

RESOLUTION NO. 2024- 491

A RESOLUTION AUTHORIZING AWARD OF A CONTRACT TO CAYENTA, A DIVISION OF HARRIS COMPUTERS, BURNABY, BC, FOR SOFTWARE SYSTEM IMPROVEMENTS FOR THE AMI PROJECT SENSUS AMI FILE INTERFACES, IN AN AMOUNT NOT TO EXCEED \$172,380.00.

WHEREAS, there exists a need to provide for Software System Improvements for the AMI Project Sensus AMI File Interfaces; and

WHEREAS, the City of Vineland has a need to acquire such service as a Non-Fair and Open Contract pursuant to N.J.S.A. 19:44A-20.5; and

WHEREAS, the purchasing agent has determined and certified in writing that the value of said services will exceed \$17,500.00; and

WHEREAS, the Director of Information Services has recommended that a contract be awarded to Cayenta, a Division of Harris Computers, Burnaby, BC, for Software System Improvements for the AMI Project Sensus AMI File Interfaces, in an amount not to exceed \$172,380.00; and

WHEREAS, Cayenta has completed and submitted a Business Entity Disclosure Certification for Non-Fair and Open Contract which certifies that Cayenta has not made any reportable contributions to a political or candidate committee in the City of Vineland in the previous one year and that the contract will prohibit Cayenta from making any reportable contributions through the term of the contract to a political or candidate committee in the City of Vineland; and

WHEREAS, the availability of funds for said contract to be awarded herein have been certified by the Chief Financial Officer; and

WHEREAS, the City of Vineland has certified that this meets the statute and regulations governing the award of said contracts.

NOW THEREFORE BE IT RESOLVED, by the Council of the City of Vineland that:

1. The Purchasing Agent be and the same is hereby authorized to issue contract to Cayenta, a Division of Harris Computers, Burnaby, BC, for Software System Improvements for the AMI Project Sensus AMI File Interfaces, in an amount not to exceed \$172,380.00.
2. That the Business Disclosure Entity Certification, the Political Contribution Disclosure Form and the Determination of Value be placed on file with the Resolution.
3. Notice of this action shall be printed once in the Daily Journal.

Adopted: October 22, 2024

President of Council eaa

ATTEST:

City Clerk kp



REQUEST FOR RESOLUTION FOR CONTRACT AWARDS UNDER
40A:11-5 EXCEPTIONS
(PROFESSIONAL SERVICES, EUS, SOFTWARE MAINTENANCE, ETC)

1. GOODS OR SERVICES (DETAILED DESCRIPTION): Software System Improvements for the AMI Project
Sensus AMI File Interfaces

2. TYPE: RFP RFQ NUMBER: _____

NON-FAIR & OPEN (PAY TO PLAY DOUCMENTS REQUIRED)
 FAIR & OPEN: HOW WAS RFP ADVERTISED? _____

3. AMOUNT TO BE AWARDED: \$172,380.00
 ENCUMBER TOTAL AWARD ENCUMBER BY SUPPLEMENTAL RELEASE

4. BUDGETED ITEM: YES NO ACCOUNT NUMBER: 4-05-55-512-9000-52000

5. CAPITAL ORDINANCE: YES NO ORDINANCE NUMBER: _____

6. TRACKING ID(S): E901 COMMODITY CODE(S): 209

7. CONTRACT PERIOD (IF APPLICABLE): _____

8. DATE TO BE AWARDED: 10/22/24

9. RECOMMENDED VENDOR NAME AND ADDRESS: Cayenta, A Division of N. Harris Computer Corporation
8333 Eastlake Drive, Suite 101 Burnaby, BC V5A 4W2 Canada

10. JUSTIFICATION FOR VENDOR RECOMMENDATION (INCLUDE ADDITIONAL INFORMATION FOR COUNCIL):
Software System Improvements for the AMI Project / Sensus AMI File Interfaces
Sensus AMI File Interfaces

11. EVALUATION PERFORMED BY: Tony Quigley, Director of IS & Cust. Service Ext. 4345
(NAME, TITLE AND EXTENSION NUMBER)

12. APPROVED BY: _____
SIGNATURE (DIRECTOR, DEPARTMENT HEAD, SUPERVISOR)

13. ATTACHMENTS: AWARDDING PROPOSAL OTHER: See attached signed agreement

STATEMENT OF WORK

Between



City of Vineland
640 East Wood Street
Vineland, NJ 08360
USA

And

Cayenta, A Division of
N. Harris Computer Corporation
8333 Eastlake Drive, Suite 101
Burnaby, BC V5A 4W2
Canada

For

Sensus AMI File Interfaces

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The purpose of this Statement of Work is to set forth in detail the Software and Services deliverables to be provided by HARRIS, the milestones, schedule and acceptance criteria for such deliverables, the process for changes in scope and the respective responsibilities of HARRIS and CLIENT in connection with this Statement of Work. HARRIS will be the Prime Contractor for all application software and Services being provided under the Contract with CLIENT.

This Statement of Work shall be governed by the terms and conditions of the Software Implementation Services Agreement, dated December 18, 2013, between N. Harris Computer Corporation and City of Vineland, NJ.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Statement of Work on the Effective Date:

City of Vineland, NJ

**CAYENTA, a division of N. Harris
Computer Corporation**

Name: 
(Signature)

Name: _____
(Signature)

Name: Anthony R. Favucci
(Print)

Name: _____
(Print)

Title: Mayor

Title: _____

Date: 10/1/2024

Date: _____

Executive Summary & Overview

City of Vineland, NJ (CLIENT) is embarking on an integration of Cayenta CIS with the Sensus AMI system. Under the direction of the CLIENT Project Owner, the CLIENT Project Manager will drive and oversee the project in coordination with the HARRIS Project Manager.

CLIENT has requested to engage Cayenta (HARRIS) for value-added services related to the project outlined in the Deliverables section of this document. These services are not included in the Software and Maintenance Fees.

During the project, if CLIENT needs to make any changes to the Environments, the changes need to be approved by the HARRIS project team. Changes to the configuration or interfaces that are not advised by the HARRIS project team also need to be fully documented in CayStone.

The ongoing operation for the Solution will be the responsibility of the CLIENT following the project Go-live date. All interfaces delivered within this SOW are fully the responsibility of the CLIENT to administer, maintain, and support. HARRIS services can be engaged on a time and material basis at the then current rate if the CLIENT requires additional assistance. Please note that resource availability may impact the timeline such assistance will be delivered.

Project Start Pre-Requisites

In addition to the approved statement of work, HARRIS and CLIENT agree that the following pre-requisites will be satisfied to begin work on this project. Any pre-requisites that are the responsibility of CLIENT will be considered out of scope of this project and any services required of HARRIS for CLIENT-owned pre-requisites will be addressed through the Change Control process outlined in this document.

Pre-Requisite	Responsible Party
CLIENT will have resources assigned to work on the project as per the schedule defined in this document. This is inclusive of all project work including test execution, workshop & meeting participation as well as any other activities prescribed.	CLIENT
CLIENT will have the dedicated Cayenta CIS environment available and with current data	CLIENT
HARRIS project team will be assembled and prepared to work on this project per the schedule defined in this document.	HARRIS

Table of Services

Below is a summary list of the deliverables for the project. The Deliverables section itemizes each deliverable in detail regarding specific scope, responsibilities for HARRIS and CLIENT as well as acceptance criteria.

The expected project duration will be approximately 5 months for the implementation project (3 months of build/2 months of testing by CLIENT), followed by 1 month for Post Go-Live and Transition to Support.

Additional testing support can be purchased if the project extends past this expectation.

Component Group	Deliverable #	Deliverable Name
Consulting Services	1.01	Project Management & Meetings - Month 1
Consulting Services	1.02	Project Management & Meetings - Month 2
Consulting Services	1.03	Project Management & Meetings - Month 3
Consulting Services	1.04	Project Management & Meetings - Month 4
Consulting/BI Services	1.05	Go Live Services
Consulting/BI Services	1.06	Post Go Live Support (4 weeks)
Consulting	2.01	AMI configuration (preferences, Meter, Device, Register configuration)
BI Services	2.02	VFLEX File for meter
BI Services	2.03	Meter Read Request from Cayenta to Sensus Analytics
BI Services	2.04	Meter Read from Sensus Analytics
Consulting	2.05	Meter Inventory
Consulting/BI Services T&M	3.01	Additional Consulting BI Services T&M

Deliverables

Below is a detailed listing of all deliverables in scope of this project. With each deliverable is specific responsibilities to be performed by HARRIS and CLIENT respectively as part of completion of this deliverable. Acceptance criteria for each deliverable specifies the criteria by which CLIENT will accept the deliverable upon completion by HARRIS. Upon satisfying the acceptance criteria for the deliverable will make the deliverable eligible to be billed as defined in the [Payment Milestones](#) section of this document.

Deliverable ID	1.01
Deliverable Type	Fixed Price
Deliverable Name	Project Management & Meetings - Month 1
Deliverable Description	<p>HARRIS will provide Project Management services including:</p> <ul style="list-style-type: none"> -Project schedule development -Kickoff meeting facilitation -Weekly status meetings up to two (2) hours per week for Project Manager and two (2) hours per week for the consultants <p>Should the need for more hours of either HARRIS consultants or project manager arise, it will be addressed via the Change Control process.</p>
HARRIS Responsibilities	<ul style="list-style-type: none"> • Develop the project schedule • Facilitate the kickoff meeting • Set up weekly status calls • Create the CayStone project • Provide CayStone training to CLIENT
CLIENT Responsibilities	<ul style="list-style-type: none"> • Contribute to the project schedule • Coordinate the kickoff meeting • Attend CayStone training • Attend weekly calls
Deliverable Acceptance Criteria	First month of the project is complete
Deliverable ID	1.02
Deliverable Type	Fixed Price
Deliverable Name	Project Management & Meetings - Month 2

Deliverable Description	<p>HARRIS will provide Project Management services including:</p> <ul style="list-style-type: none"> -HARRIS resource coordination -Schedule maintenance & updates -Status reporting -Weekly status meetings up to two (2) hours per week for Project Manager and two (2) hours per week for the consultants <p>Should the need for more hours of either HARRIS consultants or Project Manager arise, it will be addressed via the Change Control process.</p>
HARRIS Responsibilities	<ul style="list-style-type: none"> • Facilitate & attend the weekly status calls • Maintain the project schedule • Deliver status reports
CLIENT Responsibilities	<ul style="list-style-type: none"> • Attend weekly status calls • Attend monthly ESC meeting
Deliverable Acceptance Criteria	Second month of the project is complete
Deliverable ID	1.03
Deliverable Type	Fixed Price
Deliverable Name	Project Management & Meetings - Month 3
Deliverable Description	<p>HARRIS will provide Project Management services including:</p> <ul style="list-style-type: none"> -HARRIS resource coordination -Schedule maintenance & updates -Status reporting -Weekly status meetings up to two (2) hours per week for Project Manager and two (2) hours per week for the consultants <p>Should the need for more hours of either HARRIS consultants or Project Manager arise, it will be addressed via the Change Control process.</p>
HARRIS Responsibilities	<ul style="list-style-type: none"> • Facilitate & attend the weekly status calls • Maintain the project schedule • Deliver status reports
CLIENT Responsibilities	<ul style="list-style-type: none"> • Attend weekly status calls • Attend monthly ESC meeting
Deliverable Acceptance Criteria	Third month of the project is complete

Deliverable ID	1.04
Deliverable Type	Fixed Price
Deliverable Name	Project Management & Meetings - Month 4
Deliverable Description	<p>HARRIS will provide Project Management services including:</p> <ul style="list-style-type: none"> -HARRIS resource coordination -Schedule maintenance & updates -Status reporting -Weekly status meetings up to two (2) hours per week for Project Manager and two (2) hours per week for the consultants <p>Should the need for more hours of either HARRIS consultants or Project Manager arise, it will be addressed via the Change Control process.</p>
HARRIS Responsibilities	<ul style="list-style-type: none"> • Facilitate & attend the weekly status calls • Maintain the project schedule • Deliver status reports
CLIENT Responsibilities	<ul style="list-style-type: none"> • Attend weekly status calls • Attend monthly ESC meeting
Deliverable Acceptance Criteria	Forth month of the project is complete
Deliverable ID	1.05
Deliverable Type	Fixed Price
Deliverable Name	Go Live Services
Deliverable Description	HARRIS and CLIENT will execute the assigned tasks, per the go-live cutover checklist, review checklist with customer, configuration migration from test into production + Go-live validation support
HARRIS Responsibilities	<ul style="list-style-type: none"> • Execute HARRIS-assigned tasks per the go-live cutover checklist • HARRIS will be available on go-live to perform HARRIS-assigned tasks per the go-live cutover checklist.
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute CLIENT-assigned tasks per the go-live cutover checklist • CLIENT will be available on go-live weekend to perform CLIENT-assigned tasks per the go-live cutover checklist.

Deliverable Acceptance Criteria	Completion of go-live activities per the go-live checklist and CLIENT can access and use the designated environment for production purposes
Deliverable ID	1.06
Deliverable Type	Fixed Price
Deliverable Name	Post Go Live Support (4 weeks)
Deliverable Description	HARRIS and CLIENT will execute tasks identified and mutually agreed upon, during the 'one-full billing cycle post go-live period.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Execute HARRIS-assigned tasks per the agreed upon post go-live period • Remediate P1 & P2 priority incidents
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute CLIENT-assigned tasks per the agreed upon post go-live period • Validate & close P1 & P2 priority incidents
Deliverable Acceptance Criteria	All P1 & P2 incidents logged for the project have been remediated
Deliverable ID	2.01
Deliverable Type	Fixed Price
Deliverable Name	AMI configuration (preferences, Meter, Device, Register configuration)
Deliverable Description	Cayenta will configure the meter, device, and registers and assist with analysis for AMI configuration.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Conduct configuration workshop • Conduct a handover session with CLIENT testers • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage, and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	HARRIS delivers functionality for CLIENT testing.
Deliverable ID	2.02
Deliverable Type	Fixed Price
Deliverable Name	VFLEX File for meter
Deliverable Description	The intent of the VFLEX file is to enable a utility to send current account and device information for each metering device to Sensus Analytics.

HARRIS Responsibilities	<ul style="list-style-type: none"> • Develop & deliver Functional Design Document (FDD) • Develop the functionality per the approved FDD • Perform internal unit testing • Apply all required configuration changes to support the functionality • Develop & deliver user documentation • Conduct a handover session with CLIENT testers
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide input/clarifications, and attend meetings, as required to support the development of the FDD • Attend handover session • Creation of integrated test scripts • Integrated testing
Deliverable Acceptance Criteria	HARRIS delivers functionality for CLIENT testing
Deliverable ID	2.03
Deliverable Type	Fixed Price
Deliverable Name	Meter Read Request from Cayenta to Sensus Analytics
Deliverable Description	Export file of RCT records to get reads. Dependent on account meter extract. Will include start and end time for demand.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Configure the existing meter read process with Cayenta and Beacon to include all the AMI meter types. • Training for CLIENT on how to use and manage this process • Update user documentation. • Supporting CLIENT with creation of integrated test scripts
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide input/clarifications, and attend meetings, as required to support the configuration • Ensure that appropriate staff attend all training • Creation of integrated test scripts • Integrated testing
Deliverable Acceptance Criteria	HARRIS delivers configuration for CLIENT testing
Deliverable ID	2.04
Deliverable Type	Fixed Price
Deliverable Name	Meter Read from Sensus Analytics
Deliverable Description	Cayenta will configure the meter read uploads to come from the Sensus Analytics reading file.

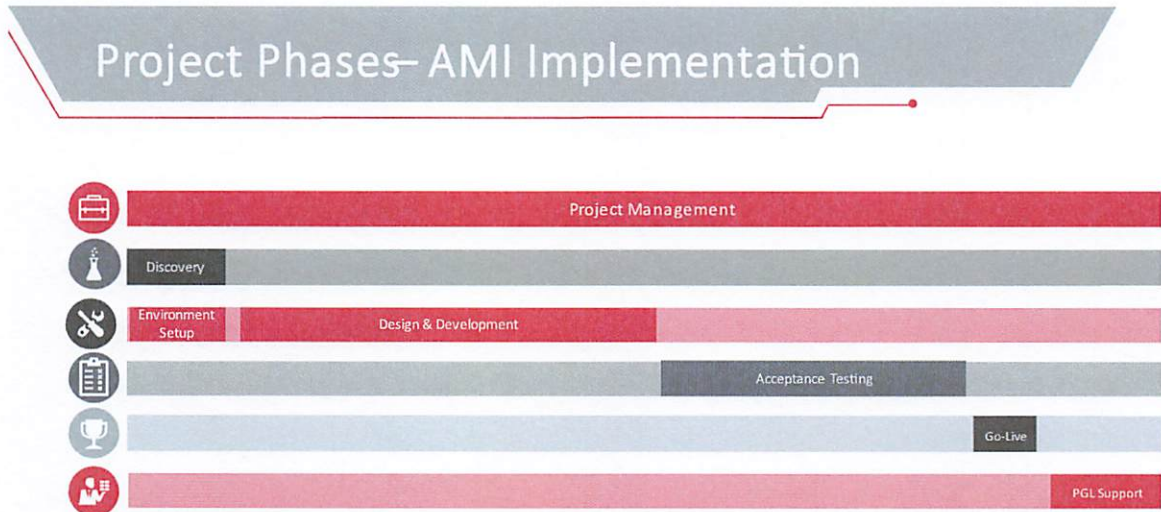
HARRIS Responsibilities	<ul style="list-style-type: none"> • Configure mass meter exchange process • Perform internal unit testing • Solutions document for mass meter exchange • Conduct training of process to CLIENT users • Conduct a handover session with CLIENT testers • Supporting CLIENT with creation of integrated test scripts
CLIENT Responsibilities	<ul style="list-style-type: none"> • Provide input/clarifications, and attend meetings, as required to support the development of the FDD • Attend Training • Attend handover session • CLIENT responsible for continuation of solution for AMI rollout duration • Creation of integrated test scripts • Integrated testing
Deliverable Acceptance Criteria	HARRIS delivers functionality and handover session for CLIENT testing
Deliverable ID	2.05
Deliverable Type	Fixed Price
Deliverable Name	Meter Inventory
Deliverable Description	Cayenta configures the meter manufacturer inventory files. There are 3 files in total, one for electric which requires adjustments for the electric device attachment and two for water, one for the AMI meters and another for the water meter devices.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Conduct configuration workshop • Conduct a handover session with CLIENT testers • Incident remediation, prioritizing work based on marked priority in the incident according to criteria defined in this document
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute testing per test sets as defined in CayStone • Log incidents as issues arise with testing, ensuring that appropriate screenshots, verbiage, and reproduction steps are documented in the CayStone incidents • Conduct validation testing on remediated incidents in a timely manner
Deliverable Acceptance Criteria	HARRIS delivers functionality for CLIENT testing.
Deliverable ID	3.01
Deliverable Type	Time & Materials
Deliverable Name	Additional Consulting BI Services T&M

Deliverable Description	HARRIS and CLIENT will execute tasks identified and mutually agreed upon.
HARRIS Responsibilities	<ul style="list-style-type: none"> • Execute HARRIS-assigned tasks as agreed upon • Remediate identified incidents
CLIENT Responsibilities	<ul style="list-style-type: none"> • Execute CLIENT-assigned tasks as agreed upon • Validate & close incidents
Deliverable Acceptance Criteria	Identified and agreed upon incidents have been remediated

Methodology & Schedule

Methodology

Cayenta follows a practiced and proven methodology for delivering projects to our customers. Below is an overview of the project phases that are part of the project, which will be aligned with the overall project.



Project Management

HARRIS will provide a project manager to the project to oversee the HARRIS team and to work with the CLIENT project manager. The HARRIS project manager will be responsible for the following items:

- Develop and maintain the project schedule, collaborating with CLIENT project manager.
- Schedule and facilitate weekly PM meetings.
- Schedule and facilitate weekly team meetings.
- Develop go-live cutover checklist, collaborating with HARRIS and CLIENT project teams.
- Ownership of the Change Control process as outlined in the [Change Control section](#) of this document

Schedule development is a collaborative task – the initial timeframe reflects the pricing provided, and a final schedule is dependent on the completion of project planning, where tasks and dependencies are finalized, resource allocation is confirmed, and all non-working days are identified. A finalized project schedule must be delivered and baselined, and material changes to the initial schedule may require a change order. Any deviation from this process must be agreed to by the project teams.

Environment Setup

CLIENT will provide a dedicated testing environment for this project.

CLIENT will ensure that the designated testing environment (with configuration) is not refreshed or overwritten with PROD data unless HARRIS agrees. In the case that this accidentally happens, the time for HARRIS to re-create the work lost will be managed through the Change Control process.

Design and Development / Configuration

HARRIS and CLIENT will take a collaborative approach to the design and development of the scoped interfaces/integration. HARRIS will conduct a series of discovery discussions with CLIENT and prepare a detailed Functional Design Document (FDD) for each interface/integration that will be submitted to CLIENT for review and approval. Upon approval of the FDD document for each interface/integration, HARRIS will develop the interface/integration, conduct internal quality assurance testing, and deploy to the project test environment for handover and CLIENT testing. As part of the handover, HARRIS will also deliver documentation pertaining to the interface to help facilitate knowledge transfer and CLIENT testing.

Testing & Documentation

Application testing will be the most critical phase of this project and allows CLIENT to ensure a level of comfort with the delivered solution prior to going live. HARRIS will provide testing support commensurate with the services outlined in the Deliverables section of this document.

CLIENT will test the application and configured solution delivered by HARRIS. CLIENT agrees to use the CayStone testing platform, provided by HARRIS to plan test cases/test sets, track all testing progress via updating of executed test cases/test sets and log incidents for all defects found. Should CLIENT decide to forego the use of CayStone for these purposes (i.e., using alternate means to plan and track testing and incidents), HARRIS may initiate the change control process (per the [Change Control section](#) of this document) to determine impacts to the project, monetary and otherwise.

CLIENT has declined Monthly testing support services (often referred to as Integrated Testing). Should there be a need to extend testing support services from HARRIS beyond what is currently scoped in this document, additional months of testing support may be added to the project at a cost determined through the Change Control process.

Go Live

HARRIS and CLIENT will work collaboratively to prepare a go-live cutover checklist. It will be a shared responsibility between HARRIS and CLIENT to ensure that all tasks are documented and assigned appropriately. HARRIS and CLIENT will schedule the go-live to take place over a weekend or a mutually agreeable timeframe.

Post Go-Live and Transition to Support

HARRIS project team will continue to support CLIENT during the defined post go-live period (as indicated in the Deliverables section of this document) as well in this time engage Cayenta Support by preparing a Support Transition document, outlining the details of the implementation relevant to the Cayenta Support team taking on stewardship of CLIENT support needs going forward. A transition meeting including the HARRIS project team, CLIENT and Cayenta Support will be facilitated by HARRIS as part of this transition.

Schedule

The expected project duration will be approximately 5 months for the implementation project (3 months of build/2 months of testing by CLIENT), followed by 1 month for Post Go-Live and Transition to Support.

Upon starting the project, the HARRIS project manager will collaborate with CLIENT Project Manager to baseline the project schedule.

Payment Milestones

Below is a list of the project milestones. CLIENT agrees to pay the milestones upon completion of the mapped deliverables according to the defined acceptance criteria in this document for each deliverable.

MP#	Payment Milestone Description	Invoice Amount	Deliverable ID
MP01	Project Management & Meetings - Month 1	\$12,220.00	1.01
MP02	Project Management & Meetings - Month 2	\$11,960.00	1.02
MP03	Project Management & Meetings - Month 3	\$8,320.00	1.03
MP04	Project Management & Meetings - Month 4	\$8,320.00	1.04
MP05	Go Live Services	\$7,800.00	1.05
MP06	Post Go Live Support (4 weeks)	\$10,400.00	1.06
MP07	AMI configuration (preferences, Meter, Device, Register configuration)	\$15,600.00	2.01
MP08	VFLEX File for meter	\$20,800.00	2.02
MP09	Meter Read Request from Cayenta to Sensus Analytics	\$20,800.00	2.03
MP10	Meter Read from Sensus Analytics	\$22,880.00	2.04
MP11	Meter Inventory	\$10,400.00	2.05
T&M	Additional Consulting BI Services T&M	\$22,880.00	3.01
	Project Total	\$172,380.00	

Assumptions

1. CLIENT will provide a dedicated test environment that is to be used by the AMI project only.
2. CLIENT is responsible for backing up the Cayenta AMI test servers.
3. CLIENT network administrators will be responsible for the network connectivity between systems.
4. CLIENT will be responsible for any data refreshes needed during the project. This is a task that can be delegated to HARRIS. A Change Order request for \$6,240 can be submitted for both refresh of data from production (Cayenta Technical Services) and migration of configuration (Cayenta Professional Services).
5. Any data cleanup discovered throughout this project, is the responsibility of the CLIENT. If the CLIENT requires assistance for this cleanup Cayenta will estimate and follow the Change Control Process noted in this SOW.

6. CLIENT is responsible for creating and executing integrated testing scripts, with support from HARRIS.
7. Training of the functionality of CLIENT's existing Cayenta CIS system is not included, as a certain amount of application knowledge is assumed for the CLIENT users who are performing integrated testing.
8. This project excludes any modifications to letters, reports, or bill print. If necessary, an estimate will be provided and follow the Change Control Process noted in this SOW.
9. CayStone will be used to manage incidents.
10. Cayenta CMS to apply any Cayenta patches identified as necessary for the project as the environment dedicated to this project is one of the non-production environments included in the CMS Support.
11. Sensus RNI meter provisioning will be handled through Sensus Analytics via VFLEX file and no additional files for multi-speak call are required from Cayenta.
12. CLIENT will be responsible for processing all meter exchanges. No Mass Meter Exchange process is included in the scope of this project for Electric or Water.
13. Integrated testing support by the Cayenta Professional Services team is not included in the scope of this project
14. No Mock Go Live is planned in the scope of this project.
15. The AMI solution excludes any automation of disconnect, reconnection, move-in, or move-out logic. In addition, this solution excludes any on-demand reads or any other on-demand command to the head end system.
16. There must be a one-to-one mapping from inbound messages containing reads directly to the target register. No processing will be performed to determine which register a read is meant for beyond mapping from inbound register identifier to the target register. If two registers have the same identification in the inbound messages, the message will not be processed.
17. Optional services not included in the scope of this project:
 - GIS Integration. CLIENT will use the coordinates from the RNI for Sensus Analytics and there is no need for GIS integration to the CIS at this time
 - Opt-in Opt-out. Service order configuration, billing fees and issue workflow. City to manage internally.
 - City to manage Meter Inventory Upload. Manufacturer inventory files could be configured as meter upload - 3 files:
 - I. Electric file requires adjustments for the electric device attachments
 - II. Water requires 2 files, one for AMI meters and another for the water meter devices.
18. Any missing reads on cycle billing will be handled in the existing meter read procedures in place in CLIENT CIS system.

Overall Terms & Termination

Terms and Conditions

1. Total project costs include Payment Milestones
2. Pricing is fixed for scope as defined by this document unless it is noted as

Time and Material in the Table of Services and excludes any applicable taxes.

3. Additional services deemed out of scope (per this document) will be billed at \$260 per hour and will require documentation from HARRIS and the CLIENT and compliance with the [Change Control Process](#).
4. CLIENT will provide a direct connection to the Server on which the database resides.
5. CLIENT will provide any necessary infrastructure for the project.
6. Both HARRIS and CLIENT will ensure members are available on dates agreed to and scheduled.
7. Change Orders will be created for any tasks that are requested outside the scope of the project and will follow the [Change Control Process](#).
8. All project work is planned as remote.
9. Hardware costs are priced/managed directly by CLIENT.
10. HARRIS reserves the right to pause work upon notification to CLIENT if HARRIS invoices become aged greater than 60 days.
11. In the event CLIENT terminates this Agreement, CLIENT shall be invoiced for work done to date as of notification and CLIENT will pay all outstanding Fees and other amounts owing to Harris under this Agreement.

Appendix A: Incident Priority Definitions

HARRIS and CLIENT agree to use the following priority definitions when prioritizing incidents logged during the project.

Priority 1 – Critical

- System Down (Software Application, Hardware, Operating System, Database)
- Application errors without workarounds that prevent testers from testing.
- Incorrect calculation errors impacting a majority of data.
- Aborted postings or error messages preventing data integration and update.
- Performance issues of severe nature impacting critical processes
- Performance issues impacting critical processes.
- Critical incidents assigned back to CLIENT need to be validated within a business day.
- Data Security issues

Note: the existence of a reasonable work-around precludes a Priority 1 or Priority 2 issue in mostcases.

Priority 2 - High

- Application errors that have workarounds impacting business, but the workaround is either complex or time consuming and significantly affects productivity after go-live.
- Calculation errors impacting a minority of records.
- Report generation failures impacting critical processes.
- Report calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- High Priority incidents assigned back to CLIENT need to be validated within 2- 3 business days.

Priority 3 – Medium

- Application errors/issues that have workarounds impacting business, but the workaround is either complex or time consuming.
- Report formatting issues
- Issues with workarounds for large majority of accounts
- Some recommendations for enhancements on application changes
- Performance issues not impacting critical processes.
- Usability issues
- Medium Priority incidents assigned back to CLIENT need to be validated within 5 business days.

Appendix B: Change Control Process

The "Change Control Process" governs changes to the Project parameters (scope, schedule, budget, quality, risk) during the life of the Project. Change Orders can be requested by HARRIS or CLIENT; however, all Change Orders must be approved in writing by both HARRIS and CLIENT before any changes are formally accepted into the project.

No Change Order shall become effective unless mutually agreed to in writing by both parties. No work, other than estimating, will be performed on a Change Order by HARRIS until sign off has been obtained by the parties. There will not be fees charged by HARRIS to provide estimates for Change Orders.

To effectively control changes to the project, HARRIS uses an industry standard Change Control process to assess all impacts of a potential project change. The Change Control process is described below:

Change Request Submission

CLIENT and/or HARRIS identify a need for a change to the project and submit a request. It is expected that the party raising the request will provide as much relevant information as possible at the time of raising the request to support proper impact assessment activities.

Such a request must be in writing and identify the business and other reasons for the requested change and the impact it would have if the change were agreed upon, which may include Budget, Deliverables, Milestone Payments, Schedule, Risks, and Resources.

Change Request Assessment

HARRIS and CLIENT Project Managers will assess the potential change and the impact on budget, schedule, quality, resources, and risks. Where applicable, options will be defined and documented.

Change Order (document)

The HARRIS Project Manager will prepare a formal Change Order document and submit it to CLIENT for review. The Change Order document will contain at a minimum:

- Business reason/justification for the change
- Detailed description of the change
- Impact assessment of the change
- Any payment milestone revisions impacted by the change (projected billing dates and invoice amounts)
- Project impacts of not approving the change

Any Deliverables that have already been completed and accepted by the CLIENT that are subsequently altered because of a Change Order must be appropriately revised, pursuant to the Change Order, with the change number and date noted. An updated version of such a Deliverable will then be signed and stored with the project documentation.

CLIENT and HARRIS will review the Change Order for approval or rejection.

Change Order Review Period

After any request for a Change Order is made, the parties will have five (5) business days, or any additional, mutually agreed upon period, to consider the request (the "Change Order Review Period").

The Change Order Review Period will commence the day the Change Order request is received in writing by the party being asked for the Change Order. During the Change Order Review Period, HARRIS will provide the CLIENT with all information material to the requested Change Order, regardless of which party initiated the Change Order, including but not limited to any additional fees that would be incurred, the impacts on the relevant Deliverables, and any alteration of the MS Project Schedule that would result if the Change Order were agreed to. HARRIS will also, during the Change Order Review Period, provide a time and materials or a Fixed Price cost based on the CLIENT's desired pricing model.

During the Change Order Review Period, the CLIENT will provide HARRIS with any information reasonably requested by HARRIS to evaluate any Change Order requested by CLIENT.

Change Order Approval

If both the CLIENT and HARRIS agree to the change, all relevant terms shall be documented in the Change Order. Any charges not already specified in the Statement of Work, or which are different than those in this Statement of Work will be noted in the Change Order. Any additional services performed by HARRIS because of a Change Order will require the payment to HARRIS of additional fees as agreed.

Upon approval, CLIENT and HARRIS will sign the Change Order document and have the executed copy stored in the project document repository.

Change Order Rejection

If agreement on a requested Change Order does not occur by the end of the Change Order Review Period, the change order is considered rejected. At this point, either party may initiate the conflict resolution process set forth in this Statement of Work regarding the requested Change Order, unless the change solely regards a Deliverable that was completed and accepted before the request for the Change Order was made.

Change Request/Change Order Log

HARRIS will maintain an ongoing log of all Change Orders during the life of the project. This will be accessible to CLIENT.

Conflict Resolution Process

HARRIS recommends three levels for conflict escalation:

1. Project Managers to
2. Sponsors/Director to
3. Executive (VP, EVP, GM).

One representative from HARRIS and representatives from CLIENT are designated at each level. All issues must be in written form – providing details, impacts, and alternative resolutions. If the parties are unable to resolve a dispute through this informal process, then they will follow the formal Dispute Resolution process that is set forth in the Software Implementation Services Agreement.