A D V A N C E D
U T I L I T Y   S Y S T E M S

Quote

Client	City of Santa Rosa	**Client Contact**	Keni Cook
Quote Effective Date	May 9, 2023	**Prepared By**	May Yang
Reference Number	AT91001	**Client PO**	
Description	Statement of Work (SOW): Transfer Amounts for Delinquent Accounts		

Cost

The cost in successfully completing this SOW is $25,000.00 USD.

Client Request

City of Santa Rosa requires a way to transfer an amount from one customer-account combination to another over a period of 12 months. Since the amounts may be different from the total balance, City of Santa Rosa would like to be able to indicate the amount. For this reason, City of Santa Rosa is requesting a statement of work for Advanced Utility Systems (Advanced) to find a process to accommodate this request.

As per City of Santa Rosa, The A/R's of concern are Water, Delinquent Fees – Water, Sewer, and Delinquent Fees – Sewer A/R's. The Transaction Codes to use are listed below.

Transaction Code	Transaction Code Description	AR Code	AR Description
TR01	Transfer From Water AR	WA	Water
TR02	Transfer To Water AR	WA	Water
TR03	Transfer From Sewer AR	SE	Sewer
TR04	Transfer To Sewer AR	SE	Sewer
TR09	Transfer From Water Delinq. Fee AR	DW	Delinquent Fees - Water
TR10	Transfer To Water Delinq. Fee AR	DW	Delinquent Fees - Water
TR11	Transfer From Sewer Delinq. Fee AR	DS	Delinquent Fees - Sewer
TR12	Transfer To Sewer Delinq. Fee AR	DS	Delinquent Fees - Sewer

Proposed Solution

The services to be provided under this SOW are as follows:

Post Dated Transactions – Import Export
Step 1 – Export DMO/DMI Accounts (Export Run Once)

Header	Data Values
Account	CIS
Customer	CIS
Comment Code	DMO/DMI
Transaction Code	If DMO, then either TR01, TR03, TR09, or TR11 If DMI, then either TR02, TR04, TR10, or TR12
AR Code	WA, SE, DW, DS

AR Balance	For DMO the balance value ==should be negative== (Change at the time of exporting)

- ➢ Account with Closed customer with a DMO Comment and active Customer with active DMI Comment.
- ➢ DMO account should have a balance over $0.00 on the AR codes.
- ➢ Process will Run only once.

Step 2 – Create New Non-Billable ARs (Holding AR for WA, DE, DW, DS) and Transaction Codes to Transfer the amounts from:

- ➢ Debit WA and Credit WA Holding
- ➢ Debit SE and Credit SE Holding
- ➢ Debit DW and Credit DW Holding
- ➢ Debit DS and Credit Ds Holding

Objective: The new transactions will hold the balance that initially had the DMO account.

Step 3 – Create the Batch Header for the Transfer (The export file will have to be modified as per Santa Rosa Request so we can Run the Next Step for the import)

AUS will create the initial batch to do the transfer to the new ARs, so the DMO will have a total balance of 0.

Step 4 – Import Total Balance to New Non-Billable AR, also import New 12 Post Dated Records as Pending for Santa Rosa to Pick Up with The Post-Dated Processing

Header	Data Values
Account	CIS
Customer	CIS
Comment Code	DMO/DMI
Transaction Code	==Should now have the new Transaction codes==
AR Code	WA, SE, DW, DS
AR Balance	For DMO the balance should be negative

The import will perform two processes, first it will debit from the original ARs the ==TOTAL Balance== this with the purpose to maintain the accountability. After that, the import will create new records for the postdated transactions (The 12 transfers that will be included with a future date as requested for a one-year period.)

Step 5 – Santa Rosa can Schedule the Post-Dated Processing to make the transfer happens and be reflected on the DMI.

Notes: New accounts with DMI or DMO comments are not considered, only the initial that the export will bring.

Assumptions

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

- City of Santa Rosa will be responsible for:
    - Ensuring that the CIS system where this project will be implemented is on a build 4.1.62 and above
    - The DMI/DMO comments are already on the Customer-Account as an active comment prior to the export file interface being run
- Amounts are transferred from one closed customer (with active DMO comment) on an account to the next active customer (with active DMI comment) on the same account
- City of Santa Rosa already uses CIS Scheduler and has the Scheduler running
- In the event additional hours are required to effectively complete this SOW, a request will be made for the number of hours needed
- If the TEST system is refreshed without notifying Advanced Utility Systems 72 hours prior to the system refresh, City of Santa Rosa will be responsible for all costs associated with reconfiguring the system

Payment Terms

This SOW will be invoiced by the following milestones:

Milestone Payment (MP)	Amount
MP1: Upon signing this SOW	$7,500.00
MP2: Upon delivery of the export interface on one Test application	$6,250.00
MP3: Upon delivery of the import interface on one Test application	$6,250.00
MP4: Upon delivery of the export interface on one Production environment	$2,500.00
MP5: Upon delivery of the import interface on one Production environment	$2,500.00
Total	**$25,000.00**

Conditions

The following are the conditions for this SOW:

- Advanced will lead and perform the required activities to implement this SOW
- In the event the scope of work changes or there are new requests, additional hours will be required
- Client is responsible to test any changes made under this SOW and promptly provide feedback or additional details required to Advanced
- If desired by Client, Advanced may execute a portion of this SOW during weekend or holiday hours at a premium hourly rate of $380
- Notice of cancellation of work under this SOW must be received in writing
- Client is responsible for the payment of any/all hours utilized prior to the receipt of cancellation notice which will be invoiced

- Each party hereto agrees, acknowledges and confirms that, except to give meaning and effect to the amendments set forth in this SOW, the Master Agreement remains in full force and effect, are hereby ratified and confirmed in all respects and are binding upon the parties thereto and their successors and permitted assigns
- This task covers the development and configuration of CIS Infinity interfaces to existing City of Santa Rosa's systems and modifications to CIS Infinity, and/or related products in the Infinity product suite, if any, to meet City of Santa Rosa's CIS needs. All development work completed by Advanced will be communicated, in advance, to City of Santa Rosa's Project Manager so that City of Santa Rosa'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 Santa Rosa if not in scope

Expenses

If expenses are incurred by Advanced to provide services outlined in this statement of work, Advanced staff will be using a meal per diem of $70 per weekday and $125 per weekend day or holiday which will be billed to the Client. The meal per diem and mileage charges will not be required to submit receipts. All other expenses will continue to be billed on actual-basis (i.e. airfare, hotel, car rental, and fuel) and will be required to submit receipts.

Escalation Process

Several processes may trigger the escalation process which includes issue tracking, contract management, and risk management. This process assumes that prior attempts have been made to resolve the item and the appropriate parties cannot reach a resolution. When an item is escalated, the appropriate participants are notified via formal communication (email) which includes a summary of the concern/issue and the analysis of each party's position. The participants must be provided with sufficient time, to review the analysis and concerns prior to scheduling any resolution meetings.

The levels of escalation and the participants in each level include:
1. Advanced Resource (Client Services Technical Consultant who is assigned the project)
2. Advanced Manager (Client Services Team Lead)
3. Advanced Sponsor (Director of Client Services)

Standard of Care/Warranty Disclaimer

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

Limitation of Liability

THE LIABILITY OF ADVANCED (UNDER BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, AND INCLUDING ANY INDEMNITY OBLIGATION) FOR ANY DAMAGES RELATING TO THIS AGREEMENT SHALL NOT EXCEED THE FEES PAID BY THE CITY TO ADVANCED PURSUANT TO THIS SOW.

IN ADDITION TO THE FOREGOING, ADVANCED SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL OR OTHER DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED LOST REVENUE OR LOSS OF PROFITS, EVEN IF ADVANCED HAS BEEN ADVISED OF THE LIKELIHOOD OF THE OCCURRENCE OF SUCH DAMAGES AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

THESE LIMITATIONS SHALL APPLY IN RESPECT OF ANY CLAIM, DEMAND OR ACTION BY A PARTY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION UNDERLYING SUCH CLAIM, DEMAND OR ACTION, INCLUDING, BUT NOT LIMITED TO, BREACH OF CONTRACT OR TORT.

Notes
- This quote is valid for 30 calendar days from the date of issue and supersedes any previous offers related to services outlined
- Additional work will require a Change Order

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

Authorized by City of Santa Rosa:	Authorized by Advanced Utility Systems:
	Y. H. Jinjee May 9, 2023
Name **Date**	**Name** **Date**