report • Year and month active confirmation • AR Summary Details Report • Transaction Code Report • Rates Report

Subtask 3.12 – Entry Criteria

Criteria	Responsible Party
✓ Execution of Cut-Over Plan	AUS and Lawrence
✓ End Users trained	AUS and Lawrence

Criteria	Responsible Party
✓ 3rd Party Vendors communicated and on board	Lawrence
✓ Execution of Organizational Readiness Plan	AUS and Lawrence

Subtask 3.12 – Exit Criteria

Criteria	Responsible Party
✓ Go Live Signed Off	Lawrence
✓ Post Live Items identified	AUS

Subtask 3.13 – Phase 13 – Post Go Live

Advanced will assist Lawrence throughout the post live implementation phase to identify and respond to any needs and concerns. During the Post Go Live period, Advanced will supply, as per the agreement, 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 Lawrence:

- Weekly PM and technical staff meetings to review all high-priority items.
- Combination of onsite and remote customer support.
- 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, Lawrence will transition to the Advance's Customer Service and Support Department as per the Support and Maintenance agreement.

Subtask 3.13 – Deliverables

Subtask 3.13 Deliverables	• Monthly Support Log • Transition to Support

Subtask 3.13 – Entry Criteria

Criteria	Responsible Party
✓ Go Live Signed Off	Lawrence
✓ Post Live Items identified	AUS

Subtask 3.13 – Exit Criteria

Criteria	Responsible Party
✓ Post Live Items resolved	Lawrence and AUS
✓ Project Completion Punch List documented	AUS
✓ Transition to Support Group	AUS

Schedule 1 – Fee Structure and Services Payment Milestones

	Description	Quantity/ Hours	Cost
Perpetual License Fees	CIS Infinity – Concurrent Users (inclusive of Infinity. Link Site License)	25	$277,500
	Infinity. Mobile – Site License (If included in project)	1	$50,000
	Total Perpetual License Fees		**$327,500**
Services Fees	Project Management	840	$176,400
	Discovery	420	$88,200
	Data Conversion	680	$142,800
	Configuration	1080	$226,800
	Testing and BPR	1200	$252,000
	Training	440	$92,400
	Interfaces & Modifications	270	$56,700
	Custom Reports	240	$50,400
	Infinity. Link	250	$52,500
	Infinity. Mobile	250	$52,500
	Infinity.BI	240	$50,400
	Post Live Support	360	$75,600
	Total Service Fees	6270	**$1,316,700**
	Total One Time License and Implementation Service Fees, inclusive of travel relates expenses		**$1,644,200**
Annual License Fees	REST API (inclusive of Advanced Web Service)	1	$14,219
	Infinity.BI –Concurrent Users	2	$12,000
	Total Annual License Fees		**$26,219**
Year One Support Fees	CIS Infinity (inclusive of Infinity. Link)		$69,375
	Infinity Mobile		$12,500
	Total Year One Support Fees		**$108,094**
	TOTAL		**$1,752,294**

Additional services required by Lawrence through the end of Post Live and approved through the Change Control Process (e.g. requirement changes or changes to the project scope) will be billed at a rate of $210/hour. Services required after that period will be billed in accordance with the Support and Maintenance Agreement.

License Payment Milestones

100% of CIS Infinity and Infinity. Link licenses due on Contract Execution

100% of Infinity. Mobile due two weeks after Project Kick-Off Meeting (Project-Kick Off Meeting Lawrence reviews Infinity. Mobile and makes final decision if it will be included in the project)

Service Payment Milestones

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

Reference	Milestone – Organization will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount
MP1	Project Management Month 1	$ 9,340
MP2	Project Management Month 2	$ 9,340
MP3	Project Management Month 3	$ 9,340
MP4	Project Management Month 4	$ 9,340
MP5	Project Management Month 5	$ 9,340
MP6	Project Management Month 6	$ 9,340
MP7	Project Management Month 7	$ 9,340
MP8	Project Management Month 8	$ 9,340
MP9	Project Management Month 9	$ 9,340
MP10	Project Management Month 10	$ 9,340
MP11	Project Management Month 11	$ 9,340
MP12	Project Management Month 12	$ 9,340
MP13	Project Management Month 13	$ 9,340
MP14	Project Management Month 14	$ 9,340
MP15	Project Management Month 15	$ 9,340
MP16	Project Management Month 16	$ 9,340
MP17	Project Management Month 17	$ 9,340
MP18	Installation of CIS Infinity Sign off	$ 47,061
MP19	Delivery of Functional Discovery Workshops - Week 1 & 2	$ 47,628
MP20	Delivery of Functional Discovery Workshops - Week 3	$ 7,938
MP21	Functional Discovery Document Signoff	$ 4,763
MP22	Delivery of Data Conversion Workshop	$ 38,556
MP23	Data Conversion Plan Sign off	$ 7,711
MP24	Delivery of Interface/Modifications Discovery Workshop	$ 15,876
MP25	Delivery BRDs for Modifications & Development Interfaces	$ 20,412

Reference	Milestone – Organization will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount
MP26	Delivery of Bills, Notices, Receipts Discovery Workshop	$ 1,588
MP27	Delivery of Reports Matrix	$ 27,216
MP28	Custom Reports Discovery Workshop	$ 1,588
MP29	Initial Conversion Rollout	$ 44,982
MP30	Initial Configuration Rollout	$ 70,592
MP31	Completion of Core Team Training Week 1	$ 14,553
MP32	Completion of Core Team Training Week 2	$ 14,553
MP33	Completion of Core Team Training Week 3	$ 14,553
MP34	Completion of Core Team Training Week 4	$ 14,553
MP35	Data Refresh # 2 Load (Functional Testing)	$ 12,852
MP36	Completion of Functional Testing	$ 39,218
MP37	On the Job Learning - Functional Testing	$ 45,360
MP38	Delivery of Custom CIS Infinity Reports	$ 27,216
MP39	Delivery of Custom Infinity.BI Reports	$ 13,608
MP40	Data Refresh # 3 Load (ITC #1)	$ 12,852
MP41	On the Job Learning - ITC1 Testing	$ 45,360
MP42	Completion of Integration Testing Cycle 1	$ 34,020
MP43	Delivery of Interfaces	$ 30,618
MP44	Data Refresh # 4 Load (ITC #2)	$ 6,426
MP45	On the Job Learning - ITC2 Testing	$ 28,350
MP46	Completion of Integration Testing Cycle 2	$ 28,350
MP47	Data Refresh # 5 Load (UAT)	$ 5,141
MP48	On the Job Learning - UAT Testing	$ 17,010
MP49	Completion of User Acceptance Testing	$ 17,010
MP50	Delivery of End User Training - Week 2	$ 8,316
MP51	Delivery of End User Training - Week 4	$ 8,316
MP52	Delivery of End User Training - Week 6	$ 8,316
MP53	Infinity.Link Workshop	$ 11,813
MP54	Installation of Infinity.Link	$ 35,438
MP55	Infinity.Mobile Workshop	$ 11,813
MP56	Installation of Infinity.Mobile	$ 35,438
MP57	Installation of Infinity.BI	$ 11,340
MP58	Delivery of Infinity.BI - Initial Configuration	$ 6,804
MP59	Delivery of Infinity.BI Training	$ 4,536
MP60	Go-No-Go Document Delivery	$ 2,244

Reference	Milestone – Organization will be billed monthly for all milestones completed during the month (i.e. one invoice per month).	Invoice Amount
MP61	Go Live	$ 9,072
MP62	Post Live Support Month 1	$ 22,680
MP63	Post Live Support Month 2	$ 22,680
MP64	Post Live Support Month 3	$ 22,680
MP65	Rates - Initial Deliver of New Rates	$ 31,500
MP66	Rates - Go Live of New Rates	$ 21,000
MP67	Completion of Post Live	$ 126,420
	Total Services	**$ 1,316,700**

Appendix A – Draft Project Schedule

CIS Infinity Project Plan Draft FINAL_Law

Appendix B – Table of Responsibilities for Deliverables

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Lead
1	1	1.2	Weekly and Monthly Status Meetings & Reports	Project meetings to be attended by Advanced and Lawrence. 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
2	1	1.3	Quarterly Sponsor Meeting	Meeting attended by Advanced and Lawrence Project Manager and Project Sponsors to review project status.	Advanced
3	3	3.1	Hardware ready for Software Installation	Application and database server (production and test) are on Lawrence network and the operating system and database software have been loaded.	Lawrence
4	3	3.1	Project Kick-Off Meeting	On-Site kick-off meeting held with the project team.	Advanced
5	3	3.1	Draft Project Schedule	Initial draft Project Schedule delivered at project kickoff meeting. Project Schedule updates 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
6	3	3.1	Risk Management Plan	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
7	3	3.1	Communication Plan	Plan that defines the Project Strategy for communicating internally within the Project Team.	Advanced
8	3	3.1	Change Management Plan	Plan that defines the strategy for communicating with employees and externally.	Lawrence
9	3	3.1	Change Control Process	Process that defines how changes to project scope will be logged, approved, and managed as agreed to by both parties.	Advanced
10	3	3.1	Training Plan	Plan that defines Lawrence resources to be trained, the courses to be delivered, materials, locations, facilities and other resources.	Advanced
11	3	3.1	Test Plan	Plan that defines Lawrence's testing approach.	Advanced
12	3	3.1	CIS Infinity Server Installation	Installation of CIS Infinity on Lawrence servers.	Advanced
13	3	3.1	Installation Training	Installation training for technical personnel.	Advanced
14	3	3.1	Desktop Client Installation	Lawrence to install client on remaining desktops.	Lawrence
15	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
16	3	3.1	Project Team Contact List	Project listing of all Advanced and Lawrence project team members' contact information.	Advanced
17	3	3.1	System Overview	CIS Infinity system overview demonstration	Advanced
18	3	3.1	Issues Tracking Tool Overview and Set up	Advanced will provide Lawrence with and overview of the Issues Tracking Tool, the online tool for documenting and tracking issues as part of the overall implementation. Lawrence users will be provided with user ids and passwords which also provide access to the Software Entity relationship diagrams and the Data Dictionary.	Advanced
19	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

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Lead
20	3	3.2	Data Requirements for Functional Workshops	Lawrence to provide business process documentation as identified in Subtask 3.2.	Lawrence
21	3	3.2.1	Functional Discovery Analysis Workshop	Sessions that will assist Advanced in learning Lawrence business processes and educating Lawrence about the features and limitations of the software. Advanced will lead the sessions with Lawrence business process experts participating.	Advanced
22	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.	Advanced
23	3	3.2.2	Legacy System Conversion Information	Lawrence 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 Lawrence.	Lawrence
24	3	3.2.2	Data Conversion Discovery Analysis Workshop	Sessions that will assist Advanced in determining the best approach to converting legacy data. Advanced will lead these sessions with Lawrence technical and conversion/legacy data experts participating.	Advanced
25	3	3.2.2	Data Conversion Plan	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
26	3	3.2.2	Data Cleansing and Initial Data Extract from Legacy CIS	Lawrence to perform data cleansing activities as identified during the Data Conversion Discovery Advanced will do data cleansing based on logic provided Workshop. Lawrence 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.	Lawrence Advanced
27	3	3.3	Interface/Modification Discovery Workshop Agendas	Documents that outlines the items to be discussed during the Interface/Modification Discovery Workshop.	Advanced
28	3	3.3	Interfaces/Modification Workshop	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
29	3	3.3	BRD for Interfaces/Modifications	BRD and Use Case Documentation for interfaces/modifications identified in Task 2.1 and 2.3.	Advanced
30	3	3.4.1	Reports Discovery Workshop	Sessions to review the reporting requirements of Lawrence. Advanced will lead the sessions with Lawrence business process experts participating.	Advanced
31	3	3.4.1	Reports Analysis Spreadsheet	Document that lists all reports provided by Lawrence and designates those reports that are standard within CIS Infinity and those that require modification.	Advanced
32	3	3.4.2	Bills, Notices and Receipts Discovery Workshop	Session to review of all bill print types, notices, receipts including a review of EBP processes. Advanced will lead the sessions with Lawrence experts participating.	Advanced

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Lead
33	3	3.4.3	Infinity. Link Discovery Workshop	Session that will assist Advanced in learning how Lawrence will deploy the customer web portal and educating Lawrence about the features and limitations of the software. Advanced will lead the sessions with Lawrence business and technical experts participating.	Advanced
34	3	3.4.3	Infinity. Link Technical Checklist	Document that captures the technical environment in which Infinity. Link will be deployed. Lawrence to complete the checklist with Advance's assistance.	Lawrence
35	3	3.4.3	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.	Advanced
36	3	3.4.4	Infinity. Mobile Discovery Workshop	Session that will assist Advanced in learning how Lawrence will deploy mobile service orders and educating Lawrence about the features and limitations of the software. Advanced will lead the sessions with Lawrence business and technical experts participating.	Advanced
37	3	3.4.4	Infinity. Mobile Checklist	Document that captures the technical environment in which Infinity. Mobile will be deployed. Lawrence to complete the checklist with Advance's assistance.	Lawrence
38	3	3.4.4	Infinity. Mobile Discovery Document	Document that captures all learning and understanding gained in the Discovery Workshop. Document will serve as a template for configuring Infinity. Mobile.	Advanced
39	3	3.5.1	Initial Data Conversion Load	Loading of initial conversion by Advanced on Lawrence's system.	Advanced
40	3	3.5.1	Baseline Accounts	Lawrence, with Advance's assistance will identify baseline accounts to be used for testing.	Lawrence
41	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
42	3	3.5.1	Initial System Configuration Rollout	Configuration of the control forms and rates by Advanced based on the Functional Discovery document.	Advanced
43	3	3.6	Training Agendas	Standard Training Agenda for each training course identified in the Training Plan.	Advanced
44	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
45	3	3.6	Core Team Training	Execution and completion of Core Team training per the Training Plan. Training will include the Issues Tracking Tool training.	Advanced
46	3	3.7	Custom Reports Delivery	Delivery of custom reports identified in the Reports Analysis Spreadsheet.	Advanced
47	3	3.8.1	Interface Configuration, Testing and Rollout	Configuration, testing, and rollout of configuration type interfaces that have been identified in Task 2.2 of this SOW.	Advanced
48	3	3.8.2	Software and Interfaces Modifications: Code, Testing and Rollout	Coding of Modifications and Interfaces as described in Task 2.1 of this Statement of Work. Advanced developed interfaces will be tested/QA'd by Advanced before integrating into Lawrence environment.	Advanced
49	3	3.9.1, 3.9.2, 3.9.3.	Legacy Data Refreshes	Lawrence to provide Advanced an extract of Legacy CIS data in the agreed upon format throughout the testing phases (Functional, ITC1, ITC2, UAT), as required. Six data refreshes are anticipated throughout the project, which include the data refresh prior to Go Live. Advanced will support Lawrence where required.	Lawrence

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Lead
50	3	3.9.1	Functional Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Lawrence's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
51	3	3.9.1	Generic Test Scripts	Generic Integration Test scripts provided by Advanced to test system functionality.	Advanced
52	3	3.9.1, 3.9.2, 3.9.3.	System Testing	Lawrence to conduct testing as outlined in the Test Plan, document test results (pass/fail) and log any issues in the Issues Tracking Tool for resolution by Advanced.	Lawrence
53	3	3.9.1	Rates Testing Matrix	Document outlining all necessary rates and rate scenario's to be tested. Lawrence is responsible for testing and confirming all rates and rate scenarios are accurate and reflect the billing requirements of Lawrence.	Advanced
54	3	3.9.2	Build Releases (ITC1 and ITC2)	Installation of new builds on Lawrence's system which include Lawrence's modified software and interfaces.	Advanced
55	3	3.9.2	Integration Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Lawrence's system. Includes audit report that documents the results of agreed upon conversion validation parameters.	Advanced
56	3	3.9.3	User Acceptance Test - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Lawrence's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
57	3	3.10	End User Training, Signoff and Attendance Report	Execution and completion of End-User training per the Training Plan. Each training session will have an Attendance Report.	Advanced
58	3	3.11	Go/No Go Criteria Document	Document that identifies the 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
59	3	3.11	Go / No Go Decision Document approved for Go Live	Document that 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 Cut-Over and readiness assessment has been successfully achieved and there are no significant agreed upon issues that will impact transition to Production.	Advanced
60	3	3.11	Cutover Plan	Document that defines steps and responsibilities of Advanced and Lawrence during transition to Production. Includes steps to achieve system balance and includes a conversion cutover plan.	Advanced
61	3	3.12	Go Live - Data Conversion Data Load & Validation	Loading of conversion data by Advanced on Lawrence's system. Includes audit report that documents the results of the agreed upon conversion validation parameters for both the source and target data.	Advanced
62	3	3.12	Go Live	System is operating and being used. Balancing of legacy and Advanced CIS has been validated and signed-off by Lawrence.	Advanced

Del #	Task Per SOW	Subtask Per SOW	Name	Deliverable Description/Definition	Deliverable Lead
63	3	3.13	Completion of Post Live Support	Conclusion of Post live support period, which includes remote and/or onsite presence.	Advanced
64	3	3.13	Support Transition Meeting	A transition meeting to transfer from the project implementation phase to the support phase of the contract.	Advanced

Appendix C - Summary of Changes from RFP Scope

The following interfaces/modifications per the RFP have been identified by the City of Lawrence as not required. These items will not be delivered by Advanced under this Scope of Work. The pricing per Schedule 1 excludes the items below.

Item	Status	Description	Reason(s)
1.	Deleted	Infor Hansen – Permitting and Land Management	Removed Infor Hansen – Permitting and Land Management and associated configuration; enhancement and integration hours cited in "Key Requirements" of City of Lawrence RFP
2.	Deleted	Cisco UCCX – PBX	Removed Cisco UCCX – PBX and associated configuration; enhancement and integration hours cited in "Key Requirements" of City of Lawrence RFP
3.	Deleted	Telemate – Call Monitoring and Dashboard	Removed Telemate – Call Monitoring and Dashboard and associated configuration; enhancement and integration hours cited in "Key Requirements" of City of Lawrence RFP
4.	Deleted	TBD – AMI (Metering Reading)	Removed TBD – AMI (Metering Reading) and associated configuration; enhancement and integration hours cited in "Key Requirements" of City of Lawrence RFP
5.	Deleted	TBD – Solid Waste Management	Removed Solid Waste integration hours cited in "Key Requirements" of City of Lawrence RFP as new Solid Waste Management software had not been identified at time of contract. Solid waste service configuration is included within CIS Infinity.
6.	Replaced	Selectron – IVR	Replaced Selectron – IVR and associated configuration; enhancement and integration hours cited in "Key Requirements" of City of Lawrence RFP with Paymentus – IVR.