Vertex Data Utility Services LLC

And

City of Gainesville, Florida d/b/a Gainesville Regional Utilities a/k/a GRU

VertexOne SOFTWARE AS A SERVICE AGREEMENT

[DATE]

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VertexOne SOFTWARE AS A SERVICE AGREEMENT

THIS VertexOne SOFTWARE AS A SERVICE AGREEMENT is dated as of _____________ and entered into by and between, **Vertex Data Utility Services LLC,** a Delaware limited liability company located at 1321 Upland Dr., Suite 8389, Houston, TX 77043 ("**Vertex**") and **the City of Gainesville d/b/a Gainesville Regional Utilities ("Client" or "GRU")**, located at 301 SE 4th Avenue, Gainesville, FL 32601. Vertex and Client may be referred to singularly as "party" or collectively as "parties." References to "Client", or "GRU" as used herein, shall refer exclusively to Gainesville Regional Utilities and its operations as a utility of the City of Gainesville, and shall not refer to, provide obligations for, or bind any other operational units or entities or affiliates of the City of Gainesville, including without limit, GRUCom. This Agreement shall be considered effective on the __ day of __ which shall be the "Effective Date" for the Agreement.

BACKGROUND

WHEREAS, as a result of the parties' negotiations Client has agreed to purchase, and Vertex has agreed to supply the Services on the terms and conditions in this Agreement.

NOW, THEREFORE, on the terms and conditions set forth in this Agreement, and in consideration of the covenants and promises contained in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows.

1. Definitions and Interpretation

1.1 The definitions and rules of interpretation are set forth on Schedule 1.1 and apply throughout this Agreement. Defined terms including those symbolized by Capital Letters may be defined in Schedule 1.1 or otherwise in the Agreement.

2. Term and Duration

2.1 **Term and Initial Term.** This Agreement will be effective from the Effective Date and shall continue for the Initial Term (as defined in Schedule 1.1) and as extended in accordance with this Agreement with the total period being the Term as defined in Schedule 1.1.

2.2 **Renewal Term.** Following the Initial Term, the parties may mutually agree by written amendment to this Agreement to renew the Agreement for successive three (3) year renewal terms (each, a "Renewal Term") by agreement with (180) days-notice prior to the expiration of the Initial Term or a subsequent Renewal Term. If either party notifies the other in writing at least one hundred and eighty (180) days prior to the expiration of the Initial Term or any Renewal Term, as applicable, of that party's desire to terminate this Agreement effective on the last day of the Initial Term or Renewal Term, as applicable, the Agreement shall not be eligible for renewal, and shall terminate at the end of the Initial Term or Renewal Term unless extended by a Mutual Transition Period (as defined in Section 3.5).

3. Services

3.1 Client appoints Vertex to, and Vertex shall, pursuant to the terms and conditions of this Agreement, provide to Client and its Authorized Users, as well as any Later Acquired Parties, the following services (collectively the "**Services**"):

3.1.1 All Services, the provision of access to, operation and use of the Vendor System/Solution and any software, products and equipment for Customer Information Systems, Related Systems and implementation identified in and provided for Client pursuant to the Schedule 6 (SOW) and any amendment thereto;

3.1.2 the hosting, management and operation of the Software and other services for remote electronic access and use by the Client and its Authorized Users ("**Hosted Services**") provided under this Agreement, including without limit, as described in one or more written, sequentially numbered, service orders specifically referencing this Agreement, including all Specifications set forth in such service orders, which, upon their execution will be attached as part of Schedule 3.1 and by this reference are incorporated in and made a part of this Agreement (each, a "**Service Order**"); and

3.1.3 Support Services as set forth in the Service Order and according to this Agreement;

3.1.4 Any services provided under any additional Statements of Work, which will be sequentially numbered;

3.1.5 Any Transition Services; and

3.1.6 Upon request by Client, Vertex will provide to Client certain services, data and reports relating to Client's usage and operation of SAP to assist Client with SAP audit reporting requirements as requested or required by SAP.

3.2 Service Orders will be effective only when signed or agreed to electronically by Client and Vertex. Any modifications or changes to the Services under any executed Service Order will be effective only if and when memorialized in a mutually agreed written change order ("**Change Order**") signed or agreed to electronically by both Parties. All Change Orders will be governed in accordance with the Change Management Process identified in Schedule 3.5 except that the Change Control Process/Change Order for the Services under Schedule 6 (SOW), will govern the Changes for implementation Services provided pursuant to Schedule 6 (SOW), provided, however, that for any Services provided on a limited basis (for example, on a per user, server, CPU or named-user basis), Client may, at any time, increase or decrease the number of its licenses hereunder subject to a corresponding forward-going adjustment of the Charges to reflect these changes in accordance with the pricing set forth in Schedule 11 or otherwise in an applicable Service Order. For any other later projects, the Change Order process of Schedule 3.5 shall apply, unless otherwise agreed to by the parties.

3.3 In providing the Services, Vertex will:

3.3.1 provide the Services in a workman-like and professional manner and in accordance with Good Industry Practice and in accordance with Vertex's representations and warranties in Section 20 ; and

3.3.2 obtain, maintain and comply with all Consents that are listed as the responsibility of Vertex in Schedule 3.1.; and

3.3.3 Host and provide the Services and maintain all Client Data with hosting providers that operate to host government cloud services in accordance hosting locations in the Continental US and with facilities operated and maintained by U.S. citizens..

3.4 Client (as that term is expressly defined herein is limited to GRU, and specifically excludes, the City of Gainesville general government and GRUCom), agrees that the appointment of Vertex is exclusive and Client shall not during the Term appoint or engage any other party to provide the Services for the specific software components identified in Exhibit 1 to Schedule 3.1 (and for sake of clarity, the exclusivity provision in the Section 3.4 shall exclude and not apply to any services being provided by or for City of Gainesville or GRUCom). The exclusivity of this Section 3.4 shall not apply in the event that GRU, or portion thereof is sold, divested or experiences a change in control or material sale of all of their assets. However, during the course of the Term, if Client acquires another utility with the same or substantially the same Services provided by another vendor, then Client, at its sole option, may continue to use that vendor's services for the operations of the newly acquired utility, or in Client's discretion may move the acquired utility to Vertex's services, provided, if Vertex can provide the Services at the same or lower costs and there are no regulatory prohibitions or city or government restrictions against changing providers, then Client shall use commercially reasonable efforts to transfers such services under this Agreement, subject to Client's approval for such transfer, which approval is in Client's discretion. Once Client or Vertex has issued a valid notice to terminate this Agreement in accordance with its terms, then Client shall be entitled during the Term to appoint alternative service provider(s) to deliver the Services.

3.5 **Mutual Transition Period and Transition Services.** After such valid notice of Section 3.4 is given, Vertex and Client shall enter into a Mutual Transition Period. The Mutual Transition period shall be one (1) year prior to the date of final termination (the "Mutual Transition Period"). During the Mutual Transition Period, Client and Vertex agree to mutually work together in good faith and within the standards set forth throughout the Agreement to transition the Services.

3.6 **Transition Services.** Vertex shall develop and provide to Client a Transition Services Plan. Vertex agrees to continue to provide Client with Services during the Mutual Transition Period including those Services in the Agreement and Schedule 6 (SOW).All additional services as needed or reasonably identified in the Transition Services Plan or requested by Client for the continued operation and transition of Services and use, and transfer of Client Data in formats as reasonably requested by Client shall be provided in accordance with the Transition Services Plan SOW at the rate defined in 3.7. During the Mutual Transition Period, Vertex agrees to cooperate with Client and provide support and Services in accordance with the Transition Services Plan SOW for all of Client's reasonable requests related to the continued use, access and operation of the Services, transition of the Services, Client Data and information. Such assistance shall include, but not be limited to, data migration, configuration, continued Support and Maintenance and other Services in this Agreement, responding to phone calls or emails to answer reasonable questions and assisting with software support and maintenance requests and providing Client Data.

3.7 If Client requests Vertex to perform any transition services during the Mutual Transition Period that are outside of the scope of Services provided in this Agreement, including any Schedule 6 (SOW), Changes and Orders, hereunder, then Client shall pay Vertex for such additional transition services at the current Blended Vendor Rate. The current Blended Vendor Rate (of $165 per hour from the Schedule 6 (SOW) and shall remain in effect for all additional services in a Mutual Transition Period or under a Transition Plan from the Effective Date through the fifth anniversary after the Service Commencement Date. The Blended Vendor Rate may be adjusted, upwardly or downwardly, in accordance with the lesser of 3% or the change in the Applicable Index.

3.8 The Parties acknowledge that there would be separate Transition Plans for a transition that occurs during 1) the implementation period under Schedule 6 (SOW) and the 2) post go live period. In the event of a Transition, Vertex agrees to make Customer Advantage and related proprietary software available to Client by direct Services after a Mutual Transition Period and other proprietary software of Vertex used with or in accordance with the Services or transition services and to assist Client in obtaining direct licenses from Accruent and other Third Party Software provided to Client as part of the Services.

3.9 **Defects.**

3.9.1 Defects which arise from or are related to the Services under the Schedule 6 (SOW) shall be handled in accordance with the process, roles and responsibility identified in the Schedule 6 (SOW). Vendor shall be responsible for and handle and cure all Defects that arise from or are related to the Services provided under the SOW, whether such defects arise during or after the work or Services performed under the SOW, in accordance with the process and responsibility as identified in the SOW. For Defects arising after the end of the period of the SOW, to the extent the Defects arise from or relate to the Services under the SOW or otherwise Vendor shall be responsible for handling and curing all Defects at Vendor's cost and in line with the Severity Levels and process in Schedule 3.1

3.9.2 To the extent that Defects arise after the end of the work and Services performed under the SOW and apart from the SOW, Vendor shall be responsible for handling and curing such Defects, free of charge, so as to enable the Services to perform according to the specifications or as otherwise described in the Agreement. All work and Services involved in curing errors and defects shall be commenced and completed without undue delay after Vertex has received notice of such errors or Defects. Vertex will address the most severe Defects first as such Defects have been prioritized working with Client. Defects will be classified with the Severity levels as defined in Schedule 3.1 .

3.10 **Third Party Software and Proprietary Vertex Software**. As a part of the Services, Vertex is using, operating or making available for access and use certain Third Party Software and proprietary Vertex Software identified in Exhibit 1 to Schedule 3.1. Operation and function of these software programs will be subject to the performance, functionality and service availability and support and maintenance as part of the Hosted Services and otherwise under the Schedule 6 (SOW), Sections 8 and 9 of this Agreement and Schedule 3.1.

3.11

4. **Redundancy, Data Backup and Disaster Recovery**.

4.1 Vertex shall, in accordance with the provisions of this Section 4, maintain or cause to be maintained disaster avoidance procedures designed to safeguard the Client Data and Client's other Confidential Information, Vertex's Processing capability and the availability of the Hosted Services, in each case throughout the Term and at all times in connection with its actual or required performance of the Services hereunder.

4.2 Vertex shall operate a secondary system at a data center facility that is geographically remote but within the Continental United States and operated in accordance with Section 3.3 from the primary system on which the Software and Hosted Services are hosted. Except for its location and housing facility, the secondary system shall: (a) be identical in all respects to the primary system; (b) have hardware and software, network connectivity, power supplies, backup generators and other similar equipment and services that operate independently of the primary system; (c) have backups of all Client Data capable of a 24 hour recovery point objective stored on the primary system; and (d) have the ability to provide the Hosted Services in accordance with this Agreement during any outage or failure of the primary system**. Vertex shall operate, monitor and maintain such secondary system so that it may be activated within a recovery time objective of 72 hours of any failure of the Hosted Services for which a disaster is declared; provided, however, Vertex shall use commercially reasonable efforts to accomplish a recovery time objective of 48 hours.**

4.3 Vertex shall conduct or have conducted regular backups of Client Data and perform or cause to be performed periodic backups of Client Data, and retain Client Data in compliance with the requirements of the Florida's Public Records Law and as follows:

4.3.1 Incremental daily backup with a one (1) week retention period before archive and purge from active system after archive, and

4.3.2 Full weekly backup with a one (1) month retention period before archive and purge from active system after archive.

4.4 Throughout the Term and at all times in connection with its actual or required performance of the Services hereunder, Vertex shall:

4.4.1 maintain a Business Continuity and Disaster Recovery Plan for the Hosted Services (the "Plan"), with input from Client, and implement such Plan in the event of any unplanned interruption of the Hosted Services. Vertex shall test, review and update the Plan on at least an annual basis using Good Industry Practice as guidance;

4.4.2 provide Client with copies of all reports resulting from any testing of or pursuant to the Plan within twenty (20) Business Days after Vertex's receipt or preparation thereof;

4.4.3 upon request by Client, provide Client with access to Client Data maintained in the Vertex System; and

4.4.4 upon request by Client, provide Client with access to the archived Client Data and documents through the change request process.

4.5 Within Thirty (30) days of the Effective Date of this agreement, Vertex will lodge with a software escrow agent a copy of all source code, databases, passwords and any other documentation for the proprietary Vertex Software and configurations used in the Services which are required to further maintain and operate the Services subject to exclusion of third party software that Vertex does possess rights to provide source code escrow to Client. The terms of the software escrow agreement will be approved by Client within reason. The escrow of software and condition for release shall be governed by Schedule 4.5.

4.6 Client shall have the right to terminate the Agreement if the disaster recovery Service Level Agreements ("SLA") are missed on more than two occasions during a term.

5. **Due Diligence**

5.1 Client acknowledges that Vertex, utilizing it's know how and expertise, has provided a solution based on the information provided by Client in written or electronic form prior to the Effective Date.

5.2 Client will provide Vertex accurate and up to date information and acknowledges that to the best of its ability, as of completion of the Explore Phase workshops as described in Schedule 6, all material information relevant to the Services has been disclosed to Vertex to allow Vertex to take account of the information in its solution and Charges. Client will promptly provide all necessary updates to such information.

5.3 Each party will notify the other party as soon as reasonably practical if the first party becomes aware (whether prior to or after the Effective Date) of: (i) any inaccuracies in any information provided by it to the other party; or (ii) any additional information which should have been provided by the first party in accordance with Section 5.2 which adversely affects Vertex's ability to perform the Services or meet any Service Levels, or that has the potential to increase the costs which Vertex incurs in delivering the Services.

5.4 Should any matters or inaccuracies be notified in accordance with Section 5.3 then:

Client and Vertex will mutually agree to any necessary and relevant Changes that result from the inaccuracies and Client and Vertex will agree to adjust the price accordingly for any subsequent implementations of such Changes. However, Vertex shall not charge Client for any Changes required to conform the Services with the agreed upon requirements, specifications, or performance criteria previously agreed to the by the parties in Schedule 6 (SOW) or as outlined in Vertex's response to ITN No. 2019-034 or as agreed in any later Statement of Work.

6. **Implementation and Commencement**

6.1 To the extent required by the provisions of Schedule 6, Vertex shall prepare and maintain an Implementation Plan and effect the Implementation Activities during the Implementation Period.

6.2 During any Implementation Period, Client and Client Personnel must fulfill their material obligations expressly set forth in the Implementation Plan, Schedule 6 (SOW), any later SOW, that are identified as a precondition for Vertex having to achieve Milestones and in order for Vertex to be responsible for failure to meet a Milestone. Only the obligations expressly set forth in Schedule 6 (SOW) or a later SOW as obligations of Client that are preconditions for Vertex to complete a Milestone shall be considered for Client's obligations and any preconditions for Vertex meeting a milestone of this Section 6.2. Vertex agrees to provide Client immediate and timely notice for any Client failure to fulfill any Client obligation that is identified as or which fulfillment is required as a precondition for Vertex to fulfill a particular Milestone, and identify Client's failure. Client shall have a reasonable opportunity to cure such deficiencies before Vertex may be excused from obligations, liability or failure to perform due to Client's failure to meet and complete a precondition to a Vertex Milestone. In particular, and without limiting the generality of the foregoing, Vertex shall not be responsible for performing data preparation or data cleansing of Client's Data that will be migrated on to the Software during the Implementation Period. It is a precondition for a successful Implementation that Client or its designated third party performs these activities completely and accurately in accordance with the timeline included in the Implementation Plan. Vertex, however, shall immediately inform Client of any patently obvious problems with Client Data that Vertex discovers and Client shall have a reasonable opportunity to cure such problems with the Client Data or other failures or deficiencies in Client's fulfillment of its obligations.

6.3 Vertex's ability to satisfy any Milestones, including the Service Commencement Date, is dependent on Client's fulfillment of its identified obligations that are a precondition of Vertex meeting a Milestone as set out in Section 6.2.

6.4 Vertex shall not be liable for any delay in achieving Milestones or the Service Commencement Date resulting from conditions caused primarily by Client's acts or omissions or data, which materially hinder or prevent the critical path of Vertex achieving a Milestone and which are in no part due to the actions, omissions or negligence of Vertex or its employees, agents, Subcontractors or a Vertex controlled third party. Any changes to the Milestones or the Service Commencement Date must be agreed to in writing by both Parties. If either Party incurs additional Project Costs and expenses that were a direct result of delays primarily caused by the other Party where such delays are not cured within a reasonable cure period, then the Party causing such delays shall reimburse the other Party for such additional Project Costs and expenses. The non-delaying Party shall take such commercially reasonable actions to mitigate such costs and expenses.

6.5 Except as otherwise stated herein, no additional fees beyond the fees set forth herein shall apply for Vertex to provide the Services and perform its obligations under this Agreement. Examples of these functions include the following items:

6.6 Knowledge transfer and other functions related to Client preparing for providing Level One Support;

6.6.1 Providing any of the Services (other than new services or those agreed upon pursuant to the Change Order Process);

6.6.2 Training of Vertex Personnel on the applicable project management processes and methodologies; or

6.6.3 The hours expended by Vertex in preparing proposals, or the hours expended by Vertex in preparing plans or reporting on the status of new services or those agreed upon pursuant to the Change Order Process.

7. **Testing and Acceptance**.

7.1 When Vertex notifies Client in writing that the Hosted Services are ready for use in a production environment, Client shall have:

7.1.1 For Major Release ninety (90) days (or such other period as may be expressly set forth in the applicable Service Order) from receipt of the notice to test the Hosted Services in accordance with the acceptance testing provisions of Schedule 6 to determine whether they comply in all material respects with the requirements of this Agreement and the relevant specifications. Schedule 6 (SOW) shall govern testing and acceptance during the implementation period. Following the implementation period after the post go live support period, this Section 7 shall govern testing and acceptance, unless further defined in the subsequent SOW

7.1.2 For Minor Release fifteen (15) business days (or such other period as may be expressly set forth in the applicable Service Order) from receipt of the notice to test the Hosted Services in accordance with the acceptance testing provisions of Schedule 6 to determine whether they comply in all material respects with the requirements of this Agreement and the relevant specifications. Schedule 6 (SOW) shall govern testing and acceptance during the implementation period. Following the implementation perioid after the post go live support period, this Section 7 shall govern testing and acceptance, unless further defined in the subsequent SOW.

7.1.3 For Quarterly Releases, the Parties will define whether the release is a Minor or Major Release.

7.2 Upon completion of Client's testing, Client shall, within fifteen (15) Business days, notify Vertex of its acceptance ("**Accept**", **“Accepted”** or "**Acceptance**") or, if it has identified any material noncompliance with the Specifications, rejection ("**Reject**" or "**Rejection**") of the Hosted Services. If Client fails to timely deliver such notice to Vertex, then the Hosted Services shall be deemed to be Accepted. If Client Rejects the Hosted Services, Client shall provide a written list of items that materially do not comply with the specifications. Subject to the Exceptions listed in Section 8.2, on receipt of Client's notice, Vertex shall use reasonable efforts to complete, as quickly as possible and in any event within fifteen (15) Business Days (or such other period as may be agreed upon by the Parties in writing) from receipt of Client's notice, such necessary corrections, repairs and modifications to the Hosted Services to bring them into material compliance with the specifications.

7.3 If any corrective measures are required under Section 7.2, upon its completion of all such measures, Vertex shall notify Client in writing and the process set forth in Section 7.1 and 7.2 shall be repeated; provided that if Client determines that the Hosted Services, as revised, still do not comply in all material respects with the Specifications, Client may, in its sole discretion:

7.3.1 require Vertex within a reasonable time frame (not to exceed 15 days unless mutually agreed) to repeat the correction, repair and modification process set forth in Section 7.2 at no additional cost or charge to Client;

7.3.2 terminate any and all of the relevant Service Order(s), this Agreement and any other Service Orders hereunder if Vertex is unable to correct, repair or modify the Hosted Services within three attempts or during a total elapsed time of sixty (60) days for such attempts; or

7.3.3 If Client elects to terminate the relevant Service Order(s), this Agreement as permitted under Section 7.3.2, Vertex shall refund to Client all sums previously paid to Vertex under such Service Order(s), this Agreement and any prepaid funds for the proposal for the Non-conforming Services and a reimbursement of any costs incurred by Client for the process of the review for acceptance of the non-conforming Services within thirty (30) Business Days of Client's written notice of termination, and Vertex and Client will be relieved of all obligations thereunder for such Services, but Client would retain other available rights and remedies available to Client pursuant to the Agreement including rights and remedies available at law and equity.

8. **Service Availability.**

8.1 Subject to the Exceptions listed below, Vertex shall make the Hosted Services Available, as measured over the course of each calendar month during the Term and any additional periods during which Vertex does or is required to perform any Hosted Services (each such calendar month, a "**Service Period**"). The Services will be provided in accordance with the Specifications and with all functionality operating in the post go-live environment as identified or required in Schedule 6 (SOW), any other SOW and this Agreement. Vertex will provide the Services in accordance with the Service Level Objectives and all requirements of Schedule 3.1 and other obligations under this Agreement.

8.2 No period of Hosted Service inoperability will be included in calculating Availability to the extent that such downtime is due to any of the following ("**Exceptions**"):

8.2.1 Client's misuse of the Hosted Services causing such inoperability;

8.2.2 failures of the ability of widespread user access caused by Client's or its Authorized Users' internet connectivity;

8.2.3 internet or other network traffic problems other than problems arising in or from networks actually or required to be provided or controlled by Vertex or its Subcontractors; or

8.2.4 Client's or any of its Authorized Users' failure to meet any expressly identified minimum hardware or software requirements set forth in the specifications that results in the Client or Authorized Users inability to access the Service in the commercial operating environment; or

8.2.5 Scheduled Downtime as set forth in Section 8.3.

8.3 The normal maintenance schedule for CIS is to have the , Development environment done the 2nd Thursday of month one, the Quality/DR environment done the 2nd Thursday of the month two, and the Production environment done the 2nd Saturday of month three. This schedule will vary depending upon holidays and other known events. No production maintenance will be conducted in the month of December. The maintenance window for the Development environment begins at midnight (1am ET) and is completed by 8am CT (9am ET). The Maintenance window for the Quality/DR environment begins at 10 pm (11 pm ET) and is completed by 6am CT (7am ET). The maintenance window for the production server begins at 10:00 pm CT (11pm ET) Saturday and completes by 6:00 am CT (7am ET) Sunday. Vertex agrees to cooperate with Client, to coordinate the schedule of maintenance if there are conflicts. The normal maintenance schedule for other Services will be included in the SOW and as an amendment to this Agreement.

8.4 Within ten (10) Business Days after the end of each Service Period, Vertex shall provide to Client a report describing the Availability and other performance of the Hosted Services during that calendar month and the calendar year-to-date as compared to the Availability Requirement and specifications as defined in Scheduled 3.1. The report shall be in electronic form and shall include, at a minimum: (a) the actual performance of the Hosted Services relative to the Availability Requirement and specifications; and (b) if Hosted Service performance has failed in any respect to meet or exceed the Availability Requirement or Specifications during the reporting period, a description in sufficient detail to inform Client of the cause of such failure and the corrective actions Vertex has taken and will take to ensure that the Availability Requirement and specifications are met.

8.5 In the event that Client desires to have additional functionality of SAP or other software that Vertex provides, Vertex agrees to provide such services on terms and pricing at least as favorable to Client as for the Software being implemented and provided through the Hosted Services under Schedule 6 (SOW).

9. **Support and Maintenance Services.** Throughout the Term and any Mutual Transition Period, Vertex shall undertake the following:

9.1 Vertex shall use commercially reasonable efforts to provide Hosted Service maintenance and support services (collectively, "**Support Services**") in accordance with the provisions and time frames of this Section 9 and Schedule 3.1. The Support Services are included in the Services, and Vertex shall not assess any additional Charges for such Support Services.

9.2 Vertex shall:

9.2.1 correct Service Errors and Defects in accordance with the Support Service Level Requirements set forth in Schedule 3.1 and Section 3.9 above;

9.2.2 provide unlimited telephone support during the hours of 06:00 am – 17:00 pm CT (07:00 am – 18:00 pm) ET on Business Days;

9.2.3 provide after-hours support for major incidents and 24/7 support for incident reporting;

9.2.4 provide online access to technical support bulletins and other user support information and forums, to the full extent Vertex makes such resources available to its other customers; and

9.2.5 respond to Support Requests as set forth in Schedule 3.1.

9.3 Vertex shall continuously monitor and manage the Hosted Services to optimize Availability so that it meets the Availability Requirement.

9.4 Vertex shall continuously maintain the Hosted Services to optimize Availability so that it meets the Availability Requirement. Such maintenance services shall include providing to Client and its Authorized Users:

9.4.1 all updates, bug fixes, enhancements, new releases, new versions and other improvements to the Hosted Services, including the Software, that Vertex provides at no additional charge to its other similarly situated customers; and

9.4.2 all such services and repairs as are required to maintain the Hosted Services or are ancillary, necessary or otherwise related to Client's or its Authorized Users' access to or use of the Hosted Services, so that the Hosted Services operate properly in accordance with this Agreement and the Specifications.

9.5 Vertex shall correct all Service Errors and respond to all Support Requests in accordance with the required times and other terms and conditions ("**Support Service Level Requirements**") set forth in **Schedule 3.1**, this Agreement and the applicable Service Order.

9.6 Client shall classify its requests for Service Error corrections in accordance with the descriptions set forth in Schedule 3.1 (each a "**Support Request**"). The Client Contract Manager shall notify Vertex of Priority 1 and Priority 2 Support Requests by telephone. Lesser priority Support requests can be made via email, telephone or such other means as the parties may hereafter agree to in writing.

10. **Governance**

10.1 The parties agree to manage this Agreement, including the post implementation project and projects in Subsequent SOWs, through the governance structure more specifically detailed in Schedule 10 unless specifically addressed or altered in a SOW. The parties agree to manage the implementation project through the process identified in Schedule 6 (SOW) and planning documents, to the extent such process differs from the process in Schedule 10.

11. **Charging and Invoicing**

11.1 In consideration of the provision of the Services provided in accordance with the terms of this Agreement, Client shall pay the Charges to Vertex in accordance with Schedule 11 and Schedule 6 (SOW) as applicable, and this Agreement. Payment terms for future SOWs will be governed by this section 11 unless otherwise agreed in the SOW. Future Change Orders and SOWs will be governed by this section 11 unless otherwise agreed in the Change Order and/or SOW. Schedule 11 will be amended to included recurring charges for future Change Orders and SOWs; whereas, one-time charges associated with future Change Orders and SOWs will be stated in the Change Order or SOW.

11.2 Vertex shall invoice Client for payment of the Charges in accordance with the time the Charges are expressed to be payable in accordance with Schedule 11 and Schedule 6 (SOW) and other SOWs as applicable. All invoices shall be directed to the Client Representative unless otherwise specified in Schedule 11.

11.3 Client shall pay the undisputed amounts of Charges that have become payable in accordance with Schedule 11, Schedule 6 (SOW), Change Orders, or other SOWs as applicable, within thirty (30) days of the date of Vertex's invoice. Vertex shall not suspend or refuse Services during any period of disputed fees or based on any failure to pay any disputed fees by Client. For any disputed amounts, Client shall follow the dispute resolution procedure identified in section 29, and shall not withhold payments without providing notice of the disputed charges, per section 29.1.1.2, including the rational and reasoning for the subject dispute and how Client arrived at the disputed amounts.

11.4 Unless otherwise agreed and specified in Schedule 11, Schedule 6 (SOW) or another SOW, as applicable, payment of Charges shall be made by ACH or wire transfer by Client to a bank account in the U.S. specified by Vertex.

11.5 Unless otherwise specifically agreed in Schedule 11, or another SOW as applicable, Vertex may increase the Charges on an annual basis effective after each following anniversary of the Service Commencement Date in line with the percentage increase in the Applicable Index in the preceding twelve (12) month period, but in no event more than 3 % in any twelve (12) month period ("Annual Cap"). The first such increase shall take effect f twelve months after the Service Commencement Date and shall be calculated on the latest available figure for the percentage increase in the Applicable Index at the time of calculation, subject to the Annual Cap. Vertex will provide an updated Schedule 11 showing the increased Charges which, upon verification of Client, will become part of this Agreement.

11.6 Client Assurance – Non appropriation Clause

11.6.1 The Parties agree that funding for any payment obligations of Client to Vertex under this Agreement is limited to funding from Client's utility systems. Client agrees to take all necessary actions within its utility system to provide sufficient funds to satisfy Client's payment obligations under this Agreement. If Client's revenues are not available or are insufficient for Client to make payment of such amounts due and owing Vertex under this Agreement ("Funding Default"), Client shall promptly notify Vertex and Vertex may immediately suspend its performance under this Agreement until funds become available or sufficient. If Client is unable to resolve a Funding Default within thirty (30) days, then Client may terminate this Agreement without cause upon written notice to Vertex and payment of a Termination Fee.

11.6.2 The obligations of Client under this Agreement are payable only from the revenues of Client's electric, water, wastewater and natural gas utility systems. Nothing in this Agreement shall constitute or be deemed to constitute a pledge by Client of the full faith and credit of the City of Gainesville, nor does the City of Gainesville pledge any ad valorem taxes or other moneys other than revenues from the utility systems. Vertex acknowledges and agrees that it shall not have any right to require or compel the exercise of the ad valorem taxing power of the Gainesville City Commission.

11.7 If Client fails to pay any amount due by it under this Agreement, Vertex shall be entitled, but not obligated, to charge Client interest on the overdue amount from the due date up to the date of actual payment. Such interest rate shall be one percent (1%) per month or such other rate as established by the Florida Local Government Prompt Payment Act and shall be payable by Client on demand by Vertex. Except as otherwise provided, the parties shall each bear their own costs and expenses incurred in respect of compliance with their obligations under this Agreement.

11.8 All sums payable by either party under this Agreement shall be invoiced in and paid in U.S. dollars.

11.8.1 The Charges are stated exclusive of applicable Owner Taxes, which shall be added at the applicable rate or amount, as a separate line item on any applicable invoice, and paid by Client; provided, however, if Client timely provides Vertex with a satisfactory exemption certificate or similar document, such taxes will not be charged to Client. Vertex, its employees and subcontractors shall be responsible for, and shall pay directly, any and all corporate and individual taxes that are measured by net income or profit imposed by any governmental authority of any country on Vertex, its employees or subcontractors due to the execution of any agreement or the performance of or payment for work hereunder (the "Vertex Taxes").

11.9 "Owner Taxes" means all taxes, excluding Vertex Taxes, consisting of all sales taxes, duties, fees, or other charges of any nature (including, but not limited to, consumption, excise, franchise, gross receipts, import, license, sales, transfer, turnover, use, or value-added taxes, and any and all items of withholding, deficiency, penalty, addition to tax, interest, or assessment related thereto), imposed by any governmental authority on Client for the receipt of the Services under the Agreement, or required to be collected or withheld by, Vertex or its employees or subcontractors due to the execution of any agreement or the performance of or payment for Services hereunder.Vertex hereby agrees that the pricing set forth herein shall be equal to the lowest prices Vertex grants to other similarly situated customers, including municipally owned utilities, who receive services substantially similar to those provided under this Agreement. For purposes of this subsection, "similarly situated customers" shall include any Vertex customer who maintains similar end user customer volumes as Client, technical requirements, geographical and regulatory similarities and other terms and conditions substantially similar to the terms and conditions of this Agreement.

11.10 The pricing will apply to Later Acquired Parties or added volumes and users by or on behalf of Client. .

12. **Compliance with Current Laws and Regulations.** Each party shall comply with all City, County, state and federal laws and statutes, regulations and/or ordinances. Any new laws, statutes, regulations or ordinances (but excluding administrative rulings)that require Changes to the Services, will follow the Change Management Process of Schedule 3.5.

1.1 Vertex shall perform the Services in compliance with Applicable Law. If there are any changes in Applicable Law following the Effective Date that:

1.2 require modifications to be made to the Services;

1.3 require modifications to be made to the manner in which the Services are provided;

1.4 require modifications to be made to the terms of this Agreement;

1.5 impact on the costs to Vertex or Client in providing or receiving the Services; and/or

affect a party's ability to comply with its obligations under this Agreement;then such matters shall be dealt with upon request from either party through the Change Management Process of Schedule 3.5.

13. **Service Levels**

13.1 Vertex shall perform the Services to meet the Service Levels from the Service Commencement Date, except as set out in Section 13.4.

13.2 Should any Relief Event occur, Vertex shall promptly notify Client of the Relief Event and unless expressly prohibited by Client, Vertex shall use commercially reasonable efforts and any specifically agreed actions to perform the Services to the Service Levels, but shall not be liable for any Service Failure to the extent caused or contributed to by the Relief Event.

13.3 In the event of a Service Failure the parties shall review the causes and consequences of the performance and consider what, if any, remedial action shall be taken. Remedial action taken in accordance with this Section 13 shall be at Vertex's cost where Vertex is primarily at fault, but otherwise shall be as agreed through the Change Management Process.

13.4 Vertex is not required to perform the Services in accordance with the Service Levels during the applicable Grace Period; however, during such period Vertex shall use commercially reasonable efforts to achieve the applicable Service Levels.

13.5 **Service Level Credits**. Vertex shall keep a log of SLA and Credits and make such log available to Client upon request. Vertex shall be responsible to Client for Chronic Problems related to the following SLAs; a. Exhibit 3.1, Service Level 1; b. Exhibit 3.1, Service Level 2; c. Exhibit 3.1 Service Level 7; and d. Exhibit 3.1 Service Level 8. "Chronic Problem" shall mean Service Levels at or below a threshold of 90% for consecutive months that are not otherwise excused under this Agreement or are not caused by the acts and omission of the Client. In the event of Chronic Problems the Client shall be entitled to the following rights and remedies; 1. For Chronic Problems persisting for a period of two consecutive months, the At Risk Amount shall be twenty percent (20%) until one month after the Service Level has returned to normal. 2. For Chronic Problems persisting for a period of four consecutive months or two three-consecutive-month periods in any twelve month period, the Client may elect to terminate this Agreement without early termination liability ("Termination Without Fee"). The Client may only terminate the Agreement as a Termination Without Fee under this section by providing written Notice of Termination Without Fee delivered to Vertex. At any time Client may provide Vertex with a notice of a Chronic Problem. The parties shall in good faith meet to attempt to resolve the Chronic Problem and agree to an action plan. If Client elects to Terminate Without Fee, according to Section 28.4, the remedies in this Section and Schedule 3.1 shall be the Clients sole and exclusive remedies for such termination. Provided however nothing in this paragraph shall prevent Client from declaring a breach of agreement and terminating for cause or for convenience for a Chronic Problem where Client does not elect to Terminate Without Fee.

14. **Client's and Vertex Responsibilities**

14.1 **Client Responsibilities.**

14.1.1 Client will perform Client Responsibilities and shall fulfill them with the necessary due care and skill within the timescales specified in Schedule 6 (SOW), or if no timescales are specified, within a reasonable period of time (as determined by the Parties).

14.1.2 Without limiting the generality of Section 14.1, during the Term, Client shall provide (i) all timely and reasonable assistance to Vertex as reasonably requested or required by Vertex in order for Vertex to be able to provide (and for Client to be able to receive) the Services as described in Schedule 6 (SOW), and (ii) all Internet and technology requirements required to access, connect to and receive the Vertex Services.

14.2 **Vertex Responsibilities.**

14.2.1 Nothing in this Agreement is intended to create a partnership or legal relationship of any kind that would impose liability on one party for the act or failure to act of the other party, or to authorize either party to act as agent for the other party.

14.2.2 Vertex shall be considered an independent contractor and as such shall not be entitled to any right or benefit to which Client employees are or may be entitled to by reason of employment. Except as specifically noted in this Agreement, Vertex shall be solely responsible for the means, methods, techniques, sequences, technical specifications, and procedures utilized by Vertex when providing Services as described in this Agreement. Nothing in this Agreement shall be construed as creating an employment or agency relationship between Client and Vertex or any agent or employee of Vertex or any Vertex Subcontractor. Vertex shall be responsible for all Vertex employee and Vertex Subcontractor obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Vertex's performing Services.

14.2.3 Vertex will assign only competent and skilled workers to perform the Services. All of Vertex's personnel or Subcontractors engaged in any of the Services provided pursuant to this Agreement are under Vertex's sole direction, supervision and control at all times and in all places. Vertex will comply with Client's reasonable requests regarding assignment and/or removal of personnel, but all personnel, must be supervised by Vertex. Vertex shall commit adequate resources to allow timely completion within the project schedule specified in this Agreement. In view of the Blended Vendor Rate, Vertex agrees to maintain personnel of the same skill, quality and experience in each key role, for the duration of the Term.

15. **Client Defaults**

15.1 If a Client Default prevents Vertex from performing Services as defined within this agreement, then Vertex shall:

15.1.1 not be liable for its failure to provide the affected Services (whether at all or in accordance with the Service Levels); and

15.1.2 use commercially reasonable efforts to continue to provide the affected Services in accordance with this Agreement.

16. **Data Protection**

16.1 Client and Vertex represent and warrant to the other Party that it has complied and will continue to comply, with the Data Protection Laws in respect of Personal Data, this Agreement, the Services and the appointment of Vertex hereunder.

16.2 Vertex shall, during the Term, including any Mutual Transition Period, comply with any data retention policies of Client in which Client has specified and supplied such data retention policies to Vertex before the Effective Date. The implementation of any subsequent changes to such data retention policies may be requested by Client and will be subject to agreement through the Change Management Process. Where Client fails to specify data retention policies, Vertex shall retain all Personal Data for a period of 24 months from receipt of such Personal Data unless Vertex is required to delete or destroy Personal Data in order to comply with its own obligations under Applicable Law. Vertex shall provide Client with notice of such deletion or destruction in accordance with Schedule 16.

16.3 Client authorizes Vertex to appoint Subcontractors or other members of Vertex Group involved in providing the Services as further data processors on behalf of Client provided that such further data processors have data protection obligations imposed on them that are the same as those data protection obligations in this Agreement. Vertex agrees to identify all Subcontractors appointed by Vertex to Client. All Subcontractors shall be required to sign a non-disclosure agreement protecting Client's confidential Information. Vertex shall provide a copy of such non-disclosure agreements to Client, upon request by Client.

16.4 Vertex shall restrict the disclosure of the Personal Data to those Vertex Personnel who may be required by Vertex to assist Vertex in meeting its obligations under this Agreement. Such Vertex Personnel used by Vertex to provide the Services as they relate to Personal Data shall have undergone reasonable levels of training in the Data Protection Laws and in the care and handling of Personal Data.

16.5 Vertex shall process, modify, amend, alter, disclose or permit the disclosure of Personal Data only in accordance with Client's reasonable and lawful instructions and this Agreement, and in accordance with Schedule 16. Without limiting Vertex's obligation of confidentiality as further described herein, Vertex will use commercially reasonable efforts to establish and maintain a data privacy and information security program, including physical, technical, administrative and organizational safeguards as further described in Schedule 16, that is designed to: (a) ensure the security and confidentiality of Client's Data; (b) protect against any anticipated threats of hazards to the security or integrity of Client's data; (c) protect against unauthorized disclosure, access to, or use; (d) ensure proper disposal and destruction; and (e) ensure all employees, vendors and Subcontractors, if any, comply with all of the foregoing.

16.6 Vertex shall employ requisite technical and organizational measures to keep the Personal Data safe from unauthorized or unlawful processing and against accidental loss, destruction, alteration or disclosure of, or damage to, the Personal Data, in accordance with Schedule 16. Vertex will provide the Services in conformance with and compliance with all Applicable Laws, rules and regulations, including without limit all applicable state and federal data privacy laws and data protection laws, ordinances and regulations. Vertex will utilize industry standard best practices and such other practices as identified in Schedule 16. Vertex will provide Client with a copy of its annual PCI DDS security assessment.

16.7 Vertex agrees to assist Client, when reasonably requested by Client, in compliance with its obligations under the Data Protection Laws, including providing information in order for Client to be able to respond to requests for records and information under Florida's Public Records Law, Chapter 119, Florida Statutes. However, as of the Effective Date, nothing in this Section 16 (Data Protection) or this Agreement shall be understood as an obligation for Vertex to respond directly to any requests for such records and information, and Client is and shall remain responsible for the handling of any and all such requests. Should Client request Vertex to handle such requests directly, such request shall be subject to agreement through the Change Management Process. Vertex agrees to the additional requirements pertaining to Florida's Public Records Law in Section 16.11, 16.12 and 16.13 below.

16.8 Vertex may use De-Identified Data for any purpose subject to compliance with applicable Data Protection Laws. Vertex may combine De-Identified Data with other data in the process of de-identifying it. Vertex shall provide to Client access to the results of such analysis of the De-Identified Data.

16.9 Vertex shall as soon as reasonably practicable, or as required under Schedule 16, notify Client if:

16.9.1 it receives a request under the Florida Public Records laws.

16.9.2 it receives a complaint or request relating to Client's obligations under the Data Protection Laws;

16.9.3 it receives any other communication relating directly or indirectly to the processing of any Personal Data in connection with this Agreement; and

16.9.4 it becomes aware of any breach of the Data Protection Laws related to this Agreement.

16.10 Following termination of the Contract, and subject to ongoing confidentiality obligations, Vertex may process the Personal Data for so long as is required or as may be necessary for the purpose of defending any legal proceedings that may be brought against Vertex by any person in relation to this Agreement or as is required by Applicable Law.

16.11 **Data Ownership.** As between Client and Vertex and its Vendors and Subcontractors, Client is and will remain the sole and exclusive owner of all right, title and interest in and to all Client Data, and derivative works created therefrom, including all Intellectual Property Rights relating thereto, subject only to the following limited license. During the Term of this Agreement and subject to the terms and conditions of this Agreement, Client hereby grants Vertex a limited, royalty-free, fully-paid up, non-exclusive, non-transferable and non-sublicensable license to process the Client Data in the United States as instructed by Client and solely as necessary to provide the Services for Client's benefit as provided in this Agreement. All data provided by or on behalf of Client or acquired or processed through the Services or otherwise by Vertex pursuant to this Agreement shall be considered Data owned by Client and by or on behalf of Client shall be owned by Client, including all Client Data, Confidential information of Client, Personal Information of users and other data. Vertex agrees to provide to Client a copy of all such data in the format as reasonably required by Client during the Agreement, upon termination or expiration and during any Mutual Transition Period. Vertex will not use such data for any purpose other than for the provision of services under this agreement.

17. Intellectual Property Rights

17.1 Subject to Section 18: Client shall not acquire any right, title or interest in or to the Intellectual Property Rights of Vertex or its licensors, including:

17.1.1 Intellectual Property Rights relating to, or subsisting in, Vertex Software;

17.1.2 Intellectual Property Rights relating to, or subsisting in, the Third Party Software;

17.1.3 Vertex's Background Intellectual Property Rights and improvement thereto under this Agreement;

17.1.4 Developed Intellectual Property Rights which shall mean Intellectual Property developed by Vertex that utilize or improve Vertex's Background Intellectual Property, tools or methodologies that Vertex uses for multiple clients, offers for sale, intends to offer for sale, or specifically developed intellectual property rights developed in providing the Services that are not a Customer Intellectual Property designed for Client under an SOW or this Agreement.

17.1.5 Intentionally Omitted;

together referred to as the "**Vertex Intellectual Property Rights**";

17.2 Vertex shall not acquire any right, title or interest in or to the Intellectual Property Rights of Client or its licensors, including:

17.2.1 Intellectual Property Rights relating to, or subsisting in, Client Software or improvements thereto;

17.2.2 Intellectual Property Rights relating to, or consisting of, Client Data (including specifically any database thereof); and

17.2.3 Client's Background Intellectual Property Rights and any improvements to Client's Background Intellectual Property that are created by or on behalf of Client or Vertex pursuant to this Agreement,

17.2.4 Custom Intellectual Property exclusively created for or on behalf of Client pursuant to this Agreement

together referred to as the "**Client Intellectual Property Rights**".

17.3 Nothing in this Agreement prevents Vertex from using, developing, or transferring any or all rights in and/or licensing the Vertex Intellectual Property Rights, and any knowledge or know how obtained in the course of, or as result of, performing the Services (except for Client Intellectual Property Rights), in such manner as Vertex wishes. Nothing in this Agreement, including Section 27, shall restrict Vertex from the use in its business activities of any knowledge or know-how that is retained in the unaided memories of Vertex Personnel that either party individually or jointly, learns, develops, or discloses under this Agreement.

17.4 **Assignment of Intellectual Property.**

17.4.1 Vertex agrees that any new Client Intellectual Property Rights created under this Agreement by or on behalf of Vertex and all of Vertex's corresponding efforts in creating such new Client Intellectual Property Rights are provided by Vertex as a "work-made-for-hire" pursuant to the United States Copyright Act (17 U.S.C. §101). In the event that the Client Intellectual Property Rights do not qualify as a work-made-for-hire under the United States Copyright Act (17 U.S.C. §101), Vertex assigns to Client all right, title and interest in the Client Intellectual Property Rights. Vertex waives all moral rights and integrity for all that Vertex creates in the Client Intellectual Property Rights. Vertex shall cooperate to the extent necessary to ensure that Client is recognized as the sole owner of the Client Intellectual Property Rights, including executing any documents requested by Client as part of any registration or copyright effort by Client. In the event that Client is unable for any reason, to secure any signature on any document needed in connection with the actions specified in this Agreement, Vertex hereby designates and appoints Client and its duly authorized officers, which appointment is coupled with an interest, to act for and in its behalf to execute, verify and file any such documents and to do all other lawfully permitted acts to further the purposes of this Agreement with the same legal force and effect as if executed by Vertex.

17.4.2 Client agrees that any new Vertex Intellectual Property Rights created under this Agreement by or on behalf of Client and all of Client's corresponding efforts in creating such new Vertex Intellectual Property Rights are provided by Client as a "work-made-for-hire" pursuant to the United States Copyright Act (17 U.S.C. §101). In the event that the Vertex Intellectual Property Rights do not qualify as a work-made-for-hire under the United States Copyright Act (17 U.S.C. §101), Client assigns to Vertex all right, title and interest in the Vertex Intellectual Property Rights. Client waives all moral rights and integrity for all that Client creates in the Vertex Intellectual Property Rights. Client shall cooperate to the extent necessary to ensure that Vertex is recognized as the sole owner of the Vertex Intellectual Property Rights, including executing any documents requested by Vertex as part of any registration or copyright effort by Vertex. In the event that Vertex is unable for any reason, to secure any signature on any document needed in connection with the actions specified in this Agreement, Client hereby designates and appoints Vertex and its duly authorized officers, which appointment is coupled with an interest, to act for and in its behalf to execute, verify and file any such documents and to do all other lawfully permitted acts to further the purposes of this Agreement with the same legal force and effect as if executed by Client.

18. **Grant of Licenses**

18.1 Vertex hereby grants to Client, exercisable by and through its Authorized Users, a nonexclusive, royalty-free, irrevocable (except as provided herein) and, solely as set forth in this Agreement, non-transferable and non-sublicensable, right and license throughout the Territory during the Term (including any Mutual Transition Period) and such additional periods, if any, as Vertex is required to perform Services under this Agreement or any Service Order for such Services, to:

18.1.1 access and use the Hosted Services, including in operation with other software, hardware, systems, networks and services, for the Permitted Uses, including for Processing Client Data;

18.1.2 generate, print, copy, upload, download, store and otherwise Process all GUI, audio, visual, digital and other output, displays and other content as may result from any access to or use of the Services;

18.1.3 prepare, reproduce, print, download and use one (1) copy of the specifications and documentation as may be necessary for any Permitted Uses of the Services under this Agreement; and

18.1.4 perform, display, execute, reproduce and modify (including to create improvements and derivative works of), and distribute and otherwise make available to Authorized Users, any Vertex Materials solely to the extent necessary to access or use the Services in accordance with the terms and conditions of this Agreement.

18.2 Client shall not: (a) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make the Hosted Services available to any third party, except as expressly permitted by this Agreement or in any Service Order; or (b) use or authorize the use of the Services or documentation in any manner or for any purpose that is unlawful under Applicable Law.

18.3 Vertex will provide Client with notice when Client is within 5 % of any SAP license limits and provide Client with the opportunity to reduce or reallocate usage so as to not encounter additional charges.

18.4 Any license granted in accordance with Section 18.1 to Use any Intellectual Property Rights owned or controlled by third parties may be subject to further restrictions in use as imposed by the owner or licensor of such Intellectual Property Rights. For any license subject to further restrictions Vertex shall (a) identify any such restrictions to Client prior to execution of this Agreement; or (b) identify any such restrictions to Client prior to execution of the relevant SOW; or (c) request Client enter a binding license agreement including the further restrictions with the relevant parties .

18.5 Client hereby grants to Vertex a royalty free, nonexclusive license to use, copy, modify, and distribute the Client Intellectual Property Rights to the extent necessary for the provision of the Services during the Term and after the Term until the Services have been transferred back to Client or to a Replacement Supplier. Such license shall include the right to grant sublicenses to any Vertex Personnel.

18.6 **Limited Trademark License**. Client hereby grants to Vertex, on the terms contained herein, a limited, non-exclusive, non-transferable, non-assignable, license to use, display and incorporate certain GRU trademarks and logos as part of the Vertex System and Solution deployed for Client, solely in the manner in which such marks and logos are provided to Vertex, with all such uses being in accordance with all quality standards of Client. Vertex agrees to seek prior written permission from Client before using Client's trademarks or logos outside of the Vertex System as deployed for Client, including but not limited to in advertising or promotion thereof. Vertex agrees to comply with any and all trademark use guidelines and quality standards that may be provided to Vertex or requested by Client. All uses of Client's trademarks and logos shall be of at least the same quality as the version of the original trademarks and logos provided to Vertex for use in the Vertex System. Client reserves the right to terminate or suspend this trademark license, at any time by providing written notice to Vertex in the event that Client, including Clients communication and/or marketing department determines, in Client's sole and absolute discretion, that Vertex's use of Clients trademarks or logos are not of an acceptable quality, or fail to conform with Client's standards.

18.7 In the event of the termination or expiration of this Agreement, the licenses referred to in Sections 18.1 and 18.6 shall terminate automatically after the Services have been transferred to Client or a Replacement Supplier following such termination or expiration, and each party shall deliver to the other party all material licensed to it pursuant to this Section 18 in its possession or control.

19. Intellectual Property Rights Indemnity and Indemnification

19.1 Vertex shall defend, indemnify, and hold harmless Client, including GRU and/or the City of Gainesville it elected officials, the respective officers, and employees of the City of Gainesville and/or GRU (collectively "Indemnified Parties"), from and against any and all suits, actions, damages, claims, allegations, Losses, including without limitation, reasonable attorney's fees, subject to Section 19.5, court costs, expenses, penalties, and fees of every name, kind and description, brought against, suffered or incurred by any of the Indemnified Parties arising from or relating to any claims, suits or allegations of the infringement, violation or misappropriation of any trademark, copyright, patent, trade secret or other Intellectual Property Rights, caused by, arising from or relating to any of the following: (i) the provision, access to or use of the Services, the Vertex System or any Third-Party Software, or the Vertex Intellectual Property Rights licensed to Client under this Agreement whether by or on behalf of Client, Client Personnel, Client customers and/or Vertex, Vertex personnel or its Subcontractors or (ii) Vertex's failure to obtain any necessary licenses and/or releases related to or used for the provision of the Services, or use or access to the Vertex Systems and any Third-Party Software used in providing or accessed through the Services.

19.2 In addition to Vertex's obligations under Section 19.1 if a claim thereunder is made, or Vertex is obligated to provide an indemnity under Section 19.1 anticipates that an applicable claim might be made, Vertex may, at its own expense and sole option, either:

19.2.1 procure for Client the rights necessary to avoid the infringement or misappropriation; or

19.2.2 replace or modify, or cause the replacement or modification of, the items alleged to infringe third party Intellectual Property Rights; provided, that:

19.2.2.1 the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;

19.2.2.2 the replaced or modified item does not have an adverse effect on the provision or receipt of the Services, as applicable;

19.2.2.3 there is no additional cost to Client; and

19.2.2.4 the terms of this Agreement apply to the replaced or modified item.

19.3 If Vertex elects to procure a license in accordance with Section 19.2.1 (Client shall not be liable for any royalties if applicable), or to modify or replace an item pursuant to Section 19.2.1, but such action has not avoided or resolved the alleged infringement or misappropriation, then Vertex may terminate that portion of the Services affected by the claim upon notice to Client. This provision shall not, however, limit any rights Client shall have under this Agreement to seek damages arising from Vertex's failure to perform under the Agreement or arising from or resulting from claims of intellectual property infringement. If the non-infringing substitute has an adverse effect on the provision or receipt of the Services in the reasonable assessment of Client, Client may terminate the Agreement without any penalty for early termination or otherwise. If Vertex is not reasonably able to modify or otherwise secure for Client the right to continue using a product similar to the original product, Vertex shall refund to Client the amounts paid for ongoing and future use of the Infringing Services and subject to the identification obligations of Section 19. Vertex shall have no obligation to provide the indemnification set forth in Sections 19.1, to the extent that the claim or Losses for infringement of Intellectual Property Rights:

arises or arise as a result of a modification or enhancement that was carried out by someone without the authorization of Vertex.

19.4 **General Indemnification.**

19.4.1 Notwithstanding the Data Breach Damages in Section 19.4, Vertex shall defend, indemnify, and hold harmless, the Indemnified Parties from and against any and all suits, actions, damages, claims, allegations, Losses, including without limitation, reasonable attorney fees, court costs, expenses, penalties, and fees of every name, kind and description, brought against, suffered or incurred by any of the Indemnified Parties which are caused by (in whole or in part), arising from or relating to any of the following: (i) Vertex's negligence, gross negligence, wanton, willful or malicious acts; (ii) unauthorized use, disclosure, loss or misappropriation of Confidential Information or Client Data including Client Personal Data (excluding items covered by damages covered by Section 19.4 Data Breach) resulting from Vertex's breach, acts, or omissions in the performance of this Agreement. This indemnity will not waive, negate or preclude any other rights or remedies to Client under this Agreement, or otherwise under law or equity.

19.5 Client can, at its discretion and expense, retain additional counsel.

19.6 The provisions of this Section 19, shall survive the termination or expiration of this Agreement.

19.7 The indemnity obligations of Vertex under this Section 19, shall not be limited by any liability caps under Sections 21.1, and 21.2, including without limit such obligations arising from Vertex actions which may be alleged to be undertaken by Vertex as an agent of GRU.

20. Warranties and Representations

20.1 Each party warrants, represents, and covenants that:

20.1.1 it has full capacity and authority to enter into and to perform this Agreement and that its performance of the Agreement will not conflict with any other agreement;

20.1.2 this Agreement is executed by a duly authorized representative of that party;

20.1.3 there are no actions, suits, or proceedings or regulatory investigations pending or, to that party's knowledge, threatened against or affecting that party before any Competent Authority that might affect the ability of that party to meet and carry out its obligations under this Agreement;

20.1.4 once duly executed, this Agreement will constitute its legal, valid and binding obligations;

20.1.5 its Representatives shall be authorized to carry out the matters for which they are expressed to be responsible in this Agreement; and

20.1.6 it shall execute all documents and do all such acts as the other party may require to effect the assignment of any Intellectual Property Rights to be assigned in accordance with Section 17.4.

20.2 Vertex further warrants, represents, and covenants that:

20.2.1 Vertex represents that as of the Effective Date Vertex is not infringing or misappropriating any patent, trademark, copyright trade secret or other intellectual property or proprietary rights of any third party;

20.2.2 Notification laws Fla. Stat. §§ 501.171, ~~282.0041, 282.318(2)(i) and (v)~~ and any other similar laws, regulations or requirements that may from time to time relate to the performance of the Services hereunder. In addition, Vertex agrees to implement and comply with all policies and procedures relating to such matters as Client may reasonably direct and to implement its own compliance programs and policies as reasonably necessary to comply with all of the foregoing.

20.2.3 Vertex will render the Services with promptness, efficiency and diligence and in a workmanlike and cost-effective manner in accordance with the practices and high professional standards used in well-managed operations performing services similar to the Services. Vertex shall use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the Services.

20.2.3.1 Vertex shall use commercially reasonable efforts so that no Viruses are coded or introduced into the systems used to provide the Services. In the event a Virus is found to have been introduced into the systems used to provide the Services, Vertex shall (i) provide all cooperation and assistance reasonably requested by Client to (including assisting Client in its efforts to) eliminate the effects of the Virus, and (ii) if the Virus causes a loss of operational efficiency or loss of data, assist Client to the same extent to mitigate and restore such losses.

20.2.3.2 In the event that a Virus is introduced by SAP Software or a Client system, Vertex's efforts as provided (i) shall be at no additional charge to Client, to the extent available Vertex Personnel are utilized, and (ii) shall be at Client's cost, to the extent additional resources are utilized or external third-party resources are required, provided that Client shall have the right to approve use of all such additional resources without undue delay. Under these circumstances, additional resources shall not include Vertex's general support personnel but shall include personnel reassigned by Vertex from the servicing of other specific accounts. In addition, Vertex shall be excused from meeting required service levels to the extent that problems caused by the Virus in this Section 20.2.5.2 impair Vertex's ability to perform.

20.2.3.3 In the event that a Virus is introduced by a Vertex system: (i) Vertex's efforts as set forth in Section 20.2.5.1 shall be at no additional charge to Client; (ii) Vertex shall engage additional resources, at Vertex's cost; (iii) Vertex shall not be excused with respect to any required service levels affected, unless Vertex's efforts to meet such affected service levels would cause or allow the Virus to spread, and (iv) Vertex shall pay to Client an amount equal to all of Client's costs of any data restoration, the cost to Client of any business disruption, and any other losses or liabilities of Client resulting from such Virus.

20.2.4 Without the prior written consent of Client, Vertex shall not insert into any of the Software, Vertex Software or Vertex System any Disabling Device or Code; provided, however, that "Disabling Device or Code" does not include programming code, programming instruction or set of instructions that is distributed as part of hardware or software to ensure that the Client uses the product in accordance with the acquisition or license agreement (such code "Commercially-Provided Disabling Device or Code") and which Software already contains such Commercially-Provided Disabling Code. Vertex further represents and warrants that, with respect to any Disabling Device or Code and Commercially-Provided Disabling Device or Code that may be part of any Software, Vertex shall not invoke such Disabling Device or Code or Commercially-Provided Disabling Device or Code at any time, including upon expiration or termination of this Agreement for any reason, without Client's prior written consent.

20.3 EXCEPT FOR THE EXPRESS WARRANTIES AS EXPRESSLY PROVIDED IN THIS AGREEMENT INCLUDING WITHOUT LIMIT, SECTION 20, SCHEDULE 6 (SOW) AND ANY OTHER SOWS, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, CONCERNING THE SUBJECT MATTER OF THIS AGREEMENT, AND EACH PARTY HEREBY DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, INCLUDING BUT NOT LIMITED TO, ALL IMPLIED WARRANTIES, THE IMPLIED WARRANTY OF MERCHANTABILITY AND/OR FITNESS OF THE SERVICES FOR A PARTICULAR PURPOSE.

21. Limitations on Liability

21.1 Physical Property

21.1.1.**Vertex Liability Limitation for Physical Property.** Subject to Section 22, and excluding all indemnity obligations, and damages for Data Breach in Section 21.4 in this Agreement, and also excluding claims, Losses and liability for, negligence, gross negligence, wanton, willful or malicious acts of or on behalf of Vertex under this Agreement, the liability of Vertex (or of any representative of Vertex) for loss or damage to physical property that arises or results from one or a series of connected events ; shall be limited to one million U.S. dollars $1,000,000.

21.1.2 **Client Liability Limitation for Physical Property.** Excluding claims, Losses and liability for any gross negligence by Client under this Agreement, the liability of Client including GRU and/or the City of Gainesville it elected officials, the respective officers, agents and employees of the City of Gainesville and/or GRU for loss or damage to physical property that arises or results from one or a series of connected events shall be limited to one million U.S. dollars $1,000,000.

21.2 Limitation of Liability.

21.2.1 Subject to Section 22, and excluding all indemnity obligations; and excluding negligence, gross negligence, wanton, willful or malicious acts of or on behalf of Vertex; and excluding Data Breach governed by Section 21.4 in this Agreement, the liability of Vertex (or of any representative of Vertex) for any damages for breach, losses, or claims under any legal or equitable theory shall be limited in aggregate under this Agreement and shall in no circumstances exceed $6,000,000.00.

21.2.2 Subject to Section 22, without waiving any sovereign immunity, the liability of Client for any breach of agreement, losses, or claims under any legal or equitable theory other than those set out in 21.1, shall be limited in aggregate under this Agreement and shall in no circumstances exceed an amount equal to the Charges payable by Client to Vertex during the two (2) year period immediately preceding the most recent event giving rise to such liability.

21.2.3 Notwithstanding the limitations in 21.1, and 21.2, and irrespective of any provision indicating a limitation of liability exclusion, in no event will the aggregate liability of each Party arising or related to this agreement under any legal or equitable theory, exceed the greater of the total Charges, fees, and costs payable over the term or the value of this Agreement, all currently attached SOWs, and all subsequently added SOWs.

21.3 Nothing in this Agreement shall be interpreted as a waiver of Client's sovereign immunity as granted pursuant to *Section 768.28 Florida Statutes*.

21.4 Data Breach. Excluding damages under Section 21.1.1 (physical damages) and Section 21.1.2 (Direct Damages), and excluding damages under this section arising from negligence, gross negligence, malicious, wanton and willful acts,for any Breach Damages (as defined below) that arise or result from Data Breach or other breach of Vertex's data security obligation in Schedule 16 (Data Security) and such breach results in an unauthorized disclosure ("Data Security Incident"), the liability of Vertex (or of any representative of Vertex) shall be limited for each such occurrence under this Agreement to the amount of $5,000,000 (USD). The Breach Damages shall include the categories of damages set out in sections 21.4(a)-(e) below (collectively "Breach Damages"):

(a) Direct damages and actual expenses of Client including actual costs, expenses, fees, attorneys fees and deductibles under cybersecurity insurance arising from or relating to the Data Breach, Data Security Incident or other breach of Vertex's obligations under Schedule 16;

(b) Actual expenses for legally required notifications to the affected individuals.

(c) Actual expenses for legally required notifications to government agencies, credit bureaus, and/or other required entities.

(d) Credit monitoring or other similar service for affected individuals, not to exceed twelve (12) months; and

(e) Fines, penalties, or charges assessed by a governmental entity attributable to the Data Breach or Data Security Incident and resulting from Vertex's breach or failure to comply with its obligations under Schedule 16 or otherwise under the Agreement.

22. **Exclusions and Limitations**

22.1 SUBJECT TO SECTIONS 22.2 THROUGH 22.4, NOTWITHSTANDING ANY PROVISION OF THIS AGREEMENT THAT MAY BE TO THE CONTRARY (EXCEPT AS OTHERWISE REQUIRED BY LAW), NEITHER PARTY SHALL BE LIABLE FOR CLAIMS FOR INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR SPECIAL DAMAGES INCLUDING DAMAGES FOR LOSS OF PROFITS, LOSS OF USE OR REVENUE, LOSS OF SAVINGS, LOSS OF DATA, OR LOSSES BY REASON OF COST OF CAPITAL, CONNECTED WITH, OR ARISING OR RESULTING FROM, ANY PERFORMANCE OR LACK OF PERFORMANCE UNDER THIS AGREEMENT, EVEN IF SUCH DAMAGES WERE FORESEEABLE OR A PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND REGARDLESS OF WHETHER A CLAIM IS BASED ON CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE OR STRICT LIABILITY), VIOLATION OF ANY APPLICABLE DECEPTIVE TRADE PRACTICES ACT, OR ANY OTHER LEGAL OR EQUITABLE PRINCIPLE.

22.2 Client shall be responsible for the content of any messages or communications to end customers (in the form provided by Client without alteration) which Client initiates or authorizes in connection with any Service, as well as Client’s selection of any vehicle (i.e., conventional phone, mobile phone, text, email) for such messages or communications.

23. **General Liability Provisions**

23.1 The parties hereby acknowledge and agree that the parties have been adequately represented and advised by legal counsel with respect to this Agreement.

23.2 Sections 21 and 22 provisions and the limitations stated therein shall not cause this Agreement to, and neither party shall claim that this Agreement does, fail of its essential purpose for lack of remedy or otherwise.

23.3 The provisions of Sections 21 and 22 shall continue to apply notwithstanding the termination or expiration of this Agreement.

23.3.1 Each party shall have a duty to mitigate any Losses for breach of this Agreement.

24. **Conduct of Claims**

24.1 In any event where a party is obligated to indemnify the other party, the indemnified party shall:

24.1.1 notify the indemnifying party in writing of any claim related to the indemnifying party’s obligations under the relevant Section(s) or Paragraph(s) promptly after becoming aware of it;

24.1.2 upon request, allow the indemnifying party to conduct all negotiations and proceedings and provide the indemnifying party with such reasonable assistance as is required by the indemnified party, each at the indemnifying party’s cost, regarding the relevant claim; and

24.1.3 not, without prior approval from the indemnifying party, make any admission relating to the relevant claim or attempt to settle it to the extent such admission or settlement has an ongoing impact on the indemnifying party.

25. **Force Majeure**

25.1 Subject to the remaining provisions of this Section 25, neither party to this Agreement shall be liable to the other for any delay or nonperformance of its obligations under this Agreement to the extent that such nonperformance is due to a Force Majeure Event.

25.2 In the event that either party is delayed or prevented from performing its obligations under this Agreement by a Force Majeure Event, such party shall:

25.2.1 give notice of such delay or prevention to the other party as soon as reasonably possible, stating the commencement date and extent of such delay or prevention, the cause thereof, and its estimated duration;

25.2.2 confirm the notice given under Section 25.2.1 by notice to the other party's Service Manager as soon as practicable having regard to the affected party's focus on efforts to mitigate the impact of the Force Majeure Event;

25.2.3 subject to Section 4, use commercially reasonable efforts to mitigate the effects of such delay or prevention on the performance of its obligations under this Agreement; and

25.2.4 resume performance of its obligations as soon as reasonably possible after the removal of the cause of the delay or prevention.

25.3 As soon as practicable following the affected party's notification, the parties shall consult with each other in good faith and use commercially reasonable efforts to agree appropriate terms to mitigate the effects of the Force Majeure Event and to facilitate the continued performance of this Agreement.

25.4 The affected party shall notify the other party as soon as practicable after the Force Majeure Event ceases or no longer causes the affected party to be unable to comply with its obligations under this Agreement. Following such notification, this Agreement shall continue to be performed on the terms existing immediately prior to the occurrence of the Force Majeure Event unless agreed otherwise by the parties.

25.5 Should Client request that Vertex Personnel visit Client's facilities or Vertex need to visit Client's facilities in order to perform the Services, the parties agree to discuss and enter into a mutually agreeable addendum to this Agreement addressing safety guidelines and any precautions that may need to be taken due to COVID-19, executive or governmental orders or otherwise.

26. **Insurance and Financial Responsibility**

26.1 Vertex shall procure and maintain the minimum insurance requirements at all times as required by law and Client. Vertex shall notify Client of any changes in coverage within fifteen (15) business days of knowledge of such change taking effect. Failure to maintain minimum coverage may result in breach of this Agreement. Vertex must furnish Client a certificate of insurance in a form acceptable to Client for the insurance required with endorsement naming Client as additional insured.

26.1.1 Commercial General Liability Insurance issued on a standard ISO Commercial General Liability policy form (CG 0001) or its equivalent in an amount of at least One million dollars ($1,000,000) per occurrence and one million dollars ($1,000,000) in the, aggregate; and

26.1.2 Automobile Liability Insurance in an amount of at least one million dollars ($1,000,000) of a combined single limit for bodily injury and property damage;

26.1.3 Worker's Compensation Insurance in such form and in such amounts, as may be required by law from time to time.

26.1.4 Technology Errors and Omissions Liability coverage, with limits of $5,000,000 each occurrence and each loss, and $5,000,000 general aggregate. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the contract and shall also provide coverage for the following risks:

26.1.4.1 Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and

26.1.4.2 Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the Client's or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

26.1.5 Excess Liability Insurance in an amount of at least six million dollars ($6,000,000.00).

26.1.6 Cyber Security Liability Insurance. Vertex agrees to purchase and maintain throughout the term of this Agreement a technology/professional liability insurance policy, including coverage for network security/data protection liability insurance (also called "cyber liability") with a minimum limit of $5,000,000 each and every claim and in the aggregate, covering liabilities for financial loss resulting or arising from acts, errors, or omissions, in rendering technology/professional services or in connection with the specific services described in this Agreement and the SLA. Such policy shall cover, without limitation: Violation or infringement of any right of privacy, including breach of security and breach of security/privacy laws, rules or regulations globally, now or hereinafter constituted or amended; Data theft, damage, unauthorized disclosure, destruction, or corruption, including unauthorized access, unauthorized use, identity theft, theft of personally identifiable information or confidential corporate information in whatever form, transmission of a computer virus or other type of malicious code, and participation in a denial of service attack on third party computer systems; Loss or denial of service; Cyber terrorism; Technology/professional liability including breach of contract, excluding deliberate acts by Vertex, privacy and security liability, privacy regulatory defense and payment of civil fines, payment of credit card provider penalties, and breach response costs. Such insurance must explicitly address all of the foregoing without limitation if caused by an employee of Vertex or a Vendor or Sub-contractor working on behalf of Vertex in performing services under this Agreement. Policy must provide coverage for wrongful acts, claims, and lawsuits anywhere in the world. Such insurance must include affirmative contractual liability coverage for the data breach indemnity in this Agreement or the SLA, for all damages, defense costs, privacy regulatory civil fines and penalties, and reasonable and necessary data breach notification, forensics, credit protection services, public relations/crisis management, and other data breach mitigation services resulting from a breach of confidentiality or breach of security by or on behalf of Vertex.

27. **Confidentiality**

27.1 Except to the extent set out in this Section 27, or where disclosure is expressly permitted elsewhere in this Agreement, each party shall:

27.1.1 Subject to restrictions of the Florida Public Records Law, treat the other party's Confidential Information as confidential and maintain its confidentiality; and

27.1.2 not disclose the other party's Confidential Information to any other person without the owner's prior written consent and not use or distribute any Confidential Information of the other Party without prior written consent.

27.2 Section 27.1 shall not apply to the extent that such Confidential Information:

27.2.1 was in the possession of the party making the disclosure, without obligation of confidentiality, prior to its disclosure;

27.2.2 was obtained from a third party without obligation of confidentiality;

27.2.3 was already in the public domain at the time of disclosure otherwise than through a breach of this Agreement;

27.2.4 was independently developed without access to the other party's Confidential Information;

27.2.5 is disclosed to professional advisers, lawyers, auditors, bankers, or potential investors who are under a duty of confidentiality;

27.2.6 disclosure is required by Applicable Law or by a Competent Authority to which the disclosing party is subject; provided, that, where permitted by Applicable Law and feasible, the disclosing party notifies the party whose Confidential Information is being disclosed and provides that party with an opportunity to object (where feasible);

27.2.7 is required to be disclosed or is not treated as confidential information or exempt from disclosure subject to the Florida Public Records Law and Florida Sunshine Law; or

27.2.8 is disclosed with the consent of the party from whom it originated.

27.3 **Client's Procedures for Handling Public Record's Requests of Vertex Information Claimed Confidential**. Florida's Public Records Law includes numerous exemptions to the general requirement to disclose information to the public in response to a public record's request. Exemptions are found in various provisions of the Florida Statutes, including but not limited to Section 119.071, Florida Statutes (General exemptions from inspection or copying of public records), and Section 119.0713, Florida Statutes (Local government agency exemptions from inspection or copying of public records). Section 815.045, Florida Statutes (Trade secret information), provides that trade secret information as defined in Section 812.081, Florida Statutes (Trade secrets; theft, embezzlement; unlawful copying; definitions; penalty) is confidential and exempt from disclosure because it is a felony to disclose such records. The parties understand and agree that Florida's Public Records Law is very broad and that documents claimed by a party to be confidential and exempt from public disclosure pursuant to the Public Records Law may in fact not be deemed such by a court of law. Accordingly, the following provisions shall apply:

27.3.1 For any records or portions thereof that Vertex claims to be Trade Secret or otherwise confidential and exempt from public disclosure under the Public Records Law, Vertex, shall:

27.3.2 Specifically identify the records or specific portions thereof that are confidential and exempt and reference the particular Florida Statute that grants such status. Provide one redacted copy of the record and one copy of the record with the confidential and exempt information highlighted. Vertex shall take care to redact only the confidential and exempt information within a record.

27.3.3 an affidavit or similar type of evidence that describes and supports the basis for Vertex's claim that the information is confidential and exempt from public disclosure.

27.3.4 Request for Trade Secret or Otherwise Confidential and Exempt Information.

27.3.5 In the event Client receives a public records request for a record with information labeled by Vertex as Trade Secret or otherwise as confidential and exempt, Client will provide the public record requester with the redacted copy of the record and will notify Vertex of the public records request.

27.3.6 However and notwithstanding the above, in the event that Client in its sole discretion finds no basis for Vertex's claim that certain information is Trade Secret or otherwise confidential and exempt under Florida's Public Records Law, then Client shall notify Vertex in writing of such conclusion and provide Vertex a reasonable amount of time to file for declaratory action requesting a court of law to deem the requested information as Trade Secret or otherwise as confidential and exempt under Florida's Public Records Law. If Vertex fails to file for declaratory action within the reasonable amount of time provided, then Client will disclose the information requested.

27.3.7 If a public records lawsuit is filed against Client requesting public disclosure of the information labeled by Vertex as Trade Secret or otherwise as confidential and exempt, Client shall notify Vertex and Vertex shall intervene in the lawsuit to defend the nondisclosure of such information under Florida's Public Records Law.

27.3.8 Vertex hereby indemnifies and holds Client, its officers and employees harmless from any and all liabilities, damages, losses, and costs of any kind and nature, including but not limited to attorney's fees, that arise from or are in any way connected with Vertex's claim that any information it provided to Client is Trade Secret or otherwise confidential and exempt from public disclosure under Florida's Public Records Law.

27.4 If Vertex is either a "contractor" as defined in Section 119.0701(1)(a), Florida Statutes, or an "agency" as defined in Section 119.011(2), Florida Statutes, Vertex shall:

27.4.1 Keep and maintain public records, as defined in Section 119.011(12) of the Florida Statutes, required by Client to perform the service.

27.4.2 Upon request from Client's custodian of public records, provide the Client with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

27.4.3 Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if Vertex does not transfer the records to Client.

27.4.4 Upon completion of the contract, transfer, at no cost, to Client all public records in possession of Vertex or keep and maintain public records required by Client to perform the service. If Vertex transfers all public records to Client upon completion of the contract, Vertex shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Vertex keeps and maintains public records upon completion of the contract, Vertex shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Client, upon request from Client's custodian of public records, in a format that is compatible with the information technology systems of GRU.

27.5 IF VERTEX HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, AS TO VERTEX'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CLIENT CUSTODIAN OF PUBLIC RECORDS AT (352) 393-1240, PURCHASING@GRU.COM, OR 301 SE 4TH AVENUE, GAINESVILLE FL 32601.

27.6 Except as in response to a Public Records request, the parties may only disclose the other party's Confidential Information to their employees, staff, agents, consultants (internal and external), and Subcontractors, or other third parties who are directly involved in the provision or receipt of the Services as allowed under this Agreement and who need to receive the information and are not competitors of the disclosing party, and as set forth in Section 27.2.5. The parties shall ensure that such persons are aware of, and comply with, these confidentiality obligations.

27.7 The parties shall not, and shall procure that their employees, staff, agents, consultants (internal and external), and Subcontractors, or other third parties do not, use any of the other party's Confidential Information received other than for the purposes of this Agreement.

27.8 Except for the City Commission's approval of the award of this Contract to Vertex, neither party shall make any external comment or issue any external announcement, public circular, press statement, publicity, advertising or promotional or other marketing activity information or materials concerning or relating to this Agreement, the existence of this Agreement, the other party or any ancillary matter or otherwise link one another's name and either a description of the Agreement or the name of the other party in any material published, either in print or electronically, to any entity that is not a party to this Agreement, except potential or actual authorized distributors, dealers, resellers, or service representative (but excluding any disclosure required by Applicable Law) without the prior written consent of the other, such consent not to be unreasonably withheld or delayed.

27.9 Notwithstanding the foregoing, Client agrees to the following publicity and marketing services, with each of such marketing services being subject to prior written request and approval by Client, which approval may be withheld in Client's sole discretion:

27.9.1 Client's applicable Customer Care representative may provide a minimum of two (2) reference calls per year with potential Vertex customers;

27.9.2 Client may agree to participate in Vertex's Customer Advisory Council; and

27.9.3 Client may agree to participate as a co-presenter at VertexOne conferences

27.10 The restrictions contained in this Section 27 will continue to apply after the expiration or termination of this Agreement for any reason for two (2) years.

28. Termination

28.1 **Termination for Cause by Vertex.** Vertex may without prejudice to any other rights or remedies terminate this Agreement with immediate effect (except in respect of the notice periods required in Section 28.1.1) by giving notice to Client in any of the following events:

28.1.1 if Client is in material breach of its obligations under this Agreement and such breach is capable of remedy and is not either: (i) remedied within thirty (30) days of Client's receipt of notice thereof; or (ii) in the process of being remedied pursuant to good faith efforts to implement a remedial plan within sixty (60) days Client's receipt of notice thereof; then this Agreement shall terminate upon the expiration of sixty days (60) days following the Client's receipt of notice thereof,

28.1.2 a failure by Client to pay any sum payable and not disputed pursuant to the process of this Agreement, under this Agreement if such payment is sixty (60) days overdue (provided a final demand for payment has been made at the end of such sixty (60) day period of time allowing not less than fourteen (14) days for payment and that the notice terminating this Agreement refers specifically to this Section); or

28.1.3 if Client is subject to an Insolvency Event

28.2 **Termination for Cause by Client.** Client may without prejudice to any other rights or remedies terminate this Agreement with immediate effect (except in respect of the notice periods required in Section 28.2.1) by giving notice to Vertex in any of the following events:

28.2.1 if Vertex is in material breach of its obligations, or any terms, representation or warranty, under this Agreement and such breach is capable of remedy and is not remedied within thirty (30) days of Vertex's receipt of notice thereof;

28.2.2 if Vertex is subject to an Insolvency Event; or

28.2.3 If Vertex ceases to provide the Services, or discontinues or suspends the provision of the Services or the business operation that provide the Services.

Sections 28.2.2-28.2.3 shall be considered Vertex Defaults.

28.3 **Termination for Convenience**

28.3.1 After the fifth anniversary of the Service Commencement Date, Client may terminate this Contract, in whole or in part, for its convenience with one hundred eighty (180) days prior written notice. Client will give Vertex written notice of termination specifying the extent to which the Contract is terminated and the date, not sooner than 180 days, from the date on which termination becomes effective.

28.3.2 In the event Client terminates this Agreement pursuant to Section after the Service Commencement Date, Client shall pay Vertex an early termination fee calculated by multiplying the six month average invoice submitted prior to the notice of termination by the number of months remaining in the Initial Term of the Agreement, and then further multiplying that result times 40%.

28.3.3 In the event of such termination, in addition to the early termination fee Vertex shall receive payment for any Services satisfactorily performed from the date of the notice of termination up to the time of such termination.

28.3.4 In the event of termination of this Agreement for Convenience, Client shall pay to Vertex all unpaid and undisputed Charges and any other sums due under this Agreement in accordance with the payment terms expressed in this Agreement. Such payment shall not prejudice all other rights each party may have against the other.

28.4 **Termination Without Fee.** In accordance with Section 13.5, Client may elect to terminate this Agreement without fee. This is a separate grounds for termination apart from Termination for Convenience or Termination for Cause.

28.5 **Consequences of Termination**

28.5.1 In the event of expiration or termination of this Agreement for any reason, each party shall return to the other party (as applicable) any Client Assets, Vertex Equipment, Vertex Software, data (including Personal Data processed on behalf of the other), documentation, information and other material of whatever kind (in complete, correct and up to date form and as may be required by Florida's Public Records Laws) and in whatever form belonging to the other party (or to third parties where such material is provided by the other party) which it has no legal right or obligation to retain, except as may be required by Florida's Public Records Laws.

28.5.2 Where Client requires any termination or transition assistance from Vertex outside the scope of Services during the Mutual Transition Period, the parties shall agree such assistance through the Change Management Process. Vertex shall not unreasonably refuse to provide the assistance subject to the parties agreeing to the scope and charges payable in accordance with the Change Management Process. The applicable terms and conditions of the Agreement shall survive during the Mutual Transition Period.

28.5.3 In the event Client terminates the agreement for any reason or the agreement expires and Client wishes to transition to an alternative service provider(s), the Mutual Transition Period shall apply. Notwithstanding 28.4.1, any Termination for Convenience subject to a Mutual Transition Period shall become effective on the last day of the Mutual Transition Period.

28.5.4 In the event that Client decides to terminate for any reason or the agreement expires, Vertex agrees upon request by the Client via a Change Order to provide support and extend services for Customer Advantage, to the extent available to be used by Client on terms and pricing similar to the pricing for similarly situated customers as identified in Section 11.10 and otherwise under this Agreement

28.5.5 Client Data shall be transferred to Client after termination or expiration of this Agreement. Client shall be entitled to specify a commercially reasonable format in which it requires Client Data to be provided under this Section. If Client requests such data in a different format, the parties shall use the Change Management Process.

28.5.6 Expiration or termination of this Agreement for any reason shall not affect the rights and liabilities of either party subsisting at the date of such termination or expiration.

28.5.7 Any Sections or Schedules to this Agreement which are expressly stated or impliedly intended to apply and/or to continue in force after termination of this Agreement shall continue in full force and effect in accordance with their terms.

28.5.8 The parties agree that as of the expiration or termination of this Agreement for any reason:

28.5.8.1 Client Assets and/or any moveable assets (other than software) used and owned by Vertex exclusively for the provisions of the Services and which Client has paid for in full directly other than as part of the Charges, shall be transferred to Client. For the avoidance of doubt, Client Assets under this Section 28.4 shall not include any network, cabling, fixture or equipment which are integral to any buildings or infrastructure of Vertex; and

28.5.8.2 each party shall, at the other's option, return to the other party or destroy all Confidential Information of the other party and shall on request certify that it does not retain the other party's Confidential Information.

28.5.9 **Client Access to Escrow and Hosted Services**. In the event of a Vertex Default as described in Section 28.2.2, or Section 28.2.3, Client shall be given access to the SAP Hosted Services according to an escrow process to be written by the parties. .

29. Dispute Resolution Procedure

29.1 Escalation Procedure

29.1.1 During the implementation period the parties have agreed to follow the dispute resolution procedure set forth in Schedule 6 (SOW). Any disputes arising during the implementation period not resolved through such process, shall be elevated and proceed through the following process. All disputes arising after the implementation period will follow the following process. In the event that a dispute arises between the parties, the parties shall attempt, in good faith, to resolve any and all Disputes promptly by negotiation and such Disputes shall be conducted as follows:

29.1.1.1 the Dispute shall be referred, by either party, first to the Service Managers of each of the parties for resolution;

29.1.1.2 if the Dispute cannot be resolved by the Service Managers of the parties within fourteen (14) days after the Dispute has been referred to them, either party may give notice to the other party in writing ("**Dispute Notice**") that a Dispute has arisen; and

29.1.1.3 within seven (7) days of the date of the Dispute Notice, the Dispute shall be referred to the Client Representative and Vertex Client Executive for resolution, and

29.1.2 If the Client Representative and Vertex Client Executive are unable, or fail, to resolve the Dispute within (14) fourteen days of the date of the Dispute Notice, or within fourteen (14) days of the reference to Client Representative and Vertex Client Executive pursuant to Section 29.1.1.3, the dispute will be escalated to the Senior Vice President of Product Delivery for Vertex and the Chief Customer Officer for Client for resolution. If the Senior Vice President of Product Delivery and the Chief Customer Officer for Client are not able to resolve the dispute within 21 days, the parties may upon mutual agreement resolve the Dispute by mediation in accordance with Section 29.2.

29.2 Mediation

29.2.1 If the parties have failed to agree on a resolution in accordance with Section 29.1, and subsequently agreed to resolve the Dispute in Mediation, the following provisions shall apply to any such reference to mediation:

29.2.1.1 the mediation shall be conducted by a sole mediator agreed between the parties or, in default of agreement,; and each party shall select a mediator, which two mediators shall together appoint a third mediator and the third mediator will conduct mediation in accordance with the mediation standards and laws of the state of Florida. The costs of the mediation shall be paid evenly by the parties, and

29.2.1.2 the mediation shall be held in Alachua County, Florida.

29.3 **Litigation**

29.3.1 If and to the extent that the parties do not resolve any Dispute or any issue in accordance with Section 29.1 or 29.2, either party may commence or continue court proceedings in respect of such unresolved Dispute or issue. Nothing in this Section 29 (Dispute Resolution Procedure) shall prevent either party from instigating immediate legal proceedings:

29.3.2 in order either to avoid the expiration of any contractual, statutory or equitable limitation period of time limit; or

29.3.3 to avoid an unauthorized disclosure of Confidential Information, Client Data, or Client Personal Data to preserve a superior position with respect to other creditors, or to seek a preliminary injunction or other provisional judicial relief, if in its sole judgment such action is necessary to avoid irreparable damage or to preserve the status quo;

29.3.4 in which either party requires a judgment or award for liquidated damages to which there is no arguable defense;

29.3.5 to ensure compliance with any request for an Adequate Assurance of Performance; or

29.3.6 in which either party requires the enforcement of any agreement reached or any binding order, award, determination or decision made pursuant to this Section 29 (Dispute Resolution Procedure).

30. Non-Solicitation

30.1 Subject to exclusions for involvement or participation in any Client bid or procurement process which shall be excluded from the restrictions of this section, neither party shall enter into consulting relationships with any person employed or engaged by the other party involved in the provision or the receipt of the Services at any time during the Term or for a further period of six (6) months after the termination or expiration of this Agreement for any reason.

31. Sub-Contractor and Other Personnel

31.1 Vertex shall be entitled to subcontract any part of its rights or obligations under this Agreement without Client's prior consent to any Affiliate or third party provided that it remains liable for the acts and omissions of such Affiliate or third party as if they were its own. Client acknowledges that, and consents to, some of the Services and any additional services being delivered by Vertex through other companies in the Vertex Group. Vertex shall provide notice of such Subcontractors and GRU shall have the right to reasonably object to the appointment of a Subcontractor and request that Vertex employ a different Subcontractor which agreement Vertex will not unreasonably withhold. Vertex shall be liable for all acts, omissions, negligence of its Subcontractors in accordance with the rights, obligations, terms and conditions of this Agreement.

31.2 Vertex shall require and ensure compliance of all Pandemic Safety Guidelines at Vertex's cost and expense.

32. **Assignment and Novation.**

Assignment by Vertex.

32.1 Vertex may assign all or any portion of this Agreement, without Client's prior consent, to an Affiliate of Vertex.

32.2 Except for assignment to Vertex's Affiliates, Vertex shall not assign all or any portion of this Agreement, without Client's prior written consent. Vertex shall give Client not less than thirty (30) days prior written notice of any requested assignment to any entity other than an Affiliate. Subject to Vertex providing Client with information demonstrating to Client, that Vertex's proposed Commercially Reasonable Transferee has the technical, engineering, financial, and operational capabilities, expense and expertise to perform the obligations, covenants and duties of Vertex under this Agreement and as set forth in the Invitation to Negotiate, Client may not unreasonably withhold its consent if such assignee shall agree in writing to be bound by the terms and conditions hereof. Notwithstanding the above, in the event of the sale of substantially all of the business or assets of either party, or in any reorganization transaction, consent shall not be unreasonably withheld.

32.2 Cient may assign this Agreement or any of its rights and obligations under this Agreement without the prior consent of Vertex.

33. **Change Management and Variations**

33.1 This Agreement, including the Services, may not be varied except:

33.1.1 as expressly permitted in this Agreement or Schedule 6 (SOW), or

33.1.2 by an agreement in writing expressed to vary this Agreement, expressly referring to this Agreement and the provision(s) being varied, signed by duly authorized representatives of the parties.

34. **Waiver and Accumulation of Remedies**

34.1 The rights and remedies provided by this Agreement may be waived only in writing by the duly authorized representative of the party in a manner that expressly states that such waiver is intended for, and such waiver shall only be operative with regard to, the specific circumstances referenced.

34.2 Unless a right or remedy is expressed to be an exclusive right or remedy, the exercise of it by a party is without prejudice to the party's other rights and remedies. Any failure to exercise, or any delay in exercising, a right or remedy by either party shall not constitute a waiver of that right or remedy, or of any other rights or remedies.

34.3 The rights and remedies provided by this Agreement are cumulative and, unless otherwise provided in this Agreement, are not exclusive of any right or remedies provided at law, in equity, or otherwise under this Agreement.

34.4 Except as expressly set forth in this Agreement, the exercise by either party of any of its remedies under this Agreement shall be without prejudice to its other remedies under this Agreement or otherwise.

35. **[intentionally omitted]**

36. **Severability.**

36.1 If any provision of this Agreement is determined to be invalid or unenforceable, the remaining provisions of this Agreement shall not be affected thereby and shall be binding upon Client and Vertex and shall be enforceable, and such provision shall be reformed to the extent necessary to render such provision valid and enforceable and to reflect the intent of the parties to the maximum extent possible under Applicable Law.

37. **Entire Agreement and Modification of Terms**

37.1 This Agreement (including all the Schedules) constitutes the entire agreement and understanding between the parties in respect of the matters dealt with in it and supersedes, cancels, and nullifies any previous agreement between the parties in relation to such matters notwithstanding the terms of any previous agreement or arrangement expressed to survive termination. The Contract for Bill Presentment and Payment Services, ITN Number 2019-008 shall remain in full force and effect and shall not be superseded, cancelled or nullified by this Agreement. The parties may elect to incorporate some or all of the services covered under 2019-008 Contract, by mutual agreement, at a later date.

37.2 Each of the parties acknowledges and agrees that, in entering into this Agreement, except as set forth in Section 5, it does not rely on, and shall have no remedy in respect of, any statement, representation, warranty, or covenant made by the other party (whether negligently or innocently made) other than as expressly set out in this Agreement. The only remedy available to either party in respect of any such statement, representation, warranty or undertaking made by the other party shall be for breach of contract under the terms of this Agreement.

37.3 No oral agreements or representations shall be valid or binding upon Client or Vertex. No alteration or modification of this Agreement, including substitution of product, shall be valid or binding unless authorized by both Parties in writing. Neither Party may unilaterally modify the terms of this Agreement by affixing additional terms to product upon delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, “shrink wrap” terms accompanying or affixed to a product, whether written or electronic) or by incorporating such terms onto orders, invoices or fiscal forms or any other documents forwarded by Vertex for payment. An acceptance of product or processing of documentation on forms furnished by Vertex for approval or payment shall not constitute acceptance of the proposed modification to terms and conditions.

38. **Third Party Rights.**

This Agreement is made for the benefit of the parties to it and their permitted successors and assigns and is not intended to benefit, or be enforceable by, any other person.

39. **Notices**

39.1 Any approval, notice, demand or communication required or permitted in connection with this Agreement shall be in writing, signed by or on behalf of the party giving it and shall be delivered by certified mail, by hand, or reputable overnight courier requiring signature on delivery addressed to the address set out in the SOW (or such other address as a party may have notified the other of in writing and specifically referring to this Section 39). An approval notice, demand, or communication shall be deemed to have been received: (i) if delivered personally, at the time of delivery; (ii) in the case of certified mail or reputable overnight courier, on the fifth (5th) Business Day following, but excluding the date of posting (or on the eight (8th) Business Day where it is international mail), or (iii) by electronic mail provided receipt of such email message is confirmed by the recipient.

39.2 Notices shall send to the following addresses:

Vertex:
Vertex Business Services
1321 Upland Drive, Suite 8389
Houston, TX 77043
Attn: General Counsel

Client:
Utilities Purchasing
301 SE 4th Avenue, Gainesville,
Florida 32601
Attn: Purchasing

39.3 In proving service, it shall be sufficient to prove that the envelope containing the notice was addressed to the relevant party at its address previously notified for the receipt of notices (or as otherwise notified by that party) and delivered to that address prepaid, certified mail or reputable overnight courier.

40. **Governing Law and Jurisdiction.** This Agreement shall be governed by and construed in all respects in accordance with the laws of the State of Florida and the laws of the US, without regard to conflict of law principles. The parties submit to the exclusive jurisdiction of, and venue in, the state and federal courts in Alachua County, Florida with regard to any claim or matter arising in relation to this Agreement. Should a judgment or award be rendered against a party in such courts, such party further irrevocably consents to the non-exclusive jurisdiction of any other court located within a jurisdiction that encompasses assets of such party for the enforcement of such judgment or award against the assets of such party. Each Party shall bear its own attorneys' fees except to the extent that Vertex agrees to indemnify Client as described in this Agreement, including any appeals, and for civil proceedings, the Parties hereby waive the right to jury trial.

41. **Counterparts.** This Agreement may be executed in any number of counterparts and by the parties on separate counterparts, but shall not be effective until each party has executed and delivered at least one counterpart to the other party. Each counterpart, when executed and delivered, shall constitute an original and all the counterparts together shall constitute one single agreement. Any signed counterpart transmitted by facsimile transmission or email will constitute an original and will be deemed to be binding when delivered.

42. **Audit and Inspection of Records.** Vertex agrees to maintain and make available to Client, during regular business hours, accurate books and accounting records relating to its Services. Vertex will, at a reasonable frequency, permit Client to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement. Vertex shall maintain such data and records in an accessible location and condition for a period of not less than three years after final payment under this Agreement or until after final audit has been resolved, whichever is later. Vertex shall include the same audit and inspection rights and record retention requirements in all subcontracts.

43. **Order of Precedence.** If there is any conflict or ambiguity between the main body of this Agreement and the associated Schedules, and Schedule 6 (Statement of Work) with respect to Implementation Activities covered under Schedule 6, Schedule 6 (Statement of Work) will take priority to the extent of such conflict or ambiguity. For any other Services beyond the Implementation Activities, the main body of this Agreement and its associated Schedules will take precedence over the terms of the Schedule 6 (Statement of Work) in the event of any conflict or ambiguity.

Excluding any third party software licenses or end user license agreement, if any later Exhibits, Attachments, Orders or Change Orders under this Agreement include any Vertex standard printed or boilerplate terms ("Standard Terms"), Vertex agrees that such Standard Terms shall not be in effect for this Agreement and its Schedules unless such Standard Terms are mutually agreed and accepted by an amendment or Order signed by Client. In the event that such Standard Terms are accepted, and there is a discrepancy, inconsistency, gap, ambiguity, or conflicting language between the negotiated terms of this Agreement and its associated Schedules ("Agreement Terms") and the Vertex Standard Terms, the Agreement Terms shall take precedence over the Standard Terms.

44. **Survival.** Those provisions that by their nature are intended to survive termination or expiration of this Agreement shall so survive including without limit Section 17 Intellectual Property Rights, Section 19 Indemnification, Section 20 Warranties and Representations, Section 21 Limitations of Liability, Section 22 Exclusions and Limitations, Section 23 General Liability, Section 26 Insurances (until the expiration of the statute of limitation periods), Section 27 Confidentiality, Section 28.4 Consequences of Termination, Section 29 Dispute Resolution Procedure, Section 30 Non-Soliciation and Section 40 Governing Law and Jurisdiction.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

Vertex Data Utility Services LLC D/B/A Vertex Business Services		**Client**	
Signature:		Signature:	
Name:		Name:	
Title:		Title:	
Date:		Date:	

Schedule 1.1

DEFINITIONS AND INTERPRETATION

DEFINITIONS:

"**Accept**"	The process of acceptance of Deliverables, phases and the overall project as outlined within the Deliverable Acceptance Process of Schedule 6 (Statement of Work) and Section 7 of the Agreement.
"**Acceptance**"	The process of acceptance of Deliverables, phases and the overall project as outlined within the Deliverable Acceptance Process of Schedule 6 (Statement of Work) and Section 7 of the Agreement.
“Account Management”	as defined in Schedule 3.1.
“Accruent”	Refers to the company that develops the mobile work management software that will be deployed and supported by Vertex.
“Affiliate”	means, with respect to any Person, any other Person that directly or indirectly, through one or more intermediaries, Controls, or is Controlled by, or is under common Control with, such Person, and "Control" means with respect to any Person, the direct or indirect power, whether by contract, through the ownership of capital stock or other equity interests, or otherwise, to elect a majority of such Person's board of directors or similar governing or management body, or to direct or cause the direction of the management, policies or operations of such Person.
“Agreement”	means this Agreement, including all referenced schedules, addendums, appendices, exhibits, statements, statements of work or similar documentation.
“Alternate Path Testing”	means scenario tests which execute optional but valid sequences of activities.
“Allocation of Pool Percentage”	means the portion of the Pool Percentage Available for Allocation that is specified for any particular Critical Performance Indicator (“CPI”) in the event of a Service Level Default for such CPI; provided however in no event shall the Allocation of Pool Percentage for any individual CPI exceed fifty percent (50%) of the Pool Percentage Available for Allocation.
Applicable Index	means the publication by the U.S. Department of Labor, Bureau of Labor Statistics named Consumer Price Index – All Urban Consumers U.S. All items, or failing the publication of such index, that other index as the parties may agree most closely resembles such index.
Applicable Law	means any applicable law, statute, regulation, rule, notice, judgment, order, instruction or award of any court or other Competent Authority and any applicable official request or requirement with which either or both of the parties is or are legally required to comply, in each case as amended from time to time.
Authorized Users	means all Client employees authorized by Client to access and use the Services through Client's account under this Agreement, each of which shall be identified by Client's written notice to Vertex] as the same may be amended by Client in writing from time to time;

“AMI”	means Advanced Metering Infrastructure. AMI is an architecture for automated, two-way communication between a smart meter with an IP address and a utility company. The goal of an AMI is to provide utility companies with real-time data about consumption.
“Application Availability”	Is defined as “total uptime of the Service” where “Services” “means the services to be delivered by or on behalf of Vertex under this Agreement (or any part of any of them) including without limit the Services in Section 3, Schedule 6 (SOW), Schedule 3.1, Transition Services and any additional SOWs.”
“As-Is Business Process Description”	means a document that describes the steps, people, and resources involved in completing specific business activities for this Project. The As-Is Business Process Description documents how the process is executed in the current Legacy System Environment.
“At Risk Amount”	means five percent (5%) of the Monthly Charges for each month, which is the maximum amount that Vertex will have at risk for Service Credits as set forth in Schedule 3.1.
"**Availability**"	has the meaning as used in Section 8 and 9, and Schedule 3.1.
"**Availability Requirement**"	has the meaning as used in Section 8 and 9, and Schedule 3.1.
"**Available**"	has the meaning as used in Section 8 and 9, and Schedule 3.1.
“Background Intellectual Property Rights”	means any and all Intellectual Property Rights that are owned or controlled by or licensed to either party and which are or have been developed independently of this Agreement (whether prior to the Effective Date or otherwise).
“Batch Job Scheduler / Execution”	This means the System workflows driven by job scheduler: Billing process (meter reading, billing validation, pre-billing exception process, calculation, e-bill calculation, bill printing), back office processes (general ledger, trial balance) and collection processes (notices, delinquencies, penalties, credit fund transfers, installments or promise to pay, shut-offs).
“Billable Account(s)”	means contract accounts in the SAP software at the end of each calendar month that are not flagged for archive or deletion.
“Blended Vendor Rate”	Blended hourly rate that will be charged by the Vendor for additional services for the duration of this Project.
“Bucket of Points”	This set of points is for level of effort associated with the FRICEW items that may be required as part of the Project. When FRICEW items are descoped, the points associated with that item will move into a Bucket of Points which can be utilized for additional items added to scope via a Change Order.
“Business Day”	means Monday to Friday excluding all federal holidays.
“Business Hour”	means 8:00 AM to 5:00 PM Eastern Time during a business day.
“Change Control Process/Change Order”	The process that will be used for changing the scope of the Services under Schedule 6 (SOW) and Schedule 3.1. and this process shall operate under the broader Change Management Process outlined in Schedule 3.5.

"Change Management Process"	means the procedure for changing this Agreement, as set out generally in Schedule 3.5 and more specifically for the implementation services as the Change Control Process in Schedule 6 (SOW).
"Change"	means a change to this Agreement including to any of the Services and/or Service Levels.
"Charges"	means the charges set out in Schedule 6, Schedule 11 and otherwise in the Agreement which become due and payable by Client to Vertex for the provision of the Services.
"Client"	means the City of Gainesville d/b/a Gainesville Regional Utilities aka GRU. Client refers exclusively to Gainesville Regional Utilities and its operations as a utility of the City of Gainesville, and shall not refer to, provide obligations for or bind any other operational units or entities or affiliates of the City of Gainesville, including without limit, GRUCom.
"Client Assets"	means Client Data, Client Software, Client Operating Environment and Client Equipment together with any other data, software, assets, equipment or other property which are owned by Client and which are, or may be, used in connection with the provision or receipt of the Services.
"Client Contract Manager"	means the person identified as such by Client at the Effective Date, or such other person of which Client notifies Vertex from time to time and who will be responsible for managing the Services on behalf of Client.
"Client Data"	means any data (including any Client Personal Data), contained in documents, text, drawings, diagrams, images (together with any database made up of any of those), embodied in any medium, that are supplied to Vertex by or on behalf of Client including GRU and City, or processed by or through the SAP software, Vertex System or as part of the Hosted Services, or which Vertex is required to generate, process, store or transmit pursuant to Hosted Services, SOW or otherwise under the Agreement.
"Client Default"	means: (i) a Default by Client; or (ii) a Relief Event.
"Client Group"	means Client and its Affiliates.
"Client Intellectual Property Rights"	has the meaning set out in Section 17.3
"Client Personal Data"	means any Personal Data relating to the staff, customers or suppliers of Client, contained in documents, text, drawings, diagrams, images or sounds (together with any database made up of any of those), embodied in any medium, that are supplied to Vertex by or on behalf of Client, or which Vertex is required to generate, process, store or transmit pursuant to this Agreement.
"Client Operating Environment"	means Client's computing environment (consisting of hardware, software, and telecommunications networks), excluding Client Equipment, that is to be used by Client in connection with its use of the Services and which interfaces with the Vertex System in order for Client to receive the Services.
"Client Personnel"	means all employees of Client or any member of the Client Group from time to time.
"Client Project Director"	References Client Project Director working on Client's behalf.
"Client Project Manager(s)"	means Client project managers identified by Client who are working on Client's behalf for the Project.
"Client Representative"	means the person responsible for managing Client's relationship with Vertex.
"Client Responsibilities"	means the responsibilities of Client as described in this Agreement.

“Client Software”	means any software used by, or licensed to Client other than pursuant to this Agreement, and that may be used, copied, and modified by Vertex for the sole purpose of providing the Services to Client.
“Commercially Reasonable Transferee”	a Party who is capable of making Commercially Reasonable Efforts as a reasonably prudent business would undertake to accomplish its required performance under this Agreement while protecting its own interest under the applicable Laws and prudent vendor practice. "Commercially Reasonable" or "Commercially Reasonable Efforts" shall be reviewed and determined based upon the facts and circumstances known, or which should have been known with the exercise of reasonable efforts, at the time that a sale, purchase, decision or other action is taken and shall not be based upon a retroactive review of what would have been optimal at such time.
“Common Path Testing”	means default scenario test featuring no exceptional or error conditions. Carries out the most common sequence of activities executed.
“Competent Authority”	is any person or organization that has the legally delegated or invested authority, capacity, or power to perform a designated function.
“Confidential Information”	means and includes to the extent such information is defined pursuant to Sections 119.07 and 812.081, *Florida Statutes,* trade secrets, confidential, or otherwise exempt from the Florida Public Records Law, and such qualifying information that is marked as “confidential information” and for sake clarity, Client Data shall be deemed to be confidential information for purposes of this Agreement.
“Configuration”	means the process of performing table updates and algorithm changes to the System in order to have the System perform the requirements set forth in the Statement of Work. Configuration does not require programmatic Software changes.
“Contract Year”	means the period from the Effective Date to the first (1st) anniversary of the Effective Date and each subsequent period of twelve (12) months commencing on each anniversary of the Effective Date.
“Control”	including with correlative meanings, the terms “**Controlling**,” “**Controlled by**” and “**under common Control with**”) means the possession directly or indirectly of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by trust, management agreement, contract or otherwise, or to elect a majority of such Person's board of directors or similar governing or management body; provided, however, that beneficial ownership of fifty percent (50%) or more of the voting equity interests of an entity shall be deemed to be Control.
“Conversion Validation / Confirmation Balancing Process”	means a component of the Data Conversion process, used to ensure the data from the Legacy System to the System has been completed accurately.
“Critical Performance Indicators or “CPIs”	means those Service Levels which are identified in Schedule 3.1 for which a Service Credit may be payable.
“Cutover”	means all activities required in Schedule 6 (SOW)to transition the new Vertex System from testing to production processing within the new Vertex System. Cutover activities will include ensuring

	security is set, user profile established, pending data in the Legacy System is closed out, if required data is converted manually, System access to End-Users is rolled out, and other automated or manual activities are completed as required.
“Cycle Parallel Testing/Bill-to-Bill Comparison”	means the process of comparing bills generated from the Legacy System and the System to compare mass volumes of rates and charges.
“Data Breach”	means any access, destruction, loss, theft, use, modification or disclosure of Client Data by an unauthorized party or that is in violation of the Agreement terms, including without limit the terms of Schedule 16, and/or applicable local, state or federal law.
“Data Cleansing”	means the process of detecting and correcting (or removing) corrupt or inaccurate records from a record set, table, or database.
“Data Mapping”	means the process of assigning source system data elements to target data elements in the System Data Model for purpose of conversion.
“Default”	means a failure to perform or fulfill an obligation under this Agreement;
“Defect”	means an imperfection or deficiency in a Project component (programmatic or Configuration) where that component does not meet its requirements or specifications and needs to be either repaired or replaced.
“De-identified Data”	means data that was Personal Data but that has been anonymized such that all information that could directly or indirectly relate to an identified or identifiable natural person or that could allow anyone to directly or indirectly relate the data to the Client or its current or former customers, employees, staff, consultants (internal and external), partners or individuals designated by such persons as beneficiaries or in other capacities (e.g., as an emergency contact, and the like) or individuals who become entitled to benefits as a result of the operation of Applicable Law or the rules of any benefit plan has been irreversibly removed.
“Deliverable”	means a Vertex System component that includes professional services and is prepared specifically for the Project for the delivery of the Vertex System as set forth in Schedule 6 (SOW), a later SOW or otherwise agreed to in the Agreement.
“Deploy”	means a phase in the Vertex implementation methodology as defined in Schedule 6 (SOW).
“Deliverable Acceptance Process”	means the process defined in Schedule 6 (SOW)of Accepting Deliverables.
“Delivery Management”	is the function of sourcing, managing and integrating support delivery for the delivery of post Go-Live support services set forth in Schedule 3.1.
“Disabling Device or Code”	means any programs, mechanisms, programming devices, malware or other computer code: (i) designed to disrupt, disable, harm, or otherwise impede in any manner the operation of any software program or code, or any computer system or network (commonly referred to as “malware”, “spyware”, “viruses” or “worms”);

	(ii) that would disable or impair the operation thereof or of any software, computer system or network in any way based on the elapsing of a period of time or the advancement to a particular date or other numeral (referred to as "time bombs", "time locks", or "drop dead" devices); (iii) is designed to or could reasonably be used to permit a party or any third party to access any computer system or network (referred to as "trojans", "traps", "access codes" or "trap door" devices); or (iv) is designed to or could reasonably be used to permit a party or any third party to track, monitor or otherwise report the operation and use of any software program or any computer system or network by the other party or any of its Clients.
"Dispute"	means any dispute under this Agreement.
"Dispute Notice"	means the dispute notice described in Section (b) (Escalation Procedure).
"Dispute Resolution Procedure"	means the dispute resolution procedure set out in Section 29 (Dispute Resolution Procedure).
"Documentation"	means all technical specifications, user manuals, operating manuals, process definitions and procedures, and all such other documentation as is provided or required to be provided by Vertex to Client to enable it to use the Services;
"Earn Back"	means the mechanism by which Vertex can earn back accrued Service Credits through continuous delivery of Services at or above the associated Service Level calculated on a semiannual basis;
"Earn Back Period"	means the nine (9) month period after an Service Level Default during which Vertex will be entitled to earn back accrued Service Credits if the CPI associated with the Service Level Default has been continuously delivered at or better than the Service Level.
"Effective Date"	means the date identified in the introductory paragraph of the Agreement as the Effective Date.
"Environment(s)"	The systems and infrastructure needed to provide the production Services as defined in this Agreement.
"Exception Path Testing"	means scenario tests which execute error conditions to ensure no harm is done and the errors are handled properly.
"Extended Outage"	means any event that can cause a significant disruption in operational and/or computer processing capabilities for a period of equal to or greater than 8 hours of an outage that begins during normal business hours or equal to or greater than 12 hours for an outage that begins outside of normal business hours.
"Explore"	means a phase in the Vertex Implementation methodology as defined in Schedule 6 (SOW).
"Extract, Transformation and Load (ETL)"	means the activities around the conversion of data from legacy platforms to the Vertex System. Data is initially extracted from the legacy platforms and then transformed with automated tools or manually and then loaded into the new system.

“FastStart”	means a phase in the Vertex Implementation methodology as defined in Schedule 6 (SOW).
“Final Functional Matrix”	means the documents or worksheet tabs that contains the final functional software requirements to be delivered as part of the Vertex System.
“**Florida’s Public Records Law**”	means Florida’s Public Records Law, Chapter 119, Florida Statutes.
“FRICEW”	means an acronym that refers to work items identified in Schedule 6 (SOW). It stands for Forms, Reports, Interfaces, Conversion, Enhancements and Workflows.
“Force Majeure Event”	means any cause affecting the performance by a party of its obligations under this Agreement arising from acts of God, riots, war, acts or threats of terrorism, military operations, fire, flood, storm or earthquake and any disaster, epidemic, pandemic, act or omission of any Competent Authority, public telecommunications operators or other competent authorities, industrial action, strikes or lockouts.
“Functional Test”	means a test of the Vertex System features or functions of the current phase.
“Good Industry Practice”	means those standards which are currently and generally accepted in the relevant industry for the provision of comparable services (i.e., services substantially similar to the Services or the relevant part of them), having regard to factors such as the location of the parties, the nature and size of the parties, this Agreement, the service levels and service credits, the term, the pricing structure and any other relevant factors.
“Go-Live”	means the point in time when the new solution assumes the role of production system. Go Live has the same meaning as Service Commencement Date.
“GIS”	means geographic information system, a system for storing and manipulating geographical information on computer.
“Grace Period”	means four (4) complete calendar months following Go-Live.
“GRU”	means the City of Gainesville d/b/a Gainesville Regional Utilities aka GRU. Client refers exclusively to Gainesville Regional Utilities and its operations as a utility of the City of Gainesville, and shall not refer to, provide obligations for or bind any other operational units or entities or affiliates of the City of Gainesville, including without limit, GRUCom.
“Host(ed/ing) Services”	has the meaning set forth in Section 3.1.2.
“Implementation Activities”	means the implementation activities, if any, as set out in Schedule 6 (SOW).
“Implementation Period”	means the implementation period, if any, as set out in the Implementation Plan. It encompasses phases FastStart, Explore, Realize and Deploy.

“Implementation Plan”	means the implementation plan, if any, as drafted by Vertex under this Agreement.
“Initial Term”	means the period commencing on the Effective Date and ending on the tenth anniversary of the Service Commencement Date.
“Insolvency Event”	means in respect of either party a party (i) files voluntarily for liquidation in bankruptcy; (ii) becomes or is declared insolvent; (iii) is the subject of any proceedings related to its liquidation, insolvency or the appointment of a receiver or similar officer for it, which proceedings are not dismissed within sixty (60) days after their commencement; or (iv) makes an assignment for the benefit of all or substantially all of its creditors; or (v) enters into an agreement for the composition, extension, or readjustment of substantially all of its obligations.
“Integration Test”	an Integration Test determines whether all System features, functions, Configurations, Modifications, Interfaces, reports and custom code work together with all associated System reports, screens, transactions, Interfaces and whether the foregoing are integrated with the manual business processes. Integration Testing must test scenarios covering different types of customers, accounts, locations, user categories, dates, etc. Integration Testing is structured in nature and has expected results that are predefined.
“Integration Test Scenario”	means a document that identifies responsibilities, documents all date- driven transactions, accounting periods, account numbers, financial transactions and expected results for testing purposes.
“Interface”	means passing of data between two separate and distinct Systems; can be accomplished via real time or in batch mode.
“Intellectual Property Rights”	means all copyrights and other intellectual property rights, however arising and in any media whether or not registered, including copyright, patents, trademarks, service marks, trade names, registered and unregistered designs, trade secrets, any applications for the protection or registration of those rights, and renewals and extensions of those rights, throughout the world.
“Issue Log”	means any item that requires additional research for a decision to be made. Items will be logged, assignments made and estimated completions dates assigned.
“Knowledge Transfer Process”	means the practical process of transferring knowledge from one part of the organization to another (or all other) part(s) of the organization. Knowledge transfer seeks to organize, create, capture or distribute knowledge and ensure its availability for future users.
“Later Acquired Parties”	individuals, entities, partners, utility companies or other organizations acquired by GRU following the Service Commencement Date.
“Legacy System”	references the Client’s customer information system and other services that are currently being provided by SAP and is being replaced by the Vertex System.

“Level 2 To-Be Business Process Documentation”	means: Triggers, inputs, outputs, frequency of occurrence, time to execute, decision trees, quality metrics (if available) Process flows with detailed steps of the process which includes manual steps (non-software) as well as System automated steps will be listed. Automated steps will go down to the level of detail that describes the System screen to be used by name. Any local, state, provincial or federal regulations that must be observed will also be documented. All in-scope Final Functional Matrix Items are mapped in the tracking tool to the To-Be Business processes major steps.
“Losses”	means losses, damages, costs or expenses and other liabilities including attorney’s fees
“Major Release”	means a new version of Software that includes changes to the architecture and/or adds new features and functionality in addition to the original functional characteristics of the preceding software release.
“Milestone(s)”	means the milestones, if any, as set out in the Agreement.
“Minor Release”	means a scheduled release containing small functionality updates and/or accumulated resolutions to defects or non-conformances made available since the immediately preceding release (whether Major Release or Minor Release). Minor Releases shall include “Maintenance Releases” which are supplemental to and made available between Major Releases and other Minor Releases, issued and provided under specific vendor service level or maintenance obligations and contain only accumulated resolutions or mandated changes.
“Mobile Work Management”	refers to the vxField software solution offered by Vertex via a partnership with Accruent.
“Mock Go-Live”	means a process that will consist of a test of all activities (automated and manual) to be completed as part of Cutover to production process. This is staged in the similar manner as the pre Go-Live steps and procedures including full data conversions and validation. The purpose of this test is to ensure that all Go-Live activities have been defined and estimates identified for the time and resources required to implement them.
“Mock Conversion”	means data migration activity comprising one cycle of extract, transform and load of data into a non-production environment.
“Modification / Extension”	means as part of the scope of this Project, Vertex may deem it necessary to make programmatic changes to Software. These programmatic changes require code to be changed and compiled to executable programs. These changes require the expertise of a programmer who is proficient in specific programming languages required for Vertex System. These changes may be required for screens, Interfaces, data conversions, reports, letters, etc. Modifications may be called Extensions in some instances.

“Monthly Charges”	means, for any given month, the monthly service Charges for the Services
“MSPI”	means modified schedule performance index. A project management technique for measuring Project performance and progress in an objective manner. MSPI has the ability to combine measurements of scope, schedule, and cost in a single integrated System.
Mutual Transition Period	Shall have the meaning as defined in Section 3.5 of the Agreement.
“OCM / Organizational Change Management”	means the activities, events, processes and procedures that are employed for handling transformation from one customer information system environment to another. This relates primarily to people and the Client's business processes.
“Parallel Test”	means a process of comparing bills generated from the Legacy System and the System to compare mass volumes of rates and charges.
“Percent Complete”	0% = Not Started 25% = Resource Just Assigned 50% = Started 75% = Output Under Review & Close to Completion 100% = Complete and Signed-Off
“Permitted Uses”	means any use of the Services by Client or any Authorized User for the benefit of Client’s internal business operations.
“Person”	means an individual, partnership, corporation, association, joint stock company, trust, joint venture, unincorporated organization, or Governmental Authority (or any department, agency, or political subdivision thereof).
“Personal Data”	means personally identifiable data about individuals, including sensitive personal data.
“Personally Identifiable Information (PII)”	means any information about an individual, including information that can be used to distinguish or trace an individual’s identity, such as name, social security number, date and place of birth, mother’s maiden name, or biometric records; and any other information that is linked to an individual, such as medical, educational, financial, and employment information.
“Planned Schedule”	means the total elapsed duration as set forth in Schedule 6 (Statement of Work).
“Pool Percentage Available for Allocation”	means one hundred percent (100%) of the At Risk Amount. For the avoidance of doubt, regardless of the sum of the Service Credits that become payable in any contract month, the actual amount of Service Credits payable shall be limited to the At Risk Amount**.**
“Post Go-Live Support”	means supporting the System immediately after Go-Live and for a defined period of time, defined as 16 weeks from Go-Live, or as otherwise defined in Schedule 3.1.
“Prime Rate”	means the prime rate as published in the Wall Street Journal or, failing such publication, such other interest rate as may replace or supersede the same or, in the absence of a replacement or superseding interest, such other interest rate as the parties may agree.
“Process”	means to perform any operation or set of operations on any data, information, material, work, expression or other content, including to (a) collect, receive, input, upload, download, record,

	reproduce, store, organize, combine, log, catalog, cross-reference, manage, maintain, copy, adapt, alter, translate or make other improvements or derivative works, (b) process, retrieve, output, consult, use, disseminate, transmit, submit, post, transfer, disclose or otherwise provide or make available, or (c) block, erase or destroy. "**Processing**" and "**Processed**" have correlative meanings.
“Project”	means the replacement of GRU’s current Legacy System with the Vertex Systems.
“Project Management Team”	means the Vendor Project Manager(s), Third-Party Project Manager(s), the Client's Project Manager(s), and the Client's Project Director that comprise the Project Management Team.
“Project Schedule / MS Project Schedule”	means the Microsoft Project document describes in detail, work activities, milestones, Deliverables, and assignments that are required to deliver the System.
“Quality Assurance”	means the process of verifying that the proper processes and procedures have been adhered to in the delivery of the System from a methodology as well as Project management perspective.
“Realize”	means a phase in the Vertex implementation methodology as defined in Schedule 6 (SOW).
“Relief Event”	means: (i)a failure of Client or any of Client Personnel to materially comply with its or their obligations under this Agreement including Client Responsibilities; (ii)any material defect, malfunction or operational failure in, or failure to meet, the applicable or required quality standard by any of the Client Assets or any other infrastructure or technology for which Vertex does not have operational responsibility; (iii)the actual volumes of activity exceeding Hosted Services infrastructure capacity for the relevant month.
“Renewal Term”	has the meaning set out in Section 2.2.
“Reporting Period”	means the period during which a CPI will be measured and reported against the Service Level for that CPI. The reporting Period default is one (1) calendar month unless otherwise stipulated.
“Representatives”	means the Client Representative and/or Vertex Client Executive.
SAP Client	means a self-contained commercial, organizational and technical unit within an SAP system.
“SAP Process Orchestration”	means a system used for the implementation to model, implement, integrate, and monitor custom process applications and integration scenarios.
“SAP Software”	means the SAP modules identified in Schedule 3.1.
“Scheduled Downtime”	has the meaning set out in the Agreement.
“Scheduled Resource(s)”	For purposes of vxField subscription fees, this means the number of resources that are in the system and available to be scheduled.

“Service Commencement Date”	has the same meaning as Go-Live Date.
“Service Credit”	means the credits determined in accordance with the provisions of the Agreement.
“Service Failure”	means a failure by Vertex to perform in accordance with the Service Levels.
“Service Levels”	means the service levels to which the Services are to be performed, as set out in Schedule 3.1.
“Service Level Default”	means a failure of Vertex to meet the Service Level during a Reporting Period.
“Service Managers”	means Client Contract Manager and Vertex Operations Manager.
“Service Period”	has the meaning set out in the Agreement.
“Service(s)”	means the services to be delivered by or on behalf of Vertex under this Agreement (or any part of any of them) including without limit the Services in Section 3, Schedule 6 (SOW), Schedule 3.1, Transition Services and any additional SOWs.
“SOW”	means the business agreement that describes the Deliverables and responsibilities of the parties involved in the project as set forth in Schedule 6, or any later business agreement that describes the Deliverables and responsibilities of the parties.
“Software”	means the software application or applications, the SAP Software and any third-party or other software, and all new versions, updates, revisions, improvements and modifications of the foregoing, that Vertex provides remote access to and use of as part of the Hosted Services.
“Sub-Contractors”	means Vertex’s sub-contractors who will assist Vertex in providing the Services;
“Support Services”	has the meaning set out in the Agreement.
“System Integration Test(ing)”	means software testing carried out in an integrated hardware and software environment to verify the behavior of the complete system.
Specifications	means all specifications under this Agreement and Schedule 6 related to the functionality and performance of the Services including technical, functional, interface, and testing specifications.
“System / Solution”	means the Software programs(s) and module(s) that are part of the scope of this Agreement. It is Vendor's responsibility to implement these Software products that encompass the overall scope as part of this Agreement. Refer to Schedule 3.1, Exhibit 1 for complete list of software modules.
“Term”	means the Initial Term, all Renewal Terms and any Mutual Transition Periods that may extend beyond the Initial Term or Renewal Term.
“Termination Assistance”	means the termination assistance to be provided in accordance with Section 28.4.2.

"Termination Date"	means the date of expiration or termination of this Agreement.
"Territory"	means the United States.
"Test Plan"	means a document that outlines a strategy or approach for testing. A Project Test Plan would describe the schedule, platforms, staffing, requirements, tools, testing stages, and defect tracking for all Project testing. Test Plans for specific tests details groups of Test Scripts to be used and include key set-up issues, dependencies, schedules, platforms, and data requirements.
"Test Script"	means a document that describes what steps and actions are required to test a particular feature or function. This document also describes the specified expected results.
"Third Party Software"	means software which is proprietary to any third party and that is either licensed to Client or Vertex and is used by Vertex in the provision of the Services.
"To-Be Business Process Description"	means a Document that describes the steps, people, and resources involved in completing specific business activities. Documents how the process will be executed in the future Project Environments.
"Transition Services"	has the meaning as defined in Section 3.
"Transition Services Plan"	means the plan for services to be provided by Vertex to assist Client transitioning to another Hosting Services provider and transfer of Data during a Mutual Transition Period.
"User/Authorized User"	An authorized Client individual or Affiliate individual authorized by GRU and/or conveyed the legal privileges to use the Services defined in this Agreement in the manner and for the purpose provided in the relevant conveyance of legal privileges.
"User Data"	means any and all information reflecting the access or use of the Hosted Services by or on behalf of Client or any Authorized User, including any end user profile-, visit-, session-, impression-, click through- or click stream- data and any statistical or other analysis, information or data based on or derived from any of the foregoing.
"User Stories"	means a description of step or steps an end-user executes in the system in order to complete a specific task.
"Vendor or Vertex"	means Vertex Data Utility Services LLC.
"Vendor Solution or Vertex Solution"	means the proposed System, Implementation and on-going support as identified in the Agreement.
"Vertex Client Executive"	means the person who will be responsible for managing Vertex's overall relationship with Client.
"Vertex Default"	means a Default by Vertex; or (ii) a Relief Event.
"Vertex Entities"	means Vertex, its Affiliates, and each of their equity holders, officers, directors, employees, staff, agents, consultants (internal or external), and Sub-Contractors.

"Vertex Equipment"	means the hardware, computer and telecommunications devices and equipment supplied by Vertex or the Sub-Contractors (but not leased or loaned from, or provided by, Client) for the provision of the Services.
"Vertex Group"	means Vertex and its Affiliates.
"Vertex Intellectual Property Rights"	has the meaning set out in the Agreement.
"Vertex Operations Manager"	means the person who will be responsible for managing the Services on behalf of Vertex.
"Vertex Personnel"	means all employees, staff, agents, and consultants (internal or external) of Vertex and of any Sub-Contractors who are engaged in the provision of the Services from time to time.
"Vertex Software"	means the software which is owned by Vertex, or any member of Vertex Group, and which is to be used by Vertex and/or Client in the context of the provision or receipt of any of the Services.
"Vertex System"	means the information and communications technology system to be used by Vertex in performing the Services, including the Software, Vertex Software, Vertex Equipment and communications links between Vertex Equipment and Client Operating Environment.
Virus	means (a) program code or programming instruction or set of instructions intentionally designed to disrupt, disable, harm, interfere with or otherwise adversely affect computer programs, data files or operations; or (b) other code typically described as a virus or by similar terms, including Trojan horse, worm or backdoor.
"vxField"	Means the software offered by Accruent to be deployed by Vertex to meet the requirements of mobile work management.
"Walkthrough"	means a meeting to review the Deliverable as per the Deliverable Acceptance process outlined on the Deliverable Acceptance Tab of Schedule 6.

INTERPRETATIONS

1.1 Words in the singular include the plural and in the plural include the singular.

1.2 Section and Schedule headings shall not affect the interpretation of this Agreement.

1.3 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension or re-enactment and includes any subordinate legislation for the time being in force under it.

1.4 Unless a clause in the Schedules specifically states otherwise, If there is any conflict or ambiguity between the Sections of this Agreement and the Schedules, the conflict shall be resolved in accordance with the following order of precedence:

1.4.1 the Sections; and

1.4.2 the Schedules.

1.5 A reference to this Agreement includes a reference to the Schedules, and any annexes to Schedules, to this Agreement.

1.6 A reference to one gender shall include reference to the other genders.

1.7 A “**person**” includes both corporate and unincorporated entities, and individuals.

1.8 Any phrase introduced by the words “i**ncluding**”, “**includes**”, “**in particular**” or “**for example**” or similar shall be construed as illustrative and shall not limit the generality of the related general words.

1.9 Unless otherwise stated, the word “**day**” refers to calendar days, “**calendar month**” to a calendar month commencing on the 1st day of that month and “**month**” refers to a period commencing on a date in a given month and ending on the previous day in the following month. For clarity, where a reference is made to “twelve (12) months after Go-Live, where Go-Live is [ ], this shall mean that the period of time in question will expire on [ ].

1.10 “**Writing**” or “**written**” includes letters and e-mails, however, in respect of e-mails provided in all cases any e-mail to Vertex is sent to or copied to the Vertex Operations Manager (and Vertex Client Executive if an out of office or a delivery failure message is received) unless it is a formal notice in which case Section 41 (Notices) applies.

1.11 All obligations to use “**commercially reasonable efforts**” shall not imply an obligation to incur cost or to enter into any commitment which may result in the incurring of costs.

1.12 All references to a “**Party**” or the “**Parties**” are to the parties to this Agreement and include their permitted successors and assigns.

1.13 Any reference in this Agreement to any discretion granted to any Parties shall be deemed to mean a sole and absolute discretion unless otherwise specified in this Agreement.

Schedule 3.1

Services & Service Levels

1. Hosted Services – Vertex SaaS Solution Overview:

1.1 The definitions set out in the Agreement and in Schedule 1.1, shall apply in this Schedule 3.1 unless the context requires otherwise.

1.2 The Hosted Services provided by Vertex to Client will consist of the following configured Software components and services, as more particularly described in this Schedule and the Agreement:

- Software modules as set forth in Exhibit 1 of this Schedule 3.1
- Configuration of the Software as required under Schedule 6
- Hosting of the Software
- Application Management Services
- Disaster recovery and business continuity services

2. Hosted Services – Description

2.1 The Hosted Services are provided using a Software as a Service ("SaaS") software delivery method that provides access to software and its functions remotely as a Web-based service. In order for Vertex to provide the Hosted Services in compliance with the Service Levels, Vertex will provide the following services:

Delivery Management is the function of sourcing, managing and integrating support delivery for the delivery of post go live support services set forth in this Agreement.

Functions

The functions of Account Management, which are part of the Delivery Management function as described above, consist of:

A. Initiating and conducting quarterly or semiannual meetings to review the budget and plan the remainder of the fiscal year.
B. Initiating and conducting regular Vertex Support Team meetings.

Delivery management responsibility matrix

#	Function	Client	Vertex
1	Serving as the central point of contact for all Service delivery related issues		X
2	Serving as the principal point of communications between all parties involved for the Services		X
3	Coordinating individual support activities		X
4	Incorporating Change Management Process and communications management process to effectively manage the Service delivery		X

#	Function	Client	Vertex
5	Performing high-level project management functions for key change requests		X
6	Oversight and Management of Solution, including interfaces		X

Support delivery responsibility matrix

#	Function	Client	Vertex
	Hosted Services - IT Infrastructure Management		
1	Maintain and administer hardware/server infrastructure, troubleshoot and support hardware/server infrastructure, manage utilization and capacity of hardware/servers according to reasonable standards following the Change Management Process. Reasonable standards are based on infrastructure management and procedures.		X
2	Maintain and administer server Operating System (OS) configuration, maintain level of Operating System components (e.g. patches, service packs, upgrades) according to reasonable standards following the Change Management Process, troubleshoot and support server OS.		X
3	Maintain and administer software/application configuration, maintain level of software/application with current, new, and updated components (e.g. patches, service packs, upgrades) according to reasonable standards following the Change Management Process, troubleshoot and support software/application.		X
4	Monitor, manage, and report on the performance of the Software as a Service environment.		X
	Backup Recovery and Management		
5	Schedule, perform and monitor daily incremental backups and weekly full back-ups.		X
6	Perform data restore / data recovery, and application recovery as required.		X
7	Manage and support the backup hardware library platforms		X
8	Maintain and support backup subsystem software components on servers (e.g. patches and software upgrades)		X
9	Coordinate off-site storage functions (authorization lists, audits, etc.)		X
10	Collect metrics, produce reports on backup timeliness, success rate, missed files, restore requests, and restore timing, etc.		X
11	Maintain and manage a Disaster Recovery Plan		X

#	Function	Client	Vertex
	Performance and Capacity Management		
12	Maintain capacity plan based on requirements (e.g. users, new apps. etc.)		X
13	Perform trend analysis as input to capacity forecasting.		X
14	Monitor online performance of all in-scope environments and take appropriate action to address performance issues.		X
15	Perform Software as a Service performance tuning.		X
	Database Management		
16	Manage and administer the Database environment.		X
17	Maintain and administer the Database and object configuration, manage utilization and capacity of the Database according to reasonable standards following the Change Management Process, troubleshoot and support the Database.		X
18	Receive and evaluate manufacturer provided DBMS patches, updates, upgrades, and prioritize as appropriate for implementation within documented severity time frames following the Change Management Process.		X
19	Perform database object and software tuning		X
	Security Services		
20	Implement security administration requests in accordance with approved processes.		X
21	Perform user moves, adds, changes, and deletions per approved processes and procedures.		X
22	Administer application security (i.e., end user authorization files, profile moves/adds/changes/deletes, database security ids, forms).		X
23	Report security incidents.		X
24	Maintain and support firewall subsystem software components (e.g. patches and software upgrades).		X
25	Monitor virus/security alerts and vulnerabilities from manufacturers and determine appropriate action per procedure.		X
26	Ensure compliance with generally accepted PCI standards in order to help protect sensitive customer information, including masking of credit/bank account numbers and social insurance numbers.		X
	Network Management		

#	Function	Client	Vertex
27	Perform 24x7x365 monitoring of the Local Area Network (LAN) for the Software as a Service environment for satisfactory operation.		X
28	Notification to designated client representative(s) of service interruption		X

3. Hosted services connection

It is the responsibility of the Client to procure and provision connectivity to the data center.

Vertex will support the client's implementation of a single redundant network connection into our hosting facility up to the point of demarcation (POD). The demarcation point is the physical point at which the client's circuit ends at out hosting facility and the Vertex network begins. This is usually where the client's network cable physically enters the facility. If additional connections for the Client are required (i.e. more than a single clients location requires connectivity) a Change Request will need to be opened and the scope of work effort and cost defined and agreed upon.

Vertex recommends SD-WAN. Client intends to use Site to Site VPN.

Connectivity Responsibilities Matrix

T&E = Time & Expenses (Expenses may include equipment, software, travel, etc.)

	Vertex AT&T MPLS	**Client MPLS**	**Site-to-Site VPN**	**SD-WAN**
Provisioning of circuit(s)	VertexOne	Client	Client	Client
Cost of circuits (Provisioning and Monthly Recurring)	Client	Client	Client	Client
Connectivity into Vertex Data Center point of demarcation	Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Performance Management of circuit	VertexOne	Client	Client	Client
Management of Client location(s) LAN	Client	Client	Client	Client

	Vertex AT&T MPLS	**Client MPLS**	**Site-to-Site VPN**	**SD-WAN**
Management of Cross Connect	Vertex	Client	Client	Client
Management of Vertex Data Center LAN	Vertex	Vertex	Vertex	Vertex
Network refresh 3-5 years as required	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Design, Architect, and Size WAN Solution	Vertex	Client	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Order/Provision WAN Hardware for Client site(s)	Vertex	Client	Client with assistance from Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Order/Provision WAN Hardware for Vertex Data Center	Vertex	Client	Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Install WAN devices at Client location(s)	Vertex T&E based on rate card with assistance from Client	Client	Client	Client with assistance from Vertex T&E based on rate card
Install WAN devices at Vertex Data Center	Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card	Vertex T&E based on rate card	Client with assistance from Vertex T&E based on rate card
Configuration of WAN Solution at Client location(s) and Vertex Data Center	Vertex T&E based on rate card with	Client	Client with assistance from Vertex	Client with assistance from Vertex

	Vertex AT&T MPLS	Client MPLS	Site-to-Site VPN	SD-WAN
	assistance from Client		T&E based on rate card	T&E based on rate card
Management of SD-WAN device(s) at Client location(s)	N/A	N/A	N/A	Client
Management of SD-WAN device(s) at Vertex Data Center	N/A	N/A	N/A	Client
Performance monitoring and maintenance of SD-WAN hardware	N/A	N/A	N/A	Client
Hardware Refresh/Upgrades/Resize Bandwidth of WAN devices or circuit	Vertex T&M based on rate card with assistance from Client	Client	Client with assistance from VertexOne T&M based on rate card	Client with assistance from Vertex T&M based on rate card
Ongoing SD-WAN Management and Administration **(monitoring, administering, and patching)**	N/A	N/A	N/A	Client
SD-WAN Security Management **(vulnerability scanning, penetration testing, remediation's, and SOC security event monitoring)**	N/A	N/A	N/A	Client

4. Application Management

The Software is a common codebase with unique configuration in each SAP and Accruent client. The system will operate on its own instance of the Hosted Services Solution and Vertex will manage, monitor and support Client's instance of the Software.

When an event occurs within the Software, a user is required to record an Incident. Resolution of Incidents when the application does not function as originally designed or modified pursuant the Change Order process is included within the Hosted Services. Incident resolution priorities will be allocated in accordance with the Incident Priority Table set forth at Section 6 of this Schedule.

- Incidents relate to individual occurrences.
- Client will be responsible for resolving data and end user training related Incidents

The responsibilities table below details repairs with the associate responsibilities.
Incidents are assigned a severity as well a release for deployment into the production environment.

#	Incident	Responsibility	
		Client	Vertex
1	Identify application incident (performance, bug, system generated error message)	X	X
2	Log application incident	X	X
3	Assign severity to incident	X	
4	Categorize incident as repair		X
5	Resolve application defects (code and configuration fixes)		X
6	Resolve technical interface issues		X
7	Resolve system performance issue		X
8	Resolve data errors[1]	X	X
9	Address end user errors	X	

[1] Client owns the data and is responsible for any data correction. Vertex can assist if ticket is created and client requests help for mass data correction. If client action caused data error, then Vertex assistance is billable at the agreed Blended Vendor Rate. If data errors are created by Vertex actions, then Vertex will be responsible for corrections at no cost to the client.

Change Requests

Client requested enhancements to the Vertex solution results in Vertex creating a Change Request Specification and both parties following the Change Order process as defined in Schedule 3.5. Enhancements can include modification to existing functionality or new functionality.

The table below details of change requests and the associated responsibilities.

#	Change Request	Responsibility	
		Client	Vertex
1	Request change	X	X
2	Provide Business Requirements	X	
3	Follow Vertex change control process	X	X
4	Develop and document change request design		X
5	Provide an estimate for the change request		X
6	Provide signed approval for the change request	X	
7	Develop and document test procedures	X	X
8	Develop code		X

#	Change Request	Responsibility	
		Client	Vertex
9	Perform configuration changes		X
10	Perform unit testing and system testing of the solution component and document test results		X
11	Perform user acceptance testing of the change request	X	
12	Provide final approval before changes are moved to production	X	
13	Allocation to Release		X
14	Deploy all Vertex changes to production		X
15	Validate Changes in production prior to closing	X	X

MACD

An Incident is categorized as a MACD request when a request is made to Move, Add, Change or Delete a user record. Vertex will perform all MACD requests.

Business Support Functions

Vertex will maintain and support functionality of the Software to facilitate effective daily business operations. This includes oversight of interfaces to 3rd parties, performing basic configuration, providing general business analyst support, running and monitoring batch, managing security changes and delivering system generated exceptions.

Client is responsible for data changes in the system and data analysis. This includes creation of technical master data, working and resolving exceptions and confirming system changes before they are moved into production.

Vertex will provide reporting to Client for use in monitoring its business operations. Client will execute these reports as required.

The table below further defines business support functions responsibilities that are included as Hosted Services.

#	Function	Client	Vertex
1	Manage, monitor and support Vertex Solution		X
2	Manage, monitor, support and coordinate interfaces to/from the Software and the Hosted Services environment.		X
3	Oversight and Management of Client internal systems and Client third party systems which interface to the Hosted Services environment	X	
4	Execute and print Vertex delivered reports	X	
5	Execute tests on any fixes before moving to production.	X	X
6	Acknowledge acceptance of fixes prior to deployment in production	X	
7	Generate and log application, transactional exceptions (i.e. meter read, billing)		X
8	Manage and resolve application, transactional exceptions (i.e. billing exceptions, meter read)	X	
9	Record user support questions as incidents	X	

#	Function	Client	Vertex
10	Respond to user support questions		X
11	Manage Price Changes	X	
12	Configure Price Changes		X
13	Implement / Manage meter reading routes		X
14	Master Data Creation and maintenance	X	
15	User Creation and Role Assignment		X
16	Batch Processing management and oversight		X

5. Disaster Recovery Services

Vertex will create a client specific Disaster Recovery Plan and manage an annual Disaster Recovery test to validate the procedures.

Where a Party becomes aware that an Extended Outage has occurred or that its occurrence can reasonably be expected to take place imminently, that Party shall immediately inform (via the most rapid method of communication reasonably practicable) the other Party's service desk.

If the System has not been restored to its pre-Extended Outage status within 8 hours of an outage that begins during normal business hours or within 12 hours for an outage that begins outside of normal business hours, either Party may declare a Disaster and Vertex shall implement its disaster recovery plan in order to meet the recovery periods set forth in Section 4 of the Agreement.

6. Incident Priority Definition

Vertex shall provide the Hosted Services in accordance with the following guidelines. The term Business as used herein, includes all functionality related to the Services.

Severity	Impact Definition	Response Objectives	Update Frequency	Resolution objective
Severity 1	**Emergency** • Business is not operational with significant performance issues, financial impact, and/or severity of customer impact. • Specifically, critical business function cannot be performed, a key component is unavailable or is materially nonfunctional. There is no immediate work-around. • Goes to top of work queue and is top priority until resolved.	Response Time = 1 hour	1 Hour	4 Hours*

Severity	Impact Definition	Response Objectives	Update Frequency	Resolution objective
Severity 2	**Critical** • Business is operational but with degraded performance, major financial impact, and/or customer impact. • Specifically, a critical business function is partially functional, or is functional via a work-around at a limited capacity or has a defect that creates errors or anomalous results to customers and/or financials.	Response Time = 2 Business Hours	2 Hours	9 Business Hours
Severity 3	**Restricted** • Business is operational but with either reduced performance, minor financial impact, and/or customer impact. • Specifically, a business function has a slight restriction of function of a non-critical nature, or a work around is required to maintain normal operations, or a function has a defect which creates errors or anomalous results.	Response Time = 8 business hours	When work starts and upon completion	8 Business Days
Severity 4	**Not Urgent** • The component is fully functional and may only contain a cosmetic flaw, a misspelled or cryptic message, or a documented misinterpretation of functionality.	Target Response Time = 16 business hours	When work starts and upon completion	1 Month
Severity 5	**Request** • Task or Change order request • Request for change of a new service, feature, or hardware	As per Change Order Process	When work starts and upon completion	As per Change Managements Process

*Vendor will work with Client for possible workarounds in the event resolution will take longer than the allotted estimated resolution time.

Response Objectives: Measured as the time from which an incident was assigned to Vendor in the ticketing system until the incident was assigned and work on incident has commenced, as indicated by status on the incident.

Update Frequency: Frequency with which Vendor communicates updates to Client contact person.

Resolution objective: Vendor will make every reasonable effort to resolve incident within specified timeframe. It is measured from time at which incident was created until incident is resolved, tested by VertexOne and made available to Client for acceptance test.

Service Level Agreement

Level 1 Support, (a) when an end user has a problem, super user from each entity reviews & determines whether or not there is an issue, (b) if an issue is confirmed, a ticket should be logged. (c) Limited access of people who can log tickets (central or individual by entity) and (d) Triage of tickets will be conducted.

Level 2 Support (Vertex): (a) Ticket goes to Vertex for investigation / resolution (bug, data, enhancement), (b) Monthly unit cost changes/rate changes need to just be made and would not be considered an enhancement toc) Formal change management review process will be needed for everything else, and (d) All tickets go to Vertex & they will work with the associated party.

Level 3 Support (software): Vertex coordinates and oversees with responsible parties.

6.1 SLA Framework Overview

This section describes the Service Levels that Vertex shall meet during the Term of this MSA and the Service Credits to be provided to Client by Vertex based on the efficiency and quality with which Vertex performs the Operational Services and related tasks, and the mechanisms with which such performance will be measured.

A portion of VertexOne's total compensation for the delivery of the Operational Services shall be affected based on the Service Credit framework described herein.

6.2 Grace Period

Vertex is not required to perform services in accordance with these Service Levels and no Service Credits will apply during Implementation or for the first 4 months after Go-Live Date on Vertex systems.

6.3 Business Rules

- Vertex shall not be penalized for failing to meet any Service Level if such failure results from a request by the Client that directly conflicts with or contradicts a Service Level. If such a failure occurs, Vertex and Client shall work together in good faith to modify the Service Level as appropriate.

- No Service Level Credits shall be issued to Client in the event a Service Level Default occurs that is in any way related to services provided by Client or any Client engaged third party excluding third parties engaged by Vertex.

- No single Service Level will result in Service Credits that are greater than 5% of the monthly hosted services.

- For the purpose of calculating Service Credits, each measurement will be rounded to the nearest whole number unless specifically noted within the Service Credit.

- If more than one Service Level Default has occurred in a single Reporting Period and such multiple Service Level Defaults are related to a single incident, Client shall not receive the Service Credits for each Service Level Default, but Client shall receive a Service Level Credit for the Service Level Default that results in the largest Service Level Credit, provided that in no event shall the amount of such Service Credit accrued in a single month exceed, in total, the At Risk Amount for such month.

- Data refresh: The quality environment is refreshed twice per year, by applying a recent copy of the Production environment to the quality environment. Timing of the quality environment refresh is coordinated with Client. Additional refreshes, if requested, are managed via the Change Control Process.

- Vendor will measure the SLAs monthly and provide Client with a monthly report on or before the 10th day of the month.

Vertex shall provide the Hosted Services in accordance with the following Service Levels:

Service Level #	Service Level	Pool Allocation	Service Level / (CPI)	Metric	Calculation
1	SaaS/Application Availability	25%	99.8%	This metric measures the availability of the Service. This measurement is calculated as the total uptime of the Service excluding scheduled down time and Disaster scenarios, divided by the total number of minutes in the reporting period, expressed as a percentage.	Percentage = (A / B) x 100 (%) WHERE: A = the total amount of actual Service uptime excluding scheduled downtime within the reporting period. B = the total scheduled Service uptime during the reporting period
2	SaaS/Application Response Time	5%	95% </= 2 seconds	This metric measures the response time of the Service to the demarcation point within the Local Area Network (LAN). This measurement is calculated as the percentage of response times </= 2 seconds measured every ten minutes during the reporting period excluding during scheduled down time.	Percentage = (A / B) x 100 (%) WHERE: A = the total number of measured response times excluding during scheduled downtime </= 2 seconds within the reporting period. B = the total number of measured response times excluding during scheduled downtime within the reporting period.
3	Incident Response Time Severity 1 (S1)	20%	95% of S1s </= 1 hour	This metric measures the response time to a S1 incident. This measurement is calculated as the percentage of S1 incidents during the reporting period in which they were responded to within the defined response time.	Percentage = (A / B) x 100 (%) WHERE: A = the number of S1 incidents in the reporting period that met the target response time B = the total number of S1 incidents in the reporting period
4	Incident Response Time Severity 2 (S2)	10%	95% of S2s </= 4 business hours	This metric measures the response time to a S2 incident. This measurement is calculated as the percentage of S2 incidents during the reporting period in which they were responded	Percentage = (A / B) x 100 (%) WHERE: A = the number of S2 incidents in the reporting period that met the target response time

				to within the defined response time.	B = the total number of S2 incidents in the reporting period
5	Incident Response Time Severity 3 (S3)		95% of S3s </= 8 business hours	This metric measures the response time to a S3 incident. This measurement is calculated as the percentage of S3 incidents during the reporting period in which they were responded to within the defined response time.	Percentage = (A / B) x 100 (%) WHERE: A = the number of S3 incidents in the reporting period that met the target response time B = the total number of S3 incidents in the reporting period
6	Incident Response Time Severity 4 (S4)	5%	95% of S4s </= 16 business hours	This metric measures the response time to a S4 incident. This measurement is calculated as the percentage of S4 incidents during the reporting period in which they were responded to within the defined response time.	Percentage = (A / B) x 100 (%) WHERE: A = the number of S4 incidents in the reporting period that met the target response time B = the total number of S4 incidents in the reporting period
7	Batch Processing Completion	10%	≥ 98% of batch jobs initiated within timeframe set forth in the processing schedule	The total number of batch jobs initiated in accordance with the timeframe set forth in the processing schedule divided by total number of batch jobs initiated. Includes nightly batch and daily batch for processing files.	Batch jobs measured will include nightly batch and any business-critical daily jobs with time dependencies. These will be detailed during implementation.
8	Interface Delivery	20%	Delivery of key Interfaces as per Schedule 6 ≥ 98%	Compliance to a schedule mutually agreed to during implementation of critical daily and/or monthly interfaces calculated by dividing the total number of interfaces delivered in accordance with the interface timing schedule by the total number of interfaces delivered	• Subject to creation of final list of interfaces

Vertex will work with the Client to determine additional items to track and monitor throughout the project and transition to the Run phase as identified in the Agreement.

7. Service Credit Calculation

A Service Credit due to a Service Level Default is calculated on the following basis

Service Credit = **A * B**

A is the At-Risk Amount; and

B is the Allocation of Pool Percentage for the applicable CPI.

At-risk amount: 5% of monthly hosted services cost

For example, assume that Vertex fails to meet the Service Level for a CPI, for which the At-Risk Amount is 5% of the Monthly Charges. Assume that the Monthly Charges for the month in which the Service Level Default occurred were $120,000. Additionally, assume that the Allocation of Pool Percentage for such CPI is 50%. The Service Credit due to Client for such Service Level Default would be computed as follows:

A is $6,000, calculated by multiplying the Monthly Charges of $120,000 by the At-Risk Amount of 5%;

B is 50%, (the Allocation of Pool Percentage for such CPI)

A * B Yields a Service Credit = $3,000.

7.1 If more than one Service Level Default has occurred in a single Reporting Period and such multiple Service Level Defaults are related to a single incident, Client shall not receive the Service Credits for each Service Level Default, but Client shall receive a Service Level Credit for the Service Level Default that results in the largest Service Level Credit, provided that in no event shall the amount of such Service Credit accrued in a single month exceed, in total, the At Risk Amount for such month.

8.Earn Backs

For each Service Level Credit generated, Vertex will have the ability to Earn Back the Service Level Credit if Vertex meets the required Minimum Service Level continuously for such CPI during the Earn Back Period. If Vertex fails to continuously meet the required Minimum Service Level for such CPI during the Earn Back Period, Vertex shall not Earn Back such Service Level Credit and such Service Level Credit shall be credited or paid to Client on a semi-annual basis, in accordance with the terms hereof.

EXHIBIT 1 TO SCHEDULE 3.1

Software Components

The following Software components are either already installed or will be installed according to the Services defined in this Schedule 3.1. These systems are deployed in a SaaS environment on a private cloud that is fully hosted and managed by Vertex. Client users will utilize a computing device with an Internet Browser attached to the Client LAN and to the Client Firewall which will be the point of connectivity for Vertex provided Hosting Services. All licenses (other than SAP) are provided to the Client on a subscription basis and charged by metric and/or fixed monthly fees as defined in Schedule 11 – Charges.

SAP Software:

Material Number	Price List Item
7017299	SAP Single Sign-On
7019212	SAP Enable Now, Author Option
7019213	SAP Enable Now, Consumption Option
7020354	SAP S/4HANA MDM & Operations Water
7020352	SAP S/4HANA MDM & Operations Energy
7020355	SAP S/4HANA Bill-to-Cash Water
7020353	SAP S/4HANA Bill-to-Cash Energy
7015920	SAP Process Orchestration
7020358	SAP S/4HANA Utilities Customer Management, EE
7020336	SAP HANA, Enterprise Edition
7018538	SAP S/4HANA, Enterprise Management for ERP Customers
7016405	Migration/Conversion Credit for Previous
7003650	SAP Enterprise Support

Vertex Software:

- Currently Installed
  - Customer Advantage
  - Communication Advantage

- New Implementations
  - WaterSmart
  - Water/Electric/GasSmart
  - Performance Watermark

Accruent Software:

- vxField Application
- Dispatcher Dashboard
- Optimizer Engine

Doc ID
Include Date Include Time

SCHEDULE 3.5

CHANGE MANAGEMENT

The definitions set out in the provisions of the Agreement shall apply in this Schedule 3.5 unless the context requires otherwise. Further, the following definitions shall apply throughout this Schedule 3.5:

"Change" and "Changes"	means a change/changes to this Agreement including to any of the Services and/or Service Levels;

1. PURPOSE

1.1 Where either party sees the need for a Change to this Agreement Client may at any time request, and Vertex may at any time recommend, such Change by an amendment to this Agreement in accordance with the Change Management Process as set out in Paragraph 2 (Change Management Process).

1.2 Client shall not unreasonably withhold its approval of any Change recommended by Vertex, where:

1.2.1 an obligation for Client to agree to the Change with Vertex via the Change Management Process is specifically stated in this Agreement; and/or

1.2.2 an obligation for Client to agree to costs with Vertex via the Change Management Process is specifically stated in this Agreement; and/or

1.2.3 the Change is necessary to avoid material disruption or damage to the Services, Client's Assets, Client's business or Vertex's business; and/or

1.2.4 the Change is necessary to comply with statutory or other legal requirements set forth in Section 12 of the Agreement, relevant for the parties to be able to fulfil their obligations under this Agreement, subject to the exceptions of Section 1.4.

Client can request further information or relevant and reasonable changes to the recommendation in accordance with Paragraph 2.3 (General).

1.3 A party shall not unreasonably withhold its agreement or approval of any other Changes, other than the Changes listed in Paragraph 1.2 (Purpose). It will constitute a reasonable cause for the purpose of this Paragraph 1.3 (Purpose) to reject a request or recommendation for a Change if implementation of such Change will cause material technical problems, disruption, damage or inconvenience to the business of either party where such problems, disruption, damage or inconvenience cannot be easily remedied. Further, it will constitute a reasonable cause for the purpose of this Paragraph 1.3 (Purpose) for Vertex to reject a request for a Change if the parties cannot agree to the cost impact of the Change in question.

1.4 Further, in the event that a change in law occurs that results in an additional cost for Client, for which Client is unable to recoup its additional costs that result from the Change by passing the costs along to customers through customer rate increases, Client shall have the right to reject the Change or Terminate for Convenience the Agreement.

2. CHANGE MANAGEMENT PROCESS

2.1 Client Change Requests

2.1.1 Client shall submit a request for Change in writing.

2.1.2 Where a request for a Change is received from Client, Vertex shall, unless otherwise agreed, submit a proposal to Client as soon as reasonably possible taking the nature and scope of the request into consideration. Vertex will use reasonable efforts to submit such proposal to Client no later than ten (10) Business Days after receipt of Client's request. Vertex will inform Client as soon as possible should this not be possible and provide an alternative time estimate for when a proposal will be submitted.

2.2 Vertex Recommendations to Change

2.2.1 A recommendation for a Change by Vertex shall be submitted in writing.

2.2.2 Each proposal (as reply to Client's request) or recommendation for a Change from Vertex to Client shall as a minimum contain:

(a) the title of the Change;

(b) the originator and date of the request or recommendation for the Change;

(c) the reason for the Change;

(d) full details of the nature of the Change including any specifications;

(e) a preliminary timetable for implementation of the Change;

(f) the impact, if any, of the Change on other aspects of the Agreement, including Schedules;

(g) the date of expiry of validity of the proposal or recommendation for the Change in question;

(h) provision for signature by Vertex and Client;

(i) a schedule of the charges (including any changes to the existing Charges) in respect of such Change together with relevant supporting information and justification for the charges and a breakdown of how the charges are made up.

2.3 General

2.3.1 For each proposal or recommendation submitted by Vertex, Client shall approve this in writing by signing the proposal or recommendation.

2.3.2 Vertex shall allocate a sequential number to the proposal or recommendation.

2.3.3 Without limiting the generality of Paragraph 1.2 (Purpose), Client shall evaluate a proposal or recommendation from Vertex and within five (5) Business Days after receipt of the proposal or recommendation, as appropriate, either:

(a) request further information or relevant and reasonable changes to the proposal or recommendation;

(b) approve the proposal or recommendation; or

(c) notify Vertex of the rejection of the proposal or recommendation; and

2.3.4 If the proposal or recommendation is approved by Client and signed by Vertex, each party shall arrange for a copy of an approved proposal or recommendation to be signed by a duly authorised signatory for and on behalf of Client and Vertex, respectively.

3. **COSTS**

3.1 Save as set out in Paragraph 3.3 (Costs), any costs incurred in performing the Change Management Process shall be borne by Client, including costs incurred by Vertex, or third parties on behalf of Vertex, related to the drafting of proposals and recommendations and discussions with Client about the Changes.

3.2 Subject to prior notice and approval of Client, before initiating any work related to proposals for (or implementation of) Changes, Vertex may, where deemed reasonable by Vertex, require Client to pay up to seventy-five per cent (75 %) of Vertex's estimated costs for the preparation of a proposal to a Change as reply to a Client request.

3.3 Any of Vertex's costs incurred in performing the Change Management Process shall be borne by Vertex to the extent the Change is recommended by Vertex and rejected by Client pursuant to this Schedule 3.5 (Change Management), including Paragraphs 1.2 and 1.3.

Schedule 6

VERTEXONE STATEMENT OF WORK

FOR
CUSTOMER INFORMATION SYSTEMS, RELATED SYSTEMS, AND
IMPLEMENTATION SERVICES
FOR

GRU℠
More than Energy

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Document Control

This section contains version information on all attachments as well as within this document. As updated versions of this master document are created, the 'Draft' watermark will include the version number of the document.

Version	Description of Change	Date	Author
1.0	Final version based on negotiations ending 10/09/20.	10/09/20	

Project Summary

Gainesville Regional Utilities (GRU) has embarked on this Project for the purpose of implementing a new technology System to replace Client's current SAP CIS System, which was implemented in 2007. The existing SAP CIS System was heavily customized and will not integrate with the SAP S/4 HANA Financial System.

VertexOne (Vendor) will provide all services typically utilized to implement the System and the services described within this Statement of Work (SOW) for the Client. As the single point of accountability, Vendor will be solely responsible for implementing the System and providing ongoing support.

Vendor has reviewed the schedule, its planned resource levels, and the Client-planned resource levels, as documented in this SOW, and has confirmed adequate time and resources have been accounted for in this SOW to deliver the scope described in it.

The Vendor and Client are aware of other current planned projects and believe any overlaps will not cause delays to this Project. Current on-going projects include but are not limited to the Bill Print EBPP, the AMI projects, and the City of Gainesville ERP System.

Order of Precedence

If there is any conflict or ambiguity between the VertexOne SaaS Agreement, associated Schedules, and Schedule 6 (Statement of Work) with respect to Implementation Activities covered under Schedule 6, Schedule 6 (Statement of Work) will take priority to the extent of such conflict or ambiguity. If any later Exhibits, Attachments, Change Orders or amendments to this Schedule 6 (Statement of Work) include any Vertex standard printed or boilerplate terms ("Standard Terms"), Vertex agrees that such Standard Terms shall not be in effect for this Schedule 6 or the Agreement unless such Standard Terms are expressly and mutually agreed and accepted by an executed Amendment or Order by Client, and in the event of discrepancy, inconsistency, gap, ambiguity, or conflicting language between the negotiated terms of this Schedule 6 ("Deal Terms") and the Vertex Standard Terms, the Deal Terms shall take precedence, followed by the procurement issued by the Client, Vertex's proposal, and Vertex's Standard Terms (if the Standard Terms are accepted and incorporated) in this Schedule 6 or the Agreement.

Definitions

Definitions can be found in Schedule 1.1 (Definitions and Interpretations) of the VertexOne SaaS Agreement.

Scope

The Client and Vendor understand the project scope and project timeline and agree to communicate and adhere to that scope and the timeline, thus setting the proper expectation level with the project team, stakeholders and management. Changes to scope and/or schedule will be addressed based on the terms of this Agreement.

The Vendor acknowledges it was allowed adequate time to review a functional matrix of Client's functional requirements and ask any needed questions of the Client and that they were satisfactorily answered. Based on pre-contract discussions, the Vendor has a thorough understanding of the functional matrix and the Client's meaning of those requirements. The updated functional matrix will be one of the primary scope control tools.

Unless agreed upon through the Change Control process, all items in the updated Final Functional Matrix (Attachment 2) that the Vendor has marked with a score above twenty (20) will be within the scope of this Project and included in the SOW.

The Vendor will ensure the Vendor Solution provides all the capabilities described in the Final Functional Matrix (Attachment 2) in a smooth and streamlined manner. Requirements that are met with awkward workarounds that are not efficient are deemed to be non-functional and will require Vendor modification to become compliant with this Agreement at the Vendor cost. In addition, if, after the effective date of the SOW, the Vendor discovers that an agreed upon feature described in the Final Functional Matrix (Attachment 2) cannot be delivered without additional modification, the Client will review the Vendor request for the additional modification and validate that the feature is required. If the Client still requires the feature, it is the obligation of the Vendor to modify the System to meet that requirement at no additional cost to the Client. Furthermore, if additional time is needed to complete any additional development by the Vendor or any time delay **that is caused solely by the Vendor**, the additional Client costs associated with that time extension, such as Client's **third-party costs** (project management, test lead, etc.) and **Client internal labor costs**, is at the expense of the Vendor.

New scope items that are not documented as part of SOW will require Client and Vendor to work cooperatively to minimize Schedule extensions.

With regard to features described in the Final Functional Matrix (Attachment 2) that cannot be delivered without additional Modification, if the schedule allocated for the Realize Phase will not allow sufficient time based on the Vendor and Client resource allocations and the Client and Vendor Project Managers cannot accommodate the additional time needed, the Realize Phase will require an extension of time at no cost to the Client as described above.

If new scope is identified that is not contained in the Final Functional Matrix (Attachment 2), the Vendor may request a CO. If the schedule allocated for the Realize Phase will not allow sufficient time based on the Vendor and Client resource allocations and the Client and Vendor Project Managers cannot accommodate the additional time needed the Realize Phase will require an extension of time potentially at a cost to the Client.

Vendor has evaluated the Final Functional Matrix (Attachment 2) requirements. Based on Vendor's interpretation of the requirements, they have been aligned with User Stories and meet the Client's requirements. Client agrees to utilize preconfigured functionality of the Vendor Solution that meets Client functional requirements whenever possible. If a solution gap is identified that is not delivered with the Vendor pre-configured solution or through additional Vendor Solution configurations (non FRICEW), the Vendor and Client will review the potential Forms, Reports, Interfaces, Conversion, Enhancements and Workflows (FRICEW) for the Client requirement and validate that the FRICEW is required. A FRICEW object is deemed required if the requirement is listed in Final Functional Matrix (Attachment 2), if the requirement is dictated by regulation and if the requirement cannot be met by configuration or business process, or if the requirement can be met by configuration or business process but the manual effort to execute the business process is excessive. If the feature is still required by the Client, it is the obligation of the Vendor to create the requested FRICEW to meet that requirement and the Client will not be charged for this additional FRICEW. Client and Vendor shall jointly strive to minimize the number of FRICEW objects, as any future changes to the solution require less effort to implement when the System adheres to standard processes.

At the end of the Explore Phase, all Final Functional Matrix (Attachment 2) requirements will be mapped to the Business Processes and associated User Stories, defined in the Workshop Output and will be classified as follows:

In-Scope Project – requirement will be implemented during the implementation timeline. These requirements will be mapped to the Business Processes and associated User Stories, defined in the Workshop Output. For the remaining duration of the Project, approved Business Processes and associated User Stories will be used to track Solution coverage.

In-Scope Future – requirement is included in the fixed price cost but will be implemented during a Phase II of the Project. This Phase begins after final go-live acknowledgement of the initial Vendor Solution and is active for a total period of 24 months. Client will notify the Vendor within 12 months following the initial implementation of the Vendor Solution of any In-Scope Future items it wishes to implement during the second 12 month timeframe. Client will coordinate the planning with the Vendor to implement this functionality. Any requirements that the Client has not elected to implement, will be moved to the Waived status.

Optional Scope Items – requirements not included in the fixed price cost but could be implemented at the option of the Client. Scope and pricing for Optional Scope Item(s) are included in the Vendor Optional Proposals (Attachment 4) and will remain valid as indicated in each proposal. Client will coordinate the planning with the Vendor to implement this functionality. After the passing of the valid period, new pricing will be required for any items not requested within the valid period.

Waived – requirement is not applicable and no longer a requirement for the Client.

If after signing off the Explore Phase, the Client determines any of the "In-Scope Future" or "Waived" requirements are critical for the initial Go-Live, the requirement can be re-classified to "In-Scope Project" but it must follow the Change Control Process as identified within this SOW. The same process applies to "In-Scope Project" requirements which are re-classified as "In-Scope Future" or "Waived" after the Explore Phase. Any "Optional Scope Items" required for the initial Go-Live will also be re-classified as "In-Scope Project" as agreed to by Client and Vendor.

"Final Acceptance" four (4) months after Go-Live is based on the agreed upon "In-Scope Project" requirements at the end of the Explore Phase plus any requirements which have been re-classified as "In-Scope Project".

Client and Vendor agree that simply adding resources may not be adequate to maintain the schedule and deliver a quality product. Changes to the schedule must follow the Change Control Process.

At the end of the Explore Phase, the approved sprint scope (To-Be Business Processes, associated User Stories, requirements and FRICEW) cannot be changed without following the Change Control Process.

Vendor owns the responsibility for the management and correction of all Defects as they relate to the Software, System/Solution defined within this SOW. Vendor is responsible for the resolution of all Defects created by their delivery of Software/Services for this SOW. Vendor will facilitate resolution of Defects as part of the Vendor Solution, and/or Services used to deliver the System/Solution as defined in this Agreement on behalf of the Client. Client agrees to provide all reasonable efforts to facilitate the resolution of Defects including, but not limited to, providing documentation of Defects and/or assisting with related testing.

After Sign-off for Project Closure and Results Acceptance of the solution by the Client and the implementation of any requested/required "In-Scope Future" requirements as defined in this Agreement, this SOW and all contents within will be formally closed with Client and Vendor Sign-Off.

Customizations

All items in the Final Functional Matrix (Attachment 2) with a score of 20 or higher and not classified as Waived are within the scope of this Project based on the fixed price of this SOW. FRICEW Items (Attachment 7) summarizes the FRICEW items that have been identified and allocated for the fixed price of this project, along with any other items noted below.

FORMS

Forms are defined as development objects that create a formatted output that can be printed, faxed, emailed, or displayed on a screen. An example might be a first disconnection notice for a customer or welcome letter. Vendor Solution includes tools to easily develop forms, letters and notices. Vendor will provide the data and composition for all standard forms, letters, and notices as confirmed and agreed to in the Explore Phase.

REPORTS

Reports are defined as development objects which generate organized information from data within connected systems. The Vendor Solution has thousands of on-line queries and standard reports inherent within the application. Many of those will be used to accommodate the Client's reporting and business needs for the users. All reports are run off the HANA database. A list of the reports currently in use on the legacy system can be found in the Report List (Attachment 8). The Explore Workshops will define needed Client reports. Vendor has allocated two (2) fulltime Reporting resources for eight (8) months each, equating to 2,560 development hours for additional reports as defined in the Vendor Staffing Matrix (Attachment 7).

Vendor has reviewed the reporting requirements included in the ITN and has confirmed the system will meet those requirements defined in the Final Functional Matrix (Attachment 2) either through existing reports and/or views, or via custom reports or views if standard reports do not meet those requirements. Client agrees to use VertexOne standard reports, online queries and dashboards that meet required reporting identified in the ITN. Vendor will provide any missing reporting as part of the implementation of the System/Solution. Vendor will develop simplified Views for the HANA database to be utilized by the Client. These views will be defined during the reporting workshops and counted as part of the reporting development hours, Vendor additionally agrees to allow Client access to query tables and views using HANA Studio, HANA WebIDE, or other appropriate tools, including SAP server-side tools as authorized by the SAP license agreement. Vendor agrees to allow the development of calculated views by Client staff, in a segregated package area if needed. Client will follow the Vendor's quality control processes for any Custom View development. HANA custom view development standards will be delivered as a part of Prepare phase. Vendor will provide for consumption of Views within the HANA environment by Client owned tools such as Business Objects, Office Analytics, and SAP Business Warehouse (BW)

DATA EXTRACTIONS

Client must be able to extract organized (reports) and raw CIS SAP data and provide it to third parties such as, but not limited to Client Vendors, Customers, other Government agencies, and anyone making a request under the Florida Sunshine laws.

DATA

Data is defined as information that is captured and stored as a digital asset that may support strategy, decision making, and day-to-day operations. This would include all data stored within the Vendor provided solution. In this case data is different from reports in that data is not development objects and may not be organized and in raw form, i.e. table extracts. As stated in the minimum requirements in the ITN, and provided below, the Client requires full access and use of data created and stored within the Vendor provided solution.

As such Vendor agrees to provide for the use automated extracts of raw and organized data from Vendor provided solution to support examples provided for in the Interface Approach and Description (Attachment 4). Vendor will utilize SLT to replicate tables to Client's on-premise

HANA Enterprise Sidecar until such time Client can transition to another solution. Replication frequency interval to be 1 minute. To allow for reporting new SAP data along with legacy SAP data from the Initial Table List (Attachment 9) (or replacement) will be replicated at GO-Live. Any additional tables identified during the Explore Workshops will be eligible for replication, as requested by the Client.

INTERFACES

Interfaces are defined as development objects which allow for the exchange/transfer of information from source to target systems as scheduled via batch processing or as defined per process, or when directed by a trigger. Interface Approach and Description (Attachment 4) identifies the interfaces that are included in the scope of this Project. Vendor will discuss recommended best practice solution for each interface during the Explore Workshops.

Interface Clarifications

- Refer to the Interface Approach and Description (Attachment 4) for additional information concerning each interface.
- All interfaces go through SAP Process Orchestration, which is SAP's enterprise service bus.
- Client is responsible for the oversight, knowledge and development services related to the 3rd party vendor related to communication with the Interfaces outside of VertexOne (for example GL, GIS, etc.).
- Vendor is responsible for the application of the provider data (input and output) to the System from or to the target systems (for example GL, GIS, etc.).

Interfaces will be developed by the Vendor to manage the interface data delivery and confirmation to and from the target systems involved in the various interfaces. Job logs will be produced for all interfaces as part of the process to note the transmission status. Client is contacted if any errors occur that require their attention, as defined in the Final Production Support Plan deliverable and Schedule 3.1 Services and Service Levels.

Third Party Interfaces

Vendor will implement external/third party interfaces as indicated in Interface Approach and Description (Attachment 4). This document was initially provided as part of the ITN response and then subsequently clarified and updated in scope confirmation workshops.

Changes to external/third party applications that interface with the Vendor's Solution may require additional effort. This may include configuration changes as well as the requisite testing. Changes initiated by third party/external applications not part of the System/Solution and covered under the Interface Approach and Description (Attachment 4) must follow the Change Control Process if a change to the Vendor Solution is needed.

Interface changes may be required to third party interfaces. The Vendor will not be responsible for timely delivery of changes to these applications that are not part of the System/Solution covered under the SOW and are the responsibility of the Client to implement. Client is responsible for providing functional and technical documentation on current and planned interfaces, per Interface Approach and Description (Attachment 4). Vendor is responsible for providing functional and technical documentation for the interfaces as designed and built in the Vendor Solution. If an external change is delayed, the Change Control Process will be followed.

ENHANCEMENTS AND WORKFLOW

Enhancements are defined as development objects that either create, control, or modify data generated by the Vendor Solution and are required in cases when configurations provided by the standard Vendor Solution cannot meet business requirements. Examples might be user inputs, exits, templates, or alerts; however, base SAP code is never touched. The hours allotted for enhancements are based off Vendor's experience, evaluation of the Final Functional Matrix (Attachment 2), and Vendor's understanding of the Client's known unique business requirements.

Workflows are defined as programs which enable the automation of multi-step processes. Vendor Solution has several workflow capabilities and several workflows that have already been configured within the Vendor Solution. Additionally, Client-specific workflows have been defined in the FRICEW Items (Attachment 6).

Vendor will meet the requirements in the Final Functional Matrix (Attachment 2), scored above 20 and not Waived, and have allotted effort for requisite enhancements and workflows. FRICEW Items (Attachment 6) scored with 20 and marked yes in the "included in price" column (Attachment 2) will be provided at no additional cost by the start of SIT 1 testing.

Organizational Change Management

The Vendor will provide base organizational change management materials as well as guidance and support to the Client OCM Lead.

End User Training

The Vendor will provide base and assist in the development of Client-specific training materials by updating baseline user stories with client specific gap information, as well as guidance and support to the Client Training Coordinator and trainers.

Clarifications

Bill Printing Integration and Formats

Client is currently implementing basic Vendor's Billing Presentment and Payment Services Solution for use with their legacy SAP CIS product. This project is scheduled to Go-Live in January 2021. The functionality being implemented through the current legacy SAP CIS project will be evaluated to determine what if anything can be brought forward into this Vendor Solution project, along with any additional requirements that are in-scope in the Final Functional Matrix (Attachment 2).

Concurrent Projects

If a concurrent project impacts the Vendor Solution project, this will be documented and follow the Change Control Process.

Payment Processing

Vendor's Customer Advantage online self-service portal will interface with Client's third-party payment provider system(s), as defined in Interface Approach and Description (Attachment 4), for processing of online payments. Vendor will provide all functionality defined in the Final Functional Matrix (Attachment 2).

Customer Management: Agents' Interaction Center User Interface

Client will adopt the standard SAP Customer Management web-based user interface, which is accessed via SAP's Fiori user interface. During the Explore Phase, Customer Service workshops optimization opportunities will be identified. Vendor will implement those changes when they can be accomplished by configuration and do not require custom code. One layout for the Client will be agreed upon by Client and one iteration of optimization will be done, based on the approved mock-up.

Back office User Interface

"Back office" users will use SAP's Fiori user interface. Fiori is browser based and requires no local installation.

Customer Self Service (CSS)

Client is in the process of implementing a basic version of the Vendor Solution's Customer Advantage online self-service portal, with a targeted go-live date of January 2021. The implemented Vendor's Customer Advantage Solution will serve as the starting point for this implementation.

Vendor will provide all functionality defined in the Final Functional Matrix (Attachment 2).

Vendor will also configure distinct branding (i.e. company logos, contact information) for the Client. All Client owned trademarks and logos that are utilized in the distinct branding, shall comply with any and all trademark use guidelines and quality standards that may be provided to Vendor or requested by Client. Vendor agrees to modify the distinct branding at no additional cost upon reasonable request by Client for conformance with such standards provide electronic logo and branding files which comply with Client trademark user guidelines and quality standards. Customer Advantage will interface with Client's third-party payment provider system(s), as defined in Interface Approach and Description (Attachment 4), for processing of online payments. Definition, development, and testing of the Customer Advantage self-service portal for the Client will occur as a normal part of each project phase.

Change Control Process

Both Vendor and the Client may request a Change Order (CO). Such a request must be in writing and identify the business and other reasons for the requested change and the impacts it would have if the change is agreed upon, which may include Budget, Deliverables, Milestone Payments, Schedule, Risks, and Resources as deemed necessary by the Client and Vendor Project Managers. No CO shall become effective unless mutually agreed to by the parties. No work, other than estimating, will be performed on a CO by the Vendor until sign off has been obtained by the parties. COs over $5,000 (27 Hours) that are approved and that require mutually agreeable fees will have twenty percent (20%) of those fees retained ("Retainage Percentage") and applied to the final Milestone Payment.

After any request for a CO is made, the Parties will have five (5) business days or a mutually agreed upon period to consider the request (the "Change Order Review Period"). The Change Order Review Period will commence the day the CO request is received in writing by the Party being asked for the CO. It is the responsibility of the requester to, to the best of their ability, identify impact and potential cost to a CO, and to include that information in the CO. During the Change Order Review Period, Vendor will timely verify the information in the CO, as well as provide the Client with all information material to the requested CO as it related to the Project, regardless of which party initiated the CO, including but not limited to any additional fees that would be incurred, the impacts on the relevant Deliverables, and any alteration of the Project Schedule that would result if the CO were agreed to. Client is responsible for identifying any impacts to the organization outside of the Project that results from the CO. Vendor will, during the Change Order Review Period, provide a time and materials or a Fixed Price cost based on the Client's desired pricing model. The effort for Vendor to research and provide a cost estimate is at Vendor's expense if the estimation process is below twenty (20) hours. If the Change Order estimate is over twenty (20) hours per cost estimate, a cost of $165 USD per hour will be used for estimating the CO for all hours over twenty (20).

CO requests not approved or rejected by the non-requesting party before the expiration of the Change Order Review Period shall be deemed rejected.

During the Change Order Review Period, the Client will provide Vendor with any information reasonably requested by Vendor to evaluate any CO requested by Client.

Any CO that will alter either the overall scope or schedule of the Project must be approved by the Steering Committee. COs up to $25,000 USD, including those with no costs associated, must be approved by the Client Project Manager, Client Project Director and the Vendor Project Manager. COs between $25,000 to $45,000 USD must be approved by the Client's Executive

Sponsor(s) and Vendor's Project Sponsor. COs above $45,000 must be approved by the Client's Executive Steering Committee.

Vendor will agree to any CO requested by the Client, provided the Parties are able to agree upon any changed terms, additional fees and modification to the Project Schedule that would result from the CO.

If both the Client and Vendor agree to the change, all relevant terms shall be documented in the CO. Any charges not already specified in the SOW or which are different than those in this SOW will be noted in the CO.

If agreement on a requested CO does not occur by the end of the Change Order Review Period, either Party may initiate the Conflict Resolution Process set forth in this SOW regarding the requested CO, unless the change solely regards a Deliverable that was completed and accepted before the request for the CO was made.

Any Deliverables that have already been completed and accepted by the Client that are subsequently altered as a result of a CO must be appropriately revised, pursuant to the CO, with the change number and date noted. An updated version of such a Deliverable will then be signed and stored with the Project documentation.

Prior to System Acceptance, additional services will be made available at the Blended Vendor Rate of $165 per hour (USD) for approved additional services, related to the Vendor Solution provide by Vendor.

Change Order Requests will be tracked online with the agreed project tracking tool and reviewed weekly as part of Project Management Meetings.

There will be a true-up exercise at the end of the Explore Phase and the Deliverable named Master Development List from the Supplemental Spreadsheets (Attachment 3). In case there is scope removal/exclusion of any requirement and its associated sub requirements as a whole that will result in removal of any FRICEW item (as listed in FRICEW Items Attachment 7), the unutilized points will move to the bucket or points to be utilized later. Points will be calculated based on the table below which matches the Level of Effort to the type of FRICEW item.

Points Values for FRICEW Items				
Level of Effort	**Low**	**Medium**	**High**	**Very High**
Forms	1	2	4	6
Reports	1	2	4	6
Interfaces	2	3	5	7
Conversion	2	3	5	7
Enhancements	2	3	5	7
Workflow	1	2	4	6

Similarly, in case, there are new requirements as approved by the Client or there is scope addition to our current understanding / agreement regarding the customization or interfaces in scope, a new CO will be processed. Point value for these changes will be assigned according to the following table.

Type	Classifications	Range of hours		
Report	Low	1	-	48
Report	Medium	49	-	120
Report	High	121	-	240
Report	Very high	241	-	and above
Interface	Low	1	-	80
Interface	Medium	81	-	160
Interface	High	161	-	280
Interface	Very high	281	-	and above
Enhancement	Low	1	-	96
Enhancement	Medium	97	-	160
Enhancement	High	161	-	280
Enhancement	Very high	281	-	and above
Form	Low	1	-	48
Form	Medium	49	-	120
Form	High	121	-	240
Form	Very high	241	-	and above
Workflow	Low	1	-	48
Workflow	Medium	49	-	120
Workflow	High	121	-	240
Workflow	Very high	241	-	and above

Any points included in the FRICEW items (Attachment 7), for specific code development (modifications, extensions, interfaces, portals, etc.) that are deemed not needed will be moved to the "Bucket of Points" (Scope Customization section) and held in reserve to be used at a later date for any new or existing requirements or services needed to complete the Project. The CO will be employed to document the points to be banked, using a non-monetary CO. A second CO will be processed at the time a new requirement is agreed to, to deduct points from the banked "Bucket of Points." COs for new requirements (e.g., reports, Modifications, products, portals, additional services) will be monetary in nature, using the Blended Vendor Rate of $165 per hour, once the pool of banked points is exhausted.

If banked hours in the "Bucket of Points" are not used during the scheduled implementation timeline, both Vendor and the Client will work in good faith to use the unused points within six (6) months after the Go-Live. The Client will have the ability to use the unused report points for other related implementation items. The points need to be used within twenty-four (24) months after Go-Live.

CONVERSION

Conversion entails moving (migrating) data from legacy systems to the Vendor Solution. Conversion follows the ETL process; Extract, Transformation and Load. Client and Vendor responsibilities for the ETL process are as set forth in the Migration Responsibility Matrix (Attachment 7).

Conversions are defined as programs which extract, transform and load data from the SAP CIS legacy system into the Vendor Solution, as well as data (user names and passwords) from customer service portals to Customer Advantage. Please see CIS Conversion Objects (Attachment 5) for conversion object details. Additionally, the following will be provided:

- Reconciliation reports comparing source and target data counts facilitating a process that can easily be audited.
- The Client will have the ability to execute proven Vendor Solution processes using the Client's data. This ranges from performing move ins and move outs to understanding how users were able to search and identify customer accounts with the existing data quality.
- An understanding of data cleansing requirements and their associated priorities. For example, the free text search is more forgiving for non-parsed addresses, however it is advisable to design a solution to efficiently identify specific accounts for customers that have many accounts with the same name. For an example of free text search, the partial input of name and/or address information in a single text field will provide a list of similar results for selection.

Therefore, conversion has been provided to meet the data cleansing requirements and designing solutions to accommodate any difficulties identified during `Prepare Phase and initial sprints. The Client will be responsible for extracting the data from the SAP CIS legacy system into pre-defined load-ready files. The Vendor will be responsible for loading data from the load files into the Vendor Solution. See the Migration Responsibility Matrix (Attachment 7) for additional information.

General Conversion Overview

Vendor will convert all legacy data (except where noted) to enable daily normal processing. This includes the requisite history to facilitate this. The source systems for data will be the SAP CIS Legacy System. Vendor will maintain in and not delete or remove from the SAP CIS Legacy System any of the data that is identified to not be converted.

The Vendor is responsible for leading the data conversion from the Client legacy system into the new Vendor Solution and will treat this as a 'net-new' customer in lieu of an existing SAP customer. Vendor will lead the Client conversion team through the requirements and mapping sessions, presenting the methodology, load toolsets, and load scripts that will be used during the Conversion, as well as completing a detailed data mapping plan and conversion specification.

A summary of the migration steps follows:

- Discovery/Analysis – This phase covers the data mapping workshop and the development of the mapping and specification deliverables as described in the Deliverable Worksheet.
- Development – Extract and load program development. This includes the build of conversion audit scripts for data validation.
- A full ETL process (Mock) is executed before each Sprint, System Integration Tests, and as a part of Dress Rehearsal.
    - The Client runs the extract programs in the agreed upon mapping format and loaded into the staging database
    - The Client executes data cleansing and any applicable transformation programs (defined in the Initial Plan for Data Mapping and Conversion Deliverable) applied to the data sets with the cleansed files stored in the next staging area
    - A standard set of rules would be applied at this stage to sort and format data into individual Vendor Solution table formats required for the `Prepare load programs
    - Execution of the `Prepare load programs to load data into the Vendor Solution environment
    - Once the data has been loaded into the Vendor Solution environment, the Project's functional and technical teams will begin the validation and reconciliation process, performed before the start of the next sprint and various stages of detailed integration and acceptance testing
- Cutover – During the cutover weekend, the complete ETL process practiced in previous mocks will be executed in the production environment.
- Post Cutover Support – Following Go-Live, the Vendor will resolve conversion related issues with assistance from the Client as required.
- In order to ensure the integrity of the transfer, Vendor's methodology provides for a multi-layered series of audits and verifications that are mutually agreed to with the Client. The methodology provides the following checks:
    - A set of critical scenarios using the Conversion Validation Account Set are run by the team before and after the transfer to confirm that the system functions correctly.
    - Customer reconciliation of the conversion is achieved by conducting:
        - Variance analysis between sources provided and target with emphasis on explainable variances.
        - Validation of legacy output data to determine if the data is valid for the new System.

Items Included in Conversion Scope

- All data necessary for conducting transactions in the Vendor Solution will be converted from the legacy systems (SAP legacy system).
- User IDs and passwords will be converted from Client's legacy portal to the Vendor Solution.

Please refer to attachment 5 for the inventory of conversion objects and rules.

- Vendor will define the load format required by the Vendor Solution.

- Legacy data (from any source) that is too inconsistent to convert will be addressed in the Conversion Specification regarding the alternative method to bring it into the System.
- Client is responsible for data reconciliation between the legacy (source) systems and the extract file(s) that feed into the data conversion process.
- Vendor is responsible for data imports, reconciliation and financial balancing between the load files and the new Vendor Solution.
- No meter readings will be “in flight,” i.e., in the meter reading download/upload process, at the time of final conversion.

Additional notes on Conversion Scope, including Exclusions

- Closed accounts receivable (A/R) Items history: A/R items - including payments - on inactive accounts with zero balances will not be converted. The conversion will include all open A/R items and unapplied payments. Note: After the Go-Live, individual open items with the specific due dates will be converted to support aging reports (current, 30 days, 60 days, 90 days).
- Rate history information will not be converted.
- Active budget billing plans will be converted. Inactive budget billing plans or budget billing plan history will not be converted.
- All customers will commence credit and collections activity from the start of the process and not resume from where they left off in the current SAP legacy system. Client will have the ability to manually expedite collections processing for select accounts should they so choose.
- Vendor will provide reports, following each conversion, identifying reconciliation imbalances and the reason for the imbalance between the legacy systems and the Vendor Solution.
- Vendor may specify that low volume objects should be manually migrated, with mutual agreement with the Client. An example of a low volume object is an installment plan arrangement or payment deferral. Separate client teams (i.e. resources outside the project core team) should be established for manual migration and cutover activities. These teams will manually migrate these objects during the cutover period. These objects will be identified as part of the Conversion Plan.

Legacy System Data Access

Legacy system will be made available after Go-Live for designated employees by the Client. The legacy solution would be available for read-only system inquiry.

Conversion Process

Vendor will lead the Client conversions and complete a detailed data mapping addressing the needs of each member of the Client Group. Vendor will work with Client to identify opportunities to automate data cleansing activities.

Conversion validation is accomplished via:

- Object level reconciliation reporting to include record counts, financial balances etc. These validations will be documented as part of the conversion planning.

- Financial reconciliation between identified SAP legacy reports and Vendor Solution reports.
- Data sampling to:
    - Compare discreet fields in the source and target systems
    - Manual parallel transaction analysis whereby a user executes a transaction in the source system then using the same inputs executes this transaction in the target system. The results are then compared.

Client is responsible for managing manual conversion activities.

Data Cleansing

Client is responsible for all source data cleansing. Vendor will assist Client with data cleansing through its transformation and load programs where feasible. Vendor will provide exception reports from conversion validation testing as part of the conversion process, as specified in the Conversion Specification Deliverable.

Vendor will advise Client on value-added data clean-up initiatives for the Project's legacy systems when identified. Client will make all commercially reasonable efforts to cleanse this data if manual data cleansing is required.

- Data cleansing requirements will be identified systematically in the ETL (Extract, Transformation, Load) process, as well as during data validation in the Vendor Solution.
- Data cleansing should be performed in the legacy systems to the largest extent possible.
- Data cleansing in legacy systems is managed and performed by the Client.

Data transformation will be performed by both the Client and/or the Vendor as needed. See the Migration Responsibility Matrix (Attachment 7) for additional information. The owner of specific transformations will be defined in the Initial Plan for Data Mapping and Conversion Deliverable.

Legacy data (from any source) that is too inconsistent to convert will be addressed in the Conversion Specification regarding the alternative method to bring it into the System.

Conversion Impact on Cancel Rebill Functionality

VertexOne will load thirty-seven (37) months of data objects during `Prepare as defined in the Data Migration spreadsheet attachment 5.VertexOne During the Data Migration workshops, data objects will be defined further. Static data, such as rates and weather data, will be configured in the system and used to facilitate the billing of an account for up to thirty-seven (37) months prior to the go-live date. Dynamic data, such as accounts and premises, will be loaded during the mock conversions and Go-Live.

Up to thirty-seven (37) months of billing history for inactive accounts will be loaded into a custom table and will be available for cancel/rebill of legacy transactions. An enhancement to the Vendor Solution will enable a semi-automated process for generating manual billing document(s) with the charges to be cancelled from the legacy period.

Legacy Cancel/Rebill and Meter Installation and Exchanges

Vendor will load all installed devices for Water and Gas services as part of the migration strategy, in order to comply with Regulatory requirements.

When a correction is identified for a legacy period that surpasses the active devices installation date, the user will reverse any active billing in the system, correct the master data including adding the removed device (device that was exchanged with the current active installed device), utilize the enhancement to generate a manual billing document containing the cancelled legacy charges, and rebill the account.

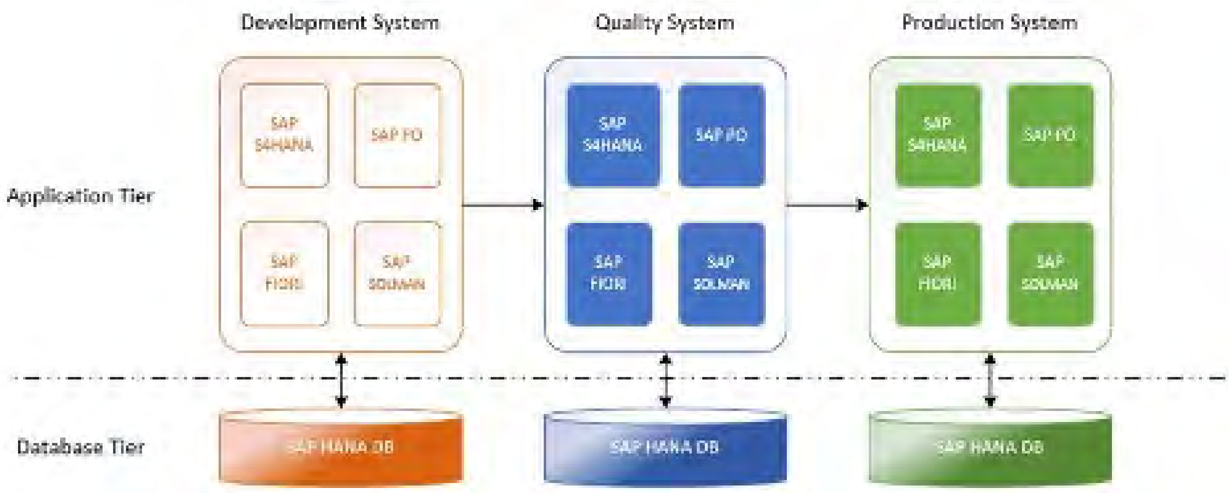
This cancel/rebill approach will be further defined during the Explore Phase of the Project.

Hardware and Facility Space Requirements

Vendor Hardware Requirements.

- Hardware platform is provided in Vendor data centers as part of the SaaS offering.
- Vendor provides a quality environment for activities such as rate modeling and testing.
- Vendor has provided adequate environments for the implementation. If the Client desires additional instances these will be managed via the Change Control Process and may require a financial adjustment.

System Environments Provided:


Development System
Quality System
Production System
Application Tier
SAP S4HANA
SAP PO
SAP FIORI
SAP SOLMAN
SAP S4HANA
SAP PO
SAP FIORI
SAP SOLMAN
SAP S4HANA
SAP PO
SAP FIORI
SAP SOLMAN
Database Tier
SAP HANA DB
SAP HANA DB
SAP HANA DB

- Development (Configuration, Development (workbench), Functional Test - Design)
- Quality Assurance (Sprint 1 to 3, Performance Test, Security)
- Production (Data Conversion of Full Production, Performance, Pre-Production)

Project Team Space

Due to the safety protocols that have been implemented by the Client in response to the COVID-19 virus, there will be a modified approach to this project. All project activities will be conducted remotely until the Client determines it is safe to resume on-site activities. In order to enable remote work, Client agrees to provide Vendor project team members with VPN connectivity to any project specific tools or output that is housed on-prem. Please see the Safety Requirements for GRU Contractors and Vendors memo (Attachment 10) for detailed information.

When the Client determines that it is safe to resume normal co-located project activities in a single facility, the following will be provided.

- Project facility is located in Gainesville, Florida.
- Office for the Client and Vendor Project Managers to share.
- Space for Vendor project team members, as defined in the Vendor Staffing Matrix in the Supplemental Spreadsheet (Attachment 3)
- Space for Client project team members, as defined in the Client Staffing Matrix in the Supplemental Spreadsheet (Attachment 3)
- Vendor needs ability to print materials. The Client will provide an MFD device.
- Vendor computers need high speed access to the Vendor Solution environment for their laptops.
- Conference Room space will be provided to support project meetings. These rooms should be able to accommodate 6 – 15 people.
- Wireless internet access in the project facility.

System Performance

During the Confirmation Workshops, Client and Vendor discussed the technical aspects of the Vendor Solution and mutually agree to the hardware configuration that will enable the system performance described below. It is the Vendor's responsibility to purchase the hardware to achieve the performance standards outlined below.

Vendor and the Client will conduct Performance Testing to ensure that the System will conform to the performance standards outlined below.

During the Performance Testing portion of the Project these service levels will be measured; Vendor will tune the System and computing infrastructure to ensure these performance levels are consistently met.

- The System will support the Client's existing number of utility customers and services, with consideration for growth and retention.

- The nightly billing batch processing (all needed modules), will execute within a four (4) hour window. This includes all Billing Batch Processing, including the generation of SML or other Client defined files needed to print bills, letters, or other output documents needed for processing. All nightly batch jobs and system processing will be completed by 6:00 AM Eastern.

- The Vendor will ensure the System will provide the response times as defined in Schedule 3.1 Services and Service Levels section 5 Service Level Requirements when end-users are interacting on key screens defined as: CSR Main Landing Screen, Billing screens, Exception processing screens, Financial Summary screens, Alert screens, and any screens where the CSR is accessing customer account information.

- The online response time measure will be response times for global searches and accessing screens within the System. The Vendor will ensure response times will meet the levels defined in Schedule 3.1 Services and Service Levels section 5 Service Level Requirements.

- It shall be possible to run daily reports not required for time sensitive critical Client operations during the day while users are accessing the on-line Vendor Solution (while meeting the response times identified earlier).

If these performance criteria are not achieved during the Performance Testing, a Severity 1 Defect will be logged.

If these performance criteria are not achieved during Functional or Integration Testing, a severity 1 Defect will be logged for the Vendor to correct.

During the post-Go-Live period, unmet performance criteria shall be considered Severity 1 Defects.

Client and Vendor Responsibility

The detailed Recurring Deliverables and Deliverables contained in the Supplemental Spreadsheets (Attachment 3) discuss the specifics of each Deliverable ownership. Primary responsibilities are as follows:

The Client is primarily responsible for:	**Vendor is primarily responsible for:**
Input to Client activities of the MS Project Schedule and overall approval	MS Project Schedule (overall maintenance)
Risk Management	Quality Management
Project team and stakeholder communication (overall)	Schedule Management
Client items in Project Tracking tools	Communication related to Vendor responsibilities
Deliverable list management	Vendor items in Tracking tools
Functional and Business Process Matrix Traceability (Oversight)	Functional and Business Process Matrix Traceability (Business Process, User Stories, Requirements, Test Scenarios, Defects) (update)
Organizational Change Management	Deliverable list items that are Vendor responsibility
Functional and Integration Test Planning, Design & Execution	Functional and Integration Test Planning, Design & Execution (support)
End User Training	
Phase closedowns and Lessons Learned	Planning and execution of FRICEW
Communication and coordination with 3rd party vendors	Planning and execution of Data Conversion
	Analysis, design, development, and Configuration
	Unit and transportability testing
	Defect correction
	Cutover and production support planning
	Provide Client with Functional Expertise to support Testing and Training
	Performance Testing
	To-Be Business Processes (Documentation)
	Knowledge Transfer (Deliver and Validate)
	Report Development and Unit Testing

Deliverable Summary

The Recurring Deliverables and the Deliverables contained in the Supplemental Spreadsheets (Attachment 3), list and describe the Vendor Deliverables to be provided to the Client and Client Tasks to be provided in support of the Project. Both the Client and Vendor will support the creation of the Deliverables and Tasks described and shall work cooperatively to achieve the successful completion of Deliverables and Tasks.

Deliverables from the Vendor require formal Acceptance by the Client as defined in the Deliverable Acceptance Process section of this SOW. The Tasks defined in the Recurring Deliverables and Deliverables (Attachment 3) will not be Accepted by the Vendor; however, they will go through a review process which includes input from the Vendor.

Deliverables indicated with "x" as the sub-code are group Deliverables. These represent group items, which cannot be detailed until more planning, analysis, and/or design is complete. They will remain as ".x" Deliverables in this SOW.

As part of planning, all the Deliverables in this SOW will be added to the Deliverable tracking list.

At specified points in the Project, the Deliverable list in the tracking tool will be updated to expand the ".x" Deliverables into ".1, .2, .3…" Deliverables, and add the correct name to each Deliverable.

For example, during planning, Deliverable 27.x, Vendor Solution Installation -xxx system could be added to the Deliverable list as 27.1 Vendor Solution installation - CIS System, 27.2 Vendor Solution installation - batch scheduler.

These updates are deliverables themselves:

- Updated Deliverable List for Test Case Development and Execution
- Updated Deliverable List for Design and Development
- Updated Deliverable List for Training Development and Delivery"

Deliverable Acceptance Process

Prompt Acceptance of deliverables, like prompt completion of all schedule tasks, is critical to keeping the Project on schedule. There must always be a sense of urgency around the review and approval of every deliverable.

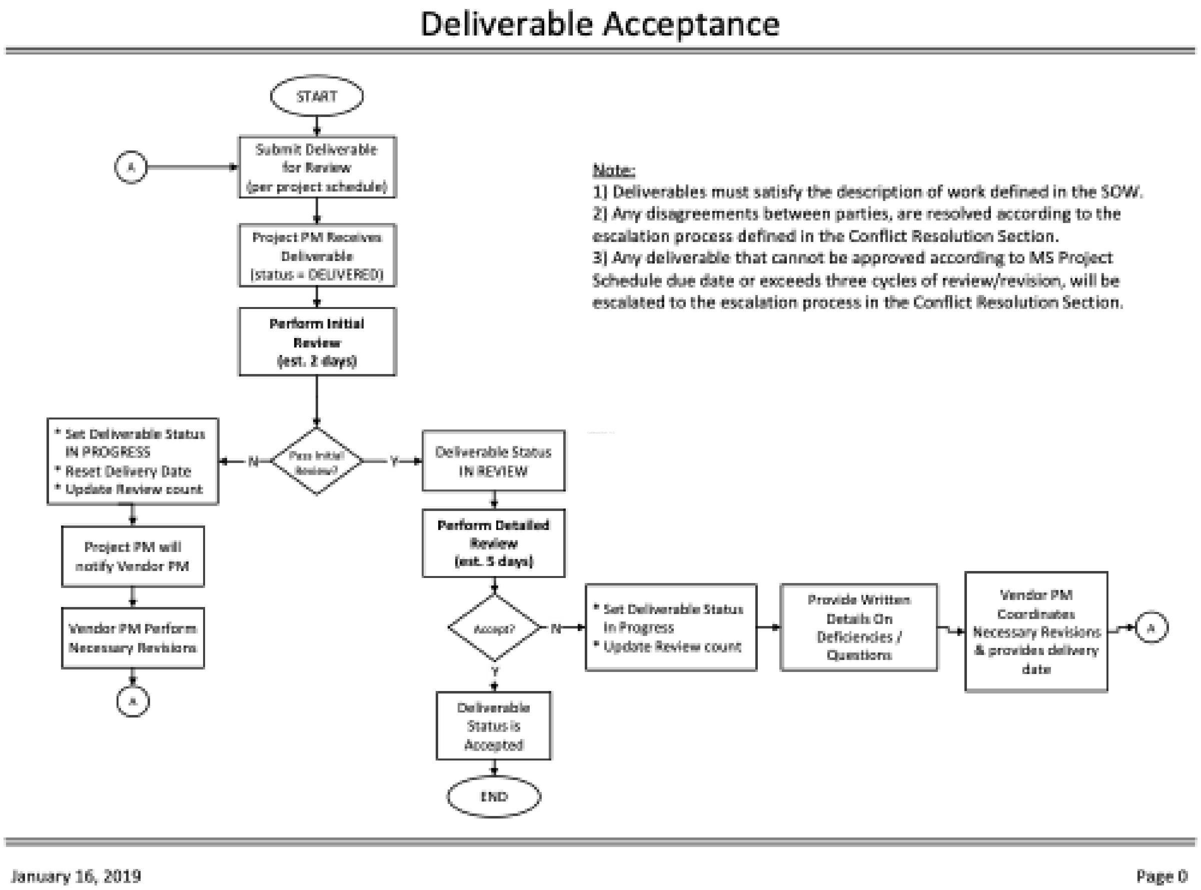
The following Acceptance Process will apply for all Project deliverables, whether in document form or other form.

The deliverable workflow will be utilized to plan and track the Deliverable Acceptance Process, and tasks will be built in to accommodate the process for each Deliverable when the initial MS Project Schedule is built. The Schedule will allow for a five (5) business day approval duration by the receiving party, unless otherwise negotiated. The duration for each Deliverable will be reviewed by the Project Managers during the Prepare phase and adjusted based on the Deliverable. In the event that the Project Managers cannot agree on the revised duration, it will default to five (5) business days. The Client and Vendor's Project Managers will develop the MS Project Schedule and define the approval durations mutually based on the type and complexity of the Deliverable. The approval duration will assume a Walkthrough is being performed. If multiple deliverables are scheduled for the same timeframe for the same approvers, additional time will be allocated if deemed necessary by the Client and Vendor's Project Managers.

If there are quality issues with a Deliverable, the MS Project Schedule may require additional tasks or resource additions for the best tracking of that Deliverable's approval process. The Client Project Manager will work with the Vendor Project Manager on determining when and if additional updates are required to the MS Project Schedule.

Deliverables will be delivered according to the MS Project Schedule in most cases but may be delivered early at the discretion of the responsible party. Deliverables delivered early will be initially reviewed (see below) but depending on resource availability may not be reviewed in depth until the due date specified in the MS Project Schedule.

Both parties will adhere to the following process.


START
Submit Deliverable for Review (per project schedule)
A
Project PM Receives Deliverable (status = DELIVERED)
Perform Initial Review (est. 2 days)
Pass Initial Review?
N
Y
* Set Deliverable Status IN PROGRESS
* Reset Delivery Date
* Update Review count
Project PM will notify Vendor PM
Vendor PM Perform Necessary Revisions
A
Deliverable Status IN REVIEW
Perform Detailed Review (est. 5 days)
Accept?
N
Y
* Set Deliverable Status In Progress
* Update Review count
Provide Written Details On Deficiencies / Questions
Vendor PM Coordinates Necessary Revisions & provides delivery date
A
Deliverable Status is Accepted
END

Deliverable Acceptance

Note:
1) Deliverables must satisfy the description of work defined in the SOW.
2) Any disagreements between parties, are resolved according to the escalation process defined in the Conflict Resolution Section.
3) Any deliverable that cannot be approved according to MS Project Schedule due date or exceeds three cycles of review/revision, will be escalated to the escalation process in the Conflict Resolution Section.

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Both parties will adhere to the following process:

Delivery

The Vendor will collaborate with the subject matter experts and Client as the Deliverable is created, to ensure that it is properly tailored for the Client and this Project. This collaboration period may involve reviewing sections of the Deliverable or even the entire Deliverable, but these are working sessions and do not constitute delivery of the Deliverable.

When the Vendor deems the applicable Deliverable to meet the defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3) and to be complete, it will be delivered to the Client Project Manager. This is considered the formal delivery, triggering the initial review, unless it has been delivered early.

When the Deliverable is formally delivered, the Client will change the status of the Deliverable in the Deliverable List to “Delivered” and will note the delivery date unless it was delivered early. In that case, the planned delivery date will be noted.

Initial Review (within one business days of delivery)
Within one (1) Business Days of delivery, the Client Project Manager will perform a brief, high-level review to see if it generally meets the Deliverable described in the Deliverable tab of the Supplemental Spreadsheet (Attachment 3) and is complete and accurate enough to be considered delivered. This initial review is expected to take less than thirty (30) minutes.

If the Client Project Manager determines that the Deliverable does not meet the defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3) or is not complete and accurate enough to be considered delivered, he or she will notify the Vendor Project Manager in writing, will reset the status in the Deliverable List to “In Progress” and will reset the delivery date.

If the Client Project Manager determines that it does generally meet the defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3) and is complete and accurate enough to be considered delivered, he or she will discuss with the Vendor Project Manager the need for a group walkthrough or individual review and change the status of the Deliverable in the Deliverable list to “In Review”.

Detailed Review
The in-depth review and approval of Deliverables will be scheduled and carried out according to the MS Project Schedule. Any Deliverable walkthrough or review that requires a total (all Parties) of time exceeding a half-day must be scheduled in the MS Project Schedule and included in resource leveling.

The Vendor Project Manager will schedule the walkthrough according to the Microsoft Project Schedule. At the walkthrough, the Vendor will provide an orientation to the Deliverable, review major points, and respond to questions.

The Client will review the Deliverable in detail and determine whether it fully conforms to the defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3). The Client will review the Deliverable based on the schedule duration as defined in the Project Schedule. This constitutes the first review.

If the Client needs additional time to review a Deliverable and they wait until the last day of the review period (as defined in the Microsoft Project Schedule) to notify the Vendor that additional time is needed, the Deliverable is considered late. This applies to any Deliverables having an review duration of four (4) days or more and does not apply to any deliverable review duration that is three (3) days or less.

In the event that the Deliverable is incomplete, unclear or deficient, the Client will provide a detailed list in writing of the deficiencies and questions, before the end of the review period as defined in the MS Project Schedule. The Vendor shall have five (5) Business Days (or such other period as specified in the Project Schedule) from the date it receives the list of deficiencies, to respond to all such questions and otherwise complete corrective actions in order for such Deliverable to conform to the applicable defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3) and other applicable requirements of this SOW, and to again deliver the Deliverable to the Client. The Acceptance Process set forth in this Section shall be repeated until such time as all deficiencies are resolved.

Because the Vendor has collaborated with the Client during development and the Client Project Manager has done an initial review, the risk of a complete re-write is reduced. However, in the unlikely case that a complete re-write of the document is required, the delivery date will be reset, and the process will restart with development of the Deliverable.

After the expiration of the planned review period for the Deliverable as scheduled in the MS Project Schedule, if Client has not provided feedback or requested an extension date and Client has neither Accepted nor Rejected such Deliverable, Vendor may give written notice thereof to Client and, if Client has neither Accepted nor Rejected such Deliverable within two (2) Business Days following such written notice, the Deliverable will be subject to the Conflict Resolution Process defined in this SOW.

Acceptance of a Deliverable means that during the applicable review period, Client has not identified any deficiencies with respect to such Deliverable. Acceptance of a Deliverable (i) does not waive any rights or remedies of Client under this Agreement, or relieve Vendor of any of its obligations under this Agreement, with respect to the other Deliverables, and (ii) shall not be deemed to modify any such Deliverable except to the extent set forth in a CO approved by each Party.

Revision/Review Cycle

The number of cycles of revision/review will be tracked using the PMIS. Each additional cycle of revision and review increases the review count (the tool will track this). If a third cycle is needed, either Party may invoke the Conflict Resolution Process as outlined in the Conflict Resolution section.

The Vendor will provide revisions or a response with one (1) Business Day from receipt of the list of questions/deficiencies. An additional review meeting may be scheduled as appropriate to expedite the approval process.

Within one (1) Business Days of receiving the response or revisions, the Client will review them. If the Deliverable still does not meet specifications, the Client Project Manager will notify the Vendor in writing. This restarts the revision/review cycle and increases the review count.

If the Deliverable now fully meets the defined criteria in the Recurring Deliverables and Deliverables tab of the Supplemental Spreadsheet (Attachment 3) and is complete, the approving Client Project Manager will sign off on the Deliverable, change the status in the Deliverable list to “Approved” and note the Approval date.

Acceptance

A Deliverable will be accepted by the Client if it meets the Specifications, satisfies the description of work described in the SOW, and includes the contents listed for the Deliverable in the Recurring Deliverables and Deliverables (Attachment 3).

In the event that the Vendor and the Client disagree on whether the Deliverable is complete, the Conflict Resolution Process will be followed as outlined in the Conflict Resolution section of this SOW.

Any Deliverable that cannot be approved within the MS Project Schedule due date or which exceeds three cycles of review/revision will be escalated following the conflict resolution escalation process.

Deadlines Missed

If Deliverables that are not accepted and have a negative impact on the overall schedule, a CO must be created.

Recurring Deliverables

See Supplemental Spreadsheets (Attachment 3).

Deliverables

See Supplemental Spreadsheets (Attachment 3).

Project Tools

The tools shown in the following table will be used for the project.

TOOL NAME	ON-SITE LICENSE/HOSTED	DATA OWNERSHIP	TYPE	PURPOSE	USE BY VENDOR	VENDOR COST PAID	USE BY CLIENT	CLIENT COST PAID
MS Project 2016	On-site license	Both	Scheduling Application	Develop and maintain MS Project Schedule	High	Vendor	High	Client
iCue	On-site license	Client	PMIS	Communication center for project. See items tracked in list below.	High	Client	High	Client
Solution Manager	On-Site license	Client	PMIS	Manages the Business Process Documentation, test management, incident tracking and management, requirement mapping and workflow	High	Client	High	Client
SharePoint	Hosted	Vendor	Document Management Solution	Document Management	High	Vendor	Low	None
Jira	Hosted	Both	Incident Management System	Defect and resolution tracking	High	Vendor	Low	None
MS Teams	Hosted	Both	Collaboration Application	Collaboration	High	None	High	None
Learning Management System (LMS) TBD	TBD	Client	Training Management	Training Management	Low	None	High	None

Note:

* For Vendor tools, the Client will have access to these tools if the Support and Maintenance Agreement are executed by both Parties.

Tracking Components

Tracking Item	***System***	***Function***	***Responsibility***	***Description***
Follow-up (To-Do, Actions, Decisions, Executive Issues)	iCue	Incident	Client and Vendor	Any item that requires additional research for a decision to be made. Items will be logged, assignments made, and estimated completions dates assigned. These are also defined as being logged in the Issue Log.
Deliverables – Workflow	iCue	Incident	Client and Vendor	The detailed work related to the Deliverables will be tracked in this tracking tool. The Deliverable sign-offs will be printed from the tool.
Deliverable - Acceptance Process	iCue		Client and/or Vendor will have access	All contract Deliverables will be entered into the System with all items from the statement of work. The planned Acceptance date and Deliverable value will be used for MSPI calculations. The Deliverables will track the assigned person and the Deliverable ECD. Actual Client Acceptance dates are also tracked to support the MSPI calculations. This will be the System of record for the Deliverable Acceptance Process defined in the Statement of Work.
Defects	SolMan	Incident	Client and Vendor	Defects for Software are entered as a defect type. The defect Severity (1, 2 or 3) are established by the Client and assigned resolution. The organization and the person assigned are always tracked as part of the defect. Vendor has two business days to establish an estimated completion date (Severity 1 and 2 defects) from the date the defect is entered. The Client will initially determine the Severity of the defect. If after Vendor evaluates the defect and if they believe the defect is a lower Severity, agreement with the Client is

				required before the Severity is changed. After Vendor has corrected and tested a defect, the status of the defect will be set to validate, and the Client is responsible to test the defect to validate the correction is working. The Client is also responsible to close or re-open the defect based on the outcome of the testing.
Change Orders	iCue	Change Order	Client and Vendor	All Change Order (Financial or Otherwise) are logged and tracked. These documents at a minimum identify the nature of the change, project impacts, costs if applicable and the responsible parties.
Document Management (Word, Excel, PowerPoint, Project Schedules)	iCue/SolMan	Document Library	Client and Vendor	All Project documentation will be uploaded and maintained in the document library function of the SharePoint site. Final version of documents will be signed, and a PDF copy created and uploaded, and the document will be marked as final and uploaded to SolMan.
Risks	iCue	Tool 1 - Risks	Client and Vendor	Project Risks will be logged and maintained in the Tool 1 application.
To-Be Business Process	iCue/SolMan	To-Be Business Process	Client and Vendor	List of the To-Be Business Processes
Configuration Log	iCue/SolMan	Configuration Tracking	Client and Vendor	Tracks the Configuration decisions and updates throughout the Project.
Requirements mapped to the detailed test cases (Functional and Integration)	SolMan	Requirements Tracking	Client and Vendor	List of all functional requirements and lists their association to the applicable Test Script.
Business Process Change list	iCue/SolMan	Business Process Impacts	Client and Vendor	Working list of changes from current process to new process. Used to highlight specific items for testing and training.
Earned Value Metrics	iCue	Document Library	Client and Vendor	Presentation of factors and calculations for earned value metrics.

Detailed Project Schedule	iCue	Document Library	Client and Vendor	Copy of all project tasks, durations, planned and actual start and finish dates, dependencies, assignments, and status. Provides for resource leveling and is used to forecast resource needs and completion dates.
Test Case Documentation	SolMan	Testing Management	Client and Vendor	Copy of all Test Case documentation and results.
Stakeholder Tracker	iCue	Stakeholder	Client and Vendor	Used by OCM team to track project stakeholders and stakeholder groups with log of contacts, communications, follow up items, etc.
Resource Calendar	iCue	Calendar	Client and Vendor	Consolidated calendar for team members to request (or publish) time away from the project - PTO, vacation, jury duty, work on other projects, etc.
Team Announcements	iCue	TBD	Client and Vendor	Area for PMs to publish announcements applicable to all team members.

Note: During the Planning phase of Prepare, the Project Managers will finalize and document the process that will be used to coordinate between tools.

Conflict Resolution

Initial Conflict Identification and Resolution

When a team member disagrees with, or has a conflict with another team member, the two parties will discuss the issue and seek the resolution that best benefits the Project.

If the conflict is an implementation issue (as opposed to a personnel issue), it will be documented in the Project's issue tracking tool, based on the issue type regardless of whether it has been resolved (refer to the Project Tools tab). Resolved issues are documented so there is a history of the parties involved and the reasons for the conflict and its resolution.

If the individual team members are unable to resolve the conflict the team members will report the issue to their respective Project Team lead. The Project Team lead will then attempt to resolve the issue with his or her counterpart from the Client/Vendor.

If the issue is still not resolved, the Project Team lead will report the issue to the Project Managers. When a dispute is escalated to the Vendor’s and the Client's Project Managers, the formal Conflict Resolution Process begins.

Conflict Resolution Process

Step 1 – The initiating party's assigned Project Manager will inform the other party's Project Manager that a dispute exists. The two Project Managers will work together to resolve the issue. If after five (5) Business Days, or a mutually agreeable timeframe, the matter has not been resolved, the issue will be escalated to Step 2.

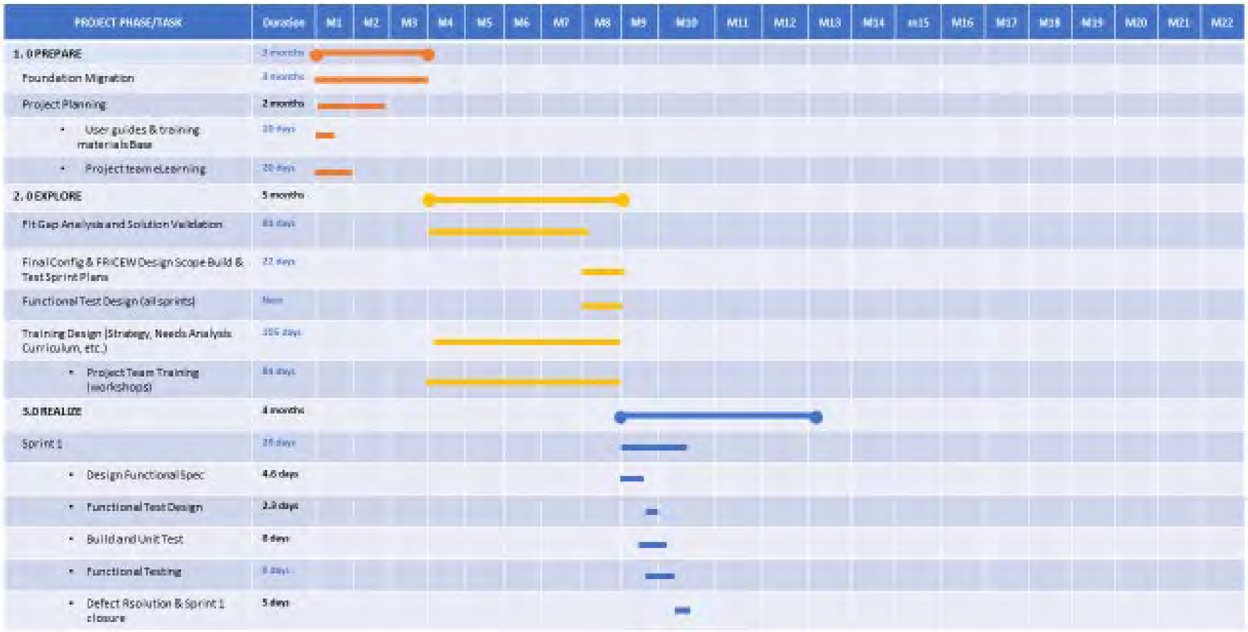
Step 2 – The Project Managers will inform the Project Director that a dispute exists. The party that initiated the dispute will clearly document its concern in writing to the other party and outline what its expectations are related to the desired resolution for the outstanding issue. The party identified by the Project Director to resolve the problem will have five (5) Business Days, or a mutually agreeable timeframe, to resolve the matter. If the matter has not been resolved after this phase, the issue will be escalated to Step 3.

Step 3 – During this step, the information documented from Step 2 (and any other clarifications from Step 2) will be provided in writing to the party required to resolve the issue. One of the Executive Sponsor(s) will be empowered to resolve Project issues will represent the Client. The party that initiated the Conflict Resolution Process will allow the other party five (5) Business Days, or a mutually agreeable timeframe, to resolve the matter. If at the end of this phase the matter is not resolved, the aggrieved party may seek resolution through other legal means.

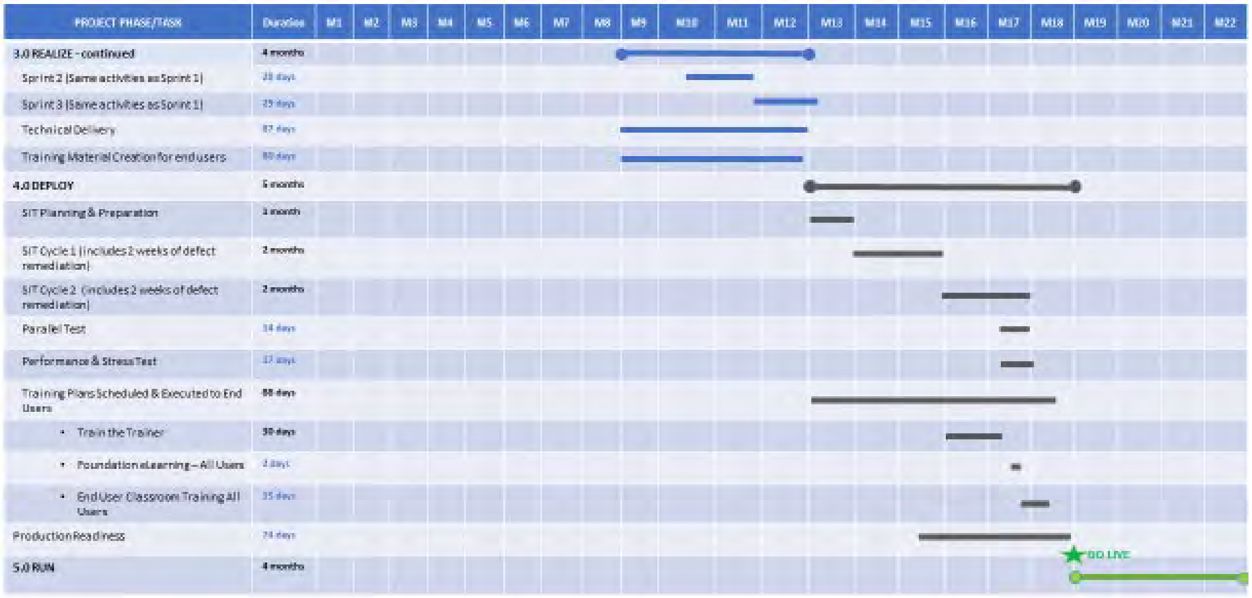
Schedule

The Gantt chart below depicts the high-level schedule phases, and associated durations. The detailed schedule to be developed during the Prepare Phase of the Project will utilize these names and durations. The (Microsoft) MS Project Schedule will utilize the Phases and Entry and Exit Criteria to define the predecessors. The Schedule Requirements Tab must also be adhered to.

Planned Project Start Date:	TBD
Planned Project Go-Live Date:	TBD
Planned Implementation Duration:	18 Months
Planned Post Go-Live On-site Services:	4 Months



PROJECT PHASE/TASK	Duration
1. 0 PREPARE	3 months
Foundation Migration	3 months
Project Planning	2 months
• User guides & training materials Base	10 days
• Project team eLearning	20 days
2. 0 EXPLORE	5 months
Fit Gap Analysis and Solution Validation	83 days
Final Config & FRICEW Design Scope Build & Test Sprint Plans	22 days
Functional Test Design (all sprints)	Non
Training Design (Strategy, Needs Analysis Curriculum, etc.)	155 days
• Project Team Training (workshops)	84 days
3.0 REALIZE	4 months
Sprint 1	25 days
• Design Functional Spec	4.6 days
• Functional Test Design	2.3 days
• Build and Unit Test	8 days
• Functional Testing	8 days
• Defect Rsolution & Sprint 1 closure	5 days



PROJECT PHASE/TASK	Duration
3.0 REALIZE - continued	4 months
Sprint 2 (Same activities as Sprint 1)	28 days
Sprint 3 (Same activities as Sprint 1)	25 days
Technical Delivery	87 days
Training Material Creation for end users	80 days
4.0 DEPLOY	6 months
SIT Planning & Preparation	1 month
SIT Cycle 1 (includes 2 weeks of defect remediation)	2 months
SIT Cycle 2 (includes 2 weeks of defect remediation)	2 months
Parallel Test	14 days
Performance & Stress Test	17 days
Training Plans Scheduled & Executed to End Users	88 days
• Train the Trainer	30 days
• Foundation eLearning – All Users	2 days
• End User Classroom Training All Users	15 days
Production Readiness	74 days
5.0 RUN	4 months

Schedule Requirements

Category	Rqmt #	Requirement
	Sched 1	Vendor will provide MS Project Schedule details, including task names, dependencies, durations, work, assignments, and level delay for all Deliverables within Vendor responsibility, regardless of whether resources are from the Client, Vendor, or other and must meet all the following MS Project Schedule requirements:
Overall	Sched 2	Work to create and approve every Deliverable in the Deliverable List will be in the schedule.
	Sched 3	Team leads from the Client and Vendor will be consulted on the tasks, dependencies, durations, work, and assignments within their area of responsibility.
	Sched 4	Separate task lists will not be maintained outside of the MS Project Schedule.
	Sched 5	All team members will work on project tasks assigned in the MS Project Schedule.
	Sched 6	At all times the detailed MS Project Schedule will match the approved, published high level schedule in this SOW, adjusted by any approved Change Orders.
	Sched 7	Once approved, the MS Project Schedule will be saved as a baseline. MS Project Level 1-2 target dates cannot change without Change Order.
	Sched 8	A new baseline MS Project Schedule (with successive number) will be saved when any Change Order is approved that affects the MS Project Level 1-2 target dates.
Tasks	Sched 9	Schedule will have, at a minimum, MS Project Level 1-3 tasks for the duration of the project, and level 4+ tasks for the current and next major (Level 1.0, 2.0. 3.0. 4.0, etc.). All custom code development dates will be provided by individual item.
	Sched 10	Task names will be meaningful on their own, so each can be understood without the context of the summary tasks.
	Sched 11	Tasks will be at the level of what can be accomplished in 10 days. (10-day rule). i.e. If a deliverable span over several weeks or months, the deliverable will be broken into 10-day tasks with specific results or deliverables every 10 days. This will ensure progress in stages.
	Sched 12	Boilerplate task durations will not be used. For example, every task to Write Functional Specification will not be assigned one one-week task. Instead, some Functional Specifications may be rolled together to create one week of work, while larger ones will be split into multiple tasks to cover the appropriate number of weeks required to complete the specification.

	Sched 13	When a task is split into multiple tasks over multiple weeks, the expectations for completion of each week will be clearly defined. For example: if the task to Write Functional Specification will take three weeks, it will be divided into three week-long tasks, with clear objectives for each week - not simply "Week 1", "Week 2", "Week 3".
	Sched 14	The use of constraints (Start No Earlier Than, Start On, etc.) will be limited to only those tasks with true constraints. Constraints will not be used for leveling.
	Sched 15	Dependencies will not be used for leveling.
	Sched 16	Leveling delay will be used to move tasks to a later time in the project, when needed to level the work.
Resources	Sched 17	Resources regularly contributing to the project will be included in the MS Project Schedule, listed by last name, first name
	Sched 18	Generic resource names ("Developer") may be used for offsite resources and for occasional contributors only
	Sched 19	A resource will only be listed once
	Sched 20	Resource calendars will accurately reflect resource availability. The Client's full-time resources will be available 35 hours per week.
	Sched 21	Tasks assigned to more than one resource should be limited to group tasks (e.g., meetings)
	Sched 22	Full time Client team members should be utilized at 85-115% on a weekly basis. Allocations outside that range must be leveled.
	Sched 23	At all times, the work (effort) for a task must accurately reflect the work required complete the task.
Maintenance	Sched 24	Late tasks will be rescheduled into the future and work re-leveled. All late tasks will require an explanation as to why the task was late and a plan explaining how the tasks will be completed in the new timeframe.
	Sched 25	At all times, the schedule work represents MS Project Schedule tasks, resource assignments and the work must be leveled.
	Sched 26	MS Project Schedule tasks may be added or deleted as needed and work re-leveled.
	Sched 27	The Percent Complete field in MS Project will not be used at the Project Summary level in status reporting. Instead, the Modified Schedule Performance Indicator will measure the project's progress against the plan. (See the Quality and Metrics sections of this SOW.)

Phases and Entry and Exit Criteria

There are five (5) level 1 project phases with a number of level 2 project phases that will tie the following Entry/Exit Criteria back to the Deliverables worksheet. These have been cross-referenced to the Vendor project phase/sub-phase names. This cross reference should be to clarify any discrepancies related to the names of any project phases/sub-phases. A list of the level 1 project phases are as follow:

Original Contract Project Phases	VertexOne Project Phases
1.0 Planning	1.0 Prepare
2.0 Analysis	2.0 Explore
3.0 Design, Construction, & Testing	3.0 Realize
4.0 Deployment	4.0 Deploy
5.0 Post Implementation	5.0 Run

This section describes the Entry/Exit Criteria that will be used for each level 1/level 2 combination being utilized in the MS Project Schedule. All phases have specific Deliverables outlined in the Recurring Deliverables and the Deliverable tabs of the Supplemental Spreadsheet (Attachment 3).

Due to the Client staffing levels, each phase/sub-phase of the project will be completed before starting new phases/sub-phases that impact Client staffing levels. Therefore, Explore workshops will be completed prior to the start of functional specification design, if that phase/sub-phase impacts the Client team.

The Client has limited staffing to support this project, therefore the overlapping of Releases, Phases and tasks is not practical for the Client Tasks and work activities to support the Project. If the Vendor makes the decision to not follow the Entry and Exit criteria defined below it will be at the Vendor's risk as the Client resources will not be available to provide input or Acceptance to the Vendor Deliverable or work activity (See Deliverable Acceptance section of this document). In addition, if the Vendor makes the decision to not follow the defined sequence of work activities and Deliverables it will be at the Vendors risk. For example, if the Vendor makes the decision to develop FRICEW items before the Client has approved the corresponding Specifications, that effort by the Vendor may require rework if the later approved Client Specification does not support the development work created by the Vendor.

A transportability test will always be conducted by the Vendor after delivery or environment moves of code or Configurations on the applicable client. The Vendor will always provide written results of the tests to the Client for confirmation of the successful test. Successful transportability tests are required before the Client is expected to test the delivered or moved code or Configuration.

1.0 Prepare

1.0 Prepare / 1.2 Project Planning

During the project planning stream of `Prepare, the team is formed, beginning with the Project Management Team and extending to leads and the full team. Systems are prepared, including the project management Systems as well as the Vendor Solutions. The project is planned at a high level, with detail planning completed for 2.0 Explore.

The first month of 1.2 Project Planning is focused on Project Initiation Tasks and Deliverables. These items are identified in the Deliverables tab of the Supplemental Spreadsheet (Attachment 3).

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All Contracts Signed	Phase Deliverables as agreed upon during Phase Initiation Complete, Approved, Published
The Client and Vendor's PMs available full time	

1.0 Prepare / 1.1 Foundation Migration

During the migration stream of `Prepare, the Vendor Solution is setup for the initial mock. All `Prepare template programs are deployed in the mock environment, compiled and tested. After the project schedule and teams are created from the project planning stream, mapping and cleansing workshops can be conducted. The ETL objects are built, tested, executed and validated.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All Contracts Signed	Phase Deliverables as agreed upon during Phase Initiation Complete, Approved, Published
The Client and Vendor's PMs available full time	Initial Plan for Data Mapping and Conversion Complete, Approved, Published.
Vendor resources available as defined in the Supplemental Spreadsheet (Attachment 3)	Mock 1 complete
Client resources available for consultation as defined in the Supplemental Spreadsheet (Attachment 3)	

2.0 Explore

The technical infrastructure and Vendor Solution used for workshops are validated, workshops are conducted, FRICEW items are identified, baseline functional test cases are developed. Analysis focuses on reviewing and updating the business processes, User Stories and business requirements for Vendor Solution implementation. These reviews will be validating the approach with most of the team working together each day. At the conclusion of this phase, the team will know, from a business point of view, how each business process and requirement will be met using the new System, and planning will be complete for the Realize Phase.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All 1.0 `Prepare Deliverables Complete, Accepted, Published	All Phase Deliverables Complete, Accepted, Published

Project Kickoff Meeting conducted	All Vendor Baseline Solution Configurations are Complete based on the 2.0 Explore workshop decisions documented in the Analysis Workshop Output Deliverables. FRICEW planning for Sprint (1 to 3) assignments have been complete and mutually agreed in the FRICEW Development List Deliverable. **This includes all items in the phases for this Project Scope, defined by User Stories, Requirements Matrix etc. and the definition of "Solution".**
	MS Project Schedule has been updated with the detail for all development by Sprint during the 3.0 Realize Phase.
	The Analysis Workshop Output and Notes Deliverable Complete, Accepted, Published

3.0 Realize

The Realize Phase is the longest phase of the project, consisting of finalizing design and test specifications, building all configuration and FRICEW objects, end to end testing of objects in three (3) iterations called Sprints.

Sprints are small, full life cycle iterations of deliverable objects. Requirements for FRICEW in Sprint scope are designed (FS and TS), built, unit tested, functionally tested and a preliminary SIT is performed. The FRICEW Development List along with the approved Workshop output will define which objects will be part of the individual Sprints:

- Sprint 1 will complete approximately 30 % of the scope defined in the FRICEW List
- Sprint 2 will complete approximately 65 % of the scope defined in the FRICEW List
- Sprint 3 will complete approximately 100 % of the scope defined in the FRICEW List

Due to the Client staffing levels, each phase/sub-phase of the project will be completed before starting new phases/sub-phases that impact the Client Staffing levels.

OCM and training activities are also planned and delivered during this phase. Technical Vendor Solution readiness will also occur including batch planning and delivery, security authorization and roles, performance and stress test.

3.0 Realize / 3.1 Phase Initiation

Phase is kicked off, including explanation of the FRICEW development and testing life cycle for each Sprint, QA gates and overall governance metrics utilizing the Sprint task board and burn down chart and the MS Project Schedule.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All 2.0 Explore Phase Deliverables Complete, Accepted, Published	Design and Construction (Phase Initiation) Kickoff Meeting
FRICEW planning for Sprint (1 to 3) assignments have been complete and mutually agreed in the approved FRICEW Development List Deliverable.	All 3.0 Realize / 3.1 Phase Initiation Phase Deliverables Complete, Accepted, Published

3.0 Realize / 3.2 Sprint 1

Sprint 1 testing cannot begin until the plan for all Sprint testing (Functional Test Plan) and the Sprint 1 test cases are complete. This provides the verification that every requirement and every business process for Sprint 1 is covered in at least one test case before testing begins and allows the team to focus on executing tests without having to write cases at the same time.

Before Sprint 1 testing begins for any component:

- The "Tested Component Delivered" Deliverable for that component must be signed off,
- All associated Configuration for that component must be complete, and
- Functional Test cases for that component must have been written and approved.

In the MS Project Schedule, there must be one (1) week following completion of Sprint test execution, to allow Vendor to correct any remaining defects.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All 2.0 Explore Phase Deliverables Complete, Accepted, Published	All 3.2 Sprint 1 Phase Deliverables Complete, Accepted, Published
All 3.0 Realize / 3.1 Phase Initiation Deliverables Complete, Accepted, Published.	The development objects defined for Sprint 1 in the FRICEW Development List has been delivered, functionally tested, preliminary SIT and Accepted by the Client.
Tested FRICEW Delivered – xxx FRICEW – Sprint 1 Deliverable Complete, Accepted, Published.	At the conclusion of each Sprint, all Severity 1 and 2 defects corrected, retested, and closed.
Analysis Workshop Output and Notes deliverable Complete, Accepted, Published.	No more than 100 Severity 3 defects. Project Managers have the ability to evaluate Severity 3 Defects that are open to determine if the project can move forward to the next Sprint. If a decision cannot be made this will be escalated to the Project Director.
Functional Test Cases for Sprint 1 developed and ready for execution.	All Test Cases executed and successfully passed for all Sprint 1.
	Analysis Workshop Output and Notes Updates deliverable for Sprint 1 Complete, Accepted, Published.

3.0 Realize / 3.3 Sprint 2

Sprint 2 testing cannot begin until the Sprint 2 test cases are complete. This provides the verification that every requirement and every business process for Sprint 2 is covered in at least one test case before testing begins and allows the team to focus on executing tests without having to write cases at the same time.

Before Sprint 2 testing begins for any component:

- The "Tested Component Delivered" Deliverable for that component must be signed off,
- All associated Configuration for that component must be complete, and
  Functional Test cases for that component must have been written and approved.

In the MS Project Schedule, there must be one (1) week following completion of Sprint test execution, to allow Vendor to correct any remaining defects.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**

All 3.0 Realize / 3.2 Sprint 1 Deliverables Complete, Accepted, Published	All 3.3 Sprint 2 Phase Deliverables Complete, Accepted, Published
Tested FRICEW Delivered – xxx FRICEW – Sprint 2 Deliverable Complete, Accepted, Published.	The development objects defined for Sprint 2 in the FRICEW Development List has been delivered, functionally tested, preliminary SIT and Accepted by the Client.
Functional Test Cases for Sprint 2 developed and ready for execution.	At the conclusion of each Sprint, all Severity 1 and 2 defects corrected, retested, and closed.
	No more than 75 Severity 3 defects. Project Managers have the ability to evaluate Severity 3 Defects that are open to determine if the project can move forward to the next Sprint. If a decision cannot be made this will be escalated to the Project Director.
	All Test Cases executed and successfully passed for Sprint 2.
	Analysis Workshop Output and Notes Updates deliverable for Sprint 2 Complete, Accepted, Published.

3.0 Realize / 3.4 Sprint 3

Sprint 3 testing cannot begin until the Sprint 3 test cases are complete. This provides the verification that every requirement and every business process for Sprint 3 is covered in at least one test case before testing begins and allows the team to focus on executing tests without having to write cases at the same time.

Before Sprint 3testing begins for any component:

- The "Tested Component Delivered" Deliverable for that component must be signed off,
- All associated Configuration for that component must be complete, and
  Functional Test cases for that component must have been written and approved.

In the MS Project Schedule, there must be one (1) week following completion of Sprint test execution, to allow Vendor to correct any remaining defects.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All 3.0 Realize / 3.3 Sprint 2 Deliverables Complete, Accepted, Published	All 3.3 Sprint 3 Phase Deliverables Complete, Accepted, Published
Tested FRICEW Delivered – xxx FRICEW – Sprint 3 Deliverable Complete, Accepted, Published.	The development objects defined for Sprint 3 in the FRICEW Development List has been delivered, functionally tested, preliminary SIT and Accepted by the Client.

Functional Test Cases for Sprint 3 developed and ready for execution.	At the conclusion of each Sprint, all Severity 1 and 2 defects corrected, retested, and closed.
	No more than 50 Severity 3 defects. Project Managers have the ability to evaluate Severity 3 Defects that are open to determine if the project can move forward to the next Sprint. If a decision cannot be made this will be escalated to the Project Director.
	All Test Cases executed and successfully passed for Sprint 3.
	Analysis Workshop Output and Notes Updates deliverable for Sprint 3 Complete, Accepted, Published.

4.0 Deploy

During the Deploy Phase, the final testing cycles that make up System Acceptance are executed. The System Acceptance testing cycles consist of two (2) formal SIT cycles, Parallel testing, and Performance testing. A 3rd formal SIT cycle will be added, if needed, based on the number of outstanding defects midway through SIT 2. Please refer to the Financial Controls Development section of this document for details. Other activities during this phase include set-up of the production environment, a Dress Rehearsal or mock go-live is conducted, and cutover activities are performed upon confirming Client readiness.

4.0 Deploy / 4.1 Integration (SIT) Test Design

During this phase System Integration Test Plans and test cases for SIT Testing will be completed.

In the MS Project Schedule, there must be one (1) month following completion of Sprint test execution, to allow Client to complete SIT Planning and test case development.

Entry Criteria – Phase cannot begin until all are met	**Exit Criteria – Phase cannot close until all are met**
All 3.0 Realize / 3.4 Sprint 3 Phase Deliverables Complete, Accepted, Published	All Phase Deliverables Complete, Accepted, Published
All 3.0 Realize Phase Deliverables Complete, Accepted, Published	At the conclusion of SIT 1 all Severity 1 and 2 defects corrected, retested, and closed
	At the completion of SIT 1, no more than twenty (20) Severity 3 defects.

4.0 Deploy / 4.2 Formal SIT 1

Formal SIT consists of two (2) end to end integration test cycles of the baseline and to be Business Processes. Integration points and end to end functionality are the main focus of this phase.

SIT 1 testing cannot begin until the plan for SIT testing and the SIT test cases are complete.

In the MS Project Schedule, SIT 1 execution will be scheduled for six (6) weeks. This must be followed by two (2) weeks of remediation, to allow Vendor to correct any remaining defects.

Entry Criteria – Phase cannot begin until all are met	**Exit Criteria – Phase cannot close until all are met**
All 3.0 Realize / 3.4 Sprint 3 Phase Deliverables Complete, Accepted, Published	All Phase Deliverables Complete, Accepted, Published
All 3.0 Realize Phase Deliverables Complete, Accepted, Published	At the conclusion of SIT 1 all Severity 1 and 2 defects corrected, retested, and closed
All 4.1 Integration (SIT) Test planning and development of test cases Complete, Accepted, Published	At the completion of SIT 1, no more than twenty (20) Severity 3 defects.
Full Conversion for SIT 1 completed and defined number of Conversion Severity 1 and Severity 2 open defects (in conversion Specification) has not been exceeded.	

4.0 Deploy / 4.3 Formal SIT 2
SIT 2 testing cannot begin until SIT 1 has been completed and accepted.

In the MS Project Schedule, SIT 2 execution will be scheduled for six (6) weeks. This must be followed by two (2) weeks of remediation, to allow Vendor to correct any remaining defects.

This is the key tollgate to the Go/No Go Decision.

Entry Criteria – Phase cannot begin until all are met	**Exit Criteria – Phase cannot close until all are met**
All 4.0 Deploy / 4.1 SIT 1 Phase Deliverables Complete, Accepted, Published	All Phase Deliverables Complete, Accepted, Published
Full Conversion for SIT 1 completed and defined number of Conversion Severity 1 and Severity 2 open defects (in conversion Specification) has not been exceeded.	At the conclusion of SIT 2, all Severity 1 and 2 defects corrected, retested, and closed
Stress and Performance Test Plan and Test Cases Complete, Accepted, Published.	At the completion of SIT 2, no more than twenty (20) Severity 3 defects.
	Parallel Billing tests executed. Identified variances for each rate have been addressed or approved. Known

	differences and discrepancies are documented and accepted by Client.
	Stress and Performance tests executed. System meets the performance criteria set forth in this Statement of Work.

4.0 Deploy / 4.5 Go-Live
Readiness of the Vendor Solution including a full-dress rehearsal. There are no unaddressed stakeholder concerns.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
All 3.0 Realize Phase Deliverables Complete, Accepted, Published	All Phase Deliverables Complete, Accepted, Published
Complete end to end testing, performance testing and integration testing successfully completed.	Go / No Go Decision Deliverable Complete, Accepted, Published
End User Training Complete, Accepted, Published	

5.0 Run
This phase consists of activities after production cutover with a 2-week 24/7 monitoring followed by four (4) months of Vendor Solution stabilization.

Entry Criteria - Phase cannot begin until all are met	**Exit Criteria - Phase cannot close until all are met**
Go-Live Acknowledgement	All Phase Deliverables Complete, Accepted, Published
	All Severity 1 and 2 Defects corrected, retested, and closed.
	No more than 20 Severity 3 Defects (Client's choice for remaining Defects). Remaining Defects must have a resolution plan with planned completions dates no longer than 30 business days from the end of Month 2 of Post Go-Live Phase.
	Formal handoff of production support, including outstanding issues, risks, and other concerns, has been made from Vendor Project staff to Vendor support staff.

Project Organization Structure and Basic Governance

The Organizational structure of the project will consist of team members from the Client, Vendor and any third-parties hired by the Client. A basic Project Organizational Structure and Governance is outlined below.

Project Steering Committee: The Project Steering committee will be comprised of Executive leadership and the Client and Vendor Project Managers. The Project Steering committee will officially meet, at a minimum, once a month for the duration of the project. Additional meeting times with any or all of the Executive Sponsors may be scheduled and will be agreed upon by both parties. These meetings will be designed to address specific project issues, risks or decisions that have been escalated from the PMO and cannot wait for the scheduled Project Steering Committee Meeting.

Project Management Office (PMO): The PMO will be comprised of the Client Project Director, Client Project Manager, Vendor Project Manager, Client admin and Vendor admin. The Vendor Solution Architect will be engaged by the PMO as needed, in order to contribute to the overall design and design decisions. The Client and Vendor Project Managers will work together daily as co-project managers; however, the Vendor Project Manager will report directly to the Client Project Manager. The Client Project Manager will report directly to the Project Director. Any issues, risks or decisions escalated by the team will be documented and resolved by the PMO, and any that the PMO is unable to resolve will follow the Conflict Resolution Process as defined in the SOW.

Project Team: The Project Team will consist of members from the Client's organization, 3rd parties hired by the Client and the Vendor. The Client Project team members assigned to the Project will be knowledgeable in the area of the business they are representing and are empowered to make key decisions on behalf of the organization and as it pertains to the construct of the Vendor Solution and business processes. Any issues, risks or decisions that can't be made will be escalated to the PMO for resolution.

Client Roles and Responsibilities

The Deliverables tab of the Supplemental Spreadsheet (Attachment 3) outlines the specific Deliverables / Tasks in the responsibility of each of the roles listed below. Refer to the Client Staffing Matrix tab of the Supplemental Spreadsheet (Attachment 3) for the specific allocations by project phase.

Role	Responsibilities
Executive Steering Committee (ESC)	• An advisory committee composed of high-level stakeholders/executives • Provides strategic direction, oversight, and support for project
Executive Sponsor	• Manage Executive relationship and future development planning • Support risk management and mitigation strategies • Resolve escalated service/project delivery issues

	• Define and communicate Client vision • Empower the Client Project Director to make decisions • Advise and provide input on the overall shape of the project • Engage executive and senior stakeholders • Attend project board/steering group meetings
Project Director	• Secure spending authority and resources for the project. • Commercial account and contract management • Acts as a vocal and visible champion • Engage Client project stakeholders • Legitimize the project’s goals and objectives • Monitor the progress of the Project • Interface with Vendor and the Client project management team • Ensure the Vendor project is integrated with the Client’s strategic direction • Review and provide input to all project strategies • Keep abreast of major project activities • Provide support for the Project Managers • Resolve escalated issues as needed • Ensure conformity to processes and procedures
Project Manager	• Bring expertise to the project based on knowledge and experience with similar projects • Suggest and implement problem prevention and resolution actions • Manage the project's day-to-day functions • Manage overall scope, schedule, cost, quality, and risk management • Manage Vendor contracts and Deliverables • Manage the Client's team members for project related tasks and issues • Communicate with the project team, director, sponsor, and executives • Report to the Project Director • Work with the Vendor Project Manager to manage the project scope and maintain the MS Project schedule
Project Coordinator/Administrator	• Produce, maintain, and coordinate project documentation • Work with Vendor to maintain the MS Project Schedule on a weekly basis • Coordinate the project reporting tools • Track Client and Vendor onsite staffing

	• Create the Client components of the monthly reports • Participate in all project management meetings and documents the meeting results and actions
Functional Team Leads	• Participate in data conversion and mapping workshops • Support data conversion activities • Participate in demonstration and fit gap analysis workshops • Provide information and document As Is business processes and procedures • Implement and communicate the To Be business processes and change initiatives • Assist in the development and creation of functional & integrated test scenarios • Conduct Functional Test, Integration Test (SIT), Parallel Test, user roles test • Participate in Performance Test • Assist in creation of end user training material • Support and deliver end user training • Execute Go-Live plan • Provide post-production support to end users
Subject Matter Experts (SME's)	• Participate in demonstration and fit gap analysis workshops, as required • Participate in review meetings once the fit gap analysis workshop output has been created, as required • Provide support for their area of expertise to the project team as required • Participate in change management activities • Function as an ambassador of the new solution in their areas of the business • Participate in testing as needed
Testing Lead	• Lead testing activities including planning, execution, defect logging, resolution and maintaining traceability to functional requirements matrices • Coordinate testing activities including planning, execution, defect logging, resolution and maintaining traceability to functional requirements matrices • Create functional/integrated Vendor Solution test scripts • Execute test scenarios, document the test results • Secure sign off of the test script results
Training Coordinator	• Participate in the development of the training plan, schedule, and material development • Manage review and update of training materials

	• Schedule end user training classes • Participate in delivery of end user training • Support training assessment activities
OCM Lead	• Participate in the development of the organizational change management plan • Develop and deliver the stakeholder communication plan • Support development of the change management cutover activities • Perform change management activities
Technical Lead	• Validate all interface specifications • Ensure all 3rd party resources are engaged as needed to complete the client side of interface development • Co-ordinate and ensure all client-side reporting is developed • Ensure technical resources and subject matter experts are available as scheduled
Conversion Lead	• Perform extract and transform activities from legacy SAP CIS system • Participate and provide input in conversion workshops • Work with the Vendor staff to coordinate Client conversion activities • Provide expert knowledge for the legacy SAP CIS system • Build and test extract functions • Execute extract functions during conversions • Build and test transformation functions • Execute transformation functions • Ensure Client resources are available as needed • Assist with data mapping and transformation activities • Assist with general data conversion activities • Assist with testing as needed • Oversee data cleansing activities
Reporting Developers / Interface Developers / DBA / Network Administrator / Technical SME's	• Support Client's technical environment • Support Client's maintenance activities • Develop reports Client reports that are not in scope of the Vendor solution but will be needed (i.e. reports that pull information from multiple data sources) • Develop Client-side interfaces as required

Staff Note 1:	"Full Time" means 100% committed.
Staff Note 2:	"Part Time" may require 100% commitment periodically.

Client Staffing by Month

See Client Staffing Matrix tab of the Supplemental Spreadsheet (Attachment 3).

Vendor Roles and Responsibilities

Role	**Responsibilities**
Executive Sponsor (not in staffing plan)	• Manage Executive relationship and future development planning • Commercial account and contract management • Support risk management and mitigation strategies • Resolve escalated service/project delivery issues • Overall management of Vendor project activities • Define and communicate Vendor project vision • Champion Vendor project methodology • Engage Vendor project stakeholders • Empower the Vendor Project Manager to make decisions • Monitor the progress of the project • Advise and provide input on the overall shape of the project • Engage executive and senior stakeholder • Review and provide input to all project strategies • Interface with Vendor and the Utilities project management team • Ensure that the Vendor project is integrated with the Client's strategic direction • Attend project board/steering group meetings
Project Manager	• Develop master integrated project plan • Orchestrate mobilization of the Vendor project team • Ensure enabling of the program delivery tools • Work with solution teams to plan and schedule fit-gap workshops • Manage risks, issues, escalations and change control processes • Prepare sprint work plans and orchestrate configuration, build and testing scrum sessions for solution teams • Ensure dress rehearsal is fully planned out and effectively orchestrated • Ensure effective transition from project delivery implementation team to the post go-live service delivery & IT operations teams • Ensure final quality gates are validated and closed out • Communicate and champion project vision and approach • Ensure agreed solution deliverables and milestones are complete • Own project scope • Administer the project change process

Role	Responsibilities
	• Assist in development and delivery of project status to the Steering Committee • Manage Vendor project budget • Assign and manage Vendor project resources • Manage project plan with input from Client Project Manager • Participate on the PMO • Manage project timelines, tasks, deliverables, milestones and metrics • Ensure adherence to project implementation strategy, methodology, and tools • Assess deliverable quality and conformance to the documented approval process • Support and participate in project management meetings • Work closely with the Client's Project Manager to manage the project scope and maintain the MS Project schedule • Report to the Client Project Manager
Solution Architect (Functional US-DM/WM/QM)	• Support data mapping and transformation workshops • Support the data migration and transformation • Validate design decisions and ensure they don't adversely impact the overall solution • Maintain the integrity of the Vendor Solution • Resolve integration related issues that involve multiple workstreams • Perform testing manager functions • Coordinate formal parallel testing • Manage the transition from the Client's existing CIS solution to the Vendor Solution • Plan future release functionality • Close out the cutover and any outstanding project tasks with the project manager • Own and champion solution design • Support Project Manager to control project scope • Provide input into change management process • Own delivery of overall integrated solution to include: processes, data, interfaces, system components • Ensure business process design meets requirements • Support Project Manager in delivery of solution • Manage SAP configuration to meet the business requirements • SAP knowledge expert

Role	Responsibilities
	• Support and co-ordinate SAP design and implementation tasks • Ensure delivered SAP design is scalable to meet future business developments • Monitor functional and technical testing processes • Review and approve quality and comprehensiveness of testing processes and associated documentation • Identify and document gaps and issues • Support resolution of identified gaps and issues • Prioritize defect resolution • Support planning of change activities including: benefits data gathering, job impact assessment, transition planning • Support training material development • Define SAP development, testing, acceptance and documentation standards • Review and approve developed technical specifications
Offshore lead	• Lead and coordinates functional and technical offshore resources • Support project management activities • Manage offshore resource schedule and deliverables • Assist in the communication of project status • Provide status report of offshore resource deliverables • Ensure offshore deliverable quality • Facilitate resolution of solution design issues • Validate test acceptance criteria proposed by Functional US resources • Work with Functional US Resources to resolve any errors identified during the testing phases • Contribute to weekly work-stream status reports and team meetings
Conversion Architect	• Lead data mapping and transformation workshops • Document finalized mapping formats and cleansing rules
Migration offshore	• Participate in conversion mapping workshops • Configure and test conversion load programs • Execute load programs during conversions • Provide conversion load stats to PMO
Functional Consultants	• Adapt the Vendor Solution configuration for loading Client production data into the Vendor Solution instance • Document configuration assumptions and prepare questions for the Client’s project team

Role	Responsibilities
	• Demonstrate the Vendor's pre-configured solution and user story documentation • Document specifications to resolve the identified Vendor Solution gaps • Validate and document test results • Work alongside the Client's project team to ensure the solution meets the requirements • Work closely with the Client' team to conduct final system-level testing and prepare for cutover to the Vendor Solution • Work closely with the Client team and the Vendor Solution Service Delivery & IT Operations Teams to facilitate a smooth transition through hyper care to steady state operations
Development offshore	• Develop, test and support FRICEW items • Develop technical configuration specifications • Support development of technical test scripts • Execute technical tests • Support resolution of testing defects
Technical architect	• Own and champion solution design from a technical perspective • Support Project Manager to control project scope • Provide guidance to technical resources • SAP technical expert • Ensure delivered technical design is scalable to meet future business developments • Monitor technical testing processes • Review and approve quality and comprehensiveness of technical testing processes and associated documentation • Support data migration activities, data cleansing and interface development • Enforce SAP development, testing, acceptance and documentation standards • Define and manage technical development environments • Manage and co-ordinate technical development team • Review and approve developed technical specifications • Review completed technical developments and associated documentation • Manage resolution of technical issues and deficiencies • Support technical estimation of project change requests
Technical PO	• Manage SAP Process Orchestration

Role	Responsibilities
	• Configure and test interfaces in PO • Schedule and monitor jobs in PO
Security	• Adjusts Vendor Solution authorizations to align to the Client's organizational structures • Provide Vendor Solution initial environments and project tools setup • Develop user profiles • Provide user access to system
Basis Team	• Provision the Vendor Solution instance for the Client • Support data loads • Provide Vendor Solution initial environments and project tools setup • Ensure systems quality • Responsible for transport between environments
Reporting	• Technical resource (developer) focusing specifically on custom reports • Build and test queries, reports and HANA views (used for extracting data to BI)
Test/training/floor walk	• Perform and support testing • Assist with end-user training • Provide post-implementation support as a floor walker
Customer Advantage Business analyst/test	• Capture and document business requirements from the Client • Perform functional tests on the solution
Customer Advantage Developer	• Complete web development based on requirements • Test and support the solution
Customer Advantage Project Manager	• Complete project management tasks related to Customer Advantage
Customer Advantage Application support	• Support development and test during the implementation. • Support solution post go live
Delivery Manager	• Manage the application management services activities • Plan the integration of the delivered solution into the existing managed service contract • Develop transition plan to end state transition model
Functional Support	• Perform application management services

Staff Note 1: "Full Time" means 100% committed to this project when assigned to the project, regardless of whether onsite or offsite. Assignments may be for a specific project phase or may be for the entire project.

Staff Note 2: "Part Time" may require 100% commitment periodically for onsite or offsite work.

Staff Note 3:	Named resources will not be removed from this Project unless their employment ceases with Vendor or removed by the Client in accordance with the requirements of the SOW or unless Vendor makes a request and the parties agree.
Staff Note 4:	Group work led by Vendor, such as analysis workshops, must be led by onsite Vendor resources.
Staff Note 5:	For weeks when full time resources are working offsite, they must be accessible by phone, instant messaging, and Video Conferencing.
Staff Note 6:	For weeks when full time resources are working offsite, they must respond to emails within one (1) business day unless engaged in other Project related activities for the Client.
Staff Note 7:	For weeks when full time resources are working offsite, they must participate remotely in applicable meetings.

Vendor Staffing by Month

See 'VertexOne Staffing by month' tab of the Supplemental Spreadsheet (Attachment 3).

Vendor Contractors

Vendor must disclose all its team members who are sub-contractors in advance of their assignment to the Project.

Vendor must validate that its sub-contractors have been trained in the usage of Vendor's methodology and implementation tools for the Project.

Vendor will take full ownership of all sub-contractors and their scope of work. The Client will utilize all sub-contractors as though they are Vendor employees.

Vendor must have a signed agreement with all sub-contractors that commits each sub-contractor to Vendor and the scope of work described within this SOW for the duration of the Project as well as the post Go-Live support phases.

Table of Sub-Contractors	
Sub-Contractor Company Name	**Project Role**
Accruent	Mobile Workforce Mgt. and Inventory

Quality Requirements

The quality of the final implementation will be achieved by attention to detail in tracing requirements, validating business processes, developing, reviewing, and testing Deliverables, managing issues, and ensuring adherence to the SOW.

Category	**Rqmt #**	**Requirement**
Requirements	Qual 1	One agreed-to, baseline version of the functional requirements will be kept, accessible for review by the entire team, and updated by only select persons, after obtaining approval for the updates. This baseline version will identify variations to the functional requirements by member of the Client Group, where applicable. This copy will be the master gold copy and will contain all traceability information and project decisions.

	Qual 2	Requirements will not be physically deleted from the list. During the project, a limited number of requirements may be excluded from the scope of the project by the Client. These will be indicated as "waived".
	Qual 3	Adding, changing, or waiving a requirement requires a Change Order.
	Qual 4	As the project unfolds, each requirement will be tied to an analysis workshop, System functionality, one or more test cases, and a training module.
	Qual 5	Each requirement will be explicitly tested prior to Go-Live.
	Qual 6	Before the new System can go live in production, every SIT scenario must be addressed as "Passed" (new System meets this requirement) or "Waived" (The Client has agreed that this requirement does not need to be passed prior to Go-Live).
Business Processes	Qual 7	One version of the To-Be Processes, Report List, and Notices List will be kept, accessible to the entire team. This baseline version will identify variations to the functional requirements by member of the Client Group, where applicable. This copy will be the master gold copy and will contain all traceability information and project decisions.
	Qual 8	The To-Be process in combination with training material includes the Client's manual and automated processes, refers to the User Guide for details, and includes System information unique to the process (such as a specific data item to select in an entry field based on this process).
	Qual 9	Once approved, adding, changing, or deleting a To-Be process requires a Change Order.
	Qual 10	As the project unfolds, each process will be tied to an analysis workshop, System functionality and a training module. Processes are not tied to test cases.
	Qual 11	Each process will be tested prior to Go-Live. This will include "Common Path," "Alternate Path," and "Exception Path" processing. - Vendor will only provide the "Common Path" business processes based on the outcome of the Explore Workshops (includes variations by member of the Client Group where applicable).
	Qual 12	Before the new System can go live in production, every business process must be addressed as "Passed" (new System successfully automates this process as expected) or "Waived" (The Client has agreed that this process can be accepted even though it is not automated as expected).
Deliverables	Qual 13	One (1) agreed-to, baseline version of the Deliverable List will be kept, accessible to the entire team, and managed by one person. This baseline version will identify variations to the functional requirements by member of the Client Group, where applicable. This copy will be the master gold copy and will contain all project deliverables with current status and a notation of who currently has responsibility on the deliverable. This Deliverable List will be the list of record regarding completion and Acceptance for the management of the Statement of Work terms.

	Qual 14	The Ownership and Responsibility Matrix and approved MS Project Schedule will identify the participants in the development, review, and approval for each Deliverable.
	Qual 15	For a document Deliverable, the developer should walk-though the contents with reviewers during development to ensure that the developer is on track. This is to be a verbal discussion - not a repetitive exchange of a document.
	Qual 16	Deliverables which have not been sufficiently analyzed, or sufficiently tailored for this project, or which contain a significant number of errors or omissions will be immediately rejected.
	Qual 17	After the Walkthrough outlined in the Deliverable Acceptance Process, if the Deliverable is complete and accurate the Client will sign off the Deliverable. The Deliverable Acceptance will be physically signed and archived with the project documentation. The Deliverable will be published with project documentation.
	Qual 18	Once approved, a Change Order is required for changes to Deliverables.
	Qual 19	If the reviewer is not able to approve a Deliverable, the reviewer will provide the other party in accordance with the Deliverable Acceptance Process, with a description of the deficiencies. If required, the parties will meet again to discuss the deficiency of the Deliverable in detail. Developer will remedy the deficiencies as defined by the Deliverables Acceptance process.
	Qual 20	If the Deliverable is not remedied and or approved as described, then Vendor or the Client may use the Conflict Resolution Process as defined in this Statement of Work.
Testing	Qual 21	User Guides, To-Be Business Processes, User Stories and Client Requirements, will be the foundation for test cases. Test cases will not repeat click by click instructions found in those documents, except in the case of unique test requirements.
	Qual 22	The focus of testing will be to ensure that the System properly automates the business when applicable
	Qual 23	During testing, any variance between the expected result and actual result will be logged as a Defect.
	Qual 24	There will be one Defect log, accessible to all. No Defects of any type (including Conversion) will be maintained in a separate log.
	Qual 25	Vendor will analyze each Defect within two business days from the date it was logged.
	Qual 26	If the Defect is deemed to be something other than a System Defect - a training issue or incorrect expected result, Vendor will meet with the person reporting the Defect and the Client Functional Lead to confirm and reclassify.
	Qual 27	If the Defect is deemed to be a System Defect, Vendor will provide an estimated completion dates for correction. The estimated completion date for a Severity 3 or 4 Defect may be "TBD".
	Qual 28	If there is a dispute regarding the classification of a Defect type or severity, that will be resolved according to the Conflict Resolution section of this SOW.

	Qual 29	The MS Project Schedule will allow two weeks between testing phases and cycles to allow for correction of the last Defects found prior to the start of the next phase or cycle.
Issues	Qual 30	One list of concerns, questions, decisions, and follow-up actions will be kept, accessible to the entire team. It will contain all project issues with current status and who currently has responsibility for the issue.
	Qual 31	No additional lists of concerns, questions, decisions, follow-up actions or other issues will be kept outside of the Project's Issue Log.
Risks	Qual 32	One list of project risks will be kept, accessible to the entire team. It will contain all risks with current status, plan for mitigation, and a notation of who currently has responsibility for the risk.
	Qual 33	No additional lists of risks will be kept outside of the Project's Risk Log.
Statements of Work	Qual 34	Each vendor working on the project will work under the approved Vendor Statement of Work.
	Qual 35	As part of the monthly status reporting process, the Project Management Team will report on any variances to the Statement of Work item.

Project Metrics Descriptions

Note: Client and Vendor are responsible to maintain data used to create the metrics below.

Project Phase	**Reporting Schedule**	**Metric**	**Calculation**	**Tool**	**Admin**
2.0 Explore	Weekly	# Requirements planned for workshops	Count requirements in agenda	SharePoint Requirements Traceability Matrix (RTM)	Vendor
		# Requirements covered in workshops	Count requirements covered in notes	SharePoint RTM	Vendor
		# To-Be Business Processes planned	Estimate total # processes planned	SharePoint RTM	Vendor
		# To-Be Business Processes started, in review, approved	Count total # in each category	iCue	Vendor
		# To-Be Business Processes approved this week	Count total approved this week	iCue	Client
3.0 Realize	Weekly	# Design documents (Functional Specifications) planned total	Count total # customizations	iCue	Vendor

		# Design documents started, in review, approved	Count total # in each category (incl mods, Interfaces, reports, notices)	iCue	Vendor
		# Design documents approved this week	Count total approved this week	iCue	Client
3.0 Realize	Weekly	# Configuration areas total (work items)	Count categories of Configuration	SharePoint or iCue	Vendor
		# Configuration areas started, in review, approved (work items)	Count total # in each category	SharePoint or iCue	Vendor
		# Configuration areas approved this week (work items)	Count total approved this week	SharePoint or iCue	Client
3.0 Realize	Weekly	# Development items total (work item)	Count total # customizations	iCue	Vendor
		# Development items started, in Unit Test, complete (Work item)	Count total # in each category	iCue	Vendor
		# Development items completed this week (Work item)	Count total approved this week	iCue	Client
3.0 Realize	Weekly	# Test Cases planned	Estimate total number of test cases planned	SolMan	Client
		# Test cases started, in review, approved	Count total # in each category	SolMan	Client
		# Test cases approved this week	Count total approved this week	SolMan	Client
4.0 Deploy	Weekly	# Test Runs Planned	Estimate total number of test runs planned	SolMan	Client
		# Test runs started, in progress, completed	Count total # in each category	SolMan	Client
		# Test runs passed, not completed this week	Count total approved this week	SolMan	Client
		# Defects by Severity and total	Count all Defects in Defect Log	SolMan	Client

		# Defects open, by Severity and total	Count all open Defects in Defect Log	SolMan	Client
		# Defects opened this week by Severity	Count all Defects in Defect Log with report date this week	SolMan	Client
		# Defects closed this week	Count all Defects in Defect Log with closed date this week	SolMan	Client
		# Test Runs Planned	Estimate total number of test runs planned	SolMan	Client
		# Test runs started, in progress, completed	Count total # in each category	SolMan	Client
		# Test runs passed, not completed this week	Count total approved this week	SolMan	Client
		# Defects by Severity and total	Count all Defects in Defect Log	SolMan	Client
		# Defects open, by Severity and total	Count all open Defects in Defect Log	SolMan	Client
		# Defects opened this week by Severity	Count all Defects in Defect Log with report date this week	SolMan	Client
		# Defects closed this week	Count all Defects in Defect Log with closed date this week	SolMan	Client
		Average Age of Open Defects	Determine the number of months open for each open Defect and sum them for all Defects. Average = Sum of open months for all Defects / number of Defects	SolMan	Client
4.0 Deploy	Weekly	# Training modules planned	Count total number of training modules planned	iCue/ LMS	Client
		# Training modules started, in review, approved	Count total # in each category	iCue/LMS	Client

		# Training modules approved this week	Count total approved this week	iCue/LMS	Client
All	Monthly	# Issues Total	Count all issues in Issue Log	iCue	Client
		# Issues Open	Count all open issues in Issue Log (includes new, active, open, pending, and deferred)	iCue	Client
		# Issues Closed	Count all closed issues in Issue Log	iCue	Client
		# Issues Opened this Month	Count all issues in Issue Log with a Report Date from this month	iCue	Client
		# Issues Closed this Month	Count all issues in Issue Log with a Closed Date from this month	iCue	Client
		Average Age of Open Issues	Determine the number of months open for each open issue and sum them for all issues. Average = Sum of open months for all issues / number of issues (Note: "Open" includes new, active, open, pending categories but excludes deferred issues with future target dates.)	iCue	Client
		# Deliverables modules planned	Count total number of Deliverables planned	iCue	Client
		# Deliverables started, in review, approved	Count total # in each category	iCue	Client
		# Deliverables approved this month	Count total approved this month	iCue	Client
		# Deliverables late this month	Count total late this month	iCue	Client

		# Deliverables late total	Count total late for the project	iCue	Client
		Total Modified Schedule Performance Index (MSPI)	Sum of Deliverable values for approved Deliverables / Sum of all Deliverable values	iCue	Client
		MSPI for the month	Sum of Deliverable values for Deliverables approved this month / Sum of Deliverable values planned for this month	iCue	Client
		# Change Orders Total	Count all Change Orders in Change Log	iCue	Client
		# Change Orders Open	Count all open Change Orders in Change Log	iCue	Client
		# Change Orders approved and rejected	Count all closed Change Orders in Change Log	iCue	Client
		# Change Orders Opened this Month	Count all Change Orders in Change Log with a Request Date from this month	iCue	Client
		# Change Orders approved and rejected this month	Count all Change Orders in Change Log with a Closed Date from this month	iCue	Client
		Average Age of Open Change Orders	Determine the number of months open for each open Change Orders and sum them for all changes. Average = Sum of open months for all Change Orders / number of changes	iCue	Client
		# OCM Communications	Count OCM communications	iCue	Client
		Various metrics from OCM Surveys		iCue	Client

		# Client staff days planned for the month	Refer to the Client Staffing by Month in this SOW	iCue	Client
		Actual # Client staff days applied to the project	Tracked in staff log	iCue	Client
		# Vendor onsite days planned for the month	Refer to the Vendor Onsite Staffing by Month in this SOW	iCue	Vendor
		Actual # Vendor onsite days	Tracked in staff log	iCue	Vendor

Pricing

Vendor will provide all the proposed and described services in this SOW for a fixed price of five million, four hundred twenty-nine thousand, nine hundred fifty-one ($5,429,951) US dollars.

Milestone Payments

Milestone payments will be released upon completion of all Deliverables and Project Phases Accepted by Client in accordance with the following schedule, and in accordance with the payment process of Schedule 11. Dates are approximations of when actual payment release will occur. Changes to the Milestone Payments schedule can only be made as agreed to by Vendor and Client.

Note: The estimated dates will be confirmed based on actual start date of the Project.

Milestone #	Project Phase	Deliverable Name	Description	Month	Estimated Date	Amount
1	Contract Execution	Contract Execution	Contract Signing complete	1	11/1/2020	$1,085,990
2	Prepare	Prepare Phase Completion	All Prepare phase deliverables completed, accepted, and published	3	2/1/2021	$1,085,990
3	Explore	Explore Phase Completion	All Explore phase deliverables compete, accepted and published	8	7/1/2021	$1,085,990
4	Realize	Realize Phase Completion	All Realize phase deliverables compete, accepted and published	12	11/1/2021	$1,085,990
5	Run	Post Implementation Support Month 1	At the conclusion of month 1 after Go-Live, required performance criteria are consistently achieved and there are no open Severity 1 or Severity 2 Defects.	19	4/1/2022	$162,899
6	Run	Post Implementation Support Month 2	At the conclusion of month 2 after Go-Live, required performance criteria are consistently achieved and there are no open Severity 1 or Severity 2 Defects.	20	5/1/2022	$162,899

7	Run	Post Implementation Support Month 3	At the conclusion of month 3 after Go-Live, required performance criteria are consistently achieved and there are no open Severity 1 or Severity 2 Defects.	21	6/1/2022	$271,498
8	Run	Post Implementation Support Month 4	At the conclusion of month 4 after Go-Live, required performance criteria are consistently achieved and there are no open Severity 1 or Severity 2 Defects.	22	7/1/2022	$488,696
Total						$5,429,951

Financial Controls

General

Modified Earned Value Calculations

The Modified Schedule Performance Index (MSPI) is a percentage that reflects the rate of schedule performance for the Project. If the Project is on track, the MSPI will be 100% (or 1.00). An MSPI greater than 100% indicates that the Project is performing better than planned, and less than 100% indicates that the Project is performing worse than planned – related to the MS Project Schedule.

The basic factor in calculating the MSPI is the Deliverable Value. Each SOW deliverable in the Deliverable List has been assigned a Deliverable Value from 1 to 5. The Deliverable Value reflects the importance and complexity of the deliverable, with 1 being less important and 5 being most important.

During project planning, Planned Deliverable Values are calculated based on the cumulative value of the deliverables planned to be completed each month. During project execution, the values of the deliverables completed are summed to provide the Actual Deliverable Values. Modified Schedule Performance Index (MSPI) = Actual Deliverable Value ÷ Planned Deliverable Value.

If the MSPI falls below 100% the project management team must evaluate the situation and take corrective action to get the MS Project Schedule performance back on track. Corrective actions may include revising dependencies, reassigning work, securing additional resources, increasing work hours (on a temporary basis), as well as other solutions to be identified and implemented by the project management team.

In addition, each month, the MSPI will be evaluated against the Required MSPI. The Required MSPI increases as time elapses during the Project because there is less time remaining to adjust the deliverables for the timely completion of the Project.

Required MSPI values are:

- First 25% of Project Schedule 85%
- Second 25% of Project Schedule 90%
- Third 25% of Project Schedule 95%
- Fourth 25% of Project Schedule 97.5%

At the end of each calendar month, if the MSPI falls below the Required MSPI, the schedule must be re-planned and extended to reflect a more accurate forecast, within thirty (30) calendar days. Re-planning the schedule involves assessing the remaining tasks to ensure that all tasks are included, revising the estimates for remaining tasks based on the actuals from completed tasks, reviewing and revising dependencies and assignments, and re-leveling the work assigned to resources. The schedule must always accurately reflect the work remaining. If the Go-Live date is impacted, the Change Control Process will be followed.

Vendor shall perform the Services in an efficient, competent and timely manner and exercise reasonable care, skill and diligence in the performance thereof. For any delays in performance of the Services not caused by Client, Vendor will add additional resources, at no extra cost or expense to Client, to restore the schedule for the Services provided in the Scope of Work.

If Vendor fails to meet its obligations, regarding Deliverable quality and the delivery dates agreed to in this SOW, any subsequent adjustments to the MS Project Schedule will be at Vendor's expense. Requiring the Client to work overtime is not a means to maintain the schedule delays due to Vendor's failures.

If the Client fails to meet its obligations, regarding Deliverable quality and the delivery dates agreed to in this SOW, and an extension to the MS Project Schedule is required it will be at the Client's expense.

In the event that the Client fails to meet its obligations or unreasonably extends the Project beyond these dates or requests work beyond the scope as specified in this SOW, Vendor may request a CO.

If the Project extends due to Vendor’s failure to meet the agreed to MS Project Schedule or the Project activities and Deliverables outlined in this SOW, Vendor will not be paid any additional fees for services. Upon the Client's pre-approval, Vendor may be reimbursed for travel related to these services. Furthermore, Vendor will maintain the same staffing levels and travel schedule as outlined in this SOW for the continuation of the specific phase of the project, such as testing.

If the Project extends due to the Client's failure to meet the agreed to MS Project Schedule or the Project activities and Deliverables outlined in this SOW, the Client will not unreasonably withhold additional fees for services and travel, with mutually agreed CO.

Vendor and the Client's Project Manager will be responsible to ensure their individual team members’ vacation schedules do not have a negative impact on the phase and overall MS Project Schedule. If excessive vacation by Vendor or the Client's team members causes a delay for a major phase or overall MS Project Schedule, Vendor or the Client will initiate a CO potentially to extend the Project duration.

Client Late Tasks

No Vendor remedy or CO shall be available for delays related to late Client Tasks where the delay was caused by Client unless Vendor timely identifies the schedule delay through the

Change Control Process at the time of that delay, which shall be no later than fifteen (15) Business Days after the onset of that specific delay.

Deliverables

With respect to delays caused by either party where the Deliverable Acceptance process was followed, and no schedule delay was identified within thirty (30) calendar days of the late deliverable Acceptance, no CO or other remedy shall be available for delays related to that late Deliverable.

Development
As part of the Go-Live readiness, based on the number of Defects that are open at the midpoint of SIT 2, the Project may be delayed. An analysis by the Client Project Manager will be conducted to determine the average number of days required to solve all the prior Defects and issues once they were delivered to Vendor. That number of days will then be applied to the outstanding issues and Defects to calculate the duration for the completion for the remaining open Issues and Defects (Severity 1 and 2). If those issues and Defects can't be resolved by the end of SIT 2, the Project can be delayed based on the discretion of the Client's Executive Sponsor at Vendor's expense based on the duration required to complete those issues and retest and Defects by the Client.

If, in order to correct Defects to the system, in order to meet the quality terms of this SOW, Vendor determines that a maintenance release, Defect patch, or a new version upgrade should be installed, these activities will be at Vendor's cost. If these activities cause the test Environment to become unavailable to the Client, the Project will be delayed the number of days the test Environment was unavailable, unless the Client's Project Manager determines that loss of time can be made up with reasonable measures.

Project Management
If the Client does not accept any of the Project Management Reoccurring Services Deliverables or activities identified in the SOW, the Client will provide details that outline the items that need to be resolved in order to provide Vendor the ability to resolve the issue. Deliverable deadline failure shall refer to the following: if Vendor has not provided to the Client and the Client has not accepted the Deliverables by the date indicated in the Recurring Deliverable section of this SOW.

Travel Expenses
Vendor is providing an estimate for the travel and living costs based on this SOW based on the following assumptions, which are broken into two (2) models (full travel model and an alternative reduced travel model). The following will apply to either model that is selected.

1. Vendor Team members will travel to the Client's site and be on-site Monday afternoons, Tuesday, Wednesday and Thursday (expected on-site for 28-30 hours per week). Exceptions can be made to this schedule on a person-by-person basis or by exception, provided that the Client Project Manager approves there no less than one week in advance. This assumption will be mutually agreed to for Holiday weeks travel and work schedule.
2. Changes to these assumptions must be mutually agreed upon in writing by the parties' Project Managers.

If and when Client determines it is safe to begin on-site activities, expenses will be billed based on actual costs incurred and will comply with Client Policy for travel.

Travel Assumptions – Full Travel Model
Attachment 3, tab 'VertexOne staffing by month', section 'Vendor onsite weeks' documents onsite presence at the project site in Gainesville and is summarized below.

Onsite travel applies to onshore (North America based) resources. Offshore resources do not travel onsite.

Project Phase	Description
Prepare	Primarily remote phase, except Project Manager (PM) and Solution Architect (SA). PM and SA onsite up to 3 weeks per month. Functional leads onsite 1 week per month.
Explore	Predominantly onsite phase. PM, SA and functional leads are onsite up to 3 weeks per month.
Realize	50% onsite; the team is onsite up to every other week.
Deploy	50% onsite; the team is onsite up to every other week and 3 weeks the month before go live.
Run	Primarily remote, certain resources onsite as specified in Attachment 3

Travel Assumptions – Alternative Travel Model (This method will lower the estimated travel expenses by approximately 33%)

VertexOne has documented success in delivering implementations using a distributed delivery model which requires less onsite presence than the section above indicates. The table below outlines VertexOne's preferred model.

Project Phase	Description
Prepare	Primarily remote phase, except PM and SA. PM and SA onsite 2 weeks per month. Functional leads onsite 1 week per month.
Explore	PM, SA and functional leads are onsite 2 weeks per month.
Realize	PM, SA and functional leads are onsite 2 weeks per month.
Deploy	Predominantly remote phase; the team is onsite 1 week per month except the last month before go live when they are onsite 3 weeks.
Run	Primarily remote, certain resources onsite 25%.

Travel and Living Expenses

Air Travel	Ordinarily all air travel on assignments should be at the lowest possible cost coach or economy fare available that permits travel at reasonable times and with reasonable itineraries. Airfare and associated taxes are expensed to CLIENT account.
Hotels	Vendor will select business class hotels in the vicinity of the CLIENT's offices or other CLIENT-approved location. Generally, Hampton Inn, Courtyard, Fairfield, Marriott, Hilton, and Double Tree are chosen. Vendor will endeavor to negotiate the best available rates.
Phone Calls	CLIENT will be charged for phone calls and the associated taxes.
Auto	CLIENT will be charged for rental expenses and the associated taxes.
Fuel	CLIENT will be charged for fuel and the associated taxes.
Long-Term Parking	CLIENT will be charged for long-term parking and tolls and the associated taxes.

Mileage	If employees drive their own car (in lieu of a rental car), charges will be based on IRS standard mileage rate.

Per Diem Expenses
Vendor will bill per diem expenses for meals and incidental expenses while traveling to the Client site or other Client approved travel.

#	Item	Description	Method
1	Meals	While Vendor employees are away from their home offices, traveling on CLIENT business related to the project, a daily meal per diem is charged to the CLIENT project.	$65.00 / day
2	Incidental Allowance	Vendor employees may incur additional non-meal related costs for personal expenses while away from their home offices for CLIENT -project related travel. Vendor has a fixed daily incidental allowance of $10.00 per day out of town. This allowance is intended to cover minor costs such as laundry, personal items of necessity, short-term parking meters and other personal travel related expenses that are incurred in the course of out of town travel.	$10.00 / day

If project resources are extended beyond the timeline described in this SOW at Client's request via the Change Control Process, additional travel and living expenses will be negotiated between the Parties.

Scope Attachments

Attachment 1	Vendor Response to Client's CIS ITN
Attachment 2	Final Functional Matrix
Attachment 3	Supplemental Spreadsheets which includes: • Recurring Deliverables • Deliverables • Client Staffing by Month • Vendor Staffing by Month
Attachment 4	Interface Approach and Description

Attachment 5	CIS Conversion Objects
Attachment 6	FRICEW Items
Attachment 7	Migration Responsibility Matrix
Attachment 8	Report List
Attachment 9	Initial Table List
Attachment 10	Safety Requirements for GRU Contractors and Vendors
Attachment 11	VertexOne Proposal for AMI/MDM Services

Schedule 10 - Governance

1. Governance Exhibit Purpose

The purpose of this Schedule is to clearly articulate the governance structure as it applies to the post implementation project under the Agreement. (The parties agree to manage the implementation project through the process identified in Schedule 6 (SOW) and planning documents.) It is intended as a framework that describes the Governance-related principles, processes and procedures that shall be consistently applied under this Agreement, and describes:

- how authority over the Agreement shall be exercised
- how decision rights shall be assigned under the Agreement
- the assignment of roles and accountabilities to Client and Vertex and/or the individuals and committees that represent the two parties
- how Client and Vertex’s representatives shall interact and communicate at various levels of their respective organizations

2. Objectives of Governance

The objectives of the governance procedures set forth in this Schedule are:

- to provide a set of principles, guidelines and processes for the management of the relationship between the parties and the performance of their respective obligations under the Agreement;
- to provide a mechanism to verify that the Services are provided in accordance with the terms and conditions of the Agreement, including all Service Levels and all applicable Laws;
- to ensure that Client executives and senior management continually understand the purpose and scope of the relationship, key contractual terms and Vertex's performance expectations;
- to facilitate change management with the stakeholders;
- to ensure clarity of decision rights, obligations, accountabilities, roles and responsibilities between the parties;
- to ensure that all issues or exceptions arising in connection with the performance of the Services are effectively and efficiently resolved; and
- to provide for centralized governance of the Agreement so that all governance issues between the parties are dealt with in accordance with the procedures described herein.

3. Governance Bodies and Individuals

The following Governance Bodies and **Individuals** shall play key roles in the Governance of the relationship that exists between Client and Vertex.

Governance Body/ Individual	Role
Joint Steering Committee	The Joint Steering Committee (JSC) is a four (6) member entity that is comprised of three (3) senior leaders representing each of Client and Vertex. The Vertex project manager will distribute weekly status reports during the Implementation period to the JSC. The JSC will meet every two months during the term of this Agreement. The JSC is responsible for setting the strategic direction of the relationship between Client and Vertex at the highest level and for reviewing the performance of the Services. The first such meeting will be held on an agreed date after the implementation project]. The responsibilities of the JSC will be to: • determine whether the relationship levels between Client and Vertex and are progressing as desired under the Agreement; • determine whether the relationship between the parties under the Agreement is aligned with the expectations of each of the parties' executive management; • advise the parties with respect to Client's strategic and tactical decisions regarding the establishment, budgeting and implementation of Client's priorities and plans for the Services; • discuss the strategic relationship and direction of the parties' relationship under the Agreement and otherwise; • address any dispute(s) escalated to it from the other committees or teams; and • address any other issue related to the Agreement which either party wishes to add to the agenda of any JSC meeting or any other obligation assigned to it pursuant to the Agreement.
Client CCO	Client's Chief Customer Officer (CCO) shall meet or confer with Vertex's COO on a regular basis to ensure that Vertex is receiving adequate guidance in providing the Services. Client's CCO (along with Vertex's COO) will serve as the second point of escalation in the dispute resolution process.

4. Governance Model Overview

The Governance Model shall be guided by key Operating Principles (see Section 5 (Governance — Operating Principles) below) and a set of clearly-defined practices (see Section 6 (Governance Practices) below).

5. Governance -- Operating Principles

A. Advocate Clear Accountability — The Governance Model shall promote clear accountability as it relates to the on-time delivery of the Services.

B. Demonstrate Proactive Support — The Governance Model shall encourage Account Management that demonstrates proactive and innovative approach to improving the value of the Services and which is characterized by beneficial behaviors that strengthen the quality of the business relationship between the parties.

C. Align Operations with Business Strategy -- The Governance Model shall promote operational outcomes that are consistent with strategic business intent. It will seek to encourage communications at all organizational levels and across organizational boundaries.

D. Promote Flexible Response to Change — The Governance Model shall promote a flexible response to the changes that will take place during the life of the Agreement, including, but not limited to, finding ways for both parties to benefit from the application of technologies that improve the efficiency and quality of, and customer satisfaction with, the Services.

E. Measure and Analyze Business Results — The Governance Model shall promote the collection and interpretation of meaningful business metrics that extend beyond the operationally-focused metrics defined in the Agreement, and which can be used to better interpret business results.

F. Resolve Disputes Quickly and Reasonably — The Governance Model shall encourage the rapid and reasonable resolution of disputes and will, when necessary, promote the long-term health of the relationship over any particular shorter-term outcome.

G. Reward Innovation — The Governance Model will recognize and reward the parties' extraordinary efforts to add value to the Services provided under this Agreement. For instance, the introduction of value-producing new technologies or programs might qualify for gainsharing agreements.

6. Governance Practices

Governance practices consist of well-defined activities, events and procedures that, when consistently applied, can be expected to strengthen the relationship between Client and Vertex. These include the following:

A. Regularly Scheduled Meetings - Regularly scheduled meetings between stakeholders of the Agreement, and which include Weekly Operational Meetings, and Joint Steering Committee Meetings. Meetings will be scheduled according to the Agreement's Schedule 6 (SOW) Additional meetings will be scheduled as required.

B. Stakeholder Communications - Appropriate stakeholder communications (Client and Vertex) that may consist of written permissions and approvals, change-related communications (Change Requests, Change Proposals and Formal Business Cases), and other communications, either as specified by the Agreement or as deemed necessary by the parties to ensure proper Governance.

C. Performance Management - Performance Management will be achieved through a variety of mechanisms. The Service Level Agreements, as described in Schedule 3.1, offer a precise manner in which to compare Vertex's performance against the requirements of the Agreement.

D. Change Management - Change Management practices that prepare all stakeholders for planned changes and which lessen the negative aspects of change. Change will be managed in accordance with the provisions of Schedule 3.5 and will be formally communicated so that all parties are equipped to respond appropriately to Change.

E. Contract Management - Contract Management practices that ensure that the Agreement's scope is properly understood, communicated and managed. Vertex's COO and the Client's CCO will be primarily responsible for managing the Agreement and applying it to ensure that the Services are properly delivered.

Schedule 11

Charges

Client shall pay Vertex the fees for the Services in accordance with the prices contained in this Schedule and the payment terms contained in Section 11 of the Agreement.

Capitalized terms not defined in this Schedule 11 shall have the meaning given them elsewhere in the Agreement.

1. Subscription Fees

With effect from the Go-Live Date, Client shall pay Vertex in respect of the Hosted Services and Support Services a monthly subscription service fee of $109,396.42. The monthly subscription service fee will be billed on the 1st of each month except for the first such billing which occur on the Go-Live Date and will be prorated for the days of service to be provided in the month.

If the actual aggregate number of Billable Accounts in any month is in excess of 120,000, then the number of Billable Accounts in excess of 120,000 will be invoiced at $0.9116 per Billable Account on the 1st of the following month.

The subscription fees for mobile workforce management will be billed in arrears based on the number of Scheduled Resources included in vxField at a rate of $90.00 per Scheduled Resource per month.

2. Transactional Fees

Transactional fees shall be billed monthly based on the volume of services provided in the previous month.

- Water Reports - $0.90 per report
- Welcome Letters - $0.90 per letter
- Print Leak Alerts - $0.90 per alert

. 3. **SAP Software License Fees**

Client shall pay SAP directly for any and all applicable SAP license fees in respect of the SAP Software or any other SAP software necessary to receive the Hosted Services and Support Services. For clarity, during the Term of this Agreement Client shall be responsible to pay any and all applicable annual maintenance fees required by SAP in respect of the SAP Software.

4. Implementation Fees

Client shall pay Vertex the fees, costs and Charges as defined in the Schedule 6 (SOW) in respect of the Implementation Services and activities. The Implementation Fees shall become due and payable on the timeframe and Milestones in the Schedule 6 (SOW).

5. Expenses

Each party will bear their own expense and costs for this Agreement unless specifically agreed in the Agreement or any SOW. Expenses, travel and accommodation costs incurred by Vertex in performing the Services under this Agreement shall be handled and paid, if applicable, in accordance with the Schedule 6 (SOW) for the Implementation Services and as identified in additional SOWs.

6. **Invoicing**

Vertex is responsible for invoicing Client for Services performed pursuant to the Agreement. Itemized invoices shall include the following information (if applicable): Contract number, Purchase Order number, description of supplies or services, quantities, unit prices, and total charges. Itemized invoice(s) must be mailed to Gainesville Regional Utilities, Accounts Payable, P.O. Box 147118, Station A-27, Gainesville, FL 32164-7118 or faxed to 352-334-2964 or e-mailed to accountspayable@gru.com.

Schedule 16 – Data Security

1. Security and Data Protection.

1.1 Client Data and Security. All Client Data that will be hosted by Vertex under this Schedule will be hosted at data centers maintained and operated by Microsoft Azure and is located in the continental United States with current locations in Texas, and a backup in Washington state (the "Data Centers"). All Client Data stored or at rest in the Data Centers, or in transport, will be encrypted in transport and will not be transferred to any other hosting entity or location without the prior written consent of Client. Vertex will provide the following available services and functions as part of the Services without additional cost: (i) the use of encryption technology to protect Client Data from unauthorized access; and (ii) routine back-up and archiving of Client Data. Vertex will comply with the requirements of this Schedule and implement the Data Safeguards set forth in this Schedule. Vertex will further implement reasonable security standards that it determines are necessary, but in no event less than industry standards, to protect (i) the physical security of the Data Centers used to maintain Client Data; and (ii) Vertex's network, all operating systems and software applications, and all data storage systems and media provided by Vertex or its Vertex contractors, or operated or provided by Client that connect or interface with Vertex's products, software or platform, from being subject to any Disabling Devices or Code (defined below in Section 3.3).

1.2 Data Safeguards. Vertex represents to Client that Vertex will not be permitted to access Client Data stored or contained in Vertex's platform, and Vertex will have no ability to manipulate, modify or control such Client Data. If any support services or professional services provided by Vertex may involve Vertex or its personnel having or requiring access to Client servers, Client applications, and/or Client Data, Vertex shall comply with the provisions of this Schedule, and, at Client's request, Vertex shall enter into an appropriate separate agreement with Client to govern such access and protect any Client Data that may be subject to such access. To the extent Client grants Vertex access to Client Data, or Vertex has access to or stores or holds any Client Data, Vertex agrees to: (i) access and use the Client Data solely for the purpose of providing Client with access to the Products, Software and Vertex's platform, and to provide professional services to Client in accordance with the terms and conditions of this Schedule, the Agreement and any applicable SOWs; (ii) maintain physical, technical, and administrative safeguards (including but not limited to those set forth in this Schedule, and in any event no less than industry standards in the cloud computing/online services industry) to protect the Client Data against unauthorized access, use, or disclosure while it is accessible to or held by Vertex ("Data Safeguards"); and (iii) not disclose the Client Data to any third party, except: (a) to its employees, consultants or contractors who need to have access to such information and solely for purposes of providing professional services to Client, provided that such recipients are bound by confidentiality provisions no less restrictive than those set out in this Schedule; and (b) to the extent required by a judicial order or other legal obligation, provided that, to the fullest extent permitted by law, Vertex will promptly notify Client of such a required disclosure to allow intervention by Client (and will cooperate with Client) to contest or minimize the scope of the disclosure.

1.3 ISAE 3402 SOC 1/PCI DSS. Vertex will, on at least an annual basis, hire a third-party auditing firm to perform an International Standard on Assurance Engagements (ISAE) SOC 1 audit, or equivalent audit, on internal and external Vertex procedures and systems that access or contain Client Data. Vertex shall adhere to ISAE 3402 SOC 1/PCI DSS audit compliance criteria and data security procedures (or any successor report of a similar nature that is generally accepted in the industry and utilized by Vertex), applicable to Vertex. Vertex's security procedures will materially conform to the description thereof set forth in this Schedule and as further described in Vertex's most recently completed ISAE 3402 SOC 1/PCI DSS audit report (or any successor report of a similar nature that is generally accepted in the industry and utilized by Vertex). Vertex maintains other data security and protection compliance and certifications including those in Appendix 16.1 attached to this Schedule 16. Upon Client's request, Vertex will provide Client with a copy of the audit results set forth in Vertex's ISAE 3402 SOC 1/PCI DSS audit report.

1.4 Data Breach. Vertex further agrees that it will monitor and test its Data Safeguards from time to time, and further agrees to adjust its Data Safeguards from time to time in light of relevant circumstances or the results of any relevant testing or monitoring. If Vertex suspects or becomes aware of any unauthorized access to any Client Data or Personal Data by any unauthorized person or third party, or becomes aware of any other security breach relating to Personal Data held or stored by Vertex under this Schedule or in connection with the performance of the Services or other Data Breach, Vertex shall immediately notify Client in writing and shall fully cooperate with Client at Vertex's expense to prevent or stop such Data Breach. In the event of such Data Breach, Vertex shall fully and immediately comply with applicable laws, including without limit Florida Security Breach statues, and shall take the appropriate steps to remedy such Data Breach. Vertex will defend, indemnify and hold harmless GRU and the City of Gainesville Client, its Affiliates, and their respective officers, directors, employees and agents, harmless from and against any and all allegations, claims, suits, causes of action, liability, loss, costs and damages, including reasonable attorney fees, of every name, kind and description arising out of or relating to any third party claim arising from breach by Vertex of its obligations contained in this Section, except to the extent resulting from the acts or omissions of Client. All Personal Data to which Vertex has access, as between Vertex and Client, will remain the property of Client. Client hereby consents to the use, processing and/or disclosure of Personal Data only for the purposes described herein and to the extent such use, or processing is necessary for Vertex to carry out its duties and responsibilities under the Agreement, or as required by law. Vertex will not transfer Personal Data to third parties other than through its underlying network provider to perform its obligations under the Agreement. All Personal Data delivered to Vertex shall be stored in the United States and shall not be transferred to any other countries or jurisdictions without the prior written consent of Client.

2. General Security Procedures.

2.1 Without limiting Vertex's obligation of confidentiality as further described in the Schedule and herein, Vertex will be responsible for establishing and maintaining an information security program that is designed to: (i) utilize industry security best practices and provide the Services at least at a level consistent with industry standards and employ the security, standards and procedures identified in Appendix 16.1; (ii) ensure the security and confidentiality of Client Data; (iii) protect against any anticipated threats or hazards to the security or integrity of the Client Data, Vertex Systems and Services; (iv) protect against unauthorized access to or use of the Client Data, Vertex Systems and Services; (v) ensure the proper disposal of Client Data, as further defined herein; and (vi) ensure that all subcontractors of Vertex, if any, comply with all of the foregoing. Vertex will designate an individual to be responsible for the information security program. Such individual will respond to Client inquiries regarding computer security and to be responsible for notifying Client-designated contact(s) if a breach or an incident occurs, as further described herein. The information security program will be audited annually as detailed in Vertex's ISAE 3402 SOC 2 and/or PCI DSS audit reports, which will be made available to Client upon request.

2.2 Vertex must conduct formal security awareness training, with a testing component, for all personnel and contractors as soon as reasonably practicable after the time of hiring or prior to being appointed to work on Client Data and annually recertified thereafter. Documentation of Security Awareness Training must be retained by Vertex, confirming that this training and subsequent annual recertification process have been completed, and available for review by Client.

2.3 Client will have the right to review Vertex's information security program prior to the commencement of the Services, including Client's entry of data into the Vertex Systems or Services, or use with the Services or delivery to Client of any Services or other professional services and from time to time during the Term of this Agreement. During the Term of the Agreement, from time to time with proper notice and Vertex approval, which will not be unreasonably withheld, Client, at its own expense, will be entitled to perform, or to have performed, an on-site audit of Vertex's information security program and facilities.

2.4 In the event of any actual or apparent theft, unauthorized use or disclosure of any Client Data, Vertex will immediately (and as required by applicable statutes, commence all reasonable efforts to investigate and correct the causes and remediate the results thereof, and within two (2) business days following discovery of any such event, provide Client notice thereof, and such further information and assistance as may be reasonably requested.

2.5 Client Data, including but not limited to customer data, customer services data, bills, sales data, hosted, stored, or held by Vertex in the Services including in the Software, Vertex System and in the platform operated by Vertex, or on any device owned or in the custody of Vertex, its employees, agents or contractors, will be encrypted. Vertex will not transmit any unencrypted Client Data over the internet or a wireless network, and will not store any Client Data on any mobile computing device, such as a laptop computer, USB drive or portable data device, except where there is a business necessity and then only if the mobile computing device is protected by industry-standard encryption software approved by Client.

2.6 The parties acknowledge and agree that any disclosure of Client Data will in no way be construed to be an assignment, transfer, or conveyance of title to or ownership rights in such Client Data.

3. Network and Communications Security.

3.1 All Vertex Services and any connectivity to Client licensed Software or Client computing systems and all attempts at same will be only through Client's security gateways/firewalls and only through Client-approved security procedures.

3.2 Vertex will not access and will not permit unauthorized persons or entities to access, Client-licensed SAP and other third-party software, Client computing systems and/or networks without Client's express written authorization, and any such actual or attempted access will be consistent with any such authorization.

3.3 Vertex will take appropriate measures to ensure that that Services and the Vertex System connecting to Client's systems and anything provided to Client through such systems do not contain any Disabling Device or Code. For purposes of this Agreement, "Disabling Device or Code" means any programs, mechanisms, programming devices, malware or other computer code (i) designed to disrupt, disable, harm, or otherwise impede in any manner the operation of any software program or code, or any computer system or network (commonly referred to as "malware", "spyware", "viruses" or "worms"); (ii) that would disable or impair the operation thereof or of any software, computer system or network in any way based on the elapsing of a period of time or the advancement to a particular date or other numeral (referred to as "time bombs", "time locks", or "drop dead" devices); (iii) is designed to or could reasonably be used to permit a party or any third party to access any computer system or network (referred to as "trojans", "traps", "access codes" or "trap door" devices); or (iv) is designed to or could reasonably be used to permit a party or any third party to track, monitor or otherwise report the operation and use of any software program or any computer system or network by the other party or any of its Clients.

4. Client Data Handling Procedures.

4.1 Erasure of Information and Destruction of Electronic Storage Media. If Client Data is required to be permanently deleted from any storage media owned or operated by Vertex, all electronic storage media containing Client Data must be wiped or degaussed for physical destruction or disposal, in a manner meeting forensic industry standards such as the NIST SP800-88 Guidelines for Media Sanitization. Vertex must maintain documented evidence of data erasure and destruction. This evidence must be available for review at the request of Client.

4.2 Data Portability and Deletion. Client's Data may be exported at any time while this Agreement is in effect, using the standard administrative interface. Upon written request by Client made within ninety (90) days or other reasonable time after the termination date or expiration of the Agreement, Vertex will make Client Data available to Client for export or download in a format as requested by Client. After that 90-day period, Vertex will provide notice to Client before it deletes or destroys Client's Data, in the Vertex systems or otherwise in Vertex's possession or control, unless prohibited by applicable law from doing do.

5. Physical Security.

All backup and archival media containing Client Data must be contained in secure, environmentally-controlled storage areas owned, operated, or contracted for by Vertex and all backup and archival media containing Client Data must be encrypted.

6. Penetration Testing.

Vertex will provide Client with an annual, third party Penetration Test report. During the term of this Schedule, Vertex will engage, at its own expense and at least one time per year, a third-party vendor reasonably acceptable to Client to perform penetration and vulnerability testing ("Penetration Tests") with respect to the Vertex Systems. The objective of such Penetration Tests is to identify design and/or functionality issues in infrastructure of the Vertex Systems that could expose Client Data and its computer and network equipment and systems to risks from malicious activities. Penetration Tests will probe for weaknesses in network perimeters or other infrastructure elements as well as weaknesses in process or technical countermeasures relating to Vertex's systems that could be exploited by a malicious party. Within a reasonable period after the annual Penetration Test has been performed, Client may request from Vertex a report of any high level and medium level security issues that were revealed during such Penetration Test and subsequent certification in writing to Client that such high level and medium level security issues have been fully remediated. To the extent that high level and/or medium level security issues were revealed during a particular Penetration Test, Vertex will subsequently engage, at its own expense, the Testing Client to perform an additional Penetration Test within a reasonable period thereafter to ensure continued resolution of identified security issues and will notify Client with the results thereof.

7. Termination. Client shall have the right, at its election to terminate the Agreement (together with any related Schedules, including the SLA and Statement(s) of Work) and receive a full refund for all monies prepaid thereunder in the event that Vertex fails to produce an acceptable SSAE-18/ SOC2/PCI DDS report on an annual basis.

8. Information Security Breach Notification Clause.

Vertex agrees to notify Client within two (2) calendar days in writing of any discovery by Vertex of any breach or suspected breach of the provisions of this Schedule or any loss or unauthorized use, disclosure, acquisition of or access to any Client Confidential Information and/or Client's business systems of which Vertex becomes aware (any such breach or suspected breach being referred to herein as a “Data Breach”). Such notice shall summarize in reasonable detail the effect on Client, if known, of the Data Breach and the corrective action taken or to be taken by Vertex. Vertex shall promptly take all appropriate or legally required corrective actions and shall cooperate fully with Client in all reasonable and lawful efforts to prevent, mitigate or rectify such Data Breach. In addition to the notice requirement contained herein, Vertex will also immediately report any such Data Breach to Client’s Legal Counsel in writing by e-mail to: BennettLC@cityofgainsville.org and MocklerKL@cityofgainsville.org.

Appendix 16.1

Vertex Security Standards, Procedures and Policies

To be Provided by Vertex

Standards

Payment Card Industry (PCI) Data Security Standard, v3.2

Center for Internet Security Benchmarks for in scope Platforms

NIST Special Publication 800-88, Guidelines for Media Sanitization

Policies

VertexOne Information Security Policy, v2.2

BR 02.1.4 Termination, v1.1

BR 02.1.6 Travel Security Policy, v1.2

BR 02.1.7-1 Information Security Incidents and Response, v1.2

BR 02.1.7-2 Information Security Critical Control Systems Failures, v1.0

BR 02.1.8-1 Visitors, 1.1

BR 02.13-1 Laptop Policy, v1.4

BR 02.17-1 Change Control, v1.1

BR 05.0 Malware Protection, v1.0

BR 08.0-1 User IDs, v1.1

BR 08.0-2 Service IDs, v1.1

BR 12.1 Remote Vendor Access, v1.0

BR 13.1 Access and Privileges, v1.1

BR 13.2 Personal Firewall, v1.2

BR 13.4-1 Vulnerability Scanning, v1.5

BR 13.5-1 Firewall Policy, v1.3

BR 14.1 Information Transit, v1.3

BR 16.1 Wireless Communications, v1.1

BR 17.0 Quarterly Security Controls Review, v1.0

BR 18.1 Software Development, v1.1

BR 19.0 Risk Management, v1.2

Procedures

Information Security Operations Security Incident & Event Monitoring (SIEM) Procedure

Web Application Scanning Procedure

Monthly/Quarterly Vulnerability Scanning Procedure

Privileged Access Approval Procedure

General Security Incident Response Plan

Change Management Process and Guidelines

Disaster Recovery Plan Prepared for *xxx*

Business Continuity Plan for *site*

CIS SUSE Linux Enterprise Level 1 Security Benchmark

Security Operations Checklist

Cisco IOS Security Checklist

Cisco Firewall Security Checklist

Windows 10 Security Checklist

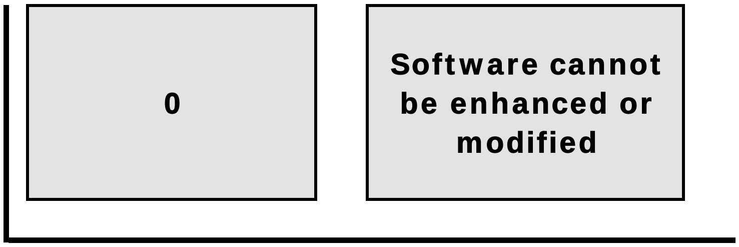
Customer Information
Functional and Bus
Requirements Ma

System
siness
trix

AVIGATEONE™
R CLOUD

Vendor Functional

25	Provided as part of base system.
20	Provided in base of next release.
15	Base will require some enhancements
10	Base will require minor software coding
5	Base Code will have to be modified
1	Extensive modification to base code


0
Software cannot be enhanced or modified

Matrix Responses

No Modification is required. Desired functionality is achieved through configuration and is part of base Code. Cost of configuration is part of solution implementation.

No modification is required. Future release will include desired requirements at no cost by integration testing phase.

Enhancements are classified as minor coding utilizing system defined user exits with costing between $1,000 - 15,000

Enhancements or modifications using established user exits or minor custom coding costing between $15,001 - 35,000

Modifications that require substantial development and coding costing between $35,001 - $75,000

Extensive development effort is required resulting in development and coding costs from $75,001 - over $100,000

The development of this function is not possible with this application

MC.01.00 - Establish Service

Process ID	Process Title	Requirement Number
MC.01.01	**Process Premise Management**	
MC.01.01	Process Premise Management	MC.01.01.001
MC.01.01	Process Premise Management	MC.01.01.002
MC.01.01	Process Premise Management	MC.01.01.003
MC.01.01	Process Premise Management	MC.01.01.004
MC.01.01	Process Premise Management	MC.01.01.005
MC.01.01	Process Premise Management	MC.01.01.006
MC.01.01	Process Premise Management	MC.01.01.007
MC.01.01	Process Premise Management	MC.01.01.008
MC.01.01	Process Premise Management	MC.01.01.009
MC.01.01	Process Premise Management	MC.01.01.011
MC.01.01	Process Premise Management	MC.01.01.012
MC.01.01	Process Premise Management	MC.01.01.013
MC.01.01	Process Premise Management	MC.01.01.014
MC.01.01	Process Premise Management	MC.01.01.015

MC.01.01	Process Premise Management	MC.01.01.016
MC.01.01	Process Premise Management	MC.01.01.017
MC.01.01	Process Premise Management	MC.01.01.018
MC.01.01	Process Premise Management	MC.01.01.019
MC.01.01	Process Premise Management	MC.01.01.020
MC.01.01	Process Premise Management	MC.01.01.021
MC.01.01	Process Premise Management	MC.01.01.022
MC.01.01	Process Premise Management	MC.01.01.023
MC.01.01	Process Premise Management	MC.01.01.024
MC.01.01	Process Premise Management	MC.01.01.025
MC.01.01	Process Premise Management	MC.01.01.026
MC.01.01	Process Premise Management	MC.01.01.027
MC.01.01	Process Premise Management	MC.01.01.028

MC.01.01	Process Premise Management	MC.01.01.029
MC.01.01	Process Premise Management	MC.01.01.030
MC.01.01	Process Premise Management	MC.01.01.031
MC.01.01	Process Premise Management	MC.01.01.032
MC.01.01	Process Premise Management	MC.01.01.033
MC.01.01	Process Premise Management	MC.01.01.034
MC.01.01	Process Premise Management	MC.01.01.035
MC.01.01	Process Premise Management	MC.01.01.036
MC.01.01	Process Premise Management	MC.01.01.037
MC.01.01	Process Premise Management	MC.01.01.038

MC.01.01	Process Premise Management	MC.01.01.039
MC.01.01	Process Premise Management	MC.01.01.040
MC.01.01	Process Premise Management	MC.01.01.041
MC.01.01	Process Premise Management	MC.01.01.042
MC.01.01	Process Premise Management	MC.01.01.043
MC.01.01	Process Premise Management	MC.01.01.044

Requirement Description
System will be configured to Maintain Premise Information.
System will be configured to capture detailed premise demographics
System will be configured to track / identify residential service.
System will be configured to track / flag the multi-unit residential structure.
System will be configured to track / flag mobile home parks.
System will be configured to track / flag landlords.
System will be configured to track / flag tenants.
System will be configured to track / flag homeowners.
System will be configured to track / flag campgrounds.
System will be configured to flag a premise that has a history of stolen meters
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the fractional house number.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the pre-direction.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the street name.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the post-direction.

System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the Unit Type (i.e., APT/Lot/other identification number, etc.).
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the Unit Number (i.e., actual number of suite or apartment).
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the Street Suffix (Ln, Blvd, Rd, St etc.)
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the Assessor Parcel Number / Tax Map Identification.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the state.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the zip code.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the zip code +4.
System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the house number.
System will be configured to associate unlimited non-metered services to a premise.
System will be configured to accommodate multiple meters at a premise that measure different components of usage (For example: kWh & kW, net metering, etc.).
System will be configured to associate unlimited meters and equipment to a premise.
System will be configured to mass create premise addresses based on an upload.
System will be configured to track the premise type which will be defined in a user created table.

System will be configured to track / identify the priority of service restoration of the premise
System will be configured to track / identify the jurisdiction of a premise to drive different rate/tax characteristics
System will be configured with the ability to create a premise for certain equipment that is not actually associated with a "real" address.
System will be configured to allow multiple services at a premise.
System will be configured to allow multiple meters per service on a premise.
System will be configured to associate a master meter to multiple premises for identification and not billing purposes.
System will be configured to support the federal safety requirements for re-inspection and capping off of Gas Services.
System will be configured with the ability to modify the underlying details of a premise (Technical Master Data & Objects).
System will be configured to transfer all related technical master data (device, device location, etc.) when an installation is moved from one premise to another.
System will be configured with the ability to create new Technical Master Data (Premise Technical Information) en masse by copying existing records, including all associated "child" objects, and modifying the new records as needed.

System will be configured to provide simple mass edit capability which allows authorized users to change Technical Master Data for a selected group of data.
System will be configured to automatically assign new installations to the appropriate Meter Reading Unit (route) and Taxing Authority (jurisdiction) by using Regional Structure Groups (sections of the city and county that GRU operates in).
System will be configured to create contact notes at the premise level.
System will be configured to store energy efficiency survey information and then provide that historical information for future surveys.
System will be configured to store grease trap data at the premise level.
System will be configured to store information about backflow prevention devices on premises.

GRU NOTES	GRU SCORE	Scope	Software Score
	5	IN	25
Parcel Number Lot Sq. Footage Dwelling Sq. Footage Impervious Area Lat/Long # Units # Bedrooms # in Household Unique Gas Appliances & Name Total BTU of Appliances	5	IN	20
Track/Identify the type of service not he premise - residential, commercial, industrial, etc.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Including the following information: Address Available Services Rate Category (Residential or General Service) Jurisdiction Code Any other available information At this time the contract account is also created and associated with all available services uninstalled and turned off.	15	IN	15
Hospital, Police, Fire-station, Residential, Single Family, Residential - Multi Family, etc.	5	IN	25

This identifies the order in which premises are restored in the event of a mass outage or natural disaster.	5	IN	15
	5	IN	25
For example, Lift stations are installed at various locations around GRU territory and require a meter to run. These stations are not assigned a real address from the county.	5	IN	25
	5	IN	25
	5	IN	25
Many buildings in the GRU service area have master meters (any service) which are billed to an overall account (i.e.. apartment complex). GRU would like to be able to identify the individual premises that receive service off of the master meter for reporting and informational purposes.	5	IN	15
When the Gas service has been inactive with 0 consumption for a period of one year the meter is plugged. When the service has been inactive with 0 consumption for a total of 6 years the meter is removed and capped. Ideally service orders should be automatically generated when these thresholds are met.	5	IN	15
For example, the ability to change status, or remove all or one service(s).	5	IN	25
	15	IN	25
FULL REQUIREMENT: System will be configured with the ability to create new Technical Master Data (Premise Technical Information) en masse by copying existing records, including all associated "child" objects, and modifying the new records as needed. [Create with Reference].	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.02.00 - Create Customer Record

Process ID	Process Title	Requirement Number
MC.02.01	**Process Customer Record**	
MC.02.01	Process Customer Record	MC.02.01.001
MC.02.01	Process Customer Record	MC.02.01.002
MC.02.01	Process Customer Record	MC.02.01.003
MC.02.01	Process Customer Record	MC.02.01.004
MC.02.01	Process Customer Record	MC.02.01.005
MC.02.01	Process Customer Record	MC.02.01.006
MC.02.01	Process Customer Record	MC.02.01.007
MC.02.01	Process Customer Record	MC.02.01.008
MC.02.01	Process Customer Record	MC.02.01.009
MC.02.01	Process Customer Record	MC.02.01.010
MC.02.01	Process Customer Record	MC.02.01.011
MC.02.01	Process Customer Record	MC.02.01.012
MC.02.01	Process Customer Record	MC.02.01.013
MC.02.01	Process Customer Record	MC.02.01.014
MC.02.01	Process Customer Record	MC.02.01.015

MC.02.01	Process Customer Record	MC.02.01.016
MC.02.01	Process Customer Record	MC.02.01.017
MC.02.01	Process Customer Record	MC.02.01.018
MC.02.01	Process Customer Record	MC.02.01.019
MC.02.01	Process Customer Record	MC.02.01.021
MC.02.01	Process Customer Record	MC.02.01.022
MC.02.01	Process Customer Record	MC.02.01.023
MC.02.01	Process Customer Record	MC.02.01.024
MC.02.01	Process Customer Record	MC.02.01.025
MC.02.01	Process Customer Record	MC.02.01.026
MC.02.01	Process Customer Record	MC.02.01.027
MC.02.01	Process Customer Record	MC.02.01.028
MC.02.01	Process Customer Record	MC.02.01.029

MC.02.01	Process Customer Record	MC.02.01.030
MC.02.01	Process Customer Record	MC.02.01.031
MC.02.01	Process Customer Record	MC.02.01.032
MC.02.01	Process Customer Record	MC.02.01.033
MC.02.01	Process Customer Record	MC.02.01.034
MC.02.01	Process Customer Record	MC.02.01.035
MC.02.01	Process Customer Record	MC.02.01.036
MC.02.01	Process Customer Record	MC.02.01.037
MC.02.01	Process Customer Record	MC.02.01.038
MC.02.01	Process Customer Record	MC.02.01.039
MC.02.01	Process Customer Record	MC.02.01.041
MC.02.01	Process Customer Record	MC.02.01.042
MC.02.01	Process Customer Record	MC.02.01.043
MC.02.01	Process Customer Record	MC.02.01.044
MC.02.01	Process Customer Record	MC.02.01.045

MC.02.01	Process Customer Record	MC.02.01.046
MC.02.01	Process Customer Record	MC.02.01.047
MC.02.01	Process Customer Record	MC.02.01.048
MC.02.01	Process Customer Record	MC.02.01.049
MC.02.01	Process Customer Record	MC.02.01.050
MC.02.01	Process Customer Record	MC.02.01.051
MC.02.01	Process Customer Record	MC.02.01.052
MC.02.01	Process Customer Record	MC.02.01.053
MC.02.01	Process Customer Record	MC.02.01.054
MC.02.01	Process Customer Record	MC.02.01.055
MC.02.01	Process Customer Record	MC.02.01.058
MC.02.01	Process Customer Record	MC.02.01.059
MC.02.01	Process Customer Record	MC.02.01.060
MC.02.01	Process Customer Record	MC.02.01.061
MC.02.01	Process Customer Record	MC.02.01.062
MC.02.01	Process Customer Record	MC.02.01.063
MC.02.01	Process Customer Record	MC.02.01.064

MC.02.01	Process Customer Record	MC.02.01.065
MC.02.01	Process Customer Record	MC.02.01.066
MC.02.01	Process Customer Record	MC.02.01.067
MC.02.01	Process Customer Record	MC.02.01.068
MC.02.01	Process Customer Record	MC.02.01.069

Requirement Description
System will be configured to allow for the capturing of a company name for non-residential accounts.
System will be configured to capture customer's entire name, including first name.
System will be configured to capture customer's entire name, including middle name.
System will be configured to capture customer's entire name, including last name.
System will be configured to capture customer's entire name, including prefix
System will be configured to capture customer's entire name, including suffix.
System will be configured to capture customer's entire name, including double last name.
System will be configured to capture one of more types of identification such as a drivers license.
System will be configured to capture one of more types of identification such as a Social Security Number (SSN) or Tax ID.
System will be configured to capture one of more types of identification such as a password with hint question.
System will be configured to capture one of more types of identification such as a phone number.
System will be configured to provide the ability to require certain identification and/or personal information during the account creation and maintenance process.
System will be configured with the ability to encrypt SSN and display 4, 5, or a maximum of 6 bytes of SSN.
System will be configured to provide ability to document when customer or pending customer presents suspicious documents
System will be configured to provide ability to document when customer or pending customer presents suspicious personal identifying information

System will be configured to provide ability to document when suspicious activity is suspected relating to an account
System will be configured to provide ability to document notice of identity theft from customers or law enforcement authorities
System will be configured to track information breaches at the individual account level
System will be configured to communicate information breaches to individual account holders
System will be configured to provide for the ability to monitor and track incidents of identity theft including customer contacting the utility
System will be configured to provide for the ability to monitor and track incidents of identity theft including changing the customer's Personal Information (DOB, SSN, Gate Code, etc.)
System will be configured to provide for the ability to monitor and track incidents of identity theft including unique changes to an account for no apparent reason
System will be configured to provide for the ability to monitor and track incidents of identity theft including address changes or address discrepancies
System will be configured to support a unique "red flag alert code" to represent previous red flag events that indicate a potential or real red flag event has occurred in the past. The alert code can be suppressed with proper security and audit trail.
System will be configured to capture multiple address types, such as billing, seasonal etc.
System will be configured to allow for maintaining seasonal start and end dates for alternate mailing addresses with the ability to revert automatically based on a date or other fields.
System will be configured to provide the ability to require employee approval of new customers, prior to establishing a customer in the system.
System will be configured to provide the ability for accounts to be manually exempt from being exported to an IVR system for outbound dialing.

System will be configured to provide the ability for accounts to be manually exempt from being exported to a text/SMS/private messaging systems for outbound communication.
System will be configured with the ability to notify the customer 'x' number of days prior to expiration of the tax exemption.
System will be configured to provide the ability to attach all documents, letters, correspondence, etc. to the customer.
System will be configured to track customer language preference, Spanish, Chinese, Tagalog, Vietnamese, Korean, and Braille.
System will be configured to capture one or more types of communication channels (e.g., email, social media, etc.). Define in Notes specifics
System will be configured to provide the ability to provide email/social media notification of online profile changes.
System will be configured for CSR to Select Preferred Language of Communication.
System will be configured to provide the ability to capture date of original product purchase.
System will be configured to view customer history of products and services with utility
System will be configured with the ability for stolen meter information to follow a customer.
System will be configured to capture tax exempt certificate number
System will be configured to capture tax exempt certificate expiration notification method
System will be configured to track and report on Customer Name
System will be configured to track and report on Customer Social Security Number
System will be configured to track and report on Customer Date of Birth

System will be configured to track and report on Customer Drivers License Number
System will be configured to track and report on Customer State ID Number
System will be configured to track and report on Customer Alien Registration Number
System will be configured to track and report on Addresses
System will be configured to track and report on Customer Phone Number
System will be configured to track and report on Customer TTY Device
System will be configured to track and report on Customer Email Addresses
System will be configured to track and report on Customer Passport Number
System will be configured to track and report on Customer Checking Account Information
System will be configured to track and report on Customer Savings Account Information
System will be configured to track and report on 3rd Party Account Access Identifier
System will be configured to track and report on Premise Gate Code
System will be configured to track and report on Suspicious Documents
System will be configured to capture multiple mailing addresses and indicate if a bill copy should be sent to one or multiple addresses.
System will be configured with the ability to maintain tax exemption status with the customer, service, or account level.
System will support international address requirements.
System will be configured to support the easy creation of new customer flags including the associated logic.

System will be configured to check for duplicates upon creation of a Business Partner.
System will be configured to provide an indicator at the business partner level that business partner is deceased.
System will be configured to generate an alert if a user attempts to reactivate a deceased Business Partner.
System will be configured to allow only authorized users to assign a large account representative to an account.
System will be configured to create an alert in the event the customer provides a birthday which determines they are under 18 years old or is over 100 years old.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Hint is not required and will not be implemented.	5	IN	25
	5	IN	25
Required ID * Social/Tax or Passport * Date of Birth * Driver's License	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25

Account/Premise level to track if we have multiple people moving in/out of a particular location that might indicate fraud or theft.	15	IN	25
	5	IN	25
	5	IN	25
Regulatory under the Fact Act.	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
For non-residential customers.	5	IN	25
	5	IN	15

System will be configured to "opt-in" to all non printed communications.	5	IN	15
This would also include the ability to notify MEES (Medically Essential Electrical Services) or speciality program customers that their contract is ending.	5	IN	15
	15	IN	25
GRU would like the ability to correspond in English and Spanish; however, if the ability to communicate in Braille is available that would be desired.	5	IN	25
Required: Email Phone SMS/Text Twitter Facebook	5	IN	25
	5	IN	15
English/Spanish	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
GRU would like the ability to create and track 2nd and 3rd parties on an account including: spouse, parent, child, property manager, etc.	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	15
	5	IN	25
GRU would like the ability for the system to identify the various address requirements needed when entering an international address. For example, it would know the US requires a zip code whereas the UK requires different fields.	15	IN	25
Examples include: bankruptcy, write-off, dangerous customer, cash only, mean dog, etc.	5	IN	25

	15	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	15

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		Bill
Yes		Bill
Yes		Bill
Yes		Bill
Yes		Bill
Yes		Bill
Yes		Bill
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Q: Why is the approval needed? There is a business process and they are not allowed to enroll in the web. GRU validates that it is a valid FL business, quote a special deposit, and then a formal application is sent and reviewed.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.03.00 - Process Customer Orders

Process ID	Process Title	Requirement Number
MC.03.01	**Process Customer Moves**	
MC.03.01	Process Customer Moves	MC.03.01.001
MC.03.01	Process Customer Moves	MC.03.01.002
MC.03.01	Process Customer Moves	MC.03.01.003
MC.03.01	Process Customer Moves	MC.03.01.004
MC.03.01	Process Customer Moves	MC.03.01.005
MC.03.01	Process Customer Moves	MC.03.01.006
MC.03.01	Process Customer Moves	MC.03.01.007
MC.03.01	Process Customer Moves	MC.03.01.008
MC.03.01	Process Customer Moves	MC.03.01.009
MC.03.01	Process Customer Moves	MC.03.01.010

MC.03.01	Process Customer Moves	MC.03.01.011
MC.03.01	Process Customer Moves	MC.03.01.012
MC.03.01	Process Customer Moves	MC.03.01.013
MC.03.01	Process Customer Moves	MC.03.01.014
MC.03.01	Process Customer Moves	MC.03.01.015
MC.03.01	Process Customer Moves	MC.03.01.016
MC.03.01	Process Customer Moves	MC.03.01.017
MC.03.01	Process Customer Moves	MC.03.01.018
MC.03.01	Process Customer Moves	MC.03.01.019
MC.03.01	Process Customer Moves	MC.03.01.020

MC.03.01	Process Customer Moves	MC.03.01.021
MC.03.01	Process Customer Moves	MC.03.01.022
MC.03.01	Process Customer Moves	MC.03.01.023
MC.03.01	Process Customer Moves	MC.03.01.024
MC.03.01	Process Customer Moves	MC.03.01.025
MC.03.01	Process Customer Moves	MC.03.01.026
MC.03.01	Process Customer Moves	MC.03.01.027
MC.03.01	Process Customer Moves	MC.03.01.028
MC.03.01	Process Customer Moves	MC.03.01.030
MC.03.01	Process Customer Moves	MC.03.01.032
MC.03.01	Process Customer Moves	MC.03.01.033
MC.03.01	Process Customer Moves	MC.03.01.034

MC.03.01	Process Customer Moves	MC.03.01.035
MC.03.01	Process Customer Moves	MC.03.01.036
MC.03.01	Process Customer Moves	MC.03.01.037
MC.03.01	Process Customer Moves	MC.03.01.038
MC.03.01	Process Customer Moves	MC.03.01.039
MC.03.01	Process Customer Moves	MC.03.01.040
MC.03.01	Process Customer Moves	MC.03.01.041
MC.03.01	Process Customer Moves	MC.03.01.042
MC.03.01	Process Customer Moves	MC.03.01.043
MC.03.01	Process Customer Moves	MC.03.01.044
MC.03.01	Process Customer Moves	MC.03.01.045
MC.03.01	Process Customer Moves	MC.03.01.046

MC.03.01	Process Customer Moves	MC.03.01.047
MC.03.01	Process Customer Moves	MC.03.01.048
MC.03.01	Process Customer Moves	MC.03.01.049
MC.03.01	Process Customer Moves	MC.03.01.050
MC.03.01	Process Customer Moves	MC.03.01.051
MC.03.01	Process Customer Moves	MC.03.01.052
MC.03.01	Process Customer Moves	MC.03.01.053
MC.03.01	Process Customer Moves	MC.03.01.054
MC.03.01	Process Customer Moves	MC.03.01.055

Requirement Description
System will be configured to provide the ability to view historical financial information when creating a new account, whether the historical information is active, in collections, or has been written off.
System will be configured to flag user when a customer with write-off history wants to create a new account.
System will be configured to provide for the ability to monitor and track incidents of identity theft including reopening the account with different identification
System will be configured to track credit checks against new or existing accounts
System will be configured to provide ability to link alerts from Consumer Reporting Agencies to Customers
System will be configured to provide the ability to default mailing address to service address unless over-ridden
System will be configured to identify services available to customer at move in
System will be configured to provide a view of rates and billing schedules for services/products that are being activated.
System will be configured to provide the ability to notify user of unused but available products, services, programs, etc. for potential cross- or up-sales.
System will be configured to provide the ability to activate one or more specific services without others.

System will be configured to support enrollment procedures for user defined rates (industrial, commercial, churches, etc.)
System will be configured to provide ability to override default rate for account
System will be configured to identify rate options available to customer at move in
System will be configured to capture the proper rate determinants to fully support billing an account on a selected rate
System will be configured to capture the override of certain rate determinants to fully support billing an account on a selected rate
System will be configured to provide the ability to associate customer w
System will be configured to provide the ability to configure scripts by pr
System will be configured to provide the ability to create, store and present scripts for calls that the CSR's can follow.
System will be configured to provide the ability to transfer customer from one premise to another
System will be configured to provide the ability to create a new customer and transfer services from an existing customer to the new customer.

System will be configured to provide the ability for the contracted discount amount to follow the customer to the new location.
System will be configured to provide ability to transfer A/R from one account to another
System will be configured to provide ability to transfer entire A/R balance from one account to another
System will be configured to provide ability to transfer partial A/R balance from one account to another
System will be configured to provide for the ability to monitor and track incidents of identity theft including closing an existing account
System will be configured to provide the ability to request one or more services to be terminated with a date certain (final-off).
System will be configured to flag accounts that have active recurring charges (i.e. three year pole rental charge).
System will be configured to provide the ability to terminate contracts, e.g., Low Income, at the location when the customer that qualified for the contract moves out and closes the account.
System will be configured to support the condition where any service wrongfully terminated shall be restored without charge to the residential occupants or customer for the restoration of the service.
System will be configured to back date meter sets and bill for appropriate consumption.
System will be configured to provide the ability to change services and rates between flat rate billing and consumption-based billing through configuration.
System will be configured with intelligent workflows to back out transactions on an account that has been connected or disconnected in error with an audit trail.

System will be configured to provide the ability to associate multiple customers (business partners) to a particular service or account.
System will be configured with a "wizard" scripting process to facilitate all the steps for Move-In, Move-Out, and Transfer, for both residential and commercial accounts.
System will be configured to generate, print, mail or email a non-residential application form, populating configurable known information from initial request.
System will be configured to look at all active service orders when processing move orders and provide alerts if certain orders should be cancelled.
System will be configured to automatically create contact notes for move-in and move-out, including pre-defined criteria from each request.
System will be configured to provide an indicator that a move-in request has been put on hold, along with a reason for the hold.
System will be configured to provide scripts to take information needed based on the request type (move-in, transfer, etc.) and this information will then automatically populate in the areas of the system needed to complete the transaction.
System will be configured to add a note to each account when a balance is transferred. The note should indicate where a balance was transferred to and from.
System will be configured to allow a CSR to specify to which Contract Account a closed balance will be transferred.
System will be configured to provide a notification when an account with a non-cash deposit closes out with a balance.
System will be configured to force off all services at a premise when a move-in without a move-out is processed.
System will be configured to automatically populate the read when a move-in is backdated to pick up the last read date.

System will be configured to automatically propagates business partner tax exempt status to newly created contract accounts upon move-in.
System will be configured to automatically look for an active account to transfer a balance to when an account is closed.
System will be configured to track the representative who identifies that a prior past due balance exists on move-in request.
System will be configured to correct the final read service order to match the new service order date when a move-out date is changed.
System will be configured to utilize the pull-meter read on a subsequent move-out.
System will be configured to automatically delay final billing requiring a move-out read when move-in is scheduled within a configurable number of days.
System will be configured to allow a CSR to backdate move-ins for a configurable number of days.
System will be configured to provide a notification to water / wastewater when a premise with a grease trap changes hands, or when premise use changes to or from a restaurant.
System will be configured to automatically populate(and lock) the class of service when a new account is created based on the premise/rate type.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	15
	5	IN	15
GRU utilizes Online Information Services Inc. for credit information and ID verification. Ordinance Article 1 Section 27-6 and 7	5	IN	15
	1	OUT	
	5	IN	25
Electric, Water (wastewater), and Gas are optional services; however, Stormwater and Refuse are required within city limits.	5	IN	25
	5	IN	15
	5	IN	15
	5	IN	25

GRU has special rates and programs for certain types of customers and would like an intelligent workflow to track and capture these move orders. Examples include special electric rates, rental lights, economic development, contract demand.	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
GRU would like the ability to create and track load discounts for customers	3	IN	20
The expectation is that the system will support scripts (guided workflow steps). The implementation must include the configuration and roll out of such workflows for complex scenarios such Move In/Move Out across all services offered at the organization.	15	IN	15
The expectation is that the system will support scripts (guided workflow steps). The implementation must include the configuration and roll out of such workflows for complex scenarios such Move In/Move Out across all services offered at the organization.	15	IN	15
This includes the situation where there is an overlap of service at both premises.	5	IN	25
	5	IN	25

Non blocking for GruCom	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This would apply to rental lights - Customers have a contracted time period and if they turn it off prior to the contract expiration they are charged for the total outstanding balance of the rental.	5	IN	25
GRU expects the system to have the ability to either terminate contracts at move out or apply that contract to the new customer. For example, MEES (Medical Essential Electric Service) should follow the customer where Essential Service (priority customers such as hospitals) should stay at the premise level.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	15	IN	25
	5	IN	15
	5	IN	15
Example: currently a move out read order and a dunning disconnect order can exist on the same date (or a day apart),allowing for a duplication. Further today new customers can accidently be turned off due to a dunning disconnect on the prior account.	5	IN	15
	5	IN	25
	5	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	15

	5	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	15

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**Q:** Is this an auto rate change or is this for something specific that changes on the account? GRU: Currently this is stored as an Installation Fact.	VertexOne CIS (2019)
NO	**Updated Scoring.** This is not covered in CIS and it doesn't offer the capability to script. This would be a customization and Vertex would like to know if we are ok to remove. There are concerns around this. One screen will show what the old customer has and what is being transferred to the new customer. Ok GRU is ok with Removing this from scope. AAC UPDATED TO OOS.	VertexOne CIS (2019)
NO	**Updated Scoring.** This is not covered in CIS and it doesn't offer the capability to script. This would be a customization and Vertex would like to know if we are ok to remove. There are concerns around this. One screen will show what the old customer has and what is being transferred to the new customer. Ok GRU is ok with Removing this from scope. AAC UPDATED TO OOS.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	There is an audit trail in SAP. Discussed that there will be the ability to unwind transactions with audit trails. Vertex Notes: Customer Management has the ability to account for fixing an account who has been disconnected or connected in error. No FRICEW needed. Updated to 25	VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
NO	Updated to OOS. Just wanted to make aware that "wizard" scripting is not in new system. This is part of the move out/transfer within new system - moving this item to OUT OF SCOPE	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
YES	This might be for a deposit, inspection - there is a need to validate the account. Need to put on hold until certain steps are completed. Updated this to YES with the understanding that it will be able to create in a pending status and then create a case to do the remaining tasks.	Discuss with Andre
YES	There is no scripting capabilities but it will be handled through an intuitive workflow process. Discussed in earlier items. Confirmed with the team that there will be a series of guided screens. .	Discuss with Andre
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.04.00 - Process Customer Inquiry

Process ID	Process Title	Requirement Number
MC.04.01	**Process Customer Inquiry**	
MC.04.01	Process Customer Inquiry	MC.04.01.001
MC.04.01	Process Customer Inquiry	MC.04.01.002
MC.04.01	Process Customer Inquiry	MC.04.01.003
MC.04.01	Process Customer Inquiry	MC.04.01.004
MC.04.01	Process Customer Inquiry	MC.04.01.005
MC.04.01	Process Customer Inquiry	MC.04.01.006
MC.04.01	Process Customer Inquiry	MC.04.01.007
MC.04.01	Process Customer Inquiry	MC.04.01.008
MC.04.01	Process Customer Inquiry	MC.04.01.009
MC.04.01	Process Customer Inquiry	MC.04.01.011
MC.04.01	Process Customer Inquiry	MC.04.01.012
MC.04.01	Process Customer Inquiry	MC.04.01.013
MC.04.01	Process Customer Inquiry	MC.04.01.014
MC.04.01	Process Customer Inquiry	MC.04.01.015
MC.04.01	Process Customer Inquiry	MC.04.01.016
MC.04.01	Process Customer Inquiry	MC.04.01.017

MC.04.01	Process Customer Inquiry	MC.04.01.018
MC.04.01	Process Customer Inquiry	MC.04.01.019
MC.04.01	Process Customer Inquiry	MC.04.01.020
MC.04.01	Process Customer Inquiry	MC.04.01.021
MC.04.01	Process Customer Inquiry	MC.04.01.022
MC.04.01	Process Customer Inquiry	MC.04.01.023
MC.04.01	Process Customer Inquiry	MC.04.01.024
MC.04.01	Process Customer Inquiry	MC.04.01.025
MC.04.01	Process Customer Inquiry	MC.04.01.028
MC.04.01	Process Customer Inquiry	MC.04.01.029
MC.04.01	Process Customer Inquiry	MC.04.01.030
MC.04.01	Process Customer Inquiry	MC.04.01.031
MC.04.01	Process Customer Inquiry	MC.04.01.033
MC.04.01	Process Customer Inquiry	MC.04.01.034
MC.04.01	Process Customer Inquiry	MC.04.01.035
MC.04.01	Process Customer Inquiry	MC.04.01.036
MC.04.01	Process Customer Inquiry	MC.04.01.037
MC.04.01	Process Customer Inquiry	MC.04.01.038

MC.04.01	Process Customer Inquiry	MC.04.01.039
MC.04.01	Process Customer Inquiry	MC.04.01.040
MC.04.01	Process Customer Inquiry	MC.04.01.041
MC.04.01	Process Customer Inquiry	MC.04.01.042
MC.04.01	Process Customer Inquiry	MC.04.01.045
MC.04.01	Process Customer Inquiry	MC.04.01.047
MC.04.01	Process Customer Inquiry	MC.04.01.048
MC.04.01	Process Customer Inquiry	MC.04.01.049
MC.04.01	Process Customer Inquiry	MC.04.01.050
MC.04.01	Process Customer Inquiry	MC.04.01.051
MC.04.01	Process Customer Inquiry	MC.04.01.052
MC.04.01	Process Customer Inquiry	MC.04.01.053
MC.04.01	Process Customer Inquiry	MC.04.01.054
MC.04.01	Process Customer Inquiry	MC.04.01.055
MC.04.01	Process Customer Inquiry	MC.04.01.056
MC.04.01	Process Customer Inquiry	MC.04.01.057
MC.04.01	Process Customer Inquiry	MC.04.01.058
MC.04.01	Process Customer Inquiry	MC.04.01.059

MC.04.01	Process Customer Inquiry	MC.04.01.060
MC.04.01	Process Customer Inquiry	MC.04.01.061
MC.04.01	Process Customer Inquiry	MC.04.01.062
MC.04.01	Process Customer Inquiry	MC.04.01.063
MC.04.01	Process Customer Inquiry	MC.04.01.064
MC.04.01	Process Customer Inquiry	MC.04.01.065
MC.04.01	Process Customer Inquiry	MC.04.01.066
MC.04.01	Process Customer Inquiry	MC.04.01.067
MC.04.01	Process Customer Inquiry	MC.04.01.068
MC.04.01	Process Customer Inquiry	MC.04.01.069
MC.04.01	Process Customer Inquiry	MC.04.01.070
MC.04.01	Process Customer Inquiry	MC.04.01.071
MC.04.01	Process Customer Inquiry	MC.04.01.073
MC.04.01	Process Customer Inquiry	MC.04.01.074
MC.04.01	Process Customer Inquiry	MC.04.01.076
MC.04.01	Process Customer Inquiry	MC.04.01.077
MC.04.01	Process Customer Inquiry	MC.04.01.079
MC.04.01	Process Customer Inquiry	MC.04.01.080
MC.04.01	Process Customer Inquiry	MC.04.01.081

MC.04.01	Process Customer Inquiry	MC.04.01.082
MC.04.01	Process Customer Inquiry	MC.04.01.083
MC.04.01	Process Customer Inquiry	MC.04.01.084
MC.04.01	Process Customer Inquiry	MC.04.01.085
MC.04.01	Process Customer Inquiry	MC.04.01.086
MC.04.01	Process Customer Inquiry	MC.04.01.087
MC.04.01	Process Customer Inquiry	MC.04.01.088
MC.04.01	Process Customer Inquiry	MC.04.01.089
MC.04.01	Process Customer Inquiry	MC.04.01.090
MC.04.01	Process Customer Inquiry	MC.04.01.091
MC.04.01	Process Customer Inquiry	MC.04.01.092
MC.04.01	Process Customer Inquiry	MC.04.01.093
MC.04.01	Process Customer Inquiry	MC.04.01.094
MC.04.01	Process Customer Inquiry	MC.04.01.095
MC.04.01	Process Customer Inquiry	MC.04.01.096
MC.04.01	Process Customer Inquiry	MC.04.01.097
MC.04.01	Process Customer Inquiry	MC.04.01.098
MC.04.01	Process Customer Inquiry	MC.04.01.099
MC.04.01	Process Customer Inquiry	MC.04.01.100

MC.04.01	Process Customer Inquiry	MC.04.01.101
MC.04.01	Process Customer Inquiry	MC.04.01.102
MC.04.01	Process Customer Inquiry	MC.04.01.103
MC.04.01	Process Customer Inquiry	MC.04.01.104
MC.04.01	Process Customer Inquiry	MC.04.01.105
MC.04.01	Process Customer Inquiry	MC.04.01.106
MC.04.01	Process Customer Inquiry	MC.04.01.107
MC.04.01	Process Customer Inquiry	MC.04.01.108
MC.04.01	Process Customer Inquiry	MC.04.01.109

MC.04.01	Process Customer Inquiry	MC.04.01.110
MC.04.01	Process Customer Inquiry	MC.04.01.111
MC.04.01	Process Customer Inquiry	MC.04.01.112
MC.04.01	Process Customer Inquiry	MC.04.01.113
MC.04.01	Process Customer Inquiry	MC.04.01.114
MC.04.01	Process Customer Inquiry	MC.04.01.115
MC.04.01	Process Customer Inquiry	MC.04.01.116
MC.04.01	Process Customer Inquiry	MC.04.01.117
MC.04.01	Process Customer Inquiry	MC.04.01.118
MC.04.01	Process Customer Inquiry	MC.04.01.119
MC.04.01	Process Customer Inquiry	MC.04.01.120
MC.04.01	Process Customer Inquiry	MC.04.01.121

MC.04.01	Process Customer Inquiry	MC.04.01.122
MC.04.01	Process Customer Inquiry	MC.04.01.123
MC.04.01	Process Customer Inquiry	MC.04.01.124
MC.04.01	Process Customer Inquiry	MC.04.01.125
MC.04.01	Process Customer Inquiry	MC.04.01.126
MC.04.01	Process Customer Inquiry	MC.04.01.127
MC.04.01	Process Customer Inquiry	MC.04.01.128
MC.04.01	Process Customer Inquiry	MC.04.01.129
MC.04.01	Process Customer Inquiry	MC.04.01.130
MC.04.01	Process Customer Inquiry	MC.04.01.131
MC.04.01	Process Customer Inquiry	MC.04.01.132
MC.04.01	Process Customer Inquiry	MC.04.01.133
MC.04.01	Process Customer Inquiry	MC.04.01.134

Requirement Description
System will be configured to support wild card and phonetic searches
System will be configured to provide ability to view current and historical Service Order Information.
System will be configured to provide ability to view active Products/Services for a Customer or a Premises.
System will be configured to view current and historical Customer Contact Information, which includes Customer Calls, Memos, and Notes.
System will be configured to view Credit History by Customer or Account.
System will be configured to provide the ability to have scripts prompt users for capture of key data questions related to the issue.
System will be configured to provide the ability to have up to 20 questions for each script type.
System will be configured to provide the ability for credit history of all accounts of a customer to be evaluated at the customer level.
System will be configured to provide hot keys, fast paths and quick access to navigate the system without requiring use of a mouse.
System will be configured to display customer information on primary CSR screen.
System will be configured to display account information on primary CSR screen.
System will be configured to display rebate information on primary CSR screen.
System will be configured to display product / service information on primary CSR screen.
System will be configured to display customer interaction information on primary CSR screen.
System will be configured to display credit information on primary CSR screen.
System will be configured to access detailed customer information from the primary CSR screen.

System will be configured to provide ability to view master and subordinate account information
System will be configured to support ability to classify resolution of call
System will be configured to support ability to date and time of resolution of call
System will be configured to provide notification to CSR of special alerts on customer, premise or account
System will be configured to provide the ability to track low income accounts through visual account identifiers.
System will be configured to provide the ability to track SHARE/HEAP, Lifeline, Economic Development, NEM, and other user-defined accounts, through separate visual account identifiers.
System will be configured with the ability to "reasonably" identify the caller as a customer, guarantor, or person of legitimate access.
System will be configured to provide the ability to list available linked bill images and other customer notifications, documents, etc. according to search, filter, and sort criteria.
System will be configured with the ability to display how the bill was sent for example mail or email or SMS.
System will be configured to support detailed view of customer associated to multiple account
System will be configured to provide the ability to view the landlord status history at the premises.
System will be configured to provide the ability to view current and historical Accounts Receivable information.
System will be configured to provide the ability to view Adjustment History
System will be configured to provide ability to view current and historical Deposit information.
System will be configured to provide ability to view current and historical Simple Interest information.
System will be configured to ability to view current and historical Payment Plans and Status information.
System will be configured to view current Payment Transaction not yet dispersed / posted to Accounts Receivable.
System will be configured to view Account Billing History.

System will be configured to provide the ability to view history of bad payments (NSF, slow pay, etc.) received on an account for a user-defined time period.
System will be configured to display amounts due and due dates on primary CSR screen.
System will be configured to access detailed payment information from the primary CSR screen.
System will be configured to provide the ability to access through inquiry all delinquent receivables charges for an account or a customer.
System will be configured to capture and display all details of adjustment history.
System will be configured to provide a detailed account balance, presented to the CSR and calculated in real-time.
System will be configured to provide a summary of the information on the bill that identifies all A/R-related items.
System will be configured to display Deposit payment and refund history at customer and account level.
System will be configured to display Deposit payment and refund history at service level.
System will be configured with the ability to view a pending payment which has not yet been disbursed/posted.
System will be configured to display payment information on primary CSR screen.
System will be configured with the ability to search or "find a payment" by amount, date, and cashier.
System will be configured with the ability to identify location of transaction.
System will be configured with a mechanism that allows the user to identify bills that have been canceled and re-billed.
System will be configured to display billing information on primary CSR screen.
System will be configured to provide the ability to view adjustments with complete details (e.g., reading, number of months adjusted, remarks, etc.) for the previous number of user-defined months.
System will be configured to provide ability to view Metered and Billed Consumption across Associated Meters, Services, and Accounts.
System will be configured to provide ability to view Metered and Billed Consumption for Individual Meters or Services.

System will be configured to provide ability to view Meters and Billed Consumption across multiple Multi-registers (i.e. TOU or Net metering) (This includes functionality that goes up and down, across accounts)
System will be configured to display usage information on primary CSR screen.
System will be configured to access detailed usage information from the primary CSR screen.
System will be configured to view all related fields of metered and billed consumption in a consolidated view.
System will be configured to view premise information related to consumption
System will be configured to view meter / equipment number information related to consumption
System will be configured to view service type information related to consumption
System will be configured to view customer information related to consumption
System will be configured to look at historical information at a premise for a particular service that includes but not limited to: readings, consumption, and revenue.
System will be configured to look at historical information at a premise for a particular service that includes but not limited to: average daily consumption.
System will be configured with the on-line ability to view a premise and identify all meters/equipment for a service.
System will be configured to display premises information on primary CSR screen.
System will be configured to provide real time order status updates for CSR viewing
System will be configured to maintain the history of all service orders until purged / archived.
System will be configured to view service orders by account number
System will be configured to view service orders by premise number or premise address
System will be configured to view service order history by premise
System will be configured to view service order history by service / product at premise
System will be configured to view service order history by customer

System will be configured to view service order history by meter / equipment
System will be configured to view service order history by account
System will be configured to display service order information on primary CSR screen.
System will be configured to provide the ability to track bankruptcy history in customer account screen.
System will be configured to provide the ability to track when an account was written off and how much was written off.
System will be configured to provide the ability to view at the customer-level historical write-offs for accounts that pertain to that customer.
System will be configured to capture notes when customers call in to create, schedule or confirm appointments or tasks.
System will be configured to provide ability to support unlimited notes on customer, account and premise level
System will be configured to provide ability to categorize notes and remarks
System will be configured to provide ability to sort notes by type, date, category, etc.
System will be configured to generate notes upon account activity or condition
System will be configured with the ability to utilize a hyperlink for getting an image of the actual view of the letters. View can either be a PDF or HTML file format.
System will be configured with the ability to display how the letter was sent for example mail or email or SMS.
System will be configured to provide the ability to display all notes that are associated to a customer, regardless of their specific account.
System will be configured to support real-time tracking of complaints and tie it to their CIS account.
System will be configured to create and track call types.
System will be configured to provide the ability to view Payment History for utility determined period.
System will summarize detailed payment information on the CSR inquiry scree with drill down into the details.
System will be configured to provide ability to view all services associated with an account in an easy to understand manner.

System will be configured to view service orders by customer.
System will be configured to display key notifications to the CSR such as bankruptcy, write-off, guarded, blocked, cash only, dangerous customer, deceased customer, etc. These would be coded to display in a priority order.
System will be configured to provide the ability to display all notes that are associated to a premise, regardless of their specific account.
System will be configured to display the last contact including date and reason regardless of communication channel.
System will be configured to track multiple types of requests from multiple sources once request has been entered in the system, either directly (Web portal, IVR) or by employee who receives the request.
System will be configured to track an Interaction Number generated from incoming requests for tracking, history, and KPI purposes. Tracking number follows a request through entire workflow.
System will be configured to open an incident or a case automatically (or manually) that can be intelligently routed based on type to the appropriate department or group. The workflow will include notifications.
System will be configured provide internal workflow management including the current status of outstanding requests, with reminders / alerts (workflow progress tracking).
System will be configured to create customer contact notes automatically as a result of the creation, update, or resolution of that case or service order.

They system will be configured to automatically pull in certain information to a customer contact - based on type of contact.
System will be configured to log all inbound and outbound calls and allows the user to add call notes in real time.
System will be configured to allow the creation of a case at the premise, customer, or contract account level.
System will be configured with the ability for users to sort on any available field in ascending or descending order for business partner or contract account searches.
System will be configured to display entire interaction history selectable by parcel, premise, or installation, including information applying to previous business partners and contracts.
System will be configured to provide the ability to log customer contacts while navigating through customer screens. Log includes spell check, predictive dictionary of common terms, and ability to export / archive.
System will be configured to generate an alert when a billing address is being changed.
System will be configured to permits authorized users to waive fees.
System will be configured to provide the ability to track fees waived and monetary adjustments by user.
System will be configured to display Business Partner accounts receivable in summary by any sortable option, with the ability to drill down into details as needed.
System will be configured to provides a summary of billing and payment history that can be sent to the business partner according to the business partner’s preferred communication method.
System will be configured so that if a business partner has an active MEES (Medically Essential Electrical Service) status, when disconnect is necessary, solution issues an immediate tag order and a disconnect order for the following business day.

System will be configured to associate all communications (letters, texts, emails) at the appropriate level customer/account/premise record so that they can be viewed by the CSR (view actual correspondence).
System will be configured so that when a representative sends a response to a web-based email request, solution automatically creates a contact note.
System will be configured to initiate a configurable guided walkthrough (workflow) when a request or case is opened by a representative.
System will be configured to capture customer/representative interactions and notify the original representative that was working the case that a response has been received.
System will be configured to have configurable sorting and filtering of items in the work queue.
System will be configured to permit a representative to update or change the request type on an incoming Customer Self Service Request.
System will be configured to attach documents to customer responses directly from CIS without having to download them first.
System will be configured with the ability to limit the amount of data being brought in on large accounts initial view to improved the load time.
System will be configured to provide a drop-down list of available Case templates with the ability to filter, sort, and favorite.
System will be configured to delete one or more contact notes based on security.
System will be configured to provide the ability to generate semi-custom letters through the use of scripts from within the CIS system. The template will automatically pull in customer data and then allow the user to enter custom information.
System will be configured to provide spelling and grammar guidance.
System will be configured so that a contact note can be entered from any screen.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
This will also include customer self service interactions including if the customer started a process but did not complete it online.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
This would include normal alerts but also for "guarded accounts". Guarded accounts are those accounts not subject to public records.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	25
GRU posts all payments in real time but if there was a situation where the payment was pending they would want it to display.	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
GRU would like the ability to see all meters that are related to an account or service in one easily accessible screen.	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This is related to impervious sq. ft.	1	OUT	
	5	IN	25
	5	IN	25
multi-unit	5	IN	25
	5	IN	25
In revenue protection this is used to determine the amount owed.	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Drill down will be configured to view payment distribution across service, charges, surcharges, fees, etc.	3	IN	25
	5	IN	25

This could include name, social, tax id, etc.	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
Users in New Services Department and Call Center spend time looking in multiple locations for requests; this will save time and reduce the possibility of missing a request.	5	IN	15
Users in New Services Department and Call Center spend time looking in multiple locations for requests; this will save time and reduce the possibility of missing a request.	15	IN	25
FULL REQUIREMENT: System will be configured to open an incident or a case automatically (or manually) that can be intelligently routed based on type to the appropriate department or group. The workflow will include notifications. The interaction number should be attached to the case if appropriate. An example of an automatic case would be the request to review a high bill from a customer through the web. Manual case's would be opened as a result of a phone call.	15	IN	15
This will allow internal users as well as customers through self-service to track the progress of a service order, case, or other workflow.	15	IN	15
	15	IN	15

For example, if a balance inquiry contact is created it would automatically pull in balance information including current and past due amount.	5	IN	15
Transparency, interdepartmental collaboration	5	IN	25
	15	IN	25
Saves time when narrowing down results of search. Ability to find specific items quickly within a large search result.	5	IN	25
	5	IN	25
	5	IN	25
Currently it is easy to accidently change the billing address for all of a customer's accounts when the CSR may only want to change an individual account billing address.	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	3	IN	15

	15	IN	25
	5	IN	20
	15	IN	20
	3	IN	20
	15	IN	25
	5	IN	15
	5	IN	15
	5	IN	20
	5	IN	25
	5	IN	25
For example, New Services creates estimates. GRU would like a standard estimate template where the user can enter in custom information which will be placed in a pre-defined spot on the correspondence.	15	IN	15
	15	IN	25
	15	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes	This is In Scope via the Open Text Interface.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Verified. Will deine the letters based on requirements. There may be some freeform text required.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.05.00 - Process Landlord Agreements

Process ID	Process Title	Requirement Number
MC.05.01	**Maintain Landlord Agreement**	
MC.05.01	Maintain Landlord Agreement	MC.05.01.001
MC.05.01	Maintain Landlord Agreement	MC.05.01.002
MC.05.01	Maintain Landlord Agreement	MC.05.01.003
MC.05.01	Maintain Landlord Agreement	MC.05.01.004
MC.05.01	Maintain Landlord Agreement	MC.05.01.005
MC.05.01	Maintain Landlord Agreement	MC.05.01.006
MC.05.01	Maintain Landlord Agreement	MC.05.01.007
MC.05.01	Maintain Landlord Agreement	MC.05.01.008
MC.05.01	Maintain Landlord Agreement	MC.05.01.009
MC.05.01	Maintain Landlord Agreement	MC.05.01.010
MC.05.01	Maintain Landlord Agreement	MC.05.01.011
MC.05.01	Maintain Landlord Agreement	MC.05.01.012
MC.05.01	Maintain Landlord Agreement	MC.05.01.013
MC.05.01	Maintain Landlord Agreement	MC.05.01.014

MC.05.01	Maintain Landlord Agreement	MC.05.01.015
MC.05.01	Maintain Landlord Agreement	MC.05.01.016
MC.05.01	Maintain Landlord Agreement	MC.05.01.017
MC.05.01	Maintain Landlord Agreement	MC.05.01.018
MC.05.01	Maintain Landlord Agreement	MC.05.01.019
MC.05.01	Maintain Landlord Agreement	MC.05.01.020
MC.05.01	Maintain Landlord Agreement	MC.05.01.021
MC.05.01	Maintain Landlord Agreement	MC.05.01.022
MC.05.01	Maintain Landlord Agreement	MC.05.01.023
MC.05.01	Maintain Landlord Agreement	MC.05.01.024
MC.05.01	Maintain Landlord Agreement	MC.05.01.025

MC.05.01	Maintain Landlord Agreement	MC.05.01.026
MC.05.01	Maintain Landlord Agreement	MC.05.01.027
MC.05.01	Maintain Landlord Agreement	MC.05.01.028
MC.05.01	Maintain Landlord Agreement	MC.05.01.029

Requirement Description
System will be configured to provide the ability to recognize/waive service initiation fees for addresses reverting to a landlord's name.
System will be configured for comments and notes regarding the status of the landlord / tenant relationship.
System will be configured to capture tenant information at a premise
System will be configured to capture landlord / manager information at a premise
System will be configured to capture owner information at a premise
System will be configured to setup, change, delete and/or revert-to-landlord, the active customer when a tenant is final billed.
System will be configured to provide the ability to mass setup, change and delete landlord and revert-to information.
System will be configured to provide the ability to establish an effective time period for revert-to functionality.
System will be configured to allow for the tenant(s) to "establish" services that were in the landlord's name.
System will be configured to track and report on tenant claim that account holder has moved out
System will be configured to provide for the ability to monitor and track incidents of identity theft including erroneous reversion to landlord from primary tenant
System will be configured to allow for vacant accounts with usage to revert to landlord /owner for the account.
System will be configured to "trap" and "flag" the condition where a landlord attempts to terminate all services for its tenants. System will provide a means of follow-up for the utility.
System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, online work queue.

System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, alerts, email, and other means sent directly to management.
System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, printed report and/or worksheet.
System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, dashboard.
System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, account alerts.
System will be configured to provide the ability to automatically notify all tenants of the landlord or homeowners 'x' days in advance of service termination.
System will be configured with the ability to create, display, and maintain automated agreements with landlords to revert selected services and not others at a single premise.
System will be configured with the ability to create, display, and maintain automated agreements with landlords to revert selected services and not others at multiple premises (apartment complex).
System will be configured to automatically reactivates Owner Allocations (Revert to Landlord) upon a new move-in when the allocation was previously deactivated due to occupant non-payment disconnect.
System will be configured to allow owner allocations (revert to landlord) to be setup regardless of the balance owed (current or past due) and retain the appropriate dunning process.
System will be configured to automatically set a premise to vacant and issue all disconnect orders for all associated services in the event a an owner/landlord removes the allocation/reversion.
System will be configured to provide a mass change function to add or remove Owner Allocations (Revert to Landlord).

System will be configured so that when adding an Owner Allocation (Revert to Landlord) to a contract account, solution alerts user to an existing allocation and provides the option to automatically replace with the new allocation.
System will be configured to allow a CSR to edit the owner allocation (revert to landlord) setup when adding or removing a new service to / from a premise.
System will be configured with the ability to turn off services on an owner allocation property and have it NOT revert back.
System will be configured to revert to landlord when a move-out date is changed on account with active owner allocation in the event that the new move out date leave a gap between move-out and subsequent move-in.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	15
	3	IN	25
	5	IN	25
	5	IN	15
This refers to the situation where the tenant is putting the bill back in the landlords name without the appropriate permission.	5	IN	25
	3	IN	15
	5	IN	15
	5	IN	25

	5	IN	15
	5	IN	25
	3	IN	15
	5	IN	25
	5	IN	15
Stormwater and Refuse are required services under the reversion.	5	IN	25
	5	IN	25
Currently if a customer is turned-off for non-pay the revert to landlord is disabled so that the service isn't accidently restored in the owner's name; however, its not reactivated when a new customer moves in and it should be.	5	IN	15
	5	IN	25
When a landlord wants to discontinue reversion the system should automatically disconnect all services when the reversion is removed with no move in order.	5	IN	15
If an owner of an apartment building wants to setup reversion on all apartments, the system could handle this in mass vs. one by one.	5	IN	15

	5	IN	25
	5	IN	25
For example, the landlord has finished cleaning the property and wants services off. The system should not pick up the reversion and turn it on.	5	IN	25
	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.06.00 - Process Customer Deposits

Process ID	Process Title	Requirement Number
MC.06.01	**Determine Required Deposit**	
MC.06.01	Determine Required Deposit	MC.06.01.001
MC.06.01	Determine Required Deposit	MC.06.01.002
MC.06.01	Determine Required Deposit	MC.06.01.003
MC.06.01	Determine Required Deposit	MC.06.01.004
MC.06.01	Determine Required Deposit	MC.06.01.005
MC.06.01	Determine Required Deposit	MC.06.01.006
MC.06.01	Determine Required Deposit	MC.06.01.007
MC.06.01	Determine Required Deposit	MC.06.01.010
MC.06.01	Determine Required Deposit	MC.06.01.011
MC.06.01	Determine Required Deposit	MC.06.01.012
MC.06.01	Determine Required Deposit	MC.06.01.013
MC.06.01	Determine Required Deposit	MC.06.01.014
MC.06.01	Determine Required Deposit	MC.06.01.015
MC.06.01	Determine Required Deposit	MC.06.01.016
MC.06.01	Determine Required Deposit	MC.06.01.017
MC.06.01	Determine Required Deposit	MC.06.01.018

MC.06.01	Determine Required Deposit	MC.06.01.019
MC.06.01	Determine Required Deposit	MC.06.01.020
MC.06.02	**Process Deposits**	
MC.06.02	Process Deposits	MC.06.02.001
MC.06.02	Process Deposits	MC.06.02.002
MC.06.02	Process Deposits	MC.06.02.003
MC.06.02	Process Deposits	MC.06.02.004
MC.06.02	Process Deposits	MC.06.02.005
MC.06.02	Process Deposits	MC.06.02.007
MC.06.02	Process Deposits	MC.06.02.008
MC.06.02	Process Deposits	MC.06.02.009
MC.06.02	Process Deposits	MC.06.02.010
MC.06.02	Process Deposits	MC.06.02.011
MC.06.02	Process Deposits	MC.06.02.012
MC.06.02	Process Deposits	MC.06.02.013
MC.06.02	Process Deposits	MC.06.02.014
MC.06.02	Process Deposits	MC.06.02.016

MC.06.02	Process Deposits	MC.06.02.017
MC.06.02	Process Deposits	MC.06.02.018
MC.06.02	Process Deposits	MC.06.02.019
MC.06.02	Process Deposits	MC.06.02.020
MC.06.02	Process Deposits	MC.06.02.021
MC.06.02	Process Deposits	MC.06.02.023
MC.06.02	Process Deposits	MC.06.02.024
MC.06.02	Process Deposits	MC.06.02.025
MC.06.02	Process Deposits	MC.06.02.028
MC.06.02	Process Deposits	MC.06.02.029
MC.06.02	Process Deposits	MC.06.02.030
MC.06.02	Process Deposits	MC.06.02.031
MC.06.02	Process Deposits	MC.06.02.032
MC.06.02	Process Deposits	MC.06.02.033
MC.06.02	Process Deposits	MC.06.02.034
MC.06.02	Process Deposits	MC.06.02.035

MC.06.02	Process Deposits	MC.06.02.036
MC.06.02	Process Deposits	MC.06.02.037
MC.06.02	Process Deposits	MC.06.02.038
MC.06.02	Process Deposits	MC.06.02.039
MC.06.02	Process Deposits	MC.06.02.040
MC.06.03	**Apply Deposit Interest to Account**	
MC.06.03	Apply Deposit Interest to Account	MC.06.03.001
MC.06.03	Apply Deposit Interest to Account	MC.06.03.004
MC.06.03	Apply Deposit Interest to Account	MC.06.03.007
MC.06.03	Apply Deposit Interest to Account	MC.06.03.008

Requirement Description
System will be configured to Support Deposit on Account.
System will be configured to provide the ability to assess a deposit by service.
System will be configured to support deposit calculations based on SQFT
System will be configured to support deposit calculations based on type of business
System will be configured to support deposit calculations based on type of services provided to customer
System will be configured to support deposit calculations based on anticipated usage
System will be configured to support deposit calculations based on installed equipment
System will be configured to support deposit calculations based on 3rd party guarantees
System will be configured to provide the ability to assess deposit by service. Separate deposits can be collected and reported for individual services. Must have way to insure the correct deposit is applied to the service.
System will be configured to Automatically Quote Deposits based on Account Credit History.
System will be configured to Automatically Quote Deposits based on Customer Class.
System will be configured to Automatically Quote Deposits based on Service Type.
System will be configured to Automatically Quote Deposits based on Premise Historical Usage.
System will be configured to capture the internal credit rating for a customer
System will be configured to provide for the ability to automatically send a letter to a customer indicating that a deposit was assessed, the deposit amount, and deposit terms and conditions.
System will be configured to calculate and apply deposits and provide a manual override for customers who have had a bankruptcy.

System will be configured to meet Dodd-Frank credit score reporting requirements.
System will be configured to enable the ability to put a deposit on a master account vs. the subordinate accounts.
System will be configured to provide for application of the deposit to the final bill when an account is closed.
System will be configured to allow for deposit arrangement that can lead to disconnection of service for non-fulfillment.
System will be configured to Bill Deposits.
System will be configured to track required deposits against new or existing accounts
System will be configured to allow for immediate billing of the deposit separate from it's normal cycle billing.
System will be configured to Support Deposits Covering Multiple Accounts.
System will be configured to Quote Additional Deposits.
System will be configured to provide ability to view outstanding deposits not yet applied.
System will be configured to support customer deposit transfers for a new location with an active deposit, review how much of the deposit dollars transfer / is applicable to the new account.
System will be configured to Transfer Deposit between Accounts.
System will be configured to provide the ability to calculate a new deposit for services when transferred, taking into account credit history, types of services, and customer type, with the ability to override.
System will be configured to provide the ability to track expiration dates on all letters of credit and surety bonds held in lieu of deposit.
System will be configured to provide the ability to automatically generate a letter to customer in a user-defined number of days prior to the expiration of the letter of credit, surety bond, or CD's.
System will be configured to provide the ability to automatically release the guarantor from financial responsibility for an account when the account meets regulatory good standing guidelines.

System will be configured to apply payments to a pending deposit amount first before applying to outstanding balances.
System will be configured with the ability for a service order that has been held pending payment of a deposit to be released when payment is made.
System will be configured to provide the ability to accept non-cash, line of credit or surety bond information to satisfy the deposit requirement for non-residential accounts.
System will be configured to allow for the deposit to be paid in a single payment or in installments being billed over a user-defined timeframe.
System will be configured to create appropriate GL entries for deposit refunds.
System will be configured to provide the ability to hold a deposit, exempting it from automatic refund.
System will be configured to provide the ability to automatically refund deposits when the deposit requirement period has expired and the current credit rating is satisfactory.
System will be configured to provide the ability to automatically apply the deposit on the account when the deposit requirement period has expired and the current credit rating is satisfactory.
System will be configured to Report on Outstanding Deposit Balances.
System will be configured to Report on Deposit Age
System will be configured to Report on Deposit Refunds.
System will be configured to Report on Deposits on Inactive Accounts.
System will be configured to calculate monthly interest on the deposit amount and then apply the interest to the bill each month.
System will be configured to only request a credit score on new customers that have not established history with the utility.
System will be configured to correctly calculates deposit for non-residential customers based on similarity to previous business and/or NIGP [National Institute of Government Purchasing commodity / services code) code.
System will be configured to automatically calculate and assesses deposit amounts based on configurable parameters including but not limited to customer’s credit score and rules per ordinance.(need ability to override with proper security clearance).

System will be configured to allows for the payment of security deposits in installments or prior to move-in based on business rules.
System will be configured to assesses creditworthiness points for new contract accounts based on configurable length of time without service.
System will be configured to retain creditworthiness points on inactive business partner's and reassigns them if business partner initiates new service.
System will be configured to generate a daily deposit report that can be exported to an Excel spreadsheet.
System will be configured to create a master/blanket deposit for landlords, contractors, collective billing accounts, etc. who have multiple accounts.
System will be configured to provide calendar year interest paid to customer for preparation of 1099-Interest forms.
System will be configured to provide the ability to calculate interest on deposits that were paid in increments, calculating interest on each increment based upon the date and amount of the deposit payment.
System will be configured to provide the ability to apply deposit and deposit interest to a bill on a user-defined interval and rate.
System will be configured to calculate simple interest on deposits.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	3	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	20

	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	20
	5	IN	20
	5	IN	20
This refers to the situation in which GRU creates a payment plan for a deposit and the ability to easily see the partial payment of the deposit and the remaining amount due.	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	20
	3	IN	20

	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	15	IN	20

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
Monthly.	5	IN	25
	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.07.00 - Process Special Programs

Process ID	Process Title	Requirement Number
MC.07.01	**Process Budget Billing**	
MC.07.01	Process Budget Billing	MC.07.01.001
MC.07.01	Process Budget Billing	MC.07.01.002
MC.07.01	Process Budget Billing	MC.07.01.003
MC.07.01	Process Budget Billing	MC.07.01.004
MC.07.01	Process Budget Billing	MC.07.01.005
MC.07.01	Process Budget Billing	MC.07.01.006
MC.07.01	Process Budget Billing	MC.07.01.007
MC.07.01	Process Budget Billing	MC.07.01.008
MC.07.01	Process Budget Billing	MC.07.01.009
MC.07.01	Process Budget Billing	MC.07.01.010
MC.07.01	Process Budget Billing	MC.07.01.011
MC.07.01	Process Budget Billing	MC.07.01.012
MC.07.01	Process Budget Billing	MC.07.01.013
MC.07.01	Process Budget Billing	MC.07.01.014

MC.07.01	Process Budget Billing	MC.07.01.015
MC.07.01	Process Budget Billing	MC.07.01.016
MC.07.01	Process Budget Billing	MC.07.01.018
MC.07.01	Process Budget Billing	MC.07.01.019
MC.07.01	Process Budget Billing	MC.07.01.020
MC.07.01	Process Budget Billing	MC.07.01.021
MC.07.01	Process Budget Billing	MC.07.01.022
MC.07.01	Process Budget Billing	MC.07.01.023
MC.07.01	Process Budget Billing	MC.07.01.024
MC.07.02	**Process Assistance Programs**	
MC.07.02	Process Assistance Programs	MC.07.02.001
MC.07.02	Process Assistance Programs	MC.07.02.003
MC.07.02	Process Assistance Programs	MC.07.02.004
MC.07.02	Process Assistance Programs	MC.07.02.005
MC.07.02	Process Assistance Programs	MC.07.02.006
MC.07.02	Process Assistance Programs	MC.07.02.007
MC.07.02	Process Assistance Programs	MC.07.02.008
MC.07.02	Process Assistance Programs	MC.07.02.009

MC.07.02	Process Assistance Programs	MC.07.02.010
MC.07.02	Process Assistance Programs	MC.07.02.011
MC.07.02	Process Assistance Programs	MC.07.02.012
MC.07.02	Process Assistance Programs	MC.07.02.013
MC.07.02	Process Assistance Programs	MC.07.02.014
MC.07.02	Process Assistance Programs	MC.07.02.015
MC.07.02	Process Assistance Programs	MC.07.02.016
MC.07.02	Process Assistance Programs	MC.07.02.017
MC.07.02	Process Assistance Programs	MC.07.02.018
MC.07.02	Process Assistance Programs	MC.07.02.019
MC.07.02	Process Assistance Programs	MC.07.02.021
MC.07.02	Process Assistance Programs	MC.07.02.023
MC.07.02	Process Assistance Programs	MC.07.02.024

MC.07.02	Process Assistance Programs	MC.07.02.025
MC.07.02	Process Assistance Programs	MC.07.02.026
MC.07.02	Process Assistance Programs	MC.07.02.027
MC.07.02	Process Assistance Programs	MC.07.02.028
MC.07.02	Process Assistance Programs	MC.07.02.029
MC.07.02	Process Assistance Programs	MC.07.02.030
MC.07.02	Process Assistance Programs	MC.07.02.031
MC.07.02	Process Assistance Programs	MC.07.02.032
MC.07.02	Process Assistance Programs	MC.07.02.033
MC.07.02	Process Assistance Programs	MC.07.02.034
MC.07.03	**Process Charitable Contributions**	
MC.07.03	Process Charitable Contributions	MC.07.03.001
MC.07.03	Process Charitable Contributions	MC.07.03.002
MC.07.03	Process Charitable Contributions	MC.07.03.003
MC.07.03	Process Charitable Contributions	MC.07.03.004
MC.07.03	Process Charitable Contributions	MC.07.03.005
MC.07.04	**Process Demand Side Management**	

MC.07.04	Process Demand Side Management	MC.07.04.001
MC.07.04	Process Demand Side Management	MC.07.04.002
MC.07.04	Process Demand Side Management	MC.07.04.003
MC.07.04	Process Demand Side Management	MC.07.04.004
MC.07.05	**Process Net Metering Resources**	
MC.07.05	Process Net Metering Resources	MC.07.05.001
MC.07.05	Process Net Metering Resources	MC.07.05.002
MC.07.05	Process Net Metering Resources	MC.07.05.003
MC.07.05	Process Net Metering Resources	MC.07.05.004
MC.07.05	Process Net Metering Resources	MC.07.05.005
MC.07.05	Process Net Metering Resources	MC.07.05.007
MC.07.05	Process Net Metering Resources	MC.07.05.008
MC.07.05	Process Net Metering Resources	MC.07.05.009
MC.07.05	Process Net Metering Resources	MC.07.05.013
MC.07.05	Process Net Metering Resources	MC.07.05.014
MC.07.05	Process Net Metering Resources	MC.07.05.015
MC.07.05	Process Net Metering Resources	MC.07.05.017
MC.07.05	Process Net Metering Resources	MC.07.05.018
MC.07.05	Process Net Metering Resources	MC.07.05.019

MC.07.05	Process Net Metering Resources	MC.07.05.020
MC.07.05	Process Net Metering Resources	MC.07.05.021
MC.07.05	Process Net Metering Resources	MC.07.05.022
MC.07.05	Process Net Metering Resources	MC.07.05.023
MC.07.05	Process Net Metering Resources	MC.07.05.024
MC.07.05	Process Net Metering Resources	MC.07.05.025
MC.07.05	Process Net Metering Resources	MC.07.05.026
MC.07.05	Process Net Metering Resources	MC.07.05.027
MC.07.05	Process Net Metering Resources	MC.07.05.028
MC.07.05	Process Net Metering Resources	MC.07.05.029
MC.07.05	Process Net Metering Resources	MC.07.05.030
MC.07.05	Process Net Metering Resources	MC.07.05.032
MC.07.05	Process Net Metering Resources	MC.07.05.034
MC.07.05	Process Net Metering Resources	MC.07.05.035
MC.07.05	Process Net Metering Resources	MC.07.05.036
MC.07.05	Process Net Metering Resources	MC.07.05.037
MC.07.05	Process Net Metering Resources	MC.07.05.038

MC.07.05	Process Net Metering Resources	MC.07.05.039
MC.07.05	Process Net Metering Resources	MC.07.05.040
MC.07.05	Process Net Metering Resources	MC.07.05.041
MC.07.05	Process Net Metering Resources	MC.07.05.042
MC.07.05	Process Net Metering Resources	MC.07.05.043
MC.07.05	Process Net Metering Resources	MC.07.05.044
MC.07.05	Process Net Metering Resources	MC.07.05.046
MC.07.05	Process Net Metering Resources	MC.07.05.047
MC.07.05	Process Net Metering Resources	MC.07.05.048
MC.07.05	Process Net Metering Resources	MC.07.05.049
MC.07.05	Process Net Metering Resources	MC.07.05.050
MC.07.05	Process Net Metering Resources	MC.07.05.051
MC.07.05	Process Net Metering Resources	MC.07.05.052
MC.07.05	Process Net Metering Resources	MC.07.05.053
MC.07.05	Process Net Metering Resources	MC.07.05.054
MC.07.05	Process Net Metering Resources	MC.07.05.055
MC.07.05	Process Net Metering Resources	MC.07.05.056
MC.07.05	Process Net Metering Resources	MC.07.05.057
MC.07.05	Process Net Metering Resources	MC.07.05.058
MC.07.06	**Process ACH Account**	
MC.07.06	Process ACH Account	MC.07.06.003

MC.07.06	Process ACH Account	MC.07.06.004
MC.07.06	Process ACH Account	MC.07.06.005
MC.07.06	Process ACH Account	MC.07.06.006
MC.07.06	Process ACH Account	MC.07.06.007
MC.07.07	**Process Payment Arrangements**	
MC.07.07	Process Payment Arrangements	MC.07.07.001
MC.07.07	Process Payment Arrangements	MC.07.07.002
MC.07.07	Process Payment Arrangements	MC.07.07.003
MC.07.07	Process Payment Arrangements	MC.07.07.004
MC.07.07	Process Payment Arrangements	MC.07.07.005
MC.07.07	Process Payment Arrangements	MC.07.07.006
MC.07.07	Process Payment Arrangements	MC.07.07.007
MC.07.07	Process Payment Arrangements	MC.07.07.008
MC.07.07	Process Payment Arrangements	MC.07.07.009
MC.07.07	Process Payment Arrangements	MC.07.07.010
MC.07.07	Process Payment Arrangements	MC.07.07.011
MC.07.07	Process Payment Arrangements	MC.07.07.013

MC.07.07	Process Payment Arrangements	MC.07.07.014
MC.07.07	Process Payment Arrangements	MC.07.07.015
MC.07.07	Process Payment Arrangements	MC.07.07.016
MC.07.07	Process Payment Arrangements	MC.07.07.017
MC.07.07	Process Payment Arrangements	MC.07.07.018
MC.07.07	Process Payment Arrangements	MC.07.07.019
MC.07.07	Process Payment Arrangements	MC.07.07.020
MC.07.07	Process Payment Arrangements	MC.07.07.021
MC.07.07	Process Payment Arrangements	MC.07.07.022
MC.07.07	Process Payment Arrangements	MC.07.07.023
MC.07.07	Process Payment Arrangements	MC.07.07.025
MC.07.07	Process Payment Arrangements	MC.07.07.027
MC.07.07	Process Payment Arrangements	MC.07.07.028
MC.07.07	Process Payment Arrangements	MC.07.07.029

MC.07.07	Process Payment Arrangements	MC.07.07.030
MC.07.07	Process Payment Arrangements	MC.07.07.031
MC.07.07	Process Payment Arrangements	MC.07.07.032
MC.07.09	**Process Summary Billing**	
MC.07.09	Process Summary Billing	MC.07.09.001
MC.07.09	Process Summary Billing	MC.07.09.002
MC.07.09	Process Summary Billing	MC.07.09.003
MC.07.09	Process Summary Billing	MC.07.09.004
MC.07.09	Process Summary Billing	MC.07.09.005
MC.07.09	Process Summary Billing	MC.07.09.006
MC.07.09	Process Summary Billing	MC.07.09.007
MC.07.09	Process Summary Billing	MC.07.09.008
MC.07.09	Process Summary Billing	MC.07.09.009
MC.07.09	Process Summary Billing	MC.07.09.010
MC.07.09	Process Summary Billing	MC.07.09.012
MC.07.09	Process Summary Billing	MC.07.09.013
MC.07.09	Process Summary Billing	MC.07.09.018

MC.07.09	Process Summary Billing	MC.07.09.019
MC.07.09	Process Summary Billing	MC.07.09.020
MC.07.09	Process Summary Billing	MC.07.09.021
MC.07.09	Process Summary Billing	MC.07.09.022
MC.07.09	Process Summary Billing	MC.07.09.023
MC.07.09	Process Summary Billing	MC.07.09.024
MC.07.09	Process Summary Billing	MC.07.09.025
MC.07.10	**Process Rebates and Conservation**	
MC.07.10	Process Rebates and Conservation	MC.07.10.001
MC.07.10	Process Rebates and Conservation	MC.07.10.002
MC.07.10	Process Rebates and Conservation	MC.07.10.003
MC.07.10	Process Rebates and Conservation	MC.07.10.004
MC.07.10	Process Rebates and Conservation	MC.07.10.005
MC.07.10	Process Rebates and Conservation	MC.07.10.006
MC.07.10	Process Rebates and Conservation	MC.07.10.007
MC.07.10	Process Rebates and Conservation	MC.07.10.008

MC.07.10	Process Rebates and Conservation	MC.07.10.009
MC.07.10	Process Rebates and Conservation	MC.07.10.010
MC.07.10	Process Rebates and Conservation	MC.07.10.011
MC.07.10	Process Rebates and Conservation	MC.07.10.013
MC.07.10	Process Rebates and Conservation	MC.07.10.014
MC.07.10	Process Rebates and Conservation	MC.07.10.015
MC.07.10	Process Rebates and Conservation	MC.07.10.016
MC.07.10	Process Rebates and Conservation	MC.07.10.017
MC.07.10	Process Rebates and Conservation	MC.07.10.018
MC.07.10	Process Rebates and Conservation	MC.07.10.019
MC.07.10	Process Rebates and Conservation	MC.07.10.020
MC.07.10	Process Rebates and Conservation	MC.07.10.021
MC.07.10	Process Rebates and Conservation	MC.07.10.022
MC.07.10	Process Rebates and Conservation	MC.07.10.023
MC.07.10	Process Rebates and Conservation	MC.07.10.026

MC.07.10	Process Rebates and Conservation	MC.07.10.027
MC.07.10	Process Rebates and Conservation	MC.07.10.028
MC.07.10	Process Rebates and Conservation	MC.07.10.029
MC.07.10	Process Rebates and Conservation	MC.07.10.030
MC.07.10	Process Rebates and Conservation	MC.07.10.031
MC.07.11	**Process Prepaid Metering**	
MC.07.11	Process Prepaid Metering	MC.07.11.001
MC.07.11	Process Prepaid Metering	MC.07.11.002
MC.07.11	Process Prepaid Metering	MC.07.11.003
MC.07.11	Process Prepaid Metering	MC.07.11.004
MC.07.11	Process Prepaid Metering	MC.07.11.005
MC.07.11	Process Prepaid Metering	MC.07.11.006
MC.07.11	Process Prepaid Metering	MC.07.11.007
MC.07.11	Process Prepaid Metering	MC.07.11.008
MC.07.11	Process Prepaid Metering	MC.07.11.009
MC.07.11	Process Prepaid Metering	MC.07.11.010
MC.07.11	Process Prepaid Metering	MC.07.11.011
MC.07.11	Process Prepaid Metering	MC.07.11.012
MC.07.11	Process Prepaid Metering	MC.07.11.013
MC.07.11	Process Prepaid Metering	MC.07.11.014

MC.07.11	Process Prepaid Metering	MC.07.11.015
MC.07.11	Process Prepaid Metering	MC.07.11.016
MC.07.11	Process Prepaid Metering	MC.07.11.017
MC.07.11	Process Prepaid Metering	MC.07.11.018
MC.07.11	Process Prepaid Metering	MC.07.11.019
MC.07.11	Process Prepaid Metering	MC.07.11.020
MC.07.11	Process Prepaid Metering	MC.07.11.021
MC.07.11	Process Prepaid Metering	MC.07.11.022
MC.07.12	**Process Real Time Pricing**	
MC.07.12	Process Real Time Pricing	MC.07.12.001
MC.07.12	Process Real Time Pricing	MC.07.12.002
MC.07.12	Process Real Time Pricing	MC.07.12.003
MC.07.12	Process Real Time Pricing	MC.07.12.004
MC.07.12	Process Real Time Pricing	MC.07.12.005
MC.07.12	Process Real Time Pricing	MC.07.12.006
MC.07.12	Process Real Time Pricing	MC.07.12.007
MC.07.12	Process Real Time Pricing	MC.07.12.008
MC.07.12	Process Real Time Pricing	MC.07.12.009
MC.07.12	Process Real Time Pricing	MC.07.12.010
MC.07.12	Process Real Time Pricing	MC.07.12.011
MC.07.12	Process Real Time Pricing	MC.07.12.012
MC.07.12	Process Real Time Pricing	MC.07.12.013
MC.07.12	Process Real Time Pricing	MC.07.12.014
MC.07.12	Process Real Time Pricing	MC.07.12.015

MC.07.12	Process Real Time Pricing	MC.07.12.016
MC.07.12	Process Real Time Pricing	MC.07.12.017
MC.07.12	Process Real Time Pricing	MC.07.12.018
MC.07.12	Process Real Time Pricing	MC.07.12.019
MC.07.12	Process Real Time Pricing	MC.07.12.020
MC.07.12	Process Real Time Pricing	MC.07.12.021
MC.07.12	Process Real Time Pricing	MC.07.12.022
MC.07.12	Process Real Time Pricing	MC.07.12.023
MC.07.12	Process Real Time Pricing	MC.07.12.024
MC.07.12	Process Real Time Pricing	MC.07.12.025
MC.07.12	Process Real Time Pricing	MC.07.12.026
MC.07.12	Process Real Time Pricing	MC.07.12.027
MC.07.12	Process Real Time Pricing	MC.07.12.028
MC.07.12	Process Real Time Pricing	MC.07.12.029
MC.07.12	Process Real Time Pricing	MC.07.12.030
MC.07.12	Process Real Time Pricing	MC.07.12.031

Requirement Description
System will be configured for budget billing.
System will be configured for a global setting to establish budget billing duration, start period, ending period, with overrides for exceptions.
System will be configured to allow user-defined criteria (e.g., good credit rating, etc.), to qualify accounts eligible for budget billing services - with manual override capability.
System will be configured to have or require a user-defined, e.g., positive, etc., credit score and a user-defined threshold of A/R to be eligible for budget billing.
System will be configured to allow for budget billing on user-defined services or classes.
System will be configured with the ability to select what service will be included within a budget bill when multiple services are offered.
System will be configured to allow for user override of amount due to special conditions.
System will be configured to associate Customers with levelized payments.
System will be configured with the ability to establish levelized amount based upon actual consumption.
System will be configured to provide the ability to associate customer with account levelized payments.
System will be configured to calculate the average billing amount over a user-defined period for past billings or with a manual override.
System will be configured to calculate the same monthly payment while capturing actual readings.
System will be configured for a user-defined month for account to be reconciled (trued up). Difference between the budget months calculated and payment to the actual amount to be billed.
System will be configured to recalculate a budget bill based on specific issues, e.g., an abnormally cold winter requires a recalculated budget amount, etc.

System will be configured to monitor usage, with a percentage tolerance and/or dollar amount, for management of usage changes (up or down) recalculating the budget billing amount on a user-defined - every 'x' months.
System will be configured to automatically recalculate the difference that is owed based on previous months after being taken off budget billing. The following billing cycle will capture exact usage and bill accordingly.
System will be configured to allow overpayment to be directed (by the customer or the utility) towards the budget bill balance or the account balance.
System will be configured to automatically remove a customer from budget billing if after a user-defined timeframe the account has not been paid by the due date.
System will be configured to generate letters or work queue activities based on changes to budget billing.
System will be configured with a year-end budget plan recap / settlement statement.
System will be configured for automatic generation of a letter, email, SMS, etc. will be sent if a customer is removed from budget billing.
System will be configured to bill for total due, including total true up amount plus current usage, to be billed on settle-up statement (final bill).
System will be configured to automatically recalculates budget billing amounts on a configurable interval using business rules.
System will be configured to Bill Assistance Program Pledges.
System will be configured to accept and track low income/HEAP payments
System will be configured to provide ability to recognize assistance pledges on accounts
System will be configured to provide the ability to remove specific recurring Energy Assistance Program, Green Power, Good Neighbor or other user-defined program, etc., contributions on their account.
System will be configured to provide the ability to track expiration dates related to HEAP/Care/SHARE (Low Income Program - or the like).
System will be configured to provides ability to view pledged amounts
System will be configured to provides ability to view pledged dates
System will be configured to provides ability to view pledging agency

System will be configured to provides ability to view pledging agency representative
System will be configured to provides ability to view pledge status
System will be configured to provides ability to view pledge type
System will be configured with a built-in interface to accept different types of pledges (e.g., non-profit organizations, governmental agencies, etc.).
System will be configured to allow the pledge amount to pay the total or greater than the outstanding balance.
System will be configured to allow the pledge amount to pay any portion of the outstanding balance (i.e., any dollar amount against outstanding balance).
System will be configured to allow the pledge amount to pay any line item / service / appliance of the outstanding balance.
System will be configured to provide ability to treat assistance program pledges as pending payments for collections purposes
System will be configured to deduct the pledge amount from the outstanding balance, when a pledged amount is received.
System will be configured to automatically remove the "pending payment" status once the actual pledge payment has been received by the utility.
System will be configured to automatically remove (only) that line item from delinquency processing, in the event a single service / line item is pledged.
System will be configured to provide ability to treat assistance program pledges (vouchers) as actual payments for collections purposes
System will be configured to provide a daily total of charitable vouchers for balancing purposes.

System will be configured to reconcile charitable agency payments against vouchers issued.
System will be configured to notify charitable agencies if payment for a outstanding vouchers has not been received after a specified period.
System will be configured to provide the option to generate a refund check in case of charitable agency overpayment.
System will be configured to notify the charitable organization and voucher recipient when a voucher is applied, using each party's preferred method of communication.
CSS system will be configured to allow business partners to view and track status on a LEEP project.
System will be configured to provide updates on LEEP project status using the business partner's preferred method of communication.
System will be configured to provide an indicator and date at both business partner and premise level that a LEEP project has been executed.
System will be configured to provide an alert when a business partner who has had a LEEP project within the past year moves out of the premise.
System will be configured to store LEEP project quotes and send a notification to relevant users when the required number of quotes for a service have been received.
System will be configured to automatically generate a voucher for the homeowner to present to the contractor when a LEEP project is approved for execution.
System will be configured to Bill for Charitable Contributions.
System will be configured to associate Customers with charitable donation plan.
System will be configured to provide the ability to set up an installment plan for charitable contributions, with a fixed or unlimited total amount due, monthly payment amount, and fixed or unlimited end date.
System will be configured to calculate the amount of the monthly installment if the total amount and fixed time period are provided for the charitable contribution.
System will be configured to create a separate open item for contributions and donations with a separate G/L account. System will allow for detailed reporting on all donations and contributions.

System will be configured to store and track Interval Data Recorders and their current and historical location
System will be configured with the ability for a TOU-based rate calculation (seasonal, periods, etc.).
System will be configured to support Time of Use Rates.
System will be configured to support real-time tracking of time of use (TOU) usage and tie it to their CIS account.
System will be configured to Support Net Energy Metering Collections
System will be configured to provide multiple jurisdictions (i.e. by state) for specific rates and billing rate refund requirements
System will be configured to provide rates and billing of Net Metering
System will be configured to provide rates and billing of Stand By Service
System will be configured to capture Net Metering contract information
System will be configured to support rates that handle residential customers.
System will be configured to support rates that handle nonresidential customers.
System will be configured to support rates that handle Distributed Energy Resources - Solar
System will be configured to track the fact that the utility shall have the right to require that the owner of the premises give satisfactory written approval of the customer's request for service under NEM.
System will be configured to flag, for NEM non-residential customers, when kW exceeds user-defined kW.
System will be configured for a "cap" on net metering by customer. The "cap" is based on the previous user-defined years of consumption or the InterConnection Agreement estimated capacity plus a user-defined percentage growth.
System will be configured to Support Contracted Net Energy Metering Rates.
System will be configured to support Net Metering Debit and Credit Rates .
System will be configured that all charges or credits will be determined using the appropriate energy rates of the applicable rate schedule.

System will be configured with the ability to clearly distinguish a NEM customer from other customers upon initial account inquiry.
System will be configured to Provide Net Energy Metering Current Usage
System will be configured to Provide Net Energy Metering Historical Usage
System will be configured to support readings for Net Energy Resourcing including Negative Readings (More energy is put into the grid than taken from it in the reading period)
System will be configured to Adjust Net Energy Metering Charges
System will be configured to Adjust Net Energy Metering Usages
System will be configured to provide Net Energy Metering credit information to customers
System will be configured to calculate bills with the following determinate - Service charge shall be the service charge from the applicable rate schedule.
System will be configured to calculate bills with the following determinate - Demand charge shall be determined from the applicable rate schedule, as appropriate.
System will be configured to calculate bills with the following determinate - Energy charges (or credits) shall be based on the net kilowatt-hours purchased from or delivered to the utility for the bill month.
System will be configured to calculate bills with the following determinate - For any bill month during which the energy charges are a net credit, the respective energy charges for the month shall be zero or negative.
System will be configured to calculate bills with the following determinate - The monthly minimum bill for customers receiving NEM service shall be no less than service charge plus, applicable riders and if applicable, the demand charge.
System will be configured with the ability to measure, store, and bill for any customer with power generation capabilities or co-gen with contracts for forecasted (estimated) consumption, with variable power returned to the energy providers grid.
System will be configured to Calculate Net Energy Usage each reading period.
System will be configured to Calculate Net Energy Bill.
System will be configured to validate net-meter reading.
System will be configured to Support Net Energy Metering True-Up Final Bill.

System will be configured to Support Net Energy Metering True-Up .
System will be configured to support the true-up Net Energy Metering including applying delinquency rules and rates
System will be configured to Support Refunding Net Energy Metering True-Up Credit Balances
System will be configured to Print Amount Due on Bill
System will be configured to Display Net Energy Metering Rates to Customer
System will be configured to Carry Net Energy Metering Credits on Account
System will be configured to provide all details of calculation adjustment factors and results to be used for billing statement creation.
System will be configured to Produce Net Energy Metering Bill.
System will be configured to store and allow for mail and emailing of an Interconnection Agreement to the customer.
System will be configured to notify Net Metering accounts when actual kW exceeds contracted kW
System will be configured for full NEM-related reporting, balancing, and tracking, including actual, projections, estimates, and other reporting.
System will be configured to Report on all NEM Accounts
System will be configured to Report on NEM Contract Information
System will be configured to Report on NEM Generation Unit Location
System will be configured to Report on Monthly and Annual NEM Consumption
System will be configured to Report on Monthly and Annual NEM Generation
System will be configured to provide the ability to reset any delinquency exempt flags after an annual NEM bill is paid in full
System will be configured to support the establishment of a NEM anniversary date
System will be configured to calculate NEM customer bills so that any NEM credits shall not offset any non-energy charges until true-up.
System will be configured to capture ACH method of payment

System will be configured to provide the ability to establish a preferred EFT draft date that will override the system bill EFT draft date.
System will be configured to provide the ability to setup the EFT draft date x number of days from the bill date.
System will be configured to provide the ability to setup and maintain recurring bank drafting information.
System will be configured to draft the entire past due balance that evening when an EFT payment method is established, unless other arrangements have been made.
System will be configured to provide the ability to set up an installment plan for products/equipment sales/rental with a fixed total amount due, monthly payment amount, simple interest, and with a fixed end-date.
System will be configured to provide for non-standard payment plan periods (i.e. daily, weekly, monthly, etc.) on customer payment plans.
System will be configured to provide the ability to vary payment plan agreement amounts and due dates.
System will be configured to provide the ability to establish payment plan agreement by selected open items.
System will be configured to allow the set up of payment plans for accounts regardless of status.
System will be configured to allow flexibility to modify payment plan installment amounts and due dates.
System will be configured to provide the ability to prevent cut-off notices from being created when payment plan terms are being met.
System will be configured to provide the ability to alter delinquent and other messaging based upon satisfaction or non-satisfaction of payment plan.
System will be configured to provide the ability to automatically suspend creation of a cut-off service order when terms of a payment arrangement are being met.
System will be configured to provide the ability to automatically generate a cut-off service order when terms of a payment arrangement are not met.
System will be configured to automatically produce payment plan notices based upon customers' preferred method of communication and user-defined business rules.
System will be configured to provide the ability to apply overpayments to the next payment due in the payment plan if the customer overpays.

System will be configured to provide the ability to accept a payment and apply it to open receivables or allow a credit balance on the account if the customer has completed their payment plan.
System will calculate monthly payment, based on fixed number of months on balance due at that point in time, with the provision that a user can change payment plans at any time.
System will calculate monthly payment, based on fixed number of months on balance due at that point in time, including rule defined interest charge/penalty, and a user can change payment plans at any time.
System will be configured to automatically provide an alert to user of payment plan arrangement that is in default.
System will be configured to provide the ability to create user-defined parameters/limits for users creating payment arrangements.
System will be configured to provide the ability to create user-defined parameters, with override capability, for payment arrangements.
System will be configured to provide audit trail displaying user who created the payment arrangement in addition to displaying approving user's details.
System will be configured to provide the ability to exempt an account from a late fee with a one time override with an audit trail.
System will be configured to provide the ability to suspend the delinquency process temporarily for an account in lieu of changing delinquency exemption permanently.
System will be configured to provide the ability to create delinquency exceptions that will increase the duration of time before the next scheduled collection process.
System will be configured to Bill Charges In Installments.
System will be configured to View Customer Payment Plan History.
System will be configured with the ability to have multiple tracks of payment/installment plans.
System will be configured to allow an installment plan on an entire total balance or any portion of that total balance without having to select specific charges to be included in that balance.

System will be configured to allow payment arrangements based on specific amounts, allowing regular dunning process on remaining balances.
System will be configured to include the first installment on the current bill when installment payment amounts are reset.
System will be configured with the ability to setup and manage payment arrangements on closed accounts that are linked to open accounts.
System will be configured to provide the ability to associate sub-accounts to a master account or to multiple sub-accounts.
System will be configured to provide the ability for the sub-account to be associated or disassociated to the master account at any time during the billing month.
System will be configured to provide subordinate accounts the use of their own mailing address, or the mailing address of the Master.
System will be configured to support detailed view of master account and associated sub accounts
System will be configured to provide ability for customer to select type of bill (summary or detail)
System will be configured to provide the ability to establish summary billing for statement and reporting purposes only.
System will be configured to produce Summary Bill for multiple premises.
System will be configured with the ability to summarize multiple accounts onto a single bill, i.e., master account.
System will be configured with the ability to send the master account a summary bill in addition to detailed bill for individual accounts.
System will be configured to generate a summary bill when the billing cycle for the master account is processed. All sub accounts will be held (or not) until the master account is billed.
System will be configured to Summarize Usage or Charges Across Accounts for Discounting Purposes.
System will be configured to Support Summary Billing.
System will be configured to allow deposits on child-accounts.

System will be configured to allow installment/payment plans on Child accounts.
System will be configured to allow Master Billing to be setup regardless of the balance owed (current or past due) and retain the appropriate dunning process.
System will be configured to add multiple contract accounts to collective billing in a single step.
System will be configured to provide a ~~script/~~workflow for users to assist with creating a collective billing account.
System will be configured so that a master billing relationship can be terminated at any point during the billing cycle and the balances will be handled appropriately.
System will be configured to provide a workflow process for closing collective accounts.
System will be configured to notify the CSR when adding a new contract account to business partner with collective billing (master summary billing) and provide the option to add the new contract account to the collective bill automatically.
System will be configured to provide support and tracking of conservation rebates and incentives
System will be configured to provide rates and billing of rebate programs
System will be configured to provide for the capture of minimal efficiency requirements including SEER, EER, HSPF, SPLIT, etc.
System will be configured to provide the ability to associate customer with conservation / efficiency plan / energy audit
System will be configured to track utility management and administrative costs
System will be configured to track overall energy savings of conservation program
System will be configured to support the verification and balancing for all costs associated with an individual program, for all conservation and energy incentives.
System will be configured to Bill Conservation/Efficiency Charges/Credits.

System will be configured to store and track conservation equipment and their current and historical location
System will be configured to associate Customers with conservation and efficiency plan.
System will be configured to track overall cost of conservation program
System will be configured with the ability to process rebates on-screen, utilization of a work queue, and an online approval process.
System will be configured with the ability to process multiple rebates online.
System will be configured with the ability to track what rebates have been applied for.
System will be configured with the ability to track rebates by service type and rate class.
System will be configured with the ability to track, flag, and report on load control devices placed at the home.
System will be configured with the ability for the CSR to inquire, search, and populate the appropriate program on the screen with the appropriate amounts and other program specifics with proper security and audit trail.
System will be configured with the ability to track high-efficiency ratings for new and existing residential and commercial properties.
System will be configured with the ability to track if a rebate has been paid either manually or via the CIS system.
System will be configured to generate a rebate credit to be applied to the active customers bill or through the issuance or a check
System will be configured to store and track light bulbs and their current and historical location
System will be configured to store and track appliances and their current and historical location
System will be configured with the ability to process multiple rebates in batch.

System will be configured to Process Rebates Online.
System will be configured to track rebates as "expenses" and must be configured to hit a G/L expense account and not reduce the service revenue that the rebate is applied to.
System will be configured to provide a workflow process for the gas rebate process.
System will be configured to apply any approved rebate to any past balances due before issuing a rebate check.
System will be configured to provides an interface with the financial system for gas rebate processing.
System will be configured with ability for billing of a service to follow the customer instead of a premises, i.e., charitable donations etc., when the customer moves.
System will be configured to support prepaid customers where the deposit can be waived or not.
System will support a wide-range of customer types for prepaid metering, including but not limited to, residential.
System will support a wide-range of customer types for prepaid metering, including but not limited to, commercial.
System will support a wide-range of customer types for prepaid metering, including but not limited to, industrial.
System will support a wide-range of customer types for prepaid metering, including but not limited to, landlords.
System will support a wide-range of customer types for prepaid metering, including but not limited to, vacation properties.
System will support a wide-range of customer types for prepaid metering, including but not limited to, sporting facilities (outdoor lighting).
System will support a wide-range of customer types for prepaid metering, including but not limited to, Charities and event-based activities.
System will support a wide-range of customer types for prepaid metering, including but not limited to, sub metering.
System will be configured to automatically generate an alert to prevent a prepaid meter from being installed on certain accounts (e.g., elderly, low-income, etc.) or not.
System will be configured to support any type of metering for prepaid systems (kWh, kW, TOU, etc.).
System will be configured to support flexible rates for prepaid meters, taking into account when to charge taxes, franchise fees, and fuel charges to a given account.
System will be configured to bill in advance for metered charges

System will be configured to provide balance notifications and alerts to the customer.
System will be configured to support the reporting of theft/tamper conditions at the meter through AMI.
System will be configured to accept payments and update the prepayment system in a real-time mode.
System will be configured to accept payments and update the prepayment system in a real-time mode from providers such as www.MyUsage.com, PaySite, ChoicePay, etc.
System will enable two-way communication between the utility, the meter, and in-home display that lists suggested payment amount.
System will enable two-way communication between the utility, the meter, and in-home display that lists nearest pay station.
System will be configured with a full online registration system for prepaid customers.
System will be configured to provide robust reporting and real-time analysis of the state of each customer and their balances, consumption, and usage of prepaid metering.
System will be configured to track advanced control devices.
System will be configured to support the inventory and tracking of Advanced Control Devices required for the CPP rate
System will be configured to process critical peak pricing events to drive billing.
System will be configured to support daily minimum and maximum temperatures for critical peak pricing.
System will be configured to support weekday usage periods
System will be configured to support weekend usage periods
System will be configured to support seasons and holiday usage periods
System will be configured to support Capacity Bidding rates
System will be configured to support Day Ahead Pricing rates
System will be configured to support reservation for a specific amount of electricity billed at a fixed monthly capacity charge.
System will be configured to support bill protection capabilities for risk-free testing of Critical Peak Pricing rates
System will be configured to support opting out of automatic alternative rate analysis
System will be configured to support the billing of Excess Energy Charges
System will be configured to provide the ability to support billing of Non-Coincidental Demand
System will be configured to support bill calculation of critical peak pricing Min / Max Events

System will be configured to support bill calculation of critical peak pricing Periods
System will be configured to support bill calculation of critical peak pricing Min / Max Event Hours
System will be configured to provide the ability to renew customers on Critical Peak Pricing Rate
System will be configured to calculate Locational Marginal Pricing (LMP) energy charges as part of Real Time Pricing.
System will be configured to calculate Locational Marginal Pricing (LMP) Congestion Charges as part of Real Time Pricing.
System will be configured to calculate Locational Marginal Pricing (LMP) Loses Charges as part of Real Time Pricing.
System will be configured to Support Interaction with Real-Time Imbalance Market.
System will be configured to Manage Incoming and Outgoing Load from RTP Customers
System will be configured to support variable pricing up to hourly.
System will be configured to support Locational Marginal Pricing, Gas Pricing, etc.
System will be configured to support Real Time Pricing Rates.
System will be configured to report on all RTP activity.
System will be configured to perform consumption analysis using real time data
System will be configured to perform what-if analysis using real time data
System will be configured to perform consumption analysis using real time data provide customer self service real time energy analysis capabilities
System will be configured to provide the ability to perform rate calculation scenarios.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	3	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Enhancement	5	IN	15

Same enhancement as above	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	15
	5	IN	25
	5	IN	25
currently very labor intensive and subject to errors - proposed solution would alleviate this and provide an audit trail back to the agency. Customer satisfaction and accuracy	5	IN	20

	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	3	IN	25
	3	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	15	IN	25
	20	OUT	
	5	IN	25
	5	IN	25
A provided in the Rate Attachment.	15	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Require an interconnection agreement.	5	IN	15
	5	IN	25
This is done upfront at the interconnection agreement; however, they would want to capture this amount and flag if the customer went over this threshold.	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
customer charge	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	1	OUT	
	5	IN	15
	5	IN	15
	5	IN	15
	5	IN	15
	5	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

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	5	IN	25
	5	IN	20
	5	IN	15
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
For example, if a customer has an installment plan on a leak GRU would like the ability to then also have another payment plan for a current/past due balance without impacting the original installment	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
If a person is receiving the benefit of a utility service at a location where they are not financially responsible the premise at which they reside can have their services shut off; however, the balance from the offending account cannot be transferred to the account where they are residing because the service is not in their name.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25

	5	IN	10
	5	IN	25
	5	IN	20
	15	IN	20
	5	IN	25
	15	IN	20
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	3	IN	25
	5	IN	20
	3	IN	20
	5	IN	25

	5	IN	25
	5	IN	25
	3	IN	20
For example: A customer submits proof of purchase on several gas appliances and provides the contractor contact information. This would go to a work queue for the GRU rep to contact the contractor for verification and then setup a service order for inspection. Once the order is closed successfully the rebate would apply to the account.	5	IN	15
	5	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
The CSR should be able to look up the programs that are available to a particular customer and select if the customer is interested. The enrollment screens would be pre-populated with any default information or charges to enroll in that program.	5	IN	15
	3	IN	20
	5	IN	25
	5	IN	15
	3	IN	25
	5	IN	25
	5	IN	15

	5	IN	15
	5	IN	25
	5	IN	15
	5	IN	15
	5	IN	15
	20	OUT	
	20	OUT	
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	15	IN	20

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO	GRU is ok if this is OOS.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Inbound file to create credit vouchers on Customers Contact Account and debit posting on agencies Contract Account	VertexOne CIS (2019)
Yes	Payment Received and Posted Against Agency Contract Account	VertexOne CIS (2019)
Yes	GRU has abandoned budget billing, they have it, but they are not offering to any customers. Caused a lot of issues. Challenges with appropriate budgets, monitoring that customers were not left with large credit or balance at year end. (may have been affected by only annual true-ups and they are not using SAP standard functionality) **GRU** Would like to reimplement with best practices.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Daily Report can be viewed on Fiori Open Items report by Agency Contract Accout	VertexOne CIS (2019)

Yes	VertexOne Process will post voucher and agency debit as the same document number for ease reconcilation purposes.	VertexOne CIS (2019)
Yes	Dunning Process will evaluate Agency BPs and send dunning comminucation of vouchers outstand past a date to be determined by GRU	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	\Communication on Payment Received will be sent	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	In scope "standing requests" functionality, to be further defined in solutioning workshops	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

NO	Per SAP, Installment/Payment Plans are not allowed on child accounts. We suggest removing the child account form the collective to add an installment/payment plan. Vertex - agree with SAP and will not include enhancement in price. **GRU agrees OOS.**	N/A
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**CJS - modified to remove script as scripting is not in scople. 07.08.2020** VertexOne Collective Business Process will be followed to have accounts paid in full and added to the Collective Account by a VertexOne Fiori App built to aid in this process	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)

MC.08.00 - Process Field Work/Service Or

Process ID	Process Title	Requirement Number
MC.08.01	**Create Field Activity/Service Order**	
MC.08.01	Create Field Activity/Service Order	MC.08.01.001
MC.08.01	Create Field Activity/Service Order	MC.08.01.002
MC.08.01	Create Field Activity/Service Order	MC.08.01.003
MC.08.01	Create Field Activity/Service Order	MC.08.01.004
MC.08.01	Create Field Activity/Service Order	MC.08.01.005
MC.08.01	Create Field Activity/Service Order	MC.08.01.007
MC.08.01	Create Field Activity/Service Order	MC.08.01.008
MC.08.01	Create Field Activity/Service Order	MC.08.01.009
MC.08.01	Create Field Activity/Service Order	MC.08.01.010
MC.08.01	Create Field Activity/Service Order	MC.08.01.011
MC.08.01	Create Field Activity/Service Order	MC.08.01.012
MC.08.01	Create Field Activity/Service Order	MC.08.01.013

MC.08.01	Create Field Activity/Service Order	MC.08.01.014
MC.08.01	Create Field Activity/Service Order	MC.08.01.015
MC.08.01	Create Field Activity/Service Order	MC.08.01.016
MC.08.01	Create Field Activity/Service Order	MC.08.01.017
MC.08.01	Create Field Activity/Service Order	MC.08.01.018
MC.08.01	Create Field Activity/Service Order	MC.08.01.019
MC.08.01	Create Field Activity/Service Order	MC.08.01.020
MC.08.01	Create Field Activity/Service Order	MC.08.01.021
MC.08.01	Create Field Activity/Service Order	MC.08.01.022
MC.08.01	Create Field Activity/Service Order	MC.08.01.023
MC.08.01	Create Field Activity/Service Order	MC.08.01.024
MC.08.01	Create Field Activity/Service Order	MC.08.01.025
MC.08.01	Create Field Activity/Service Order	MC.08.01.026
MC.08.01	Create Field Activity/Service Order	MC.08.01.027
MC.08.01	Create Field Activity/Service Order	MC.08.01.028

MC.08.01	Create Field Activity/Service Order	MC.08.01.029
MC.08.01	Create Field Activity/Service Order	MC.08.01.030
MC.08.01	Create Field Activity/Service Order	MC.08.01.031
MC.08.01	Create Field Activity/Service Order	MC.08.01.032
MC.08.01	Create Field Activity/Service Order	MC.08.01.033
MC.08.01	Create Field Activity/Service Order	MC.08.01.034
MC.08.02	**Dispatch/Assign Field Activity/Service Order**	
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.001
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.002
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.003
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.004

MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.005
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.006
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.007
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.008
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.009
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.011
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.012
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.014
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.015
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.016
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.017
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.018
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.019
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.020
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.021
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.022
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.023
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.024
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.025
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.026
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.027

MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.028
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.029
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.030
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.031
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.032
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.034
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.035
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.036
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.038
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.039
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.040
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.041
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.042
MC.08.02	Dispatch/Assign Field Activity/Service	MC.08.02.043
MC.08.03	**Complete Field Activity/Service Order**	

MC.08.03	Complete Field Activity/Service Orde	MC.08.03.001
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.002
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.003
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.006
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.007
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.008
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.009
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.010
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.011
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.012

MC.08.03	Complete Field Activity/Service Orde	MC.08.03.013
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.014
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.016
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.017
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.018
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.019
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.020
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.022
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.023
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.024
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.025
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.026
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.027
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.028
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.029
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.030
MC.08.03	Complete Field Activity/Service Orde	MC.08.03.031

MC.08.03	Complete Field Activity/Service Order	MC.08.03.032
MC.08.03	Complete Field Activity/Service Order	MC.08.03.033
MC.08.03	Complete Field Activity/Service Order	MC.08.03.034
MC.08.03	Complete Field Activity/Service Order	MC.08.03.035
MC.08.03	Complete Field Activity/Service Order	MC.08.03.036
MC.08.03	Complete Field Activity/Service Order	MC.08.03.037
MC.08.04	**Update Field Activity/Service Order Factors**	
MC.08.04	Update Field Activity/Service Order F	MC.08.04.001
MC.08.04	Update Field Activity/Service Order F	MC.08.04.002
MC.08.04	Update Field Activity/Service Order F	MC.08.04.003
MC.08.04	Update Field Activity/Service Order F	MC.08.04.004
MC.08.04	Update Field Activity/Service Order F	MC.08.04.005

MC.08.04	Update Field Activity/Service Order F	MC.08.04.006
MC.08.04	Update Field Activity/Service Order F	MC.08.04.007
MC.08.04	Update Field Activity/Service Order F	MC.08.04.008
MC.08.04	Update Field Activity/Service Order F	MC.08.04.009
MC.08.04	Update Field Activity/Service Order F	MC.08.04.010
MC.08.04	Update Field Activity/Service Order F	MC.08.04.011
MC.08.04	Update Field Activity/Service Order F	MC.08.04.012
MC.08.04	Update Field Activity/Service Order F	MC.08.04.013
MC.08.04	Update Field Activity/Service Order F	MC.08.04.014
MC.08.04	Update Field Activity/Service Order F	MC.08.04.015
MC.08.04	Update Field Activity/Service Order F	MC.08.04.016
MC.08.04	Update Field Activity/Service Order F	MC.08.04.017
MC.08.04	Update Field Activity/Service Order F	MC.08.04.018
MC.08.04	Update Field Activity/Service Order F	MC.08.04.019

ders

Requirement Description
System will be configured to provide support for combined move in / move out service orders
System will be configured with the ability to capture customer contacts and notes that the CSR has taken and import onto the service order.
System will be configured to provide the ability to copy service orders
System will be configured to allow for a single service order to accommodate multiple actions for a single service (example: Meter change out would be a remove and install).
System will be configured with the ability to automatically generate unique, and/or sequential service order numbers.
System will be configured to allow for a meter / equipment to be removed without a replacement.
System will be configured with the ability to initiate service orders by batch from an external file.
System will be configured with the ability to either create a service order in groups or by individual order, based on a set of user-defined parameters (e.g., route, meter sequence, service type, etc.).
System will be configured to allow the CSR to select the time window for a particular service order while in CIS, but the mobile-computing, sub-system contains the parameters for scheduling.
System will be configured to suggest, to the CSR, alternative appointment times, dates, and resources necessary to accomplish the task.
System will be configured with the ability to issue a same day order.
System will be configured with the ability to override the system defined restrictions on the number of orders allotted for a specific time frame.

System will be configured with the ability to produce an alert if the time slot has been filled with a manual override.
System will be configured to provide selected types of orders to have a required user-defined time slot with manual override.
System will be configured with the ability to restrict the scheduling of orders based on limits and a calendar that takes into consideration holidays, weekend, etc. with manual override.
System will be configured with the ability to notify that there is a dependent order being canceled.
System will be configured with the ability to validate that a scheduled date is a current or future date, not a past date and allows for user override.
System will be configured with the ability to validate that the date can only be scheduled within a user-defined date range (future and past dates).
System will be configured for a multiple calendaring function where considerations are made for state, jurisdiction, location, service center, etc.
System will be configured to provide for the ability to schedule appointments for service orders
System will be configured to, based upon the actions specified, will validate all necessary associated fields of any single and/or multi-action order and the ability to manually override.
System will be configured to validate that there are not two connect orders being placed at the same premise and service for the same customer, and provides the ability for a user to override.
System will be configured to provide CSR notification if an order already exists for the same premise and service.
System will be configured with the ability to validate both the account and premise exists within the system before a service order is produced.
System will be configured with the ability to validate that the service exists or is available at the premise.
System will be configured with the ability to create a turn-off order for a pending turn-on order as a single step for the same location and services.
System will be configured with the ability to create a turn-off order and a pending turn-on order in a single step for the same customer and services at two different locations. The service order will create two field activities one for each location.

System will be configured to create an alert to the CSR upon a Move/In in the event that a meter is not installed for the services being activated.
System will be configured to create a warning message when issuing service order for setting new meter if developer fees have not been paid.
System (both CIS and MWM) will be configured to allow investigation service orders to indicate future work and fees required.
System will be configured to hold certain service orders until a payment is received.
System will be configured to provide a work flow to ensure move-in with gas inspection is due within the same day as other services at the address.
System will be configured to allow an order to be issued on an account for a particular service type even without an installed meter.
System will be configured with the ability to distribute service orders immediately upon creation.
System will be configured with the ability to automatically route service orders to pre-defined areas such as dispatch and remote service centers based upon information such as type of order, type of service, etc.
System will be configured with the ability to upload / download service orders and associated information into PDA, Laptops, or like devices.
System will be configured for reprint/redistribution (to mobile) of a single or masse service order to the same or different location.

System will be configured to provide for the ability to intelligently route service orders to a mobile work management device (including resource optimization)
System will be configured with the ability to print service orders immediately upon creation.
System will be configured with the ability to define where a specific order should be printed/and or sent based on user-defined codes.
System will be configured with the ability to override the default print/distribution location of a service order.
System will be configured ability to sort service orders by geographic area
System will be configured to sort service orders by type of order
System will be configured to sort service orders by Operating Center
System will be configured to provide the ability to print service orders
System will be configured with the ability to restart service orders from a specific point.
System will be configured with the ability to print/distribute service orders in batch mode based upon user-defined parameters.
System will be configured to employ user-defined, estimated job times depending on the service order type.
System will be configured to provide for computer-aided dispatch.
System will be configured to provide support for dispatching based on Service Center
System will be configured to provide support for dispatching based on Order Type
System will be configured to provide support for dispatching based on Physical Proximity
System will be configured to provide support for dispatching based on Time of Day
System will be configured to provide support for dispatching based on Resource Availability
System will be configured to provide support for dispatching based on Date Promised
System will be configured to provide support for dispatching based on Priority
System will be configured to provide support for dispatching based on SLA Compliance
System will be configured ability to prioritize disconnect service orders based on dollar amount past due

System will be configured ability to prioritize service orders based on default duration of service order type
System will be configured ability to prioritize service orders based on maximum quantity of service order types
System will be configured ability to prioritize service orders based on service order type
System will be configured ability to prioritize service orders based on geographic area
System will be configured with the ability to hold an order until related orders have been completed for the same location.
System will be configured to support the functionality of emailing orders.
System will be configured to provide tracking of timing of service order generation
System will be configured to view service orders by who printed
System will be configured to allow work to be stored until it can be scheduled with a resource that is working within the area, or when a resource is available.
System will be configured to allow for the creation of a service order, for up to 10 metered services, that can be printed/contained on a single 8"x11" printed page.
System will be configured to provide support for dispatching based on Skill Set/Certification, etc.
The system will be configured to initiate combined Move In / Move Out read-only service order
System will be configured with the ability to inquiry or report against all service order history including status changes and the timestamps associated with them.
System will be configured to print open, closed, and pending service orders in summary or detail.

System will be configured with the ability to input the completion information in a single entry screen.
System will be configured to allow for service order completion screens that are tailorable to the type of service order.
System will be configured to, by completing the service order, change the account status automatically.
System will be configured to, by completing the service order, capture the user ID.
System will be configured with the ability to automatically update meter/equipment information upon completion of the set service order.
System will be configured with the ability to automatically update meter/equipment history and status upon completion of a remove service order.
System will be configured with the ability to add a meter/equipment to a premise as long as it is not active or installed at another location.
System will be configured with the ability to automatically update equipment information upon completion of the installation service order.
System will be configured with the ability to automatically update equipment history and status upon completion of a remove service order.
System will be configured with the ability for the final read to be used as the start read (for a forced off or final off for same day).

System will be configured to allow for meter / equipment readings and/or register number, and/or AMI-MDM related number(s) to automatically be updated as a result of a meter exchange service order.
System will be configured to allow meter / equipment readings and numbers to automatically be updated as a result of an exchange service order.
System will be configured to provide the ability to apply a selected fee to any service order
System will be configured with the ability to default multiple charges based on the type of service order and various options selected (i.e. Turn-on fee plus additional same-day fee).
System will be configured to designate the action(s) taken in completion of any order.
System will be configured with the ability for the completion of one type of order to automatically initiate another type of order or process.
System will be configured to allow multiple completion actions to take place with a single order
System will be configured with the ability to override the default service status action when an order is completed.
System will be configured with the ability for field personnel to complete an order with a code that transfers order to another crew/field personnel.
System will be configured with the ability to complete service orders by batch from an external file (i.e., test results uploaded from the test bench).
System will be configured to provide service order analytics based on employee
System will be configured to provide service order analytics based on type of task
System will be configured to provide service order analytics based on department
System will be configured to provide service order analytics based on customer
System will be configured to provide service order analytics based on project
System will be configured to provide service order analytics based on asset identifier
System will be configured to, by completing the service order, capture the date and time the work was completed.

System will be configured to validate that only one active meter exists per installation (service point).
System will be configured with the option to request automatic notification when a Service Order or a Case request has been completed.
System will be configured to automatically add "Service demolished" contact note to installation and service address upon completion of demolition Service Order.
System will be configured to generate a preconfigured report and send it to the customer via their communication preference as a result of a completed energy survey order.
System will be configured to automatically capture any meter readings entered into service orders and attaches them to the appropriate device.
System will be configured to send a completion notice via customer’s preferred communication method when a service order is closed.
System will be configured to provide the ability to change service orders
System will be configured with the ability to modify an uncompleted service order on-line.
System will be configured with the ability to modify (reopen) a completed service order with proper security level and audit trail.
System will be configured with the ability to change the order status of any order for any user-defined reasons (e.g., payment arrangements, payment made, etc.).
System will be configured with the ability to modify specific areas of a service order (notes) if a service order has been completed or canceled with audit trail that includes date, time, and user-id.

System will be configured to allow for any individual or all associated orders to be worked - without affecting the other, in the event of a cancel of a service order, in a multi-service order environment.
System will be configured for service orders initiated in error to be reversed on-line, prior to completion, which also reverses any actions taken as a result of the service order creation.
System will be configured to allow dispatchers the ability to attach notes or comments to completed service orders.
System will be configured with the ability to reschedule orders which have not been worked.
System will be configured to support service request delays and allow for rebooking of requests.
System will be configured to provide the ability to cancel service orders resulting in any associated orders being canceled.
System will be configured with the ability to add additional charges in addition to the default charge.
System will be configured with the ability to remove or change the default charge with the appropriate audit trail.
System will be configured with the ability to manually enter or override a charge on a service order.
System will be configured to provide on-line manual rescheduling of service order based upon date requested, staffing levels, and order of priority.
System will be configured to allow user to override pending disconnect for non-payment service order
System will be configured to provide online history of cancelled service orders including reason, who cancelled and when cancelled
System will be configured with the ability to notify CSR of the cancellation of a turn-on order so that the account can be reviewed for deposit refund, etc.
System will be configured to allow the ability to reverse or edit an incorrect SO, rather than creating a counter-order - any updates will flow into the MWM system if appropriate.

Notes	GRU SCORI	Scope	Software Score
This includes situations where the move out and move in are not on the same day.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This includes the ability to remove a meter regardless of the installation status (Active, Inactive, etc.)	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	25

	5	IN	25
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	5	IN	25
	5	IN	25
GRU maintains schedules and calendars by department. Minimum of 5 Calendars that are managed and maintained by different groups.	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
For example, on a site investigation service order the technician verifies available services and work required to accomplish the requested tasks.	5	IN	25
For example, some new site work orders require receipt of payment prior to being released.	5	IN	25
	5	IN	25
For example, GRU is not able to issue an electric meter recheck on an account if the meter has been removed in their current system.	5	IN	25
	5	IN	25
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	5	IN	25
Requirement refers to restarting the batch printing process.	5	IN	25
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	5	IN	25
Configuration should include the ability to set orders to hold automatically or through a review process based on the service order type and service type.	5	IN	25
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	5	IN	25
	5	IN	25

	5	IN	25
	15	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
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	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**AAC Note:**This should be looked at so that it extends beyond CIS to MWM and that the orders are grouped together. **VertexOne:** If gas has already been turned OFF, there needs to be an inspection before it can be turned back ON. GRU needs to make sure that there is something in CIS to prompt. Want: all three services scheduled for same day . CIS can handle the creation, but execution will be on service side.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Backup for the field and then also one for the customer. OK VertexOne Moved info from MC.08.01.034 - If MWM is down for some reason, or customer is asking for a copy of their mobile work order , they would like the ability to send to them. Would need customer specific communication and tech-specific communication	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	**GRU Note:** Users would go to VX Portal to complete this - there will not be a custom screen in the CIS system. Ok **Verrtex:** When MWM is complete, field tech would enter job completion info via mobile app. Currently when a tech completes an order in the field, they have several pages to complete. This would be a medium to high customization (fiori tile) to create, only would be used before field techs are all integrated to the new MWM system. Not a requirement to add to SOW, but would like to discuss in workshops. This would be solved with CSR having access to the VX Field portal to complete these. [GRU is ok with this]	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**Use Case:** Tech goes out to do a disconnect and finds an issue with line, want to create automatic order for line crew to come out and work after they close out their job.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	This is a 3rd party software. PowerTrack.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

NO	**GRU:** This is not best practice. Will add checks into the service order completion process. Team is ok with this change. **Vertex:** With typical compound meter situation, GRU goes in and installs to parrallel meters and are set up as two separate but related installations. Want: to have warning or hard stop within system that says if this is allowed or not. To keep from having two meters installed on the same installation when one should have been pulled. VertexOne CIS will have checks within the system to add checks. [**GRU is ok with this]**	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	**Clarification:** GRU has all different services and service orders created. Would like to sync these all within the same day, but they are separate service orders. Wanting to make sure one does not cancel the other out? **GRU**: yes. Want to make sure that one does not cancel one another out. If one of the multiple is cancelled, truck roll is not cancelled.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO	What type of notification is needed? Not sure this is needed. **Vertex**: If there is a deposit and the move in associated is cancelled, a refund is initiated in the system. Remove from SOW. [GRU is good with this explanation and this has been updated to OOS]	VertexOne CIS (2019)
Yes	This is speaking about prior to completion.	VertexOne CIS (2019)

MC.09.00 - Capture Metered Usage

Process ID	Process Title	Requirement Number
MC.09.01	**Process Meter Reading**	
MC.09.01	Process Meter Reading	MC.09.01.002
MC.09.01	Process Meter Reading	MC.09.01.004
MC.09.01	Process Meter Reading	MC.09.01.005
MC.09.01	Process Meter Reading	MC.09.01.009
MC.09.01	Process Meter Reading	MC.09.01.010
MC.09.01	Process Meter Reading	MC.09.01.011
MC.09.01	Process Meter Reading	MC.09.01.012
MC.09.01	Process Meter Reading	MC.09.01.013
MC.09.01	Process Meter Reading	MC.09.01.014

MC.09.01	Process Meter Reading	MC.09.01.015
MC.09.01	Process Meter Reading	MC.09.01.016
MC.09.01	Process Meter Reading	MC.09.01.017
MC.09.01	Process Meter Reading	MC.09.01.018
MC.09.01	Process Meter Reading	MC.09.01.020
MC.09.01	Process Meter Reading	MC.09.01.021
MC.09.01	Process Meter Reading	MC.09.01.022
MC.09.01	Process Meter Reading	MC.09.01.023
MC.09.01	Process Meter Reading	MC.09.01.024
MC.09.01	Process Meter Reading	MC.09.01.025
MC.09.01	Process Meter Reading	MC.09.01.026
MC.09.01	Process Meter Reading	MC.09.01.027
MC.09.01	Process Meter Reading	MC.09.01.028
MC.09.01	Process Meter Reading	MC.09.01.029
MC.09.01	Process Meter Reading	MC.09.01.030

MC.09.01	Process Meter Reading	MC.09.01.031
MC.09.01	Process Meter Reading	MC.09.01.032
MC.09.01	Process Meter Reading	MC.09.01.033
MC.09.01	Process Meter Reading	MC.09.01.034
MC.09.01	Process Meter Reading	MC.09.01.036
MC.09.01	Process Meter Reading	MC.09.01.037
MC.09.01	Process Meter Reading	MC.09.01.038
MC.09.01	Process Meter Reading	MC.09.01.039
MC.09.01	Process Meter Reading	MC.09.01.040
MC.09.01	Process Meter Reading	MC.09.01.041
MC.09.01	Process Meter Reading	MC.09.01.042
MC.09.01	Process Meter Reading	MC.09.01.043
MC.09.02	**Process Meter Reading Exceptions**	
MC.09.02	Process Meter Reading Exceptions	MC.09.02.001
MC.09.02	Process Meter Reading Exceptions	MC.09.02.002
MC.09.02	Process Meter Reading Exceptions	MC.09.02.003
MC.09.02	Process Meter Reading Exceptions	MC.09.02.004
MC.09.02	Process Meter Reading Exceptions	MC.09.02.005
MC.09.02	Process Meter Reading Exceptions	MC.09.02.006
MC.09.02	Process Meter Reading Exceptions	MC.09.02.007
MC.09.02	Process Meter Reading Exceptions	MC.09.02.008

MC.09.02	Process Meter Reading Exceptions	MC.09.02.009
MC.09.02	Process Meter Reading Exceptions	MC.09.02.010
MC.09.02	Process Meter Reading Exceptions	MC.09.02.011
MC.09.02	Process Meter Reading Exceptions	MC.09.02.012
MC.09.02	Process Meter Reading Exceptions	MC.09.02.013
MC.09.02	Process Meter Reading Exceptions	MC.09.02.014
MC.09.02	Process Meter Reading Exceptions	MC.09.02.015
MC.09.02	Process Meter Reading Exceptions	MC.09.02.016
MC.09.02	Process Meter Reading Exceptions	MC.09.02.017
MC.09.02	Process Meter Reading Exceptions	MC.09.02.018
MC.09.02	Process Meter Reading Exceptions	MC.09.02.019
MC.09.02	Process Meter Reading Exceptions	MC.09.02.020
MC.09.02	Process Meter Reading Exceptions	MC.09.02.021
MC.09.02	Process Meter Reading Exceptions	MC.09.02.022
MC.09.02	Process Meter Reading Exceptions	MC.09.02.023
MC.09.02	Process Meter Reading Exceptions	MC.09.02.024
MC.09.02	Process Meter Reading Exceptions	MC.09.02.025
MC.09.02	Process Meter Reading Exceptions	MC.09.02.026
MC.09.02	Process Meter Reading Exceptions	MC.09.02.027
MC.09.03	**Process Meter Event**	

MC.09.03	Process Meter Event	MC.09.03.001
MC.09.03	Process Meter Event	MC.09.03.002
MC.09.03	Process Meter Event	MC.09.03.003
MC.09.03	Process Meter Event	MC.09.03.004
MC.09.03	Process Meter Event	MC.09.03.005
MC.09.03	Process Meter Event	MC.09.03.006
MC.09.03	Process Meter Event	MC.09.03.007
MC.09.03	Process Meter Event	MC.09.03.008
MC.09.03	Process Meter Event	MC.09.03.009
MC.09.03	Process Meter Event	MC.09.03.010
MC.09.03	Process Meter Event	MC.09.03.011
MC.09.04	**Estimate Usage**	
MC.09.04	Estimate Usage	MC.09.04.001
MC.09.04	Estimate Usage	MC.09.04.002
MC.09.04	Estimate Usage	MC.09.04.003
MC.09.04	Estimate Usage	MC.09.04.004
MC.09.04	Estimate Usage	MC.09.04.005
MC.09.04	Estimate Usage	MC.09.04.006
MC.09.04	Estimate Usage	MC.09.04.007
MC.09.04	Estimate Usage	MC.09.04.008
MC.09.04	Estimate Usage	MC.09.04.009
MC.09.04	Estimate Usage	MC.09.04.010

MC.09.04	Estimate Usage	MC.09.04.011
MC.09.04	Estimate Usage	MC.09.04.012
MC.09.04	Estimate Usage	MC.09.04.013
MC.09.04	Estimate Usage	MC.09.04.014
MC.09.04	Estimate Usage	MC.09.04.016
MC.09.04	Estimate Usage	MC.09.04.017
MC.09.04	Estimate Usage	MC.09.04.018
MC.09.04	Estimate Usage	MC.09.04.019
MC.09.04	Estimate Usage	MC.09.04.020
MC.09.04	Estimate Usage	MC.09.04.021
MC.09.04	Estimate Usage	MC.09.04.022
MC.09.04	Estimate Usage	MC.09.04.023

MC.09.04	Estimate Usage	MC.09.04.024
MC.09.05	**Maintain Meter Reading Characteristics**	
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.001
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.002
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.003
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.004
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.005
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.006
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.007
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.008
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.009
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.010
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.011
MC.09.05	Maintain Meter Reading Characterist	MC.09.05.012

Requirement Description
System will be configured with the ability to enter readings with dates out of sequence. For example, monthly meter reading input then a manual work order is entered but for a previous date, 'sandwich-in' and process billing in sequence of read dates.
System will be configured with the ability to override or manually send down cycle and routes to the hand held devices.
System will be configured with the ability to manually mass enter multiple meter readings, type of readings, and read dates.
System will be configured with the ability to create and distribute service orders that are initiated by trouble codes identified within the meter reading system and / or sent to an online work queue.
System will be configured to provide the user the ability to code, view and search for special meter read instructions that are forced to be read or optional (unforced).
System will be configured to provide the user the ability to enter, view and search multiple special meter location, with a minimum of 30 character field length.
System will be configured to track billable and unbillable meters.
System will be configured to automatically resequence a read route in CIS based on the resequencing of the hand held device.
System will be configured to validate on-line meter readings to the number of dials.

System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with description of the route.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with last read date.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with number of meters within the route.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with route identification number.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with start and finish time of the route.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with mileage driven to complete the route.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with scheduled meters that were read.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with scheduled meters not read.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information providing list of meter reading exceptions based on user-defined criteria.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with unauthorized usage.
System will be configured so the user can reconcile the number of meter readings exported from the Meter Reading software to the number of meter readings imported into the billing system.
System will be configured to measure usage for a specific period of time for days of service.
System will be configured to record and associate meter reading measurements such as interval data recorders.
System will be able to accept specialized readings from a multi-function solid state meter such as an Energy Audit Meter (second meter on premise to validate primary meter consumption)
System will be configured to record and associate meter reading measurements such as dual purpose / bi-directional meters.

System will be configured to record and associate meter reading measurements such as kW, kVAR, kWh, and kVA.
System will be able to accept specialized readings from a multi-function solid state meter for demand meters.
System will be able to accept specialized readings from a multi-function solid state meter for time of use.
System will be able to accept specialized readings from a multi-function solid state meter for net metering (customer-owned production meter).
System will be configured to provide the ability to combine meter/equipment survey requests with meter reading routes
System will be configured to provide the ability to process meter/equipment survey results with meter reading uploads
System will be configured to provide the ability to create service orders for "failed" meter/equipment survey results
System will be configured to capture all reads including actual, estimated, interim.
System will be configured to capture all reads including manual estimates.
System will be configured to capture all reads including system estimated reads including the estimation methodology.
System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with name of meter reader or meter reader ID reading the route.
System has the ability to override the meter reading schedule and manually pull down a cycle/route on demand.
System will be configured to provide ability to make changes to readings, read dates, metered consumption with audit trail
System will be configured with the ability to adjust a meter reading without overriding an original or billed reading with audit trail.
System will be configured to make consumption adjustments without changing the amount actually used with audit trail.
System will be configured for positive and negative consumption adjustments with audit trial.
System will be configured to allow meter reading exception override.
System will be configured to review a report of readings that failed edit and accept, change, or hold until further action.
System will be configured to review readings on-line that failed edit and accept, change, or hold until further action.
System will be configured to track unauthorized usage.

System will be configured with a mechanism to flag a customer and / or account due to unauthorized usage (i.e.. After move our or on seasonal account).
System will be configured with the ability to automatically generate a service order based on system events (fails system high/low validations, negative consumption, etc.) with override.
System will be configured to provide the ability to establish a high tolerance range for usage for each service offered.
System will be configured to provide the ability to establish a low tolerance range for usage for each service offered.
System will be configured to provide the ability to identify zero consumption readings
System will be configured to provide the ability to identify negative consumption readings
System will be configured to validate high consumption based on 12 month rolling average for that meter and premise
System will be configured to validate low consumption based on 12 month rolling average for that meter and premise
System will be configured to validate low consumption based on last month usage for that meter and premise
System will be configured to validate low consumption based on same period last year usage for that meter and premise
System will be configured to support the exception processing for accounts that exceed their maximum demand
System will be configured to flag accounts where one service has zero consumption but the other services are processing consumption.
System will be configured to validate hight consumption based on last month usage for that meter and premise
System will be configured to validate high consumption based on same period last year usage for that meter and premise
System will be configured to provide meter reading exceptions to review and process various reading exceptions (skip, trouble, etc.).
System will be configured with threshold parameters to indicate usage on inactive meters.
System will be configured to automatically recalculate an affected bill when a corrected meter reading is entered.
System will be configured to generate an alert when a hydrant meter has been active or inactive for a configurable number of months.
System will be configured to provide a monthly log of meter read errors for reporting purposes.

System will be configured to automatically generate notes, comments, trouble and alert codes as a result of an AMI/MDMS event.
System will be configured to automatically generate service orders as a result of an AMI/MDMS event code.
System will be configured to automatically generate customer letters as a result of AMI/MDMS actions.
System will be configured to track tampering case information
System will be configured to track tampering unbilled
System will be configured to report on tampering accounts
System will be configured to report on tampering locations and meter number
System will be configured to report on tampering consumption billed
System will be configured to report on tampering amount billed
System will be configured to report on repeat tampering locations
System will be configured to report on repeat tampering customers
System will be configured to estimate usage for billing.
System will be configured to correct a usage based bill.
System will be configured to Correct an Unmetered Bill.
System will be configured for estimating should actual reads not be available.
System will be configured for estimating regardless of type of account status.
System will be configured with the ability to estimate entire billing cycles or routes with user-defined read date.
System will be configured to process estimated bills based on the scheduled read date
System will be configured to Identify Estimated Usage.
System will be configured to Limit the Number of Consecutive Estimates.
System will be configured to Exclude Account from Estimations.

System will be configured to Prioritize Estimation Methods.
System will be configured to Include Weather Factor in Estimation Method.
System will be configured to Manually Change Estimation Method.
System will be configured to Estimate based on Premise Location.
System will be configured to utilize the daily degree days in determining billing calculations / estimations.
System will be configured to track the number of consecutive times that a meter reading is estimated.
System will be configured to estimate consumption based upon an average of user-selected prior billing periods.
System will be configured with the ability to manually calculate and enter estimated meter readings.
System will be configured to Estimate Compound Meters.
System will be configured to easily suspend the estimation of reads.
System will be configured to limit the number of consecutive estimates, with the ability to override.
System will be configured to automatically flag any meter that has been estimated for a configurable number of consecutive months based on ordinance, to trigger further action.

System will be configured to automatically update the meter read type when edited in the system.
System will be configured to maintain history on tamper codes for meter reading system and the CIS.
System will be configured to easily change an account from one route to another route.
System will be configured with the on-line ability to easily change multiple accounts from one route to another route.
System will be configured with the ability to change, on-line the association between routes, cycles, and accounts.
System will be configured to accommodate reading route functionality such as the establishment of a new route.
System will be configured to accommodate reading route functionality such as the deletion of a route.
System will be configured to accommodate reading route functionality such as the change of route attributes.
System will be configured to accommodate reading route functionality such as the re-sequencing of a route.
System will be configured to accommodate reading route functionality such as the automatic renumbering of routes to allow for size limitations.
System will be configured to accommodate reading route functionality such as the re-sequencing the meter reading sequence of a service or group of services.
System will be configured to accommodate reading route functionality such as adjusting meter reading routes or moving accounts to a different billing cycle.
System will be configured to accommodate reading route functionality such as the re-sequence of meters through a GIS graphical interface / 3rd party routing software.

Notes	GRU SCORI	Scope	Software Score	Included in Price (Yes or No)
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	15	Yes

	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	3	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	15	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	20	Yes
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	20	Yes
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	20	Yes
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	20	Yes
	5	IN	15	Yes
	5	IN	25	Yes

	20	OUT		NO
	20	OUT		NO
	20	OUT		NO
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
After X days.	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	3	IN	25	Yes
	5	IN	20	Yes

	5	IN	15	Yes
	3	IN	25	Yes
	5	IN	15	Yes
Taking into account premise history as well as customer history.	5	IN	15	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
For example, if a natural disaster occurred GRU would not want to estimate any bills.	15	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes

Currently when we change a read we have to manually change the meter read type from a meter read by utility or estimation to a manual override. This should be done automatically by the system when the read is edited.	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	3	IN	15	Yes

Confirmation Notes - AAC	System or Module
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
GRU Notes: we can pass the notes but the MR software tracks the force or unforce. This is the fact that the interface will know that the MR will make it be forced. Vertex will review. **Vertex Notets:** Ex. If a cust. Calls in and says that they need a certain process, need to make sure CSR can push a forced message to the meter reader/special instructions. (Vs additional premise notes) ---- Special instructions is a code or comment passed to meter reader	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)

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	VertexOne CIS (2019)
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	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
This is bringing in the meter reading determinants but it will not bring in the interval data.	VertexOne CIS (2019)
As long as these are coming through the same meter interface they are in scope. Dicussed with GRU and validated Vertex's assumptions.	VertexOne CIS (2019)
	VertexOne CIS (2019)

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	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)

GRU: expecting multiple estimation types. i.e. estimate based on same time last year, or previous month. Would like a hierarchy built based upon available data elements. Ask: Want to be able to look at 3-4 different estimations and select the cheapest one. Run up for approval if needed. - not sure if this is a good way to do this, would be a customization. Not recommended. Christina to put down for internal discussion. **[GRU discussed and we do not require a comparison simply a hierarchy. GRU to follow best practice recommendations]**	VertexOne CIS (2019)
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	VertexOne CIS (2019)
	VertexOne CIS (2019)

MC.10.00 - Perform Billing

Process ID	Process Title	Requirement Number
MC.10.01	**Generate Billing**	
MC.10.01	Generate Billing	MC.10.01.001
MC.10.01	Generate Billing	MC.10.01.002
MC.10.01	Generate Billing	MC.10.01.003
MC.10.01	Generate Billing	MC.10.01.004
MC.10.01	Generate Billing	MC.10.01.005
MC.10.01	Generate Billing	MC.10.01.006
MC.10.01	Generate Billing	MC.10.01.007
MC.10.01	Generate Billing	MC.10.01.008
MC.10.01	Generate Billing	MC.10.01.009
MC.10.01	Generate Billing	MC.10.01.010
MC.10.01	Generate Billing	MC.10.01.011
MC.10.01	Generate Billing	MC.10.01.012
MC.10.01	Generate Billing	MC.10.01.013
MC.10.01	Generate Billing	MC.10.01.014
MC.10.01	Generate Billing	MC.10.01.015
MC.10.01	Generate Billing	MC.10.01.016
MC.10.01	Generate Billing	MC.10.01.017

MC.10.01	Generate Billing	MC.10.01.018
MC.10.01	Generate Billing	MC.10.01.019
MC.10.01	Generate Billing	MC.10.01.020
MC.10.01	Generate Billing	MC.10.01.021
MC.10.01	Generate Billing	MC.10.01.022
MC.10.01	Generate Billing	MC.10.01.023
MC.10.01	Generate Billing	MC.10.01.024
MC.10.01	Generate Billing	MC.10.01.025
MC.10.01	Generate Billing	MC.10.01.026
MC.10.01	Generate Billing	MC.10.01.027
MC.10.01	Generate Billing	MC.10.01.028
MC.10.01	Generate Billing	MC.10.01.029
MC.10.01	Generate Billing	MC.10.01.030
MC.10.01	Generate Billing	MC.10.01.031
MC.10.01	Generate Billing	MC.10.01.032
MC.10.01	Generate Billing	MC.10.01.033
MC.10.01	Generate Billing	MC.10.01.034
MC.10.01	Generate Billing	MC.10.01.035
MC.10.01	Generate Billing	MC.10.01.036
MC.10.01	Generate Billing	MC.10.01.037

MC.10.01	Generate Billing	MC.10.01.038
MC.10.01	Generate Billing	MC.10.01.039
MC.10.01	Generate Billing	MC.10.01.040
MC.10.01	Generate Billing	MC.10.01.041
MC.10.01	Generate Billing	MC.10.01.042
MC.10.01	Generate Billing	MC.10.01.043
MC.10.01	Generate Billing	MC.10.01.044
MC.10.01	Generate Billing	MC.10.01.045
MC.10.01	Generate Billing	MC.10.01.046
MC.10.01	Generate Billing	MC.10.01.047
MC.10.01	Generate Billing	MC.10.01.048
MC.10.01	Generate Billing	MC.10.01.049
MC.10.01	Generate Billing	MC.10.01.050
MC.10.01	Generate Billing	MC.10.01.051
MC.10.01	Generate Billing	MC.10.01.052

MC.10.01	Generate Billing	MC.10.01.053
MC.10.01	Generate Billing	MC.10.01.054
MC.10.01	Generate Billing	MC.10.01.055
MC.10.01	Generate Billing	MC.10.01.056
MC.10.01	Generate Billing	MC.10.01.057
MC.10.01	Generate Billing	MC.10.01.058
MC.10.01	Generate Billing	MC.10.01.059
MC.10.01	Generate Billing	MC.10.01.060
MC.10.01	Generate Billing	MC.10.01.061
MC.10.01	Generate Billing	MC.10.01.062
MC.10.01	Generate Billing	MC.10.01.063
MC.10.01	Generate Billing	MC.10.01.064
MC.10.01	Generate Billing	MC.10.01.065
MC.10.01	Generate Billing	MC.10.01.066
MC.10.01	Generate Billing	MC.10.01.067

MC.10.01	Generate Billing	MC.10.01.068
MC.10.01	Generate Billing	MC.10.01.069
MC.10.01	Generate Billing	MC.10.01.070
MC.10.01	Generate Billing	MC.10.01.071
MC.10.01	Generate Billing	MC.10.01.072
MC.10.02	**Process Bill Printing**	
MC.10.02	Process Bill Printing	MC.10.02.001
MC.10.02	Process Bill Printing	MC.10.02.002
MC.10.02	Process Bill Printing	MC.10.02.003
MC.10.02	Process Bill Printing	MC.10.02.004
MC.10.02	Process Bill Printing	MC.10.02.005
MC.10.02	Process Bill Printing	MC.10.02.006
MC.10.02	Process Bill Printing	MC.10.02.007
MC.10.02	Process Bill Printing	MC.10.02.008
MC.10.02	Process Bill Printing	MC.10.02.009
MC.10.02	Process Bill Printing	MC.10.02.010
MC.10.02	Process Bill Printing	MC.10.02.011
MC.10.02	Process Bill Printing	MC.10.02.012
MC.10.02	Process Bill Printing	MC.10.02.013
MC.10.02	Process Bill Printing	MC.10.02.014
MC.10.02	Process Bill Printing	MC.10.02.015

MC.10.02	Process Bill Printing	MC.10.02.016
MC.10.02	Process Bill Printing	MC.10.02.017
MC.10.02	Process Bill Printing	MC.10.02.018
MC.10.02	Process Bill Printing	MC.10.02.019
MC.10.02	Process Bill Printing	MC.10.02.020
MC.10.02	Process Bill Printing	MC.10.02.021
MC.10.02	Process Bill Printing	MC.10.02.022
MC.10.02	Process Bill Printing	MC.10.02.023
MC.10.02	Process Bill Printing	MC.10.02.024
MC.10.02	Process Bill Printing	MC.10.02.025
MC.10.02	Process Bill Printing	MC.10.02.026
MC.10.02	Process Bill Printing	MC.10.02.027
MC.10.02	Process Bill Printing	MC.10.02.028
MC.10.02	Process Bill Printing	MC.10.02.029
MC.10.02	Process Bill Printing	MC.10.02.030
MC.10.02	Process Bill Printing	MC.10.02.031
MC.10.02	Process Bill Printing	MC.10.02.032
MC.10.02	Process Bill Printing	MC.10.02.033
MC.10.02	Process Bill Printing	MC.10.02.034
MC.10.02	Process Bill Printing	MC.10.02.035
MC.10.02	Process Bill Printing	MC.10.02.036

MC.10.02	Process Bill Printing	MC.10.02.037
MC.10.02	Process Bill Printing	MC.10.02.038
MC.10.02	Process Bill Printing	MC.10.02.039
MC.10.02	Process Bill Printing	MC.10.02.040
MC.10.02	Process Bill Printing	MC.10.02.041
MC.10.02	Process Bill Printing	MC.10.02.042
MC.10.02	Process Bill Printing	MC.10.02.043
MC.10.02	Process Bill Printing	MC.10.02.044
MC.10.02	Process Bill Printing	MC.10.02.045
MC.10.02	Process Bill Printing	MC.10.02.046
MC.10.02	Process Bill Printing	MC.10.02.047
MC.10.03	**Process Billing Exceptions**	
MC.10.03	Process Billing Exceptions	MC.10.03.001
MC.10.03	Process Billing Exceptions	MC.10.03.003
MC.10.03	Process Billing Exceptions	MC.10.03.004
MC.10.03	Process Billing Exceptions	MC.10.03.005

MC.10.03	Process Billing Exceptions	MC.10.03.006
MC.10.04	**Manage Bill Messages**	
MC.10.04	Manage Bill Messages	MC.10.04.001
MC.10.04	Manage Bill Messages	MC.10.04.002
MC.10.04	Manage Bill Messages	MC.10.04.003
MC.10.04	Manage Bill Messages	MC.10.04.004
MC.10.04	Manage Bill Messages	MC.10.04.005
MC.10.04	Manage Bill Messages	MC.10.04.006
MC.10.04	Manage Bill Messages	MC.10.04.007
MC.10.04	Manage Bill Messages	MC.10.04.015
MC.10.04	Manage Bill Messages	MC.10.04.016
MC.10.04	Manage Bill Messages	MC.10.04.017
MC.10.05	**Process Cancel Rebill**	
MC.10.05	Process Cancel Rebill	MC.10.05.001
MC.10.05	Process Cancel Rebill	MC.10.05.002
MC.10.05	Process Cancel Rebill	MC.10.05.003
MC.10.05	Process Cancel Rebill	MC.10.05.004
MC.10.05	Process Cancel Rebill	MC.10.05.005
MC.10.05	Process Cancel Rebill	MC.10.05.006

MC.10.05	Process Cancel Rebill	MC.10.05.007
MC.10.05	Process Cancel Rebill	MC.10.05.008
MC.10.05	Process Cancel Rebill	MC.10.05.009
MC.10.05	Process Cancel Rebill	MC.10.05.010
MC.10.05	Process Cancel Rebill	MC.10.05.011
MC.10.05	Process Cancel Rebill	MC.10.05.012
MC.10.05	Process Cancel Rebill	MC.10.05.013
MC.10.05	Process Cancel Rebill	MC.10.05.014
MC.10.05	Process Cancel Rebill	MC.10.05.015
MC.10.05	Process Cancel Rebill	MC.10.05.016

Requirement Description
System will be configured to Calculate Usage through a Meter Exchange.
System will be configured to Calculate the Metered Consumption.
System will be configured to bill for associated meters, e.g., demand meter with associated electric kWh meter.
System will be configured to bill multiple meters for single premise.
System will be configured to provide an alert to modify customers rate based on actual usage.
System will be configured to systematically, or automatically, change rates based on demand and/or consumption usage.
System will be configured to calculate and view the average daily use and store within the system - for each service.
System will be configured to calculate and store billed consumption and bill date as associated with their meter/measured consumption.
System will be configured to calculate billed consumption from metered consumption as a product of the metered consumption and a fixed user-defined calculation factor.
System will be configured to calculate billed consumption from metered consumption as the product of the metered consumption and a meter multiplier factor.
System will be configured to calculate billed consumption from metered consumption as a product of the metered consumption and number of units.
System will be configured to correctly calculate the consumption when a dial turnover occurs.
System will be configured to calculate and generate a bill for a single bill.
System will be configured to calculate and generate a complete route.
System will be configured to bill tiered rates.
System will be configured to bill only certain charges if an account is active less than "x" (user-defined) number of days.
System will be configured to bill temporary service.

System will be configured for billing where the utility owns the infrastructure and the customer pays a levelized fixed charge.
System will be configured to calculate and bill for all products and services on a single bill, including both metered and unmetered services.
System will be configured to provide ability to accept real time reading for billing
System will be configured to allow the override of standard due date and specify a specific due date for a customer's bill.
System will be configured to not bill an account if active less than "x" (user-defined) number of days.
System will be configured to generate bills from a meter reading route that is uploaded after the scheduled billing date.
System will be configured to provide the ability to accommodate back billing for single or multiple periods with an adjustable start and end date using rates effective during back billing time frame.
System will be configured to bill seasonal / periodic charges on accounts.
System will be configured with the ability on-screen for "What If Billing" and prospectus billing. Billing factors can be changed and calculations can be viewed.
System will be configured to capture consumption and bill based on real time billing determinants taken from interval collection system (i.e.. MV90, MDMS, etc.)
System will be configured to support various consumption periods.
System will be configured to bill multiple unit premises.
System will be configured to bill in arrears for services or charges.
System will be configured to bill line extension charges.
System will be configured to Bill based on fixed consumption.
System will be configured to bill in advance for unmetered service.
System will be configured to bill in arrears for unmetered service.
System will be configured to calculate charge based on equivalent residential units.
System will be configured to bill for associated services, i.e., reconnect charge, etc.
System will be configured to produce a bill for a miscellaneous item.

System will be configured with the ability to not track accounts where the relationship is not continued (e.g., one-time purchase, etc.) and the account is not a "covered account." An account where there is no credit extended.
System will be configured with the on-screen ability to hold individual account(s) / cycles / routes.
System will be configured to capture 15 minute consumption.
System will be configured to establish and track the end date for recurring charges.
System will be configured to generate a report that captures number of customers billed for each bill item.
System will be configured to support the calculation of hourly usage periods from 15 minute interval reads
System will be configured to calculate usage when usage period spans daylight savings time
System will be configured to notify customer of interruptible / curtailment events.
System will be configured to provide for calculation and storage of seasonal average winter consumption (user-defined months) for bill calculation.
System will be configured to override seasonal average.
System will be configured to support multiple water service types at one premise.
System will be configured to calculate, store and utilize for billing seasonal average consumption for wastewater services.
System will be configured to bill for services for other companies such as reading meters and producing bills for another local utility, etc.
System will be configured to bill multiple cycles on the same day.
System will be configured for on-screen bill production for a single bill that will not require batch or nightly processing. Bill will be generated after calculations have been processed.

System will be configured for the ability on-screen to generate a one time miscellaneous bill to an existing customer.
System will be configured for the ability on-screen to generate a one time misc. bill to a non-utility customer.
System will be configured to discontinue billing for charitable services if all other services are off/discontinued.
System will be configured to bill out the remainder of the total amount due should the account final bill prior to the end of the stated fixed time period (i.e. finance contracts, area lights, etc.)
System will be configured to bill out only the monthly installment amount of charitable contributions on a final bill.
System will be configured to prorate a final bill based on the number of days active.
System will be configured to calculate fees based on premise location.
System will be configured for unlimited fees based on usage
System will be configured to the ability to apply a specific penalty to a rate.
System will be configured to the ability to apply a specific penalty to a service.
System will be configured to the ability to apply a specific penalty to an account.
System will be configured to support economic development growth through monitoring cost effective energy efficiency measures (i.e.. Tracking energy efficient appliances)
System will be configured to track an invoice number for miscellaneous A/R.
System will be configured to apply a customer payment on a specific invoice.
System will be configured so that the mass edit capability includes putting billing for selected accounts and services on hold temporarily while change is being executed.

System will be configured to track duration of fixed contracts and immediately bills for the balance if service is terminated.
Solution automatically calculates usage for partial billing periods based on average daily usage.
System will be configured to ensure that multiple bill orders are not created and active for the same contract account.
System will be configured to issue an alert to the initiator of a billing block when that block prevents billing.
System will be configured to provide a notification to water / wastewater when a premise with a grease trap starts regular billing for consumption.
System will be configured to notify customers of their balance through, but not limited to, statement or bill.
System will be configured to generate a corrected bill reflecting user-defined adjustments to the previous bill.
System will be configured to Present All Financial Activity on Subsequent Bill.
System will be configured for flexibility in combining line item charges or separating item charges for bill printing.
System will be configured with the ability to flag charges to not appear on the bill. Adjustments or charges made in error that the utility does not want the customer to view.
System will be configured to accommodate multi-page bill formats.
System will be configured to display Name / Spouse / Company name before street address within the bill format.
System will be configured with a separate line item for deferred payment arrangements. The deferred due date will be printed and can be different from the net new due date.
System will be configured to Present Previous Balance Due on Bill.
System will be configured to Present Payment Transactions on Bill.
System will be configured to produce a mail barcode on the bill print.
System will be configured with the ability to show the total amount due plus amount of penalty if not paid by due date. The penalty amount can be viewed as a separate line item.
System will be configured with a graph or table showing consumption/usage for current and prior 25-months for each service/usage type.
System will be configured for a check digit/barcode to be included on the return portion of the bill print for scanning into payment batch.
System will be configured to Correspond with Customer in their Preferred Language.

System will be configured to Sort Bills based on Carrier Route.
System will be configured to Identify Bill Type for Printing.
System will be configured to support the sorting of bills by user specified groups
System will be configured with the ability to re-print a duplicate copy of the current bill in real-time..
System will be configured with the ability to re-print a duplicate copy of the bill for 'xx' number of months of previous billing.
System will be configured with the ability to re-print the current bill after adjustments have been made.
System will be configured with the ability to send a duplicate copy or portion of the bill to any third party defined for the account (ex: landlord, etc.).
System will be configured to assign and print an invoice number on each bill.
System will be configured for total true up amount in the next bill.
System will be configured with the ability to add / subtract fields on the bill print extract format without programming intervention with the proper level of security.
System will be configured with the ability to provide output file for bill print to an outsource company.
System will be configured to allow the cancel re-bill process to include all line items on the bill.
System will be configured with the ability to input a range of bills to be produced. For example, the entire bill run does not need to be printed all at one time.
System will be configured with the ability to have the system display the number of bills remaining to be printed.
System will be configured with the ability to have the system display the number of total bills printed.
System will be configured with the ability to allow restarting of a bill print run from any point.
System will be configured with the ability to allow a bill print run to be paused and restarted.
System will be configured to provide for the generation of an OCR line on the stub
System will be configured to provide for the generation of an bar code line on the stub
System will be configured to provide for the generation of an OCR line that includes Utility Identifier, Account Number, Amount Due, Check Digit
System will be configured with the capability of creating a PDF / HTML and / or text-only version of any bill for email attachment purposes.

System will be configured with the capability of creating a text message / SMS of any bill and related information.
System will be configured with the ability to automatically transmit bills to selected customers via cloud computing or SFTP.
System will be configured to track customers that are not receiving paper statements.
System will be configured to provide the integration of captured e-mail address for delivery of bills and notices electronically.
System will be configured with the ability to have the system display the number of bills to be printed, by bill type, etc.
System will be configured to track mail that is sent to the customer and returned repeatedly as undeliverable although billing and payment transactions continue to be conducted
System will be configured to provide the ability to select and reprint, or send a range of customer bills on request.
System will be configured to provide the ability to include active hyperlinks on PDF and ebills.
System will be configured to integrate with a third party vendor for bill print, ebilling, and payment.
System will create an alert prior to bill production when a bill calculation produces an out-of-balance bill (The bill print totals don't match the balances in the CIS system).
Solution provides a tool for diagnosing and correcting out-of-balance bills (this happens when the bill print totals don't match the balances in the CIS system).
System will be configured to support the identification and outsorting of outgoing mail that is destined for foreign addresses to allow for handling extra postage
System will be configured to identify any collective (master/summary) bills ready for printing. Child bills should be grouped with the Master bill for printing.
System will be configured to capture high/low validations at the bill generation level by service type. These bills are then put into a work queue for review and release.
System will be configured to capture high/low validations at the invoice generation. These invoices are then put into a work queue for review and release.

System will be configured to allow the utility to apply a manual outsort flag by department to a particular customer or account so that the bill print provider does not print and mail a bill.
System will be configured with the ability for global custom messages, without programming needed as this may change with each bill run, and where all bills produced will have a single message.
System will be configured with the ability for all message types to be started and terminated based on an input date.
System will be configured with the ability to view history of bill messages for a user-defined timeframe.
System will be configured with the ability to define custom messages by individual customer, range of customers, class, zip code, rate, etc.
System will be configured with the ability to display a message based on cycle number.
System will be configured with the ability to display a message based on route number.
System will be configured with the ability to define custom messages by service or other user-defined group.
System will be configured to provide the ability to simulate bill print as part of the message approval workflow.
System will be configured to include both text and full color images in bill print messaging.
System will be configured with the ability to design, simulate, and produce bill print messaging and inserts as part of a marketing campaign or other required messaging process.
System will be configured to track historical daily degree days for a user defined time frame for the use of back or cancel rebilling and estimation routines.
System will be configured with the ability to select which line item on the bill to cancel and re-bill not affecting the other billed line items. Any dependent charges of the select item will be automatically recalculated.
System will be configured to Process Billing Cancellations.
System will be configured with the on-screen ability to cancel and re-bill account for the last bill issued.
System will be configured with the ability to cancel and re-bill entire routes or cycles in batch.
System will be configured with the ability to select a specific historic charge to cancel/re-bill.

System will be configured with the ability to cancel re-bill a previously canceled re-billed bill.
System will be configured to Cancel Rebill Usage Based Bill.
System will be configured with the ability trace a cancel/rebill back to the original bill (showing the original amounts / consumption to the revised amounts / consumption).
System will be configured to cancel a bill and not rebill the customer.
System will be configured to Cancel Usage Based Bill.
System will be configured to cancel usage and charges back to switch meter on both accounts.
System will be configured to provide the ability to back date meter configuration changes for rebilling purposes.
System will be configured to automatically calculate back bills based on configurable business rules, with option to preview the result.
System will be configured to create a configurable letter explaining back bill calculations to be sent using the business partner's preferred communication method.
System will be configured to automatically create an installment plan for back bills, based on the number of months being back bills, with the ability to edit.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This occurs for deposits.	5	IN	20
	5	IN	25
	5	IN	15

GRU would like the ability to setup a customer type as a "non-customer" so that they can be billed for Misc. A/R but not be counted as a true customer in reports. Would also like the ability to change this indication so if this person becomes a customer they do not loose the history.	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	
	5	IN	25
	3	IN	25

GRU would like the ability to bill a customer for miscellaneous charges after they have been final billed on an account without having to move them in and then out to force the generation of a bill.	15	IN	15
	15	IN	15
	5	IN	25
	15	IN	15
	5	IN	15
	5	IN	25
	3	IN	25
	3	IN	25
In the event that a customer is on a contract rate their might be different contracted fees for penalties.	3	IN	25
	5	IN	25
	3	IN	25
	1	OUT	
	15	IN	15
	15	IN	25
Would prevent business partner's from receiving incorrect bills while change is in process.	5	IN	25

	5	IN	15
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Dependant on migrated data	3	IN	25
	3	IN	25
	5	IN	25

	3	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25

	3	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
hyperlinks/URLs can be passed from VertexOne in the invoice file for incorporation into the ebill/.pdf by the print/mail vendor	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	3	IN	20
	5	IN	25
	5	IN	25
SAP applies any rate driven charges at bill generation. Invoice generation is where any non-rate driven charges are added to the bill.	5	IN	25

Each department has a unique outsort code to indicate where the bill should be sent for review before releasing to the customer.	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	20
	5	IN	15
	5	IN	15
	5	IN	25
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	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	15
	5	IN	15

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**GRU:** This will be handled thorugh a case.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Discussed. Vertex will be able to accommodate in the security deposit calculation.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
No	Updated to OOS. Discussed with GRU negotiation team and rates SME's. GRU is ok with this being a manual process in the event they need a curtailment.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Clarified that full balance is due at this time. Currently the original contract balance is stored as an installation fact. The system needs to be able to calculate what has been paid, and the remaining balance due in the event of an early termination.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		Kubra
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		Kubra
Yes		VertexOne CIS (2019)
Yes		Kubra
Yes		Kubra
Yes		Kubra
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		Kubra
Yes		Kubra
Yes		Kubra
Yes		Kubra

Yes		Kubra
Yes		Kubra
Yes		VertexOne CIS (2019)
Yes		VertexOne Customer Advantage
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		Kubra
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		Kubra
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.12.00 - Process Device Management

Process ID	Process Title	Requirement Number
MC.12.01	**Process Device Inventory**	
MC.12.01	Process Device Inventory	MC.12.01.001
MC.12.01	Process Device Inventory	MC.12.01.002
MC.12.01	Process Device Inventory	MC.12.01.003
MC.12.01	Process Device Inventory	MC.12.01.004
MC.12.01	Process Device Inventory	MC.12.01.005
MC.12.01	Process Device Inventory	MC.12.01.006
MC.12.01	Process Device Inventory	MC.12.01.007
MC.12.01	Process Device Inventory	MC.12.01.008
MC.12.01	Process Device Inventory	MC.12.01.009
MC.12.01	Process Device Inventory	MC.12.01.010
MC.12.01	Process Device Inventory	MC.12.01.011
MC.12.01	Process Device Inventory	MC.12.01.012

MC.12.01	Process Device Inventory	MC.12.01.013
MC.12.01	Process Device Inventory	MC.12.01.014
MC.12.01	Process Device Inventory	MC.12.01.015
MC.12.01	Process Device Inventory	MC.12.01.016
MC.12.01	Process Device Inventory	MC.12.01.018
MC.12.01	Process Device Inventory	MC.12.01.019
MC.12.01	Process Device Inventory	MC.12.01.020
MC.12.01	Process Device Inventory	MC.12.01.021
MC.12.01	Process Device Inventory	MC.12.01.022
MC.12.01	Process Device Inventory	MC.12.01.025
MC.12.01	Process Device Inventory	MC.12.01.026
MC.12.02	**Perform Device Accuracy Testing**	
MC.12.02	Perform Device Accuracy Testing	MC.12.02.001
MC.12.02	Perform Device Accuracy Testing	MC.12.02.002
MC.12.02	Perform Device Accuracy Testing	MC.12.02.003

MC.12.02	Perform Device Accuracy Testing	MC.12.02.004
MC.12.02	Perform Device Accuracy Testing	MC.12.02.005
MC.12.02	Perform Device Accuracy Testing	MC.12.02.006
MC.12.02	Perform Device Accuracy Testing	MC.12.02.007
MC.12.02	Perform Device Accuracy Testing	MC.12.02.008
MC.12.02	Perform Device Accuracy Testing	MC.12.02.009
MC.12.02	Perform Device Accuracy Testing	MC.12.02.010
MC.12.02	Perform Device Accuracy Testing	MC.12.02.011
MC.12.02	Perform Device Accuracy Testing	MC.12.02.012
MC.12.02	Perform Device Accuracy Testing	MC.12.02.013
MC.12.02	Perform Device Accuracy Testing	MC.12.02.014

MC.12.02	Perform Device Accuracy Testing	MC.12.02.015
MC.12.02	Perform Device Accuracy Testing	MC.12.02.016
MC.12.02	Perform Device Accuracy Testing	MC.12.02.017
MC.12.02	Perform Device Accuracy Testing	MC.12.02.018
MC.12.02	Perform Device Accuracy Testing	MC.12.02.019
MC.12.02	Perform Device Accuracy Testing	MC.12.02.020
MC.12.02	Perform Device Accuracy Testing	MC.12.02.021
MC.12.02	Perform Device Accuracy Testing	MC.12.02.022
MC.12.02	Perform Device Accuracy Testing	MC.12.02.028
MC.12.02	Perform Device Accuracy Testing	MC.12.02.029
MC.12.02	Perform Device Accuracy Testing	MC.12.02.032
MC.12.02	Perform Device Accuracy Testing	MC.12.02.035
MC.12.02	Perform Device Accuracy Testing	MC.12.02.036
MC.12.02	Perform Device Accuracy Testing	MC.12.02.037
MC.12.02	Perform Device Accuracy Testing	MC.12.02.038
MC.12.02	Perform Device Accuracy Testing	MC.12.02.039
MC.12.02	Perform Device Accuracy Testing	MC.12.02.040
MC.12.03	**Maintain Device Inventory**	
MC.12.03	Maintain Device Inventory	MC.12.03.001
MC.12.03	Maintain Device Inventory	MC.12.03.002
MC.12.03	Maintain Device Inventory	MC.12.03.003

MC.12.03	Maintain Device Inventory	MC.12.03.004
MC.12.03	Maintain Device Inventory	MC.12.03.005
MC.12.03	Maintain Device Inventory	MC.12.03.007
MC.12.03	Maintain Device Inventory	MC.12.03.008
MC.12.03	Maintain Device Inventory	MC.12.03.009
MC.12.03	Maintain Device Inventory	MC.12.03.010
MC.12.03	Maintain Device Inventory	MC.12.03.011
MC.12.03	Maintain Device Inventory	MC.12.03.012
MC.12.03	Maintain Device Inventory	MC.12.03.013
MC.12.03	Maintain Device Inventory	MC.12.03.014
MC.12.03	Maintain Device Inventory	MC.12.03.015
MC.12.03	Maintain Device Inventory	MC.12.03.016
MC.12.03	Maintain Device Inventory	MC.12.03.017
MC.12.03	Maintain Device Inventory	MC.12.03.018
MC.12.03	Maintain Device Inventory	MC.12.03.019
MC.12.03	Maintain Device Inventory	MC.12.03.020

MC.12.03	Maintain Device Inventory	MC.12.03.021
MC.12.03	Maintain Device Inventory	MC.12.03.022
MC.12.03	Maintain Device Inventory	MC.12.03.023
MC.12.03	Maintain Device Inventory	MC.12.03.024
MC.12.03	Maintain Device Inventory	MC.12.03.025
MC.12.03	Maintain Device Inventory	MC.12.03.026
MC.12.03	Maintain Device Inventory	MC.12.03.027
MC.12.03	Maintain Device Inventory	MC.12.03.028
MC.12.03	Maintain Device Inventory	MC.12.03.029
MC.12.03	Maintain Device Inventory	MC.12.03.030
MC.12.03	Maintain Device Inventory	MC.12.03.031
MC.12.03	Maintain Device Inventory	MC.12.03.032
MC.12.03	Maintain Device Inventory	MC.12.03.033
MC.12.03	Maintain Device Inventory	MC.12.03.034
MC.12.03	Maintain Device Inventory	MC.12.03.035
MC.12.03	Maintain Device Inventory	MC.12.03.036
MC.12.03	Maintain Device Inventory	MC.12.03.037
MC.12.03	Maintain Device Inventory	MC.12.03.038
MC.12.03	Maintain Device Inventory	MC.12.03.039

Requirement Description
System will be configured to allow for mass entry of meters and attach predefined meter and associated device (AMR, AMI-MDM, prepaid swipe, etc.) numbers.
System will be configured to allow upload/download of meter information from manufactures through CD-ROM, USB, or the internet into a pending status.
System will be configured to allow upload of meter information from 3rd party meter management system into the system.
System will be configured to allow for mass entry of meters from a file as provided by the manufacturer (alpha and/or numeric values)
System will be configured to allow for a single meter to be added to inventory.
System will be configured to capture and view warranty start and purchase dates
System will be configured to capture and view warranty end date
System will be configured to capture and view if extended warranty is available
System will be configured to store and track other serialized equipment and their current and historical location
System will be configured to store and track radio receivers and their current and historical location
System will be configured to store and track cellular modems and their current and historical location
System will be configured to store and track communication devices and their current and historical location

System will be configured with the ability to associate a photo of a meter so that the image can be presented to a mobile hand held device.
System will be configured to Capture Meter Configuration.
System will be configured to maintain a historical record of individual meters
System will be configured with the ability to modify/review/change all meter attributes.
System will be configured to store and track Test Switches and their current and historical location
System will be configured to view loading price of the meter (price from manufacturer)
System will be configured to view fully loaded price (cost of installed meter) of the meter
System will be configured with the on-line ability to identify all meters/equipment by type of service that are or have been set at a specific premise.
System will be configured with the ability to search by meter/equipment number and display history of the premise locations.
System will be configured to allow the association/disassociation of any meter equipment and the associated attributes.
System will be configured to accommodate non-billing meters.
System will be configured to provide Ability to view meter testing information
System will be configured to provide the ability to create user defined survey's that include corrosion, proximity, valve type, etc.
System will be configured to provide the ability to capture meter test data

System will be configured to provide for daily, monthly, annual, and user-defined testing programs for Multiple Meters.
System will be configured to provide for daily, monthly, annual, and user-defined testing programs for Geographic Area (e.g., by customer location or sub-station, etc.)
System will be configured to provide for daily, monthly, annual, and user-defined testing programs for Manufacturer
System will be configured to provide for daily, monthly, annual, and user-defined testing programs for Service Meter / Equipment Types
System will be configured to provide for daily, monthly, annual, and user-defined testing programs for Reactive to Event (e.g., slow, bad read, etc.)
System will be configured to automatically generate a service order based on the next test date and provide the ability to capture testing data.
System will be configured for a service order for a meter/equipment test to be generated as a result of a customer request.
System will be configured to allow a meter note/comment of the testing results.
System will be configured to provide on-line access to test results and information by Test Date
System will be configured to accepts meter test results for 'x' percent of new meters and publishes the results for the balance of newly installed meters.
System will be configured to provide on-line access to test results and information by Testers Name

System will be configured to provide on-line access to test results and information by Testing Procedure and Completed Results
System will be configured to provide on-line access to test results and information by Tester Freeform Notes
System will be configured to provide on-line access to test results and information by Multiple Testing Results
System will be configured to provide on-line access to test results and information by Test Result Type
System will be configured to provide on-line access to test results and information by Meter Accuracy Results (i.e., fast, slow, percentage of each, etc.)
System will be configured to provide on-line access to test results and information by Meter Test Results (full load, light load, power factor, weighted average)
System will be configured to see on-line if testing results are in or out of range.
System will be configured to load meter test results from meter test bench, CT test bench, field test sets, or other test equipment either through a flat file or direct interface.
System will be configured to provide for selecting meters for testing based on meter size
System will be configured to provide for selective meter testing based on event
System will be configured to assign meter to results to new meter lot based on sample population test results
System will be configured to provide the ability to generate orders for meter testing based on meter manufacturer
System will be configured to provide the ability to generate orders for meter testing based on meter age
System will be configured to provide the ability to generate orders for meter testing based on meter usage
System will be configured to provide the ability to generate orders for meter testing based on meter group
System will be configured to assign and track the meter/equipment lot number.
System will be configured to provide an alert that meter test results are expiring within a configurable number of days.
System will be configured to provide ability to search for meter by premise number
System will be configured to provide ability to search for meter by customer name and number
System will be configured to provide ability to search for meter by service address

System will be configured to provide ability to search for meter by account number
System will be configured to provide ability to search for meter by meter/equipment number
System will be configured to search for equipment via premise number
System will be configured to search for equipment via customer name and number
System will be configured to search for equipment via service address
System will be configured to search for equipment via account number
System will be configured to search for equipment via equipment number
System will be configured to search for equipment via nameplate
System will be configured to provide Ability to view meter characteristics
System will be configured to provide Ability to view Meter Reading Sequence Number
System will be configured to provide Ability to view Meter Purchase Date
System will be configured to provide Ability to view Meter Form
System will be configured to provide Ability to view Meter Multiplier
System will be configured to provide Ability to view Number of Wires
System will be configured to provide Ability to view Meter Purchase Order Information
System will be configured to view purchase price of the meter

System will be configured to provide ability to search for meter by serial number
System will be configured to provide Ability to view meter purchase information
System will be configured to provide Ability to view meter historical location information
System will be configured to collect and view meter model number
System will be configured to collect and view meter manufacture year
System will be configured to collect and view meter multiplier.
System will be configured to collect and view meter certificate date.
System will be configured to collect and view meter configuration code.
System will be configured to track stolen equipment
System will be configured to track equipment storage location
System will be configured to track scrapped equipment
System will be configured to track lost equipment
System will be configured to provide the ability to track stolen meters and the last known location
System will be configured to provide the ability to track the date that the meter was stolen
System will be configured to provide the ability to track the replacement meter for a meter that was stolen
System will be configured to provide the ability to track stolen meters and comments
System will be configured with the ability to mass change specific meter attributes.
System will be configured with the ability to mass delete or archive meters that are not active and associated information from inventory.
System will be configured with the ability to delete or archive a single meter/equipment that is not active and the associated information from inventory.

Notes	GRU SCOR	Scope	Software Score	Included in Price (Yes or No)
	5	IN	25	Yes
	5	IN	15	Yes
For Electric and Gas Meters this is Powertrack.	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

GRU would like the ability to store pictures and/or PDF to a particular meter for a variety of reasons such as showing the installed location or meter testing results, etc.	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
GRU responds to gas leaks on meters owned by the Gainesville Housing Authority (GHA). GRU would like the ability to create service orders on these meters; however, billing is done through GHA.	5	IN	25	Yes
	5	IN	25	Yes
This would apply to all service types.	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
GRU would like the ability to identify meters that show abnormal usage and generate alerts so that action can be taken.	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	1	OUT		NO
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
GRU would like the ability to review	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	5	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

Confirmation Notes - AAC	System or Module
	VertexOne CIS (2019)
GRU needs to be able to store serialized meter inventory in CIS. When the shipment is received its entered in "bulk" into the FMIS and then the individual meters are loaded into CIS. Meter test results are received from our manufacturers via Outlook which we convert to xml files. When those meters are purchased into PowerTrack (our inventory system) the meter and the test results are uploaded to SAP. PowerTrack and SAP MUST be able to interface.	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
[CKH] GRU would like the ability to store IP Addresses for the meters that are read via modem	VertexOne CIS (2019)
	VertexOne CIS (2019)

[GRU] The pictures will be stored via OpenText. GRU will look to Vertex to recommend best practice on how this is accomplished.	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
[GRU] The team would like to have the ability to store this as an attribute. GRU does not expect the CIS solution to calculate this value.	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)

GRU would expect that this be built out and track through the CIS solution. [CKH] GRU would like the ability to mass generate service orders for programs such as our random sample and stopped meters as well as our annual check on our top 100 customers. VertexOne – Meter Testing in Combination with interface with PowerTrack identified within the provided interfaces from GRU	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
	VertexOne CIS (2019)
For example, GRU looks at electric vs. water usage and if the electric hasn't changed but the water has then they go and test the water usage. Related to Stopped Meter Testing. Who Triggers the Service Order? Vertex wants to make this a report but not sure that Vertex Agrees. [CKH] GRU would like the ability to have the system generate orders for meters that show abnormal usage. VertexOne – Additional Enhancement - Medium	VertexOne CIS (2019)
	VertexOne CIS (2019)
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	VertexOne CIS (2019)
[CKH] GRU would like the ability to view the meter form of a device. VertexOne – Clarification on what a Meter Form is will be needed GRU - Meter form refers to the device category/meter type/description VertexOne - standard Classification and Characterstics	VertexOne CIS (2019)
	VertexOne CIS (2019)
[CKH] GRU would like the ability to view the number of wires of a device, currently in class overview VertexOne – This is ok. We can do Classification and Characteristics for Meters	VertexOne CIS (2019)
[CKH] GRU would like the ability to view the purchase order information for devices. This is currently only in our inventory system, PowerTrack. VertexOne – This is ok. We can either use a standard field to populate this or do Classification and Characteristics for Meters	VertexOne CIS (2019)
	VertexOne CIS (2019)

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	VertexOne CIS (2019)

MC.13.00 - Process Payments

Process ID	Process Title	Requirement Number
MC.13.01	**Process Payments**	
MC.13.01	Process Payments	MC.13.01.001
MC.13.01	Process Payments	MC.13.01.002
MC.13.01	Process Payments	MC.13.01.003
MC.13.01	Process Payments	MC.13.01.004
MC.13.01	Process Payments	MC.13.01.005
MC.13.01	Process Payments	MC.13.01.006
MC.13.01	Process Payments	MC.13.01.008
MC.13.01	Process Payments	MC.13.01.009
MC.13.01	Process Payments	MC.13.01.010
MC.13.01	Process Payments	MC.13.01.011
MC.13.01	Process Payments	MC.13.01.012
MC.13.01	Process Payments	MC.13.01.013
MC.13.01	Process Payments	MC.13.01.014

MC.13.01	Process Payments	MC.13.01.015
MC.13.01	Process Payments	MC.13.01.016
MC.13.01	Process Payments	MC.13.01.017
MC.13.02	**Process Returned Items**	
MC.13.02	Process Returned Items	MC.13.02.001
MC.13.02	Process Returned Items	MC.13.02.002
MC.13.02	Process Returned Items	MC.13.02.003
MC.13.02	Process Returned Items	MC.13.02.004
MC.13.02	Process Returned Items	MC.13.02.005
MC.13.02	Process Returned Items	MC.13.02.006
MC.13.02	Process Returned Items	MC.13.02.007
MC.13.02	Process Returned Items	MC.13.02.008
MC.13.02	Process Returned Items	MC.13.02.009
MC.13.02	Process Returned Items	MC.13.02.011
MC.13.02	Process Returned Items	MC.13.02.012
MC.13.02	Process Returned Items	MC.13.02.013
MC.13.02	Process Returned Items	MC.13.02.014

MC.13.02	Process Returned Items	MC.13.02.015
MC.13.02	Process Returned Items	MC.13.02.016
MC.13.02	Process Returned Items	MC.13.02.017
MC.13.02	Process Returned Items	MC.13.02.018
MC.13.03	**Process Refund**	
MC.13.03	Process Refund	MC.13.03.001
MC.13.03	Process Refund	MC.13.03.002
MC.13.03	Process Refund	MC.13.03.004
MC.13.03	Process Refund	MC.13.03.005
MC.13.03	Process Refund	MC.13.03.006
MC.13.03	Process Refund	MC.13.03.007
MC.13.03	Process Refund	MC.13.03.008
MC.13.03	Process Refund	MC.13.03.009
MC.13.03	Process Refund	MC.13.03.011
MC.13.03	Process Refund	MC.13.03.012
MC.13.03	Process Refund	MC.13.03.013
MC.13.03	Process Refund	MC.13.03.014
MC.13.03	Process Refund	MC.13.03.015

MC.13.03	Process Refund	MC.13.03.016
MC.13.03	Process Refund	MC.13.03.017
MC.13.03	Process Refund	MC.13.03.018
MC.13.03	Process Refund	MC.13.03.019

Requirement Description
System will be configured to accept and track authorized kiosk payments
System will be configured to provide the ability to track prepayments for services with proper accounting entries.
System will be configured to provide ability to allow overpayments to remain as a credit on the account with automatic generation of proper accounting entries.
System will be configured to provide the ability to retain a credit balance on an account, regardless of account status or other automated refund parameters.
System will be configured with the ability to hold an overpayment and apply to the next bill.
System will be configured with the ability to handle full or partial payment for any category of receivables and to take partial payment into consideration for late penalty calculation.
System will be configured to Process Partial Payments.
System will be configured with the ability to post a batch of payments at any time during the day, such as payments received in the mail and processed via remittance processor.
System will be configured to provide the ability to receive electronic file from credit agency of collections and automatically update CIS.
System will be configured to accept and track authorized pay station payments
System will be configured with the ability for a 3rd-Party payment application to pass the transaction / confirmation number.
System will be configured with the ability to create a daily ACH file for recurring payments to be transmitted to the bank.
System will be configured with the ability to reverse a previous payment distribution and re-apply the payment differently to a single payment or batch. This is to include a complete audit trail of all transactions.

System will be configured with the ability to suspend payments processed against invalid accounts for customers and to hold the amount paid until they can be researched and applied (Suspense account concept).
System will be configured to provide the ability to track prepaid metering-payments for services with proper accounting entries.
System will be configured to highlight exceptions/voids based on payment type when balancing automatic payments(Fidelity, Speed pay, Bill, Check Free).
System will be configured to provide the capability of reinstating the account back into the accounts delinquency track when the reversal of the payment has been applied (e.g., returned check, etc.).
System will be configured to provide for payment reversal on an account written-off when an NSF check is provided.
System will be configured to provide the ability to reverse a payment due to NSF or other return.
System will be configured to provide the ability to automatically charge a return payment fee when the payment reversal is processed.
System will be configured to provide the ability to override a charge for a payment reversal.
System will be configured to allow a returned payment (NSF) fee to be a fixed amount.
System will be configured to allow a returned payment (NSF) fee to be a percentage of the payment amount.
System will be configured to add the pledge amount back into the outstanding balance using a payment reversal transaction, when a pledged amount is dropped or deleted.
System will be configured to provide for batch or online processing of returned checks.
System will be configured with the ability to request a group of letters for returned checks / NSF's processed.
System will be configured with the ability to automatically update credit history with returned checks / NSF check data.
System will be configured to automatically update certain flags such as Cash Only due to X number of NSF incidents within X period of time.
System will be configured to force cash-only [guaranteed payment type] status without affecting dunning.

System will be configured with the ability to manually remove system-generated cash-only status.
System will be configured with the ability to set an expiration date on force cash only status based on business rules.
System will be configured to detect and report on repeated returned payments and initiates dunning workflow.
System will be configured to reject a type of payment as replacement for returned payment, with ability to override.
System will be configured to provide the ability to cut checks (send to A/P) for over payments as defined by user-defined criteria.
System will be configured to provide the ability to have a grace period between the last payment date and the issuance of a refund check.
System will be configured to Process Refund for Customer.
System will be configured to provide the ability to make the appropriate journal entries to the general ledger when refunds are made.
System will be configured to provide the ability to issue a report and checks for credit balance processing. The issuance of the check will come from FMIS A/P application through an automated interface.
System will be configured to provide the ability to issue a check, through FMIS, for a user-specified amount for any reason (i.e., over charges, etc.) regardless of the account balance.
System will be configured to provide the ability to pay a credit refund by check or application to the account based on user defined criteria.
System will be configured to provide the ability to maintain credit balances on the system until purged.
System will be configured to provide online reviews of any account prior to applying the refund.
System will be configured to provide the ability to issue mass credit refunds based on user-defined criteria.
System will be configured to Process Mass Refund on Active Accounts.
System will be configured to Process Mass Refund on Inactive Accounts.
System will be configured to provide for the issuance of a credit refund on Net Metering Accounts where due and payable.

System will be configured to provide the ability to automatically refund overpayments within a specified time on finaled accounts, allowing for exemption based upon user-defined parameters.
System will be configured to include a workflow for issuing refund checks including configurable approval thresholds.
System will be configured to provide the optional ability to combine refund checks for multiple contract accounts under a single business partner.
System will be configured to allow a user to select "hold check" to prevent mailing check if business partner wants to pick up the check in person.

Notes	GRU SCORI	Scope	Software Score
	5	IN	20
Normal services not prepaid metering.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	20
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
For example, after X returned items cash is the only accepted form of payment.	5	IN	25
	15	IN	25
	5	IN	20
	5	IN	25
	15	IN	25
	15	IN	20
	15	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
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	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	This is an actual refund to the customer. This will be based upon business refund rules.	VertexOne CIS (2019)
NO	Removed from Scope not offering prepaid metering at this time. This is something that GRU wants sometime down the road. Want to ensure the system is configured so it doesn’t prevent preay in the furture. Overpayments will be put on the account as a credi and discuss during the GL workshops.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.14.00 - Process Collections

Process ID	Process Title	Requirement Number
MC.14.01	**Process Late Payment Charges**	
MC.14.01	Process Late Payment Charges	MC.14.01.001
MC.14.01	Process Late Payment Charges	MC.14.01.002
MC.14.01	Process Late Payment Charges	MC.14.01.003
MC.14.01	Process Late Payment Charges	MC.14.01.004
MC.14.01	Process Late Payment Charges	MC.14.01.005
MC.14.01	Process Late Payment Charges	MC.14.01.006
MC.14.01	Process Late Payment Charges	MC.14.01.007
MC.14.01	Process Late Payment Charges	MC.14.01.009
MC.14.01	Process Late Payment Charges	MC.14.01.011
MC.14.01	Process Late Payment Charges	MC.14.01.012
MC.14.01	Process Late Payment Charges	MC.14.01.013
MC.14.01	Process Late Payment Charges	MC.14.01.014
MC.14.02	**Process Delinquency**	

MC.14.02	Process Delinquency	MC.14.02.001
MC.14.02	Process Delinquency	MC.14.02.002
MC.14.02	Process Delinquency	MC.14.02.003
MC.14.02	Process Delinquency	MC.14.02.004
MC.14.02	Process Delinquency	MC.14.02.005
MC.14.02	Process Delinquency	MC.14.02.007
MC.14.02	Process Delinquency	MC.14.02.008
MC.14.02	Process Delinquency	MC.14.02.009
MC.14.02	Process Delinquency	MC.14.02.010
MC.14.02	Process Delinquency	MC.14.02.011
MC.14.02	Process Delinquency	MC.14.02.012
MC.14.02	Process Delinquency	MC.14.02.014
MC.14.02	Process Delinquency	MC.14.02.015
MC.14.02	Process Delinquency	MC.14.02.016
MC.14.02	Process Delinquency	MC.14.02.017
MC.14.02	Process Delinquency	MC.14.02.018

MC.14.02	Process Delinquency	MC.14.02.019
MC.14.02	Process Delinquency	MC.14.02.020
MC.14.02	Process Delinquency	MC.14.02.021
MC.14.02	Process Delinquency	MC.14.02.022
MC.14.02	Process Delinquency	MC.14.02.023
MC.14.02	Process Delinquency	MC.14.02.024
MC.14.02	Process Delinquency	MC.14.02.025
MC.14.02	Process Delinquency	MC.14.02.026
MC.14.02	Process Delinquency	MC.14.02.027
MC.14.02	Process Delinquency	MC.14.02.028
MC.14.02	Process Delinquency	MC.14.02.030
MC.14.02	Process Delinquency	MC.14.02.031
MC.14.02	Process Delinquency	MC.14.02.032
MC.14.02	Process Delinquency	MC.14.02.033
MC.14.02	Process Delinquency	MC.14.02.034
MC.14.02	Process Delinquency	MC.14.02.035
MC.14.02	Process Delinquency	MC.14.02.036
MC.14.02	Process Delinquency	MC.14.02.037
MC.14.02	Process Delinquency	MC.14.02.038

MC.14.02	Process Delinquency	MC.14.02.039
MC.14.02	Process Delinquency	MC.14.02.040
MC.14.02	Process Delinquency	MC.14.02.041
MC.14.02	Process Delinquency	MC.14.02.042
MC.14.02	Process Delinquency	MC.14.02.043
MC.14.02	Process Delinquency	MC.14.02.044
MC.14.02	Process Delinquency	MC.14.02.045
MC.14.02	Process Delinquency	MC.14.02.046
MC.14.02	Process Delinquency	MC.14.02.048
MC.14.02	Process Delinquency	MC.14.02.049
MC.14.02	Process Delinquency	MC.14.02.050
MC.14.02	Process Delinquency	MC.14.02.052
MC.14.02	Process Delinquency	MC.14.02.053
MC.14.02	Process Delinquency	MC.14.02.054

MC.14.02	Process Delinquency	MC.14.02.055
MC.14.02	Process Delinquency	MC.14.02.056
MC.14.02	Process Delinquency	MC.14.02.057
MC.14.02	Process Delinquency	MC.14.02.058
MC.14.02	Process Delinquency	MC.14.02.059
MC.14.02	Process Delinquency	MC.14.02.060
MC.14.02	Process Delinquency	MC.14.02.061
MC.14.02	Process Delinquency	MC.14.02.062
MC.14.02	Process Delinquency	MC.14.02.063
MC.14.02	Process Delinquency	MC.14.02.064
MC.14.02	Process Delinquency	MC.14.02.065
MC.14.02	Process Delinquency	MC.14.02.066
MC.14.02	Process Delinquency	MC.14.02.067
MC.14.03	**Process Write Off's**	
MC.14.03	Process Write Off's	MC.14.03.001
MC.14.03	Process Write Off's	MC.14.03.002

MC.14.03	Process Write Off's	MC.14.03.003
MC.14.03	Process Write Off's	MC.14.03.004
MC.14.03	Process Write Off's	MC.14.03.005
MC.14.03	Process Write Off's	MC.14.03.006
MC.14.03	Process Write Off's	MC.14.03.007
MC.14.03	Process Write Off's	MC.14.03.008
MC.14.03	Process Write Off's	MC.14.03.009
MC.14.03	Process Write Off's	MC.14.03.010
MC.14.03	Process Write Off's	MC.14.03.011
MC.14.03	Process Write Off's	MC.14.03.012
MC.14.04	**Process Bankruptcies**	
MC.14.04	Process Bankruptcies	MC.14.04.001
MC.14.04	Process Bankruptcies	MC.14.04.002
MC.14.04	Process Bankruptcies	MC.14.04.003
MC.14.04	Process Bankruptcies	MC.14.04.004
MC.14.04	Process Bankruptcies	MC.14.04.005
MC.14.04	Process Bankruptcies	MC.14.04.006
MC.14.04	Process Bankruptcies	MC.14.04.007
MC.14.04	Process Bankruptcies	MC.14.04.008
MC.14.05	**Process A/R Adjustments**	
MC.14.05	Process A/R Adjustments	MC.14.05.001
MC.14.05	Process A/R Adjustments	MC.14.05.002

MC.14.05	Process A/R Adjustments	MC.14.05.003
MC.14.05	Process A/R Adjustments	MC.14.05.004
MC.14.05	Process A/R Adjustments	MC.14.05.005
MC.14.05	Process A/R Adjustments	MC.14.05.006
MC.14.05	Process A/R Adjustments	MC.14.05.007
MC.14.05	Process A/R Adjustments	MC.14.05.008
MC.14.05	Process A/R Adjustments	MC.14.05.009
MC.14.05	Process A/R Adjustments	MC.14.05.010
MC.14.05	Process A/R Adjustments	MC.14.05.011
MC.14.05	Process A/R Adjustments	MC.14.05.013

Requirement Description
System will be configured to provide the ability to mark accounts that are exempt from late fees.
System will be configured to report late fees billed, waived, and paid.
System will be configured to provide the ability to calculate and display minimum balance required and the last day to pay before further action may be taken.
System will be configured to provide the ability to assess late fees based on age of receivables.
System will be configured to provide the ability to calculate late fees as a fixed amount or a percentage.
System will be configured to provide the option to calculate and assess late fees, while the account has scheduled payment terms, on the unpaid balance.
System will be configured to provide the ability to calculate and assess a late fee based upon non-compliance of payment plan terms.
System will be configured to allow, for customers on budget billing, to be assessed a late fee as appropriate.
System will be configured to have the ability to set up late fee removal approval process.
System will be configured to allow with proper security the waiver of late fees.
System will be configured to send late fee waivers to an approval queue after X number of waivers based on security.
System will be configured so that any late fees that are applied to an account are immediately due, they should not sit out as "pending" until the next billing.

System will be configured to provide the ability to exempt accounts to prevent them from going into delinquency status on a recurring basis (e.g., Church, University, other agencies, etc.).
System will be configured to provide the ability to place the account that has a promise to pay date out of the normal collection track.
System will be configured to automatically assess credit impact with user definable point values for credit activities.
System will be configured to provide capability to expire credit impact points over time to positively restore credit score.
System will produce a notice or door-hanger with the following information, but not limited to, disconnect date.
System will produce a notice or door-hanger with the following information, but not limited to, past due amount.
System will produce a notice or door-hanger with the following information, but not limited to, not display the past due amount through an internal control.
System will produce a notice or door-hanger with the following information, but not limited to, service charges.
System will produce a notice or door-hanger with the following information, but not limited to, suggested payment arrangement terms.
System will produce a notice or door-hanger with the following information, but not limited to, suggested payment arrangement amounts (per month).
System will produce a notice or door-hanger with the following information, but not limited to, utility name, address, phone number.
System will be configured to produce a notice or door-hanger in English and any other language indicated in notes.
System will be configured with the ability to select accounts that have a service off for delinquent for more than a specified period of time, and generate a service order to close out (cut off) any other active services.
System will be configured to provide the ability to automatically generate service orders to terminate remaining product and/or services after a designated time following cut off of a service for delinquency, if the delinquency remains unpaid.
System will be configured to display Disconnect for Non-Payment status of account
System will be configured to provide the ability to manually exempt an account from disconnect service order.

System will be configured to provide the ability to flag accounts as exempt from being sent to the collection agency.
System will be configured to support the ability to modify the major thresholds by class, for sending an account to collection, with audit trail.
System will be configured to generate notices in alternate languages.
System will be configured to Filter Outbound Call Notifications.
System will be configured to Filter Outbound Text Notifications.
System will be configured to send email reminder notice if email / SMS is present and/or otherwise a paper copy is sent.
System will be configured to provide the ability to generate outbound collection calls, social media and/or email.
System will be configured to provide the ability to notify both the primary and the secondary party when an account is delinquent.
System will be configured to provide the ability to notify a 3rd-party when the account is delinquent.
System will be configured to provide the ability to automatically send selected delinquent notices to the customer in addition to multiple third parties.
System will be configured to notify customers of their balance through, but not limited to, email.
System will be configured to notify customers of their balance through, but not limited to, automated calling service.
System will be configured to notify customers of their balance through, but not limited to, text message.
System will be configured to notify customers of their balance through, but not limited to, Social Media (~~Twitter~~, SMS, ~~Facebook, etc~~.)
System will be configured to automatically generate past-due notices to guarantors for the past-due accounts they are guaranteeing.
System will be configured to automatically produce past due notices based upon customers' preferred method of communication and user-defined business rules.
System will be configured to provide the ability to generate past due notices automatically based on age of receivable and status of account.
System will be configured to provide the ability to produce and print delinquent door hangers.
System will be configured to generate disconnect notices.

System will be configured to provide the ability to calculate reconnect charges and show them on the disconnect notice.
System will be configured to transfer accounts to 3rd party collection agencies
System will be configured to provide the ability to flag accounts as exempt based on dollar amount from being sent to the collection agency.
System will be configured to provide the ability to produce a report of accounts sent to a collection agency.
System will be configured to provide the ability to maintain the collection agency data and full details of delinquent accounts (same information on active accounts as delinquent).
System will be configured to provide a method for adding, removing, or switching from one credit agency to another or to a new agency.
System will be configured to provide the ability to add a service fee to the accounts sent to the collection agency.
System will be configured to provide the ability to generate notice(s) to customer of pending collection agency action.
System will be configured to generate an additional collection letter within a user-defined time frame.
System will be configured for automatic notification of account changes based on a user-defined timeframe that account is delinquent
System will be configured to automatically generate a delinquent reconnect order when the minimum required payment is received, with the ability for the user to cancel, if needed.
System will be configured to allow a customer that was disconnected for non-payment to be eligible for reconnect on or after the disconnect date by entering into a payment plan (no deposit required).
System will be configured for automatic initiation of reconnect service orders based on payment events
System will produce a notice or door-hanger with the following information, but not limited to, monthly service cost (electric, water, sewer, refuse, etc.)

System will be configured with the ability to force a customer into the delinquency process.
System will be configured to provide the ability to limit paper notifications to one per service address; however, will enable multiple channels for electronic communication.
System will be configured with the ability to have dunning (credit and collections) procedures on miscellaneous A/R.
System will be configured to calculate late fees as a configurable percent of the past due amount with a configurable minimum.
System will be configured to include a configurable threshold amount and/or number of payments missed for dunning, which can be adjusted on a daily basis.
System will be configured to provide a dunning process for non-metered services similar to the process for metered services.
System will be configured to provide business-configurable parameters for dunning steps.
System will be configured to view expected disconnections a day in advance to allow for adjusting workload.
System will be configured to provide a reminder to the collections group when a closed account balance due isn't paid within a configurable number of days.
System will be configured to provide the ability to reconcile balances in the CIS system in collection against balances reported by collection agency.
System will be configured to alert a large account representative (through a notification or report) anytime their assigned account becomes past due or hits certain aging.
System will be configured to require a user to select an end date when placing a dunning lock (exempts customer from dunning) on an account.
System will be configured to provide a dunning / reminder process for scheduled grease trap pumping.
System will be configured to Write Off Accounts Receivable Balances.
System will be configured to provide the ability to manually write-off selected charges.

System will be configured to provide the ability to automatically select accounts for write-off, based upon user-defined criteria.
System will be configured to provide the ability to charge-off an account and maintain collection agency status.
System will be configured to provide the ability to write off an un-collectable account.
System will be configured to provide the ability to mass write-off selected un-collectable accounts.
System will be configured to enable review of bad debt write-offs.
System will be configured to provide ability to activate a customer account in write-off status without collecting the write-off amount.
System will be configured with the ability to post payments and/or adjustments to account balances which have previously been written-off.
System will be configured to provide the ability for customers that have been written-off can be reactivated.
System will be configured to provide the ability to write off the account and maintain bankruptcy information and status.
System will be configured so that a CSR can easily see the write-off balance on an account after its been written off.
System will be configured to identify pre and post petition accounts.
System will be configured to provide the ability convert from one chapter to another with audit trail.
System will be configured to track dismissals and discharges.
System will be configured to allow user to code bankruptcy date, identify prior amount for write off, and system will ignore all amounts due prior to the bankruptcy date.
System will be configured to process and handle the full cycle of a Customer Bankruptcy.
System will be configured to provide the ability to reverse a bankruptcy with audit trail.
System will be configured to use AMI reading / date to calculate bankruptcy amount.
System will be configured to produce letters and bills and bankruptcy notices as desired by the court.
System will be configured to provide the ability to provide for positive (or negative) billing adjustments with audit trail.
System will be configured to provide the ability to make adjustments on Accounts Receivable by individual service.

System will be configured to provide the ability to make adjustments on Accounts Receivable for any charges on meter and non-meter products / services.
System will be configured to support the ability to adjust a specific historic charge
System will be configured to Adjust Charge.
System will be configured to provide the ability to post adjustments to accounts that have been written off.
System will be configured to provide on-screen interactive adjustment process.
System will be configured to provide the ability to transfer receivable balances from a delinquent account to a guarantor account. This transfer would take place at the time the past-due account is deemed un-collectable.
System will be configured to provide the ability to adjust late fees.
System will be configured with the ability to transfer balances from one account to another with the appropriate audit trail in one transaction.
System will be configured to provide the ability to make adjustments to delinquent accounts.
System will be configured to provide the ability to set dollar limits of adjustments that will not be applied to the customers account. The adjustments will be placed in a queue for approval.

Notes	GRU SCORI	Scope	Software Score
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
For example, A CSR might be able to remove on late fee within X period of time and any subsequent removals within that period of time would require supervisor approval through a work queue.	5	IN	20
	5	IN	25
	5	IN	20
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Notifications are required in English/Spanish.	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
Spanish	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This refers to the ability to add a fee prior to sending to collections - currently GRU adds 25% to the balance prior to sending to the collections agencies.	5	IN	25
	5	IN	25
	3	IN	20
	5	IN	25
Regardless of channel in which payment is made (Web, IVR, Walk-In, etc.)	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25

This situation occurs when GRU determines that an account is eligible for disconnect for a non-standard reason such as a person that is living at the location owes money on another unrelated account.	5	IN	20
For example, GRU will send one notification to the premise; however, each roommate is eligible to receive an email regarding the disconnection.	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	
	5	IN	20
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes	Certain account types are not charged late fee's - verified that it will be ok to do this based on account type. Verified that this is not something used on a case-by-case basis.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Will flesh out more in sessions. Vertex can do in either way.	VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	updated to remove facebook and twitter.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.15.00 - Provide Customer Self Service

Process ID	Process Title	Requirement Number
MC.15.01	**Process Customer Self Service Profile**	
MC.15.01	Process Customer Self Service Profile	MC.15.01.001
MC.15.01	Process Customer Self Service Profile	MC.15.01.002
MC.15.01	Process Customer Self Service Profile	MC.15.01.003
MC.15.01	Process Customer Self Service Profile	MC.15.01.004
MC.15.01	Process Customer Self Service Profile	MC.15.01.005
MC.15.01	Process Customer Self Service Profile	MC.15.01.006
MC.15.01	Process Customer Self Service Profile	MC.15.01.007
MC.15.01	Process Customer Self Service Profile	MC.15.01.008
MC.15.01	Process Customer Self Service Profile	MC.15.01.009
	Process Customer Self Service Profile	MC.15.01.010
MC.15.01	Process Customer Self Service Profile	MC.15.01.011
MC.15.01	Process Customer Self Service Profile	MC.15.01.012

MC.15.01	Process Customer Self Service Profile	MC.15.01.013
MC.15.01	Process Customer Self Service Profile	MC.15.01.014
MC.15.01	Process Customer Self Service Profile	MC.15.01.015
MC.15.01	Process Customer Self Service Profile	MC.15.01.018
MC.15.01	Process Customer Self Service Profile	MC.15.01.019
MC.15.01	Process Customer Self Service Profile	MC.15.01.020
MC.15.01	Process Customer Self Service Profile	MC.15.01.021
MC.15.01	Process Customer Self Service Profile	MC.15.01.022
MC.15.01	Process Customer Self Service Profile	MC.15.01.023
MC.15.01	Process Customer Self Service Profile	MC.15.01.024
MC.15.01	Process Customer Self Service Profile	MC.15.01.025
MC.15.01	Process Customer Self Service Profile	MC.15.01.026
MC.15.01	Process Customer Self Service Profile	MC.15.01.027
MC.15.01	Process Customer Self Service Profile	MC.15.01.028
MC.15.01	Process Customer Self Service Profile	MC.15.01.029

MC.15.01	Process Customer Self Service Profile	MC.15.01.030
MC.15.01	Process Customer Self Service Profile	MC.15.01.031
MC.15.01	Process Customer Self Service Profile	MC.15.01.032
MC.15.01	Process Customer Self Service Profile	MC.15.01.033
MC.15.01	Process Customer Self Service Profile	MC.15.01.034
MC.15.01	Process Customer Self Service Pro	MC.15.01.035
MC.15.02	**Process Customer Self Service Inquiry**	

MC.15.02	Process Customer Self Service Inquiry	MC.15.02.001
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.002
MC.15.02	Process Customer Self Service In	MC.15.02.003
MC.15.02	Process Customer Self Service In	MC.15.02.004
MC.15.02	Process Customer Self Service In	MC.15.02.006
MC.15.02	Process Customer Self Service In	MC.15.02.007
MC.15.02	Process Customer Self Service In	MC.15.02.008
MC.15.02	Process Customer Self Service In	MC.15.02.009
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.011
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.012
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.013
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.014
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.015
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.016
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.018

MC.15.02	Process Customer Self Service Inquiry	MC.15.02.019
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.020
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.021
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.022
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.023
MC.15.02	Process Customer Self Service Inquiry	MC.15.02.024
MC.15.02	Process Customer Self Service In	MC.15.02.025
MC.15.02	Process Customer Self Service In	MC.15.02.026
MC.15.02	Process Customer Self Service In	MC.15.02.027
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MC.15.03	Process Customer Self Service Payme	MC.15.03.006
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MC.15.07	Support Customer Chat	MC.15.07.012
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Requirement Description
System will be configured to provide the ability for customers to create their own profile, including user name and password.
System will be configured to require authentication, using an account/PIN/access code combination, when linking an account or group of accounts to a user name.
System will be configured to provide the ability to provide email confirmation and user ID information in real-time, automatically.
System will be configured to self-authenticate and register a new online user without utility/CSR intervention.
System will be configured to encrypt SSN upon entry through On-Line Customer Self Service.
System will be configured to provide the ability to change Pin or Password using ~~a security questio~~n an email verification process.
System will be configured to provide the ability to link accounts online.
System will be configured to provide the ability to require username/password to access account information.
System will be configured to provide the ability to relate multiple customer accounts to one online account.
System will be configured to provide for the ability to monitor and track incidents of identity theft including changing the customer's password
System will be configured to capture information about premise conditions for on-site safety or other necessary information (i.e. pool, dog, dog temperament, pool information, etc.)
System will be configured to allow for the web self-service customer to initiate a request to change the customer's mailing address with a confirmation email.

System will be configured to capture customer employment information.
System will be configured to add and update mailing address, phone number, or any other defined customer account fields, while tracking version history (old / new values, change source, time and date stamp, etc.).
System will be configured to display a change history log.
System will be configured to support the customer election of rate plan adoption through web self service.
System will be configured to support the comparison of available customer rate plans and their estimated effect on monthly billing through the web self service portal.
System will be configured to provide the ability to view total customer-account-premise-meter relationship.
System will be configured to capture detailed customer preferences including communication method
System will be configured to support Customer preferred language preference and presentation.
System will be configured to record additional contacts and route the change to an internal work queue for review and approval.
System will be configured to provide the ability to display messages based upon customer status/services/un-used available services, etc.
System will be configured to provide the ability to select preferred due date.
System will be configured to provide the ability to change bill type and other options as offered by the utility (summary to detailed bill and vise versa).
System will be configured to provide the ability to signup for utility specific newsletter.
System will be configured to allow customer to change the selected preferred language of communication.
System will be configured to allow customers to change their preference for bill receipt and paperless environment.

System will be configured to support automatic enrollment in paperless billing.
System will be configured to support customer enrollment in billing related notifications (e.g. high bill, bill due, past due, etc.)
System will be configured to allow for the web self-service customer to initiate a request a name change on the account and upload required verification (like a marriage certificate) for review by the utility.
CSS System will be configured to allow charitable organizations to view their voucher payments.
CSS System will be configured to allow owner to view the status of all properties with owner allocation (revert to landlord) to his account, and reactivate any if necessary.
CSS System will be configured to support a general public lookup (for a fee or not) that allows anyone to request limited information on a premise such as the services available and the balance owed.

System will be configured to View Current Accounts Receivable Information.
System will be configured to View Recurring Payment Plan Information.
System will be configured to provide total amount needed to be paid, to avoid service being disconnected, with an option to pay the indicated amount (minimum amount due).
System will enable two-way communication between the utility, the meter, and in-home display that lists balance.
System will be configured to view current account balance display of total amount due.
System will be configured to view current account balance display of payment arrangement amount due.
System will be configured to view current account balance display of other amount(s) due.
System will be configured to view current account balance display of minimum amount due.
System will be configured to provide the ability to view account financial transaction history for over 24 months.
System will be configured to provide the ability to view current statement online.
System will be configured to provide the ability to view and print the most current bill or statement online.
System will be configured to provide the ability to view and print a selected bill or statement up to 24-months prior online.
System will be configured to provide the ability to view service specific metered and billed consumption for 24-months of history online.
System will be configured to provide the ability to view service specific non-metered and billed consumption for 24-months of history online.
System will be configured to provide the ability to view posted payment history including date, time, and amount regardless of payment channel (walk-in, web, IVR, etc.)

System will be configured to provide the ability to request and generate a letter of credit / payment reference letter online.
System will be configured to provide the ability to run comparisons of monthly bill amounts and consumption for a user-specified number of months.
System will be configured to provide the ability to run comparisons of related accounts for single account holder, by monthly bill amount for a user-specified number of months in history.
System will be configured to provide the ability to run comparisons of related accounts by geography, e.g., zip code, area code, phone prefix, etc.
System will be configured to provide the ability to view real-time / critical-peak pricing for customer comparison on the web.
System will be configured to provide the ability to export consumption and billing data for a 2-year period and importing into an Excel type format.
System will be configured to provide the ability to view account history online (statement of account).
System will be configured to support the display of current or past bills in PDF or similar format.
System will be configured to provide the ability to run comparisons of 2 years consumption online.
System will be configured to provide the ability to input any two or more service addresses and run comparisons of consumption history for a single account holder.
System will be configured to provide the ability to view service-specific meter readings online.
System will be configured to provide the ability to view service-specific consumption information online.
System will be configured to provide the ability to run comparisons of consumption by billing period online.
System will be configured to provide the ability to run comparisons of consumption by weather conditions online.

System will be configured to provide the ability to run comparisons of monthly bill amounts and consumption for a user-specified number of months by weather conditions.
System will enable two-way communication between the utility, the meter, and in-home display that lists consumption.
System will be configured to support the display of any standard electric utility UOM, including kWh, kW, kVA, kVARh, and TOU data, etc.
System will be configured to support the display of current meter read.
System will be configured to support display of usage exactly as it is prepared for the bill (e.g., totalized, aggregated, TOU, etc.).
System will be configured to support a real-time consumption presentation from the meter to the smart device in a graphical manner.
System will be configured to support a real-time consumption presentation from the meter to the smart device in a textual manner.
System will be configured to support all usage at the individual meter level or in summary.
System will be configured to display weather data as it relates to billing.
System will be configured to capture all reads including estimations and actual for customer.
Customer Self Service System will be configured to shows the progress of a service order, case, or other utility defined workflow.
System will be configured to support the ability to support web clients by means of co-browsing, where the CSR can see exactly what is on the customer's screen.
CSS System will be configured to allows customer to view, download and reprint current and past bills for both active and closed accounts.
System will be configured to make a one-time payment without enrollment from a Checking or Savings Account.

System will be configured to provide ability to limit payment methods based on customer restrictions in Customer Self Service
System will be configured to provide the ability to accept payments to specific services/products online.
System will be configured to seamlessly interface to a third-party payment transaction system with single sign on capabilities.
System will be configured to display total amount due when customer goes to make a payment.
System will be configured to accept and display the amount the customer is paying.
System will be configured to display allowed payment methods and allow customer to chose and update payment information.
System will be configured to provide the ability to set up recurring checking and / or savings account payment drafts online (ACH).
System will be configured to allow customer to enter a maximum draft amount *notification* .
System will be configured to provide the ability to modify recurring checking / savings account information online.

System will be configured to display any scheduled payment(s), their due date ~~and the next scheduled billing date~~.
System will be configured to alert customer if they are not making the minimum payment required to avoid delinquency consequences.
System will be configured to allow customers to pay via self service channels utilizing an invoice number.
System will be configured to prevent a customer from setting up AutoPay if they are in cash only status.
System will be configured to inform the customer that any past due balances will be immediately drafted when they setup an EFT/ACH payment through the web portal.
System will be configured to allow customer to request a payment extension using self service. (See Notes for full description)
System will be configured to view account payment plan history.
System will be configured to provide the ability for new customers to enter all required and optional customer account information, in order to establish themselves as new customers.
System will be configured to provide the ability for a customer to request a transfer from one premise to another.
System will be configured to provide the ability for a customer to request a turn-on of a service(s) at a premise.

System will be configured with the ability to automatically generate a service order for turn-ons and installs as a result of processing an online web-based application for new service - that may or may not be processed through an online work queue.
System will be configured to allow customers to log in to create, schedule or confirm appointments or tasks.
System will be configured to allow customers to send a billing inquiry (e.g., high bill, bad read, etc.) to the utility and be uploaded to an on-line work queue.
System will be configured to allow customers to send a complaint (e.g., no power, etc.) to the utility and be uploaded to an on-line work queue.
System will be configured to provide the ability to view high-level service order information online (e.g., date initiated, status, type of SO, anticipated work date, close date, etc.).
System will be configured to provide ability for customer with multiple accounts to select which account to request a service (re-read, investigation, leak, etc.), in Customer Self Service
System will be configured to record Customer Service Request (i.e. reread, outage, leak, etc.) and route the Trouble Ticket to an internal work queue for review.
System will be configured to provide the ability to review pending service orders though the web self service portal.
System will be configured to provide the ability to view current status of service appointments online.
System will be configured to provide an application for New Site Services through the customer self service portal.
System will be configured to provide an automated response to customer requests indicating disposition and reason, based on customer communication preference.
System will be configured to allow the creation of business partners and business partner relationships when starting or transferring service via the web portal.
System will be configured for customer to enroll in energy assistance program

System will be configured for Customer to Enroll in Rebate Program
System will be configured for Customer to purchase Products and Services for Installment Billing
System will be configured to provide the ability for customers to sign-up for budget billing or other payment plans in accordance with utility defined rules.
System will be configured to provide the ability for customers to sign-up for levelized payment plan.
System will be configured to provide the ability to request products and professional services online.
System will be configured to allow the customer to define the start of the budget billing process.
System will be configured to enable the customer to purchase utility-based content, products, services, etc.
System will be configured to provide the ability to request a product or service be turned off or discontinued.
System will be configured to enable customers to sign up for energy audits automatically utilizing the field mobile scheduling capabilities.
CSS System will be configured to allow a business partner to apply for collective account billing.
System will be configured to allow collective billing accounts (master accounts) to view the status of the account and each of the child accounts.
System will be configured to have a web chat module that can be customized to have an appearance that exactly matches the utility website.
System will be configured to have a web chat module with web-based configuration tools.
System will be configured to have a web chat module that has the ability to distinguish between normal users, operators and administrators

System will be configured to protect sensitive customer data and mask any PCI transaction data within a chat
System will be configured to support unlimited online chatting between the customer and the utility.
System will be configured to have a web chat module that allows Client to add live chat to their corporate website.
System will be configured to have a web chat module that has the ability to warn, freeze, kick-off or ban misbehaving users.
System will be configured to have a web chat module that supports creation of stock (automated) responses including standardized greetings, (See Notes for full description)
System will be configured to have a web chat module that supports the ability to leverage collaboration functionality including page pushing, co-browsing, and instant messaging between CSR and customer.
System will be configured to have a web chat module that provide a summary of the conversation for the customer to validate prior to the chat closing.
System will be configured to have a web chat module that provide the ability to capture the validated session in the CIS for reference.
System will be configured to have a web chat module that has the ability of customer routing rules to route the customer to the proper CSR or Department.
System will be configured to provide analytics on chat duration
System will be configured to provide analytics on entry URL
System will be configured to provide analytics on Referring URL
System will be configured to provide analytics on visitor site search
System will be configured to provide analytics on first time vs repeat visitors
System will be configured to provide analytics on visitor activities
System will be configured to support event notification based on smart device GPS location.
System will be configured to support event notification based on GIS related event mapping.

System will be configured to notify relevant customers of products, specials, offers, or discounts available to them.
System will be configured to notify relevant customers of curtailment, price changes, real-time pricing, and critical peak pricing opportunities.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This refers to the web self service pin/password.	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	15
	20	OUT	15
	5	IN	25
	5	IN	25
	5	IN	25
This refers to the ability of the system to send a "contact" to the utility to request certain information. It will go to a work queue for routing and answering.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	
	5	IN	
English and Spanish.	5	IN	25
	5	IN	25

	3	IN	25
	5	IN	25
Example includes, marriage, divorce, legal name change, etc.	5	IN	25
	5	IN	15
	5	IN	15
	15	IN	15

	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	1	OUT	25
	1	OUT	15
	20	OUT	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	15

	1	OUT	15
	20	OUT	15
	5	IN	25
	20	OUT	25
	5	IN	25
	20	OUT	20
	20	OUT	20
	5	IN	25
	3	IN	25
	5	IN	25
This will allow internal users as well as customers through self-service to track the progress of a service order, case, or other workflow.	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
This would pertain to new services and miscellaneous A/R transactions only not to recurring billing.	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25

	5	IN	25
	5	IN	25
Customer will be able to select an individual invoice for payment vs. just directing payment to total balance.	15	IN	15
	5	IN	25
	5	IN	25
Full Requirement System will be configured to allow customer to request a payment extension using self service. Extension will be automatically granted if the request falls within the rules established by the utility, otherwise it will go to a work queue for further review by the utility.	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This refers to the customers ability to donate X amount each month as part of the SHARE program.	5	IN	25

	5	IN	25
	1	OUT	15
	5	IN	25
	5	IN	25
Energy audits, meter tests, etc.	5	IN	25
	3	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	1	OUT	15
	1	OUT	15
	1	OUT	15

	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
Full Requirement System will be configured to have a web chat module that supports creation of stock (automated) responses including standardized greetings, closings, frequently used solutions, and links to key pages on the site that will be pushed to participants as needed.	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	15
	1	OUT	25
	1	OUT	25
	1	OUT	15
	3	IN	25

	5	IN	25
	20	OUT	15

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne
Yes		VertexOne
Yes	Vertex does allow the customer to reset their password utilizing an email verification vs. a security question. Updated Requirement.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	An email is sent to the customer and an interaction is put on the account. This works.	VertexOne Customer Advantage
Yes	**GRU:** It would be nice to allow the customers to enter premise saftey information - will discuss this as part of the workshops. Vertex can add a question about safety issues at a location during sign-up	VertexOne Customer Advantage
Yes		VertexOne

Yes	This can be addressed in the workshops but its not critical to have it through self service. If GRU Wants it a question can be added.	VertexOne Customer Advantage
Yes		VertexOne
Yes	Confirmed that this is just for GRU to see the change history. We do not need to expose this to the customer.	VertexOne
NO		VertexOne
NO		VertexOne
Yes		VertexOne
Yes		VertexOne
Yes	English and Spanish	VertexOne Customer Advantage
Yes		VertexOne
Yes		VertexOne Customer Advantage
Yes		VertexOne
OOS	This is the customers ability to determine the level of detail on their bill. GRU doesn't have a summary level bill at this time so OOS.	VertexOne
OOS	This is an Opt In/Opt Out feature and can be handled but if newsletter fulfillment is required its OOS and would require a CR.	VertexOne
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage

Yes		VertexOne Customer Advantage
Yes		VertexOne
Yes	Name changes require documentation and currently customers need to provide this over email or in person. This would give the capability to do this online. Discuss further during workshps	VertexOne
OOS	Ok with OOS.	VertexOne Customer Advantage
Yes	Owner can review the status of their properties but would need to call in to update any agreements. [Vertex Notes are that GRU will need to call/ticket to update - need to discuss this note] Landlords will add each account under their Customer Advantge Log-in. Collective Accounts can be viewed by link of the Collective Contract Account. Parent Collective Account can be transacted on and Child accounts are view access.	VertexOne Customer Advantage
No	GRU will followup if this is required. **Vertex Notes:** This can be done and would require configuration. They don't offer this today. GRU/AAC to meet on this in more detail. Per Bill, this is not a licensing issue. Most of the time a person calls to get the average bill at a location they are looking to move into. Even though they don't lean properties, they get a lot of calls from mortgage/brokers asking for balances. VertexOne Confirmed that during review that this is not within Customer Advantage. Agents can receive calls for data and if there is a need to have a simple data call from the GRU website to retrieve limited premise info or balance owed that can be added as an API call Medium Enhancement.	VertexOne Customer Advantage

Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This is a change from what is being designed today. Will review in the workshop.	VertexOne Customer Advantage
NO		VertexOne
Yes		VertexOne Customer Advantage
Yes	Can display payment arrangement details and schedule.	VertexOne Customer Advantage
Yes	This is referring to the developers and standing requests. Need further information on Standing Requests. If this is just referring to breaking out the energy balance, other charges, etc then its fine.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This is simply displaying non-metered information as well as billed consumption information	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage

Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
NO		VertexOne Customer Advantage
NO		VertexOne Customer Advantage
NO		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	PDF bill is available and also have ledger history where we give a list of all debits/credits. Is this sufficient? [GRU] Yes.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This will be convered in the workshops. Is a download to spreadsheet and basic graphing enough? [GRU] Yes this is ok at this time.	VertexOne Customer Advantage
Yes	This will be convered in the workshops. Is a download to spreadsheet and basic graphing enough? [GRU] Yes this is ok at this time.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This will be convered in the workshops. Is a download to spreadsheet and basic graphing enough? [GRU] Yes this is ok at this time.	VertexOne Customer Advantage
OOS	[GRU] Ok to move OOS.	VertexOne Customer Advantage

NO		VertexOne Customer Advantage
NO		VertexOne
Yes		VertexOne Customer Advantage
NO		VertexOne Customer Advantage
Yes	This will be convered in the workshops. Is a download to spreadsheet and basic graphing enough? [GRU] Yes this is ok at this time.	VertexOne Customer Advantage
NO		VertexOne
NO		VertexOne
Yes	Generally the landing page aggregates and then you can drill down into the different meters. [GRU] This seems reasonable.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This pulls the pending service orders, and the status. Ok no problem with this.	VertexOne
Yes	Does the proxy login work for GRU as opposed to true co-browsing? [GRU] Yes we are ok with this.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage

Yes		VertexOne Customer Advantage
No.	This needs to be discussed further. GRU does need this capability for Standing Requests but not normal utility billing. Discuss further in the standing request meetings. **Vertex Notes:** •Based on other account types •Customer selects type of changes •This could lead to problems in the future and needs extra discussion	VertexOne
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	We can do this but what does that mean on the back side. GRU needs to think through if they really want to do this - should it be more of a notification threshold? This could result on custom processes on the SAP side. Recommended practice is to not do this. **Requirement updated to reflect a notification. Additional process added to Customer Advantage to enter in Max Amount Warning that will be communicated to Communication Advantage to send out Email or Text.**	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage

Yes	Can show scheduled payment and draft date. Don’t have a "scheduled billing date" but it could be changed. Team is fine with "core" functionality. "Next Bill Date" is OOS.	VertexOne Customer Advantage
Yes	Yes this is just an on page warning.	VertexOne Customer Advantage
Yes	Process to select items to pay should be limitec	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This is just displaying a message.	VertexOne Customer Advantage
OOS	GRU changed their rule make this OOS.	VertexOne Customer Advantage
Yes	Display installment plan history on "active plans" but does not show the historical history.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage

Yes		VertexOne Customer Advantage
Yes	This would be for customer initiate orders. Can workshop this.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	Review during workshops	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	Review during workshops	VertexOne Customer Advantage
Yes	Review during workshops	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This would be handled through CIS system not the self service system but no problem with the process.	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This is completing a form and then completing it in	VertexOne Customer Advantage

Yes	Form.	VertexOne Customer Advantage
NO		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	This is enrolling in a program - it doesn't include a shopping cart type functionality. Will create a form for these.	VertexOne Customer Advantage
NO	GRU - Ok OOS.	VertexOne
Yes	This is enrolling in a program - it doesn't include a shopping cart type functionality. Will create a form for these	VertexOne Customer Advantage
Yes		VertexOne Customer Advantage
Yes	Will create a form for these	VertexOne Customer Advantage
Yes	This is an application its not the ability to automate the sign up of collective accounts. [Vertex to add SR Form]	VertexOne Customer Advantage
Yes	If I have one contract account I will be able to drill into each service. But if they are under separate accounts then they can view the individual accounts. GRU would like to have this included. [Vetrtex Nottes pg. 29 Indicated it will be included - Updated to YES]	VertexOne Customer Advantage
NO		VertexOne
NO		VertexOne
NO		VertexOne

NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
NO		VertexOne
Yes		VertexOne

Yes		VertexOne Customer Advantage
NO		VertexOne

MC.16.00 - Marketing

Process ID	Process Title	Requirement Number
MC.16.01	**Identify Target Population**	
MC.16.01	Identify Target Population	MC.16.01.001
MC.16.01	Identify Target Population	MC.16.01.002
MC.16.01	Identify Target Population	MC.16.01.003
MC.16.01	Identify Target Population	MC.16.01.004
MC.16.02	**Process Marketing Campaign**	
MC.16.02	Process Marketing Campaign	MC.16.02.001
MC.16.02	Process Marketing Campaign	MC.16.02.002
MC.16.02	Process Marketing Campaign	MC.16.02.003
MC.16.02	Process Marketing Campaign	MC.16.02.004

MC.16.02	Process Marketing Campaign	MC.16.02.005
MC.16.02	Process Marketing Campaign	MC.16.02.006
MC.16.02	Process Marketing Campaign	MC.16.02.007

Requirement Description	Notes
System will be configured to provide the ability to send customers email/social media messages based on the customer profile (e.g., Budget bill, Levelized, Payment plan, ACH, etc.).	
System will be configured to provide the ability to provide email/social media notification for account reminders, payment arrangements, high-use detection (with AMI), appointments, etc.	General notifications are in scope of this implementation. AMI integration is out of scope for this phase of the project but GRU would like the system to have the capabilities to provide notifications based on AMI data.
System will be configured to provide the ability to track customer data using user-defined codes.	
System will be configured to provide email/~~social media notifications~~ for account reminders, payment arrangements, high-use detection (with AMI), appointments, etc.	Add in SMS. Text as well as Email.
System will be configured to provide the ability to track user-defined Marketing Promotion Codes.	
System will be configured to provide the ability to notify users of new products or services to market to customer, based upon psychographic code or other customer information.	ok
System will be configured to provide the ability to inquire on Customer survey results	
System will be configured to provide the ability to inquire on Customer survey result history	

System will be configured with the ability to select target business partners and/or contract accounts for mass notifications or to add contact notes in mass based on configurable characteristics.	
System will be configured to support configurable and dynamic marketing campaigns that includes analysis of campaign response.	
System will be configured to provide the ability for customers to opt in to or out of receiving marketing materials.	

GRU SCORI	Scope	Software Score	Included in Price (Yes or No)	Confirmation Notes - AAC
15	IN	25	Yes	
20	OUT	15	NO	
5	IN	25	Yes	
5	IN	25	Yes	This functionaity is in scope but Vertex will not notify via social media.
5	IN	25	Yes	
3	IN	15	Yes	Core Communication Advantage is in scope. If the data is in the system. Otherwise campaigns will need to be setup individually and then their may be an additional cost. Vertex will add a workshop on how to "target" - Updated scope to Yes to reflect the workshop discussions.
5	IN	15	NO	GRU does not need Survey capabilities from CIS.
5	IN	15	NO	GRU does not need Survey capabilities from CIS.

5	IN	25	Yes	GRU desires this functionality. Per Vertex Day 3 Notes this has been updated to In Scope.
5	IN	15	NO	Core Communication Advantage is in scope. If the data is in the system. Otherwise campaigns will need to be setup individually and then their may be an additional cost.
5	IN	25	NO	Team is ok with this being OOS - they would not want customers to be able to Opt Out.

System or Module
VertexOne Communication Advantage
VertexOne
VertexOne
VertexOne Analytics VertexOne Communication Advantage
VertexOne
VertexOne Analytics VertexOne Communication Advantage
VertexOne Analytics VertexOne Communication Advantage
VertexOne Analytics VertexOne Communication Advantage

VertexOne Communication Advantage
VertexOne Communication Advantage
VertexOne Communication Advantage

MC.17.00 - Process Cashiering

Process ID	Process Title	Requirement Number
MC.17.01	**Process Cashiering**	
MC.17.01	Process Cashiering	MC.17.01.001
MC.17.01	Process Cashiering	MC.17.01.002
MC.17.01	Process Cashiering	MC.17.01.003
MC.17.01	Process Cashiering	MC.17.01.004
MC.17.01	Process Cashiering	MC.17.01.006
MC.17.01	Process Cashiering	MC.17.01.007
MC.17.01	Process Cashiering	MC.17.01.008
MC.17.01	Process Cashiering	MC.17.01.009
MC.17.01	Process Cashiering	MC.17.01.010
MC.17.01	Process Cashiering	MC.17.01.011
MC.17.01	Process Cashiering	MC.17.01.012
MC.17.01	Process Cashiering	MC.17.01.013
MC.17.01	Process Cashiering	MC.17.01.014
MC.17.01	Process Cashiering	MC.17.01.015
MC.17.01	Process Cashiering	MC.17.01.016
MC.17.01	Process Cashiering	MC.17.01.017

MC.17.01	Process Cashiering	MC.17.01.018
MC.17.01	Process Cashiering	MC.17.01.019
MC.17.01	Process Cashiering	MC.17.01.020
MC.17.01	Process Cashiering	MC.17.01.022
MC.17.01	Process Cashiering	MC.17.01.023
MC.17.01	Process Cashiering	MC.17.01.024
MC.17.01	Process Cashiering	MC.17.01.025
MC.17.01	Process Cashiering	MC.17.01.026
MC.17.01	Process Cashiering	MC.17.01.027
MC.17.01	Process Cashiering	MC.17.01.028
MC.17.01	Process Cashiering	MC.17.01.029
MC.17.01	Process Cashiering	MC.17.01.030
MC.17.01	Process Cashiering	MC.17.01.031
MC.17.01	Process Cashiering	MC.17.01.033
MC.17.01	Process Cashiering	MC.17.01.034
MC.17.01	Process Cashiering	MC.17.01.035
MC.17.01	Process Cashiering	MC.17.01.036
MC.17.01	Process Cashiering	MC.17.01.037

MC.17.01	Process Cashiering	MC.17.01.040
MC.17.01	Process Cashiering	MC.17.01.041
MC.17.01	Process Cashiering	MC.17.01.042
MC.17.01	Process Cashiering	MC.17.01.043
MC.17.01	Process Cashiering	MC.17.01.044
MC.17.01	Process Cashiering	MC.17.01.045
MC.17.01	Process Cashiering	MC.17.01.046
MC.17.01	Process Cashiering	MC.17.01.047
MC.17.01	Process Cashiering	MC.17.01.048
MC.17.01	Process Cashiering	MC.17.01.049
MC.17.01	Process Cashiering	MC.17.01.050
MC.17.01	Process Cashiering	MC.17.01.051
MC.17.01	Process Cashiering	MC.17.01.052
MC.17.01	Process Cashiering	MC.17.01.053

MC.17.01	Process Cashiering	MC.17.01.054
MC.17.01	Process Cashiering	MC.17.01.055
MC.17.02	**Reconcile Cash Drawer**	
MC.17.02	Reconcile Cash Drawer	MC.17.02.001
MC.17.02	Reconcile Cash Drawer	MC.17.02.002
MC.17.02	Reconcile Cash Drawer	MC.17.02.003
MC.17.02	Reconcile Cash Drawer	MC.17.02.004
MC.17.02	Reconcile Cash Drawer	MC.17.02.006

Requirement Description
System will be configured with the ability to process transactions through the use of a cash drawer or cash box.
System will be configured to provide real time account balances following the payment transaction.
System will be configured with the ability to print a customer receipt based on a user-defined format.
System will be configured to accept a payment and apply it to multiple accounts.
System will be configured with the ability to apply a payment for a specific outstanding receivable (oldest arrears, deposit, returned check, etc.) with proper security.
System will be configured with the ability to accept multiple tender within one transaction.
System will be configured to accommodate remote pay stations.
System will be configured with the ability to post monies paid by customer or non-customer (Miscellaneous A/R).
System will be configured to display Cash Only / No Checks status of account.
System will be configured to provide for the creation of a payment receipt
System will be configured with the ability to display payment information on primary cashier screen.
System will be configured with the ability to display amounts due and due dates on primary cashier screen.
System will be configured to provide the ability to display current/past due amount breakdown.
System will be configured with the ability to display certain customer information on primary cashier screen.
System will be configured with the ability to display account information on primary cashier screen.
System will be configured with the ability to display premises information on primary CSR screen.

System will be configured with the ability to display limited product / service information on primary cashier screen.
System will be configured with the ability to display credit history information on primary cashier screen.
System will be configured with the ability to display limited billing information on primary cashier screen.
System will be configured to provide a bankruptcy "alert or flag" that stops the CSR from accepting a payment, with an override, on the primary cashiering screen.
System will be configured with the ability to display information like previous NSF Checks - Cash Only status, meter disconnections, late penalties, etc., when entering payments.
System will be configured with the ability to cash personal / employee checks.
System will be configured with the ability to use a plug-and-play, handheld OCR scanner, barcode reader, or other industry-standard device for automated payment receipt, when payment is submitted with return portion of the bill print.
System will be configured to provide for the scanning of the customer stub to acquire account number, customer name, premise address, amount due
System will be configured to provide a field for manual entry of the check number.
System will be configured with the ability to post cash payments online, real time, with integration to applicable service orders in progress. Payment must be at least the minimum amount due to affect the service order, with a manual override.
System will be configured to accept cash / check for any predefined GL account without posting to a customer account. (Miscellaneous A/R)
System will be configured to accept and track cash payments
System will be configured to accept and track check payments
System will be configured to accept and track Money Order payments
System will be configured to accept and track Travelers Checks payments
System will be configured to accept and track Cashiers Checks payments
System will be configured to accept and track mixed tender payments
System will be configured to accept and track walk-in payments

System will be configured with the ability for the payment to be voided after disbursement/posting, but with an audit trail.
System will be configured with the ability to recognize payments received on an account that has transferred by automatically posting the payment to the account where the balance was transferred with an audit trail.
System will be configured to display write-off amounts on-screen and post payments in accordance with standard accounting principles.
System will be configured to have role based screen configuration.
System will be configured to accept and pay customer refund checks subject to utility defined parameters.
System will be configured to provide a field for manual entry of the check number, routing number, and checking account number in the event the scanner does not work.
System will be configured to allow for search including wildcard and phonetic from the cashiering screen.
System will be configured to allow cashiers with proper security to override the Cash Only limitation.
System will be configured with the ability to suspend a transaction to be retrieved at a later point in time by a different representative.
System will be configured with the ability to issue a drawer money exchange receipt.
System will be configured to provide the ability to cash a GRU-issued check for a business partner.
System will be configured to provide an alert if employee attempts to cash check over weekly limit, or if employee’s check writing privileges are suspended.
System will be configured to provides bi-directional instructions and information between GRU and the bank regarding cashier change orders.
System will be configured to allow a user to correct a check applied in error even if not caught until the following day.

Cashiering System will be configured to look up customer information without going to multiple screens.
Cashiering System will be configured to accommodate a Business Partner making scheduled payments on a more frequent basis than monthly.
System will be configured to provide a recap of transactions for a given date range. This report gives a listing in full detail and/or in summary of all transactions by cashier (e.g., report can be based on receipt date and post date).
System will be configured with the ability to process end-of-day, drawer close-outs, with a listing of fields by dollar amount, to quickly count cash.
System will be configured to allow cash drawer processing and cash reconciliation for each cashier.
System will be configured to allow a cashier to balance their own drawer at any time during the day.
System will be configured to provide for end of day cash drawer balancing

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
Customer Name Address Account Number Balance Information Connection Status/Account Status Cash Only Indication	5	IN	15
	5	IN	25
	5	IN	25

	5	IN	15
	3	IN	15
	5	IN	15
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
For example, Cashiers can easily pull up a customer record with partial information such as address, name, etc.	5	IN	25
	5	IN	25
	5	IN	0
Cashiers will often take money out of the drawer and exchange it for "change" with the vault and the system needs to print a record of the exchange.	5	IN	25
	5	IN	25
	5	IN	20
GRU maintains $X in the Vault but often needs to request different denominations so they will request a "change order" from the bank to have the right amount of change. GRU would like to retain the request and receipt information in the cashiering system.	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes	Update interface File to API instead of Batch	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
No	This is not possiible thorugh cash desk. Cash desk functionality is more of a one time payment at this point in time.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO	This is through iNovah. Updated to OOS.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes	This cannot be accomodated through the Cash Desk	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

MC.18.00 - Maintain Solution Configuratic

Process ID	Process Title	Requirement Number
MC.18.01	**Process Rate Set-up**	
MC.18.01	Process Rate Set-up	MC.18.01.001
MC.18.01	Process Rate Set-up	MC.18.01.002
MC.18.01	Process Rate Set-up	MC.18.01.003
MC.18.01	Process Rate Set-up	MC.18.01.004
MC.18.01	Process Rate Set-up	MC.18.01.005
MC.18.01	Process Rate Set-up	MC.18.01.006
MC.18.01	Process Rate Set-up	MC.18.01.007
MC.18.01	Process Rate Set-up	MC.18.01.008
MC.18.01	Process Rate Set-up	MC.18.01.009
MC.18.01	Process Rate Set-up	MC.18.01.010
MC.18.01	Process Rate Set-up	MC.18.01.011
MC.18.01	Process Rate Set-up	MC.18.01.012
MC.18.01	Process Rate Set-up	MC.18.01.013
MC.18.01	Process Rate Set-up	MC.18.01.014
MC.18.01	Process Rate Set-up	MC.18.01.015
MC.18.01	Process Rate Set-up	MC.18.01.016
MC.18.01	Process Rate Set-up	MC.18.01.017
MC.18.01	Process Rate Set-up	MC.18.01.018

MC.18.01	Process Rate Set-up	MC.18.01.019
MC.18.01	Process Rate Set-up	MC.18.01.020
MC.18.01	Process Rate Set-up	MC.18.01.021
MC.18.01	Process Rate Set-up	MC.18.01.022
MC.18.01	Process Rate Set-up	MC.18.01.023
MC.18.01	Process Rate Set-up	MC.18.01.024
MC.18.01	Process Rate Set-up	MC.18.01.025
MC.18.01	Process Rate Set-up	MC.18.01.026
MC.18.01	Process Rate Set-up	MC.18.01.027
MC.18.01	Process Rate Set-up	MC.18.01.028
MC.18.01	Process Rate Set-up	MC.18.01.029
MC.18.01	Process Rate Set-up	MC.18.01.030
MC.18.01	Process Rate Set-up	MC.18.01.031
MC.18.01	Process Rate Set-up	MC.18.01.032
MC.18.01	Process Rate Set-up	MC.18.01.033
MC.18.01	Process Rate Set-up	MC.18.01.034

MC.18.01	Process Rate Set-up	MC.18.01.035
MC.18.01	Process Rate Set-up	MC.18.01.036
MC.18.01	Process Rate Set-up	MC.18.01.037
MC.18.01	Process Rate Set-up	MC.18.01.038
MC.18.01	Process Rate Set-up	MC.18.01.039
MC.18.01	Process Rate Set-up	MC.18.01.041
MC.18.01	Process Rate Set-up	MC.18.01.042
MC.18.01	Process Rate Set-up	MC.18.01.043
MC.18.01	Process Rate Set-up	MC.18.01.044
MC.18.01	Process Rate Set-up	MC.18.01.045
MC.18.01	Process Rate Set-up	MC.18.01.046
MC.18.01	Process Rate Set-up	MC.18.01.047
MC.18.01	Process Rate Set-up	MC.18.01.048
MC.18.01	Process Rate Set-up	MC.18.01.049
MC.18.01	Process Rate Set-up	MC.18.01.050
MC.18.01	Process Rate Set-up	MC.18.01.051

MC.18.01	Process Rate Set-up	MC.18.01.052
MC.18.01	Process Rate Set-up	MC.18.01.053
MC.18.01	Process Rate Set-up	MC.18.01.054
MC.18.01	Process Rate Set-up	MC.18.01.055
MC.18.01	Process Rate Set-up	MC.18.01.056
MC.18.01	Process Rate Set-up	MC.18.01.057
MC.18.01	Process Rate Set-up	MC.18.01.058
MC.18.01	Process Rate Set-up	MC.18.01.059
MC.18.01	Process Rate Set-up	MC.18.01.060
MC.18.01	Process Rate Set-up	MC.18.01.062
MC.18.01	Process Rate Set-up	MC.18.01.063
MC.18.01	Process Rate Set-up	MC.18.01.064
MC.18.01	Process Rate Set-up	MC.18.01.065
MC.18.01	Process Rate Set-up	MC.18.01.066
MC.18.01	Process Rate Set-up	MC.18.01.067
MC.18.01	Process Rate Set-up	MC.18.01.068
MC.18.01	Process Rate Set-up	MC.18.01.069
MC.18.01	Process Rate Set-up	MC.18.01.070
MC.18.01	Process Rate Set-up	MC.18.01.071
MC.18.01	Process Rate Set-up	MC.18.01.072

MC.18.01	Process Rate Set-up	MC.18.01.073
MC.18.01	Process Rate Set-up	MC.18.01.074
MC.18.01	Process Rate Set-up	MC.18.01.075
MC.18.01	Process Rate Set-up	MC.18.01.076
MC.18.01	Process Rate Set-up	MC.18.01.077
MC.18.01	Process Rate Set-up	MC.18.01.078
MC.18.01	Process Rate Set-up	MC.18.01.079
MC.18.01	Process Rate Set-up	MC.18.01.080
MC.18.01	Process Rate Set-up	MC.18.01.081
MC.18.01	Process Rate Set-up	MC.18.01.082
MC.18.01	Process Rate Set-up	MC.18.01.084
MC.18.01	Process Rate Set-up	MC.18.01.085
MC.18.01	Process Rate Set-up	MC.18.01.086
MC.18.01	Process Rate Set-up	MC.18.01.087
MC.18.01	Process Rate Set-up	MC.18.01.088
MC.18.01	Process Rate Set-up	MC.18.01.089
MC.18.01	Process Rate Set-up	MC.18.01.090
MC.18.01	Process Rate Set-up	MC.18.01.091
MC.18.01	Process Rate Set-up	MC.18.01.093
MC.18.01	Process Rate Set-up	MC.18.01.094
MC.18.01	Process Rate Set-up	MC.18.01.095
MC.18.01	Process Rate Set-up	MC.18.01.096

MC.18.01	Process Rate Set-up	MC.18.01.097
MC.18.01	Process Rate Set-up	MC.18.01.098
MC.18.01	Process Rate Set-up	MC.18.01.099
MC.18.01	Process Rate Set-up	MC.18.01.100
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MC.18.01	Process Rate Set-up	MC.18.01.214
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MC.18.01	Process Rate Set-up	MC.18.01.244
MC.18.01	Process Rate Set-up	MC.18.01.245
MC.18.02	**Process Rate Maintenance**	
MC.18.02	Process Rate Maintenance	MC.18.02.001
MC.18.02	Process Rate Maintenance	MC.18.02.002
MC.18.02	Process Rate Maintenance	MC.18.02.003
MC.18.02	Process Rate Maintenance	MC.18.02.006
MC.18.02	Process Rate Maintenance	MC.18.02.007

MC.18.02	Process Rate Maintenance	MC.18.02.008
MC.18.02	Process Rate Maintenance	MC.18.02.009
MC.18.02	Process Rate Maintenance	MC.18.02.010
MC.18.02	Process Rate Maintenance	MC.18.02.011
MC.18.02	Process Rate Maintenance	MC.18.02.012
MC.18.02	Process Rate Maintenance	MC.18.02.014
MC.18.02	Process Rate Maintenance	MC.18.02.016
MC.18.02	Process Rate Maintenance	MC.18.02.017
MC.18.02	Process Rate Maintenance	MC.18.02.018
MC.18.02	Process Rate Maintenance	MC.18.02.021
MC.18.02	Process Rate Maintenance	MC.18.02.022
MC.18.03	**Maintain Processing Calendar**	
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MC.18.03	Maintain Processing Calendar	MC.18.03.003
MC.18.03	Maintain Processing Calendar	MC.18.03.004
MC.18.03	Maintain Processing Calendar	MC.18.03.005
MC.18.03	Maintain Processing Calendar	MC.18.03.006
MC.18.03	Maintain Processing Calendar	MC.18.03.007
MC.18.04	**Process Security**	
MC.18.04	Process Security	MC.18.04.001
MC.18.04	Process Security	MC.18.04.002

MC.18.04	Process Security	MC.18.04.003
MC.18.04	Process Security	MC.18.04.004
MC.18.04	Process Security	MC.18.04.005
MC.18.04	Process Security	MC.18.04.010
MC.18.04	Process Security	MC.18.04.011
MC.18.04	Process Security	MC.18.04.012
MC.18.04	Process Security	MC.18.04.014
MC.18.04	Process Security	MC.18.04.015
MC.18.04	Process Security	MC.18.04.016
MC.18.04	Process Security	MC.18.04.027
MC.18.04	Process Security	MC.18.04.028
MC.18.04	Process Security	MC.18.04.029
MC.18.04	Process Security	MC.18.04.030
MC.18.04	Process Security	MC.18.04.031
MC.18.04	Process Security	MC.18.04.032
MC.18.04	Process Security	MC.18.04.033
MC.18.04	Process Security	MC.18.04.034

MC.18.04	Process Security	MC.18.04.035
MC.18.04	Process Security	MC.18.04.036
MC.18.04	Process Security	MC.18.04.037
MC.18.04	Process Security	MC.18.04.038
MC.18.04	Process Security	MC.18.04.039
MC.18.04	Process Security	MC.18.04.040
MC.18.04	Process Security	MC.18.04.041
MC.18.04	Process Security	MC.18.04.042
MC.18.04	Process Security	MC.18.04.043
MC.18.04	Process Security	MC.18.04.044
MC.18.04	Process Security	MC.18.04.045
MC.18.04	Process Security	MC.18.04.046
MC.18.04	Process Security	MC.18.04.047
MC.18.04	Process Security	MC.18.04.048

MC.18.04	Process Security	MC.18.04.049
MC.18.04	Process Security	MC.18.04.051
MC.18.04	Process Security	MC.18.04.052
MC.18.04	Process Security	MC.18.04.053
MC.18.04	Process Security	MC.18.04.054
MC.18.04	Process Security	MC.18.04.055
MC.18.04	Process Security	MC.18.04.056
MC.18.04	Process Security	MC.18.04.057
MC.18.04	Process Security	MC.18.04.058
MC.18.04	Process Security	MC.18.04.059
MC.18.04	Process Security	MC.18.04.060

MC.18.04	Process Security	MC.18.04.061
MC.18.04	Process Security	MC.18.04.063
MC.18.04	Process Security	MC.18.04.064
MC.18.04	Process Security	MC.18.04.065
MC.18.04	Process Security	MC.18.04.087
MC.18.04	Process Security	MC.18.04.089
MC.18.04	Process Security	MC.18.04.090
MC.18.04	Process Security	MC.18.04.091
MC.18.04	Process Security	MC.18.04.092
MC.18.04	Process Security	MC.18.04.093
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MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.001
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.002
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.003
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.004
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.005
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.006
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.007
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.008

MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.009
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.010
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.011
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.012
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.013
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.014
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.015
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.016
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.017
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.018
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.019
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.020
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.021
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.022
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.023
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.024
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.025
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.026
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.027
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.028
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.029
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.030

MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.031
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.032
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.033
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.034
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.035
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.036
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.037
MC.18.05	Process Batch Set-Up and Maintenan	MC.18.05.038
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MC.18.06	Process Configuration Maintenance	MC.18.06.002
MC.18.06	Process Configuration Maintenance	MC.18.06.003
MC.18.06	Process Configuration Maintenance	MC.18.06.004
MC.18.06	Process Configuration Maintenance	MC.18.06.005
MC.18.06	Process Configuration Maintenance	MC.18.06.006
MC.18.06	Process Configuration Maintenance	MC.18.06.007
MC.18.06	Process Configuration Maintenance	MC.18.06.008
MC.18.06	Process Configuration Maintenance	MC.18.06.009
MC.18.06	Process Configuration Maintenance	MC.18.06.010
MC.18.06	Process Configuration Maintenance	MC.18.06.011
MC.18.06	Process Configuration Maintenance	MC.18.06.012
MC.18.06	Process Configuration Maintenance	MC.18.06.013

MC.18.06	Process Configuration Maintenance	MC.18.06.014
MC.18.06	Process Configuration Maintenance	MC.18.06.015
MC.18.06	Process Configuration Maintenance	MC.18.06.016
MC.18.06	Process Configuration Maintenance	MC.18.06.017
MC.18.06	Process Configuration Maintenance	MC.18.06.022
MC.18.06	Process Configuration Maintenance	MC.18.06.025
MC.18.06	Process Configuration Maintenance	MC.18.06.026
MC.18.06	Process Configuration Maintenance	MC.18.06.027
MC.18.06	Process Configuration Maintenance	MC.18.06.028
MC.18.06	Process Configuration Maintenance	MC.18.06.030
MC.18.06	Process Configuration Maintenance	MC.18.06.031
MC.18.06	Process Configuration Maintenance	MC.18.06.032
MC.18.06	Process Configuration Maintenance	MC.18.06.033
MC.18.06	Process Configuration Maintenance	MC.18.06.034
MC.18.06	Process Configuration Maintenance	MC.18.06.035
MC.18.06	Process Configuration Maintenance	MC.18.06.036
MC.18.06	Process Configuration Maintenance	MC.18.06.037
MC.18.06	Process Configuration Maintenance	MC.18.06.038

MC.18.06	Process Configuration Maintenance	MC.18.06.039
MC.18.06	Process Configuration Maintenance	MC.18.06.040
MC.18.06	Process Configuration Maintenance	MC.18.06.041
MC.18.06	Process Configuration Maintenance	MC.18.06.042
MC.18.06	Process Configuration Maintenance	MC.18.06.043
MC.18.06	Process Configuration Maintenance	MC.18.06.044
MC.18.06	Process Configuration Maintenance	MC.18.06.045
MC.18.06	Process Configuration Maintenance	MC.18.06.048
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MC.18.06	Process Configuration Maintenance	MC.18.06.050
MC.18.06	Process Configuration Maintenance	MC.18.06.051
MC.18.06	Process Configuration Maintenance	MC.18.06.052
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MC.18.06	Process Configuration Maintenance	MC.18.06.055
MC.18.06	Process Configuration Maintenance	MC.18.06.058
MC.18.06	Process Configuration Maintenance	MC.18.06.059
MC.18.06	Process Configuration Maintenance	MC.18.06.060
MC.18.06	Process Configuration Maintenance	MC.18.06.062
MC.18.06	Process Configuration Maintenance	MC.18.06.063
MC.18.06	Process Configuration Maintenance	MC.18.06.064
MC.18.06	Process Configuration Maintenance	MC.18.06.065

MC.18.06	Process Configuration Maintenance	MC.18.06.066
MC.18.06	Process Configuration Maintenance	MC.18.06.067
MC.18.06	Process Configuration Maintenance	MC.18.06.068
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MC.18.06	Process Configuration Maintenance	MC.18.06.083
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MC.18.06	Process Configuration Maintenance	MC.18.06.086
MC.18.06	Process Configuration Maintenance	MC.18.06.087
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MC.18.06	Process Configuration Maintenance	MC.18.06.095
MC.18.06	Process Configuration Maintenance	MC.18.06.096
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MC.18.06	Process Configuration Maintenance	MC.18.06.104
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MC.18.06	Process Configuration Maintenance	MC.18.06.106
MC.18.06	Process Configuration Maintenance	MC.18.06.107
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MC.18.07	Process Interfaces	MC.18.07.016
MC.18.07	Process Interfaces	MC.18.07.017
MC.18.07	Process Interfaces	MC.18.07.018
MC.18.07	Process Interfaces	MC.18.07.019
MC.18.07	Process Interfaces	MC.18.07.020
MC.18.07	Process Interfaces	MC.18.07.021
MC.18.07	Process Interfaces	MC.18.07.022
MC.18.07	Process Interfaces	MC.18.07.023
MC.18.07	Process Interfaces	MC.18.07.024
MC.18.07	Process Interfaces	MC.18.07.025
MC.18.07	Process Interfaces	MC.18.07.026
MC.18.08	**Utilize On-Line Help**	
MC.18.08	Utilize On-Line Help	MC.18.08.001

MC.18.08	Utilize On-Line Help	MC.18.08.002
MC.18.08	Utilize On-Line Help	MC.18.08.003
MC.18.08	Utilize On-Line Help	MC.18.08.004
MC.18.08	Utilize On-Line Help	MC.18.08.005
MC.18.08	Utilize On-Line Help	MC.18.08.006
MC.18.09	**Process Financial Set-Up**	
MC.18.09	Process Financial Set-Up	MC.18.09.001
MC.18.09	Process Financial Set-Up	MC.18.09.002
MC.18.09	Process Financial Set-Up	MC.18.09.003
MC.18.09	Process Financial Set-Up	MC.18.09.004
MC.18.09	Process Financial Set-Up	MC.18.09.005
MC.18.09	Process Financial Set-Up	MC.18.09.006
MC.18.09	Process Financial Set-Up	MC.18.09.007
MC.18.09	Process Financial Set-Up	MC.18.09.008
MC.18.09	Process Financial Set-Up	MC.18.09.009
MC.18.09	Process Financial Set-Up	MC.18.09.010
MC.18.09	Process Financial Set-Up	MC.18.09.011

MC.18.09	Process Financial Set-Up	MC.18.09.012

on

Requirement Description
System will be configured to provide online setup and maintenance of rates, taxes, and charge descriptions which include effective and end dates (start/stop dates) or indefinite rates.
System will be configured to support ratcheting rates.
System will be configured to support Interruptible (limited) / uninterruptible (firm) rates.
System will be configured with the ability to apply a discount - based on a user-defined formula - to calculate and apply a discount on load over a user-defined threshold for a specific customer or customer class.
System will be configured to support location based rates.
System will be configured to support contracted rates.
System will be configured to bill for other unmetered and related services at a user-defined time.
System will be configured to support a default rate for each type of customer
System will be configured to support rate qualifications such as min/max usage or demand
System will be configured to provide a unique identifier for each product type
System will be configured with the ability for customer to have accounts in multiple taxing jurisdictions.
System will be configured to support seasonal rates.
System will be configured to support discounts on rates.
System will be configured to support historical rates.
System will be configured to support conservation / renewable rates.
System will be configured to provide rates and billing for loans
System will be configured to provide the ability to assign a rate to premise level.
System will be configured to provide the ability to assign a rate to meter / service level.

System will be configured to provide the ability to assign a rate to account level.
System will be configured to provide the ability to assign a rate to customer level.
System will be configured with the ability to setup and maintain specific rates on-line without programming.
System will be configured to accommodate blocked or tiered rates based on consumption.
System will be configured with the ability to structure a rate to accommodate negative and positive billing attributes.
System will be configured for the creation of user-defined one-time miscellaneous charges based on user-defined customer type or credit.
System will be configured to provide online setup and maintenance of rates, taxes, and charge descriptions that include but not limited to, identification of the measurement used for the rate.
System will be configured to provide online setup and maintenance of rates, taxes, and charge descriptions that include but not limited to, showing if based on consumption or amount.
System will be configured to provide on-line setup and maintenance of rates, taxes, and charge descriptions that include but not limited to, tiered charges.
System will be configured with the capacity to accommodate at a minimum 10 tiers or blocks in addition to a fixed or flat charge for rate development.
System will be configured with unlimited rate tiers or blocks in addition to a fixed or flat charge to make up rate development.
System will be configured to provide rates for professional services, including but not limited to, connecting fee / initial install.
System will be configured to provide rates for professional services, including but not limited to, conservation audits.
System will be configured to support flat rates.
System will be configured to provide the ability to mark accounts that are exempt from late fees by rate schedule/type.
System will be configured to provide the ability to associate an interest rate to another rate for products / services (the charging of interest).

System will be configured to provide the ability to setup rates calculated outside of the system
System will be configured with the ability to aggregate selected ~~services~~ meters and not other so that they may be calculated through one rate.
System will be configured to bill for multiple meters at a single location.
System will be configured to bill for an aggregate of meters at a single location.
System will be configured to bill deduct meter factor.
System will be configured to bill special equipment fees.
System will be configured to provide online setup and maintenance of rates, taxes, and charge descriptions that include but not limited to, assigning a revenue G/L number.
System will be configured to provide online setup and maintenance of rates, taxes, and charge descriptions that include but not limited to, assigning a cash receipts G/L number.
System will be configured to map CIS revenue transactions to proper G/L account(s).
System will be configured to map CIS expense transactions to proper G/L account(s).
System will be configured to provide the ability to accommodate multiple G/L numbers with related percentage distribution for each rate.
System will be configured to allow the user to assign revenue G/L account numbers to all individual bill components.
System will be configured with the ability to track surcharges independently of all other charges.
System will be configured to provide rates for professional services, including but not limited to, meter testing.
System will be configured to provide rates for professional services, including but not limited to, same day connection fee.
System will be configured to provide rates for professional services, including but not limited to, disconnect notification fee.

System will be configured to provide rates for professional services, including but not limited to, re-read fee.
System will be configured to provide rates for professional services, including but not limited to, substation maintenance fee.
System will be configured to provide rates for professional services, including but not limited to, line extension fees.
System will be configured to provide rates for professional services, including but not limited to, after hours fees.
System will be configured to bill taxes based on service.
System will be configured to bill taxes based on customer class.
System will be configured to bill taxes based on percent exempt.
System will be configured to bill taxes based on premise location.
System will be configured for tax and fee exemptions.
System will be configured with the ability to bill for taxes active by date range (start and stop).
System will be configured with the ability to bill for multiple taxes for individual services (local and state, etc.).
System will be configured with the ability for different tax rates for the same taxing authority (i.e. state sales tax, for each service type).
System will be configured with the ability to setup and assign other specific taxes.
System will be configured for historical tax values that can be sorted or filtered by user-defined criteria.
System will be configured to provide support for tax differences when transferring accounts from one taxing area to another.
System will be configured for partial tax and fee exemptions - based on (or not) on time periods.
System will be configured to support economic development growth through rates for commercial/industrial level customers.
System will be configured to support economic development growth through minimum load rates.
System will be configured to support economic development growth through Increased Load with Minimum Load Factor.
System will be configured to support economic development growth through tiered discounts based on years of service or contract length.

System will be configured to support economic development growth through discounts on contracted load.
System will be configured to have effective dates on economic development rates.
System will be configured to support charges based on load factor for economic development rates.
System will be configured to bill flat rate charges.
System will be configured to bill customer charge
System will be configured to bill transportation charge
System will be configured to support minimum monthly charge
System will be configured to bill unmetered facility charges
System will be configured to bill reliability charge/adjustment.
System will be configured to bill distribution system improvement charge
System will be configured to calculate charge based on adjustment factor value.
System will be configured to calculate charges based on business type.
System will be configured to calculate charge based on location.
System will be configured to calculate charges with stepped rates.
System will be configured to calculate charges based on fixed consumption.
System will be configured to calculate charges based on estimated consumption.
System will be configured to calculate charges based on usage.
System will be configured to apply adjustment factor.
System will be configured to bill equipment based charges.
System will be configured to bill customer charge based on meter size.
System will be configured to bill minimum use charges.
System will be configured to bill for temporary service.

System will be configured to prorate non-consumption based charges and credits based on a user-defined number of days in the billing cycle.
System will be configured to prorate for days less than system or user-defined minimum number of billing days.
System will be configured to prorate a new bill based on the number of days active. i.e. $3 per month is $0.10 per day over a 30 day month.
System will be configured to prorate price changes for charges.
System will be configured to not prorate charges.
System will be configured to calculate charge discounts.
System will be configured to calculate discounts based on percentage or fixed amount.
System will be configured to calculate discounts based on number of services.
System will be configured to calculate discounts based on number of like services.
System will be configured to calculate discounts based on monthly consumption.
System will be configured to calculate discount for contracted period.
System will be configured to support discounts.
System will be configured with the ability to calculate special surcharges based on consumption (percentage of the bill) and / or revenue with a user-defined dollar limit.
System will be configured to bill surcharge based on premise location.
System will be configured to calculate electric charges.
System will be configured to bill reactive power (kVAR) charge
System will be configured to bill max kW and contracted kW based charges.
System will be configured to support the calculation of billing demand (kWh of max kW determined to the nearest kW)
System will be configured to support the use of historical min / max kW demand loads for future bill calculation
System will be configured with the capacity to evaluate three demand electric readings kWH, kW, kVAR in order to calculate one billed consumption reading.
System will be configured to record usage for electric (i.e., kW, kWh, kVAR, etc.).

System will be configured to calculate energy charge (generation charge) based on-peak/mid-peak/off-peak kWh.
System will be configured to calculate charges based on kW.
System will be configured to calculate charges based on on-peak/mid-peak/off-peak kW.
System will be configured to calculate charges based on fixed kW.
System will be configured to calculate charges based on kVA.
System will be configured to summarize demand across multiple points of measurement.
System will be configured to calculate energy charge (generation charge) based on kWH.
System will be configured to bill kVar based charges.
System will be configured to bill based on kWh consumption.
System will be configured to associate demand usage to electric service.
System will be configured to calculate charge based on standby generation.
System will be configured for an interconnection application fee.
System will be configured to support eco vehicle based rates.
System will be configured to provide rates and billing for Line Extensions
System will be configured to calculate lighting charges.
System will be configured to bill outdoor lighting by lamp size.
System will be configured to bill outdoor lighting by number of units.
System will be configured to bill outdoor lighting by lumens.
System will be configured to bill outdoor lighting by voltage.
System will be configured to bill outdoor lighting power cost adjustment factor.
System will be configured to bill outdoor lighting based on maximum hours of service.
System will be configured to bill outdoor lighting maintenance charge.
System will be configured to bill outdoor lighting customer charge.

System will be configured to support outdoor lighting contract rates and duration.
System will be configured to bill streetlight assessment charge.
System will be configured to bill outdoor lighting by kW.
System will be configured to bill capacity / demand charge
System will be configured to bill commodity charge
System will be configured to bill transmission charge
System will be configured to bill fuel adjustment charge
System will be configured to calculate usage through interruptible / curtailment period.
System will be configured to provide support rates and billing for Gas Service
System will be configured to calculate usage and bill based on Ccf/Mcf.
System will be configured to bill for gas services based on calculated consumption including Therms
System will be configured to bill a gas supply charge
System will be configured to bill a volumetric charge
System will be configured to provide the ability to bill for special surcharges based on degree day(s)
System will be configured to bill for gas services based on gas pressure factor
System will be configured to calculate usage and bill based on therms.
System will be configured to bill water based on Mgal and CCF
System will be configured to bill in other water units (HCF, gallon, etc.).
System will be configured to utilize average winter consumption as a billing factor
System will be configured to provide support rates and billing for Water Service
System will be configured to bill for reclaimed water.
System will be configured to bill for irrigation water use.
System will be configured to calculate usage based on seasonal average.

System will be configured to bill unmetered or flat-rate water usage.
System will be configured to calculate charge based on square footage.
System will be configured to provide support rates and billing for wastewater service
System will be configured to provide support rates and billing for solid waste service
System will be configured with the ability to bill wastewater services based on a derivative of water consumption.
System will be configured to bill wastewater services based on flat rate.
System will be configured to bill wastewater adjustment factors.
System will be configured to bill wastewater based on negotiated rates.
System will be configured to bill for metered wastewater services
System will be configured to bill for wastewater maintenance based on premise type.
System will be configured with the ability to bill wastewater services based on a BOD (biochemical oxygen demand) and TSS (total suspended solids)
System will be configured with the ability to bill wastewater services based on an equivalent residential user
System will be configured with the ability to bill wastewater services based on treatment charges
System will be configured to provide for wastewater fees including fees for monitoring, inspections, and surveillance procedures.
System will be configured to provide for wastewater fees for reviewing accidental discharge procedures and construction
System will be configured to bill for metered wastewater services based on a calculated consumption
System will be configured to calculate wastewater charges based on either the average water consumption (based on user-defined periods) or actual water consumption. The read date, not the billed date, determines the rules that should be used.
System will be configured to bill for trash based on size and number.
System will be configured to allocate trash charges to multiple accounts.
System will be configured to bill fee for bin pickup.
System will be configured to provide support rates and billing for street sweeping service

System will be configured to provide support rates and billing for home utility protection warranty service
System will be configured with the ability to create special or negotiated rates.
System will be configured to bill based on contracted minimum usages.
System will be configured to capture special negotiated service contract rates.
System will be configured to support price history at the rate component level without changing the rate (each component of the rate can have a defined start/stop date).
System will be configured to support the following electric rate charge components: Generation Transmission Distribution Taxable Fuel Energy Charge Energy Charge On-Peak Energy Charge Off- Peak Demand Customer Charge Fuel Adjustment Charge
System will be configured to support the following gas rate charge components: Customer Charge Non-Fuel Energy Charge Transmission Distribution Taxable Fuel Manufactured Gas Plant Cost Recovery Charge Purchase Gas Adjustment

System will be configured to support the following liquid propane rate charge components: Customer Charge Non-Fuel Energy Charges Transmission Distribution Taxable Fuel Conversion Recovery Charge Purchase Gas Adjustment
System will be configured to support the following wastewater rate charge components: Customer Charge Collection Meter Maintenance Odor Control Treatment Biosolids Meter Charge
System will be configured to support refuse rate charge components Container Size Location (backyard or curbside) Container Replacement Fee
System will be configured to support the following stormwater rate charge components: Equivalent Run-Off Unit (ERU)
System will be configured to support the following lighting (rental or street) rate component charges: Taxable Fuel Fuel Adjustment Generation Transmission Distribution Fixed Consumption (based on light type)
System will be configured to allow for historical rate to be used when adjusting for prior billing periods.,
System will be configured with the ability to track user ID / timestamp for last update of rate.
System will be configured with the ability to apply a one time discount or credit for a specific customer class.
System will be configured to provide support for percentage based increase in customer charge
System will be configured to provide support for percentage based increase in energy charge

System will be configured to provide support for percentage based increase in demand charge
System will be configured to provide support for percentage based increase in fixed charge
System will be configured to provide support for percentage based increase in facilities charge
System will be configured to provide support for percentage based increase in monthly charge
System will be configured to provide support for percentage based increase in monthly minimum charge
System will be configured to provide support for percentage based increase in administrative charge
System will be configured with the ability to inactivate a rate without programming.
System will be configured with a copy function (create a new rate based on old rate structure).
System will be configured to track historical rates and allow for the ability to browse / review the inactive / historical rates.
System will be configured with selection to view / print rate structures (individually, by date, all, or ad-hoc).
System will be configured to provide access to historical rates for review
System will be configured for services to be billed on a user-defined schedule such as monthly, bi-monthly, quarterly, annually, etc.
System will be configured for billing on a monthly schedule that includes meter reading activities.
System will be configured to assign cycle dates to schedule and initiate billing cycles.
System will be configured to provide the last read and bill date within a cycle.
System will be configured to allow system administrator to schedule an event multiple times.
System will be configured to provide the next scheduled read and bill date within a cycle.
System will be configured to provide a calendar or similar mechanism for the system administrator to schedule events.
System will be configured to provide security at all levels, including the system level.
System will be configured to provide security at all levels, including the business function level.

System will be configured to provide security at all levels, including the event level.
System will be configured to provide security at all levels, including the screen level.
System will be configured to provide security at all levels, including the field level.
System will be configured with user-defined security for adjustment dollar amounts.
System will be configured with user-defined security for on-line creation, modification, and deletion of rates.
System will be configured to provide security at all levels for the various types of information, functions, screens, and users.
System will be configured to provide administrative tools for managing user profiles and permissions.
System will be configured for the system administrator to setup user defined security hierarchy.
System will be configured for an administrator to easily set-up, define and manage users and their access levels.
System will be configured to group users into classes.
System will be configured to add and modify user security information using online screens with immediate profile update
System will be configured to associate a system group with a Windows Active Directory group
System will be configured to support a centralized security administration function.
System will be configured to control access on a configurable basis for the user ID, role or group at the application level.
System will be configured to control access on a configurable basis for the user ID, role or group at the menu level.
System will be configured to control access on a configurable basis for the user ID, role or group at the function or screen level.
System will be configured to control access on a configurable basis for the user ID, role or group at the field level.

System will be configured to control access on a configurable basis for the user ID, role or group at the department or area level.
System will be configured to provide inquiry/read only access.
System will be configured to provide add/create access.
System will be configured to provide modify/update access.
System will be configured to provide delete/remove access.
System will be configured to log and report all violations of security.
System will be configured to review attempted violations by batch report or online by the security administrator.
System will be configured to generate reports on the information recorded or logged by the security system for each access.
System will be configured to generate online and batch reports to review access profiles and types given to the users defined to the system.
System will be configured to record/capture the User ID, workstation, date and time for each unauthorized access attempt.
System will be configured to support Sarbanes-Oxley processing and mandate that access rights are reviewed on a quarterly basis.
System will be configured to record/capture transaction type (menu, file, screen, field) for each unauthorized access attempt.
System will be configured to record/capture type of access (inquiry, modify, etc.) for each unauthorized access attempt.
System will be configured to mask specific personally identifiable information including SSN for certain security groups

System will be configured to provide an expiration date for any secondary party (spouse, roommate, landlord, secondary party, guarantor, 3rd party non-related (See Notes for full description)
System will be configured to count and increment the number of failed logon attempts within a specified time-frame.
System will be configured to define the number of failed attempts a user can make to logon before disabling the account.
System will be configured to suspend all user access when a user is terminated.
System will be configured to disconnect a user already logged on when the session is inactive.
System will be configured to time out or suspend users after a configurable period of time of inactivity. This time out requires the user to re-enter their password before continuing.
System will be configured to accommodate user administration in a decentralized manner, in which you have distributed the user maintenance tasks among multiple administrators.
System will be configured for CIS security to be maintained by a central security application using master records centrally in one system. Changes to the information are automatically distributed to all users.
System will be configured to support Sarbanes-Oxley processing and mandate that passwords follow company policy requirements (i.e. 90 day expiration, 8 char min length, etc.)
System will be configured to support Sarbanes-Oxley processing and mandate that administrators are appropriately restricted based on job function and need for that level of access.
System will be configured to support Sarbanes-Oxley processing and mandate that user access changes to the CIS application (new hires/terms/transfers) follow company policy.

System will be configured to support Sarbanes-Oxley processing and mandate that user access is limited to minimum necessary to perform job function.
System will be configured to prevent or block selected data during the report or query creation process.
System will be configured to prevent or block selected data during the report or query viewing process.
System will be configured to prevent or block selected data during the report or query Printing process.
System will be configured to allow creation and use of master roles/profiles defining the functions, objects, and authorizations associated with each.
System will be configured to allow system administrator view/edit privileges for users who are on the system and what modules/fields they are accessing.
System will be configured to provide a consistent online audit trail for all transactions. This audit trail should be easily traceable from resultant transaction back to source entry.
System will be configured to provide a user lock, for non-usage, which can be set for X days from last usage. Further, system will expire users (remove them) after X days of non-usage.
System will be configured to allow restriction of access to user defined customer / account information and related processing by role.
System will be configured to group users into roles.
System will be configured to restrict jobs based on user credentials.
System will be configured to use centralized authentication such as LDAP for job processes.
System will be configured to automate decision making by calendaring on a daily, weekly or monthly basis.
System will be configured to define and manage batch jobs/scheduling online, defining chains with multiple jobs and dependencies.
System will be configured to manage standard scheduling.
System will be configured to accommodate ad hoc request submissions.
System will be configured to support job streams.
System will be configured for built in load balancing that is online and user configurable.

System will be configured to manage and display notification and error handling.
System will be configured to restart a stopped job.
System will be configured to provide conditional logic within and between jobs
System will be configured to establish a runtime for an activity that includes the time that the job has been running and compares it to the calculated expected run time for that job.
System will be configured to establish user defined intervals/variables for batch run times.
System will be configured to call multiple types of jobs from scheduler (including local shell scripts or java executable).
System will be configured to automate decision making by conditional checking.
System will be configured to automate decision making by business rules.
System will be configured for conditional checking and business rules for job runs.
System will be configured for conditional checking and business rules for job dependencies.
System will be configured for conditional checking and business rules for job parameters.
System will be configured for conditional checking and business rules for job success or failure.
System will be configured to set a condition or dependency prior to start of a job based on predecessor completion.
System will be configured to set a condition or dependency prior to start of a job based on time of day validation.
System will be configured to set a condition or dependency prior to start of a job based on day of week validation.
System will be configured to set a condition or dependency prior to start of a job run condition based on data returned by database query.
System will be configured to setup recurring/one-time schedules for jobs and automatic kick-off of those jobs.
System will be configured to enable/disable jobs within chains based on day of week.
System will be configured to enable/disable jobs within chains based on calendar day.
System will be configured to enable/disable jobs within chains based on specified schedule.
System will be configured to provides a graphical analysis of batch processing and batch window activities.
System will be configured to provides for a log file, report, and data management of jobs and schedule. System includes archiving capabilities for these logs.

System will be configured to provide online viewing capability of output files from CIS related jobs
System will be configured for advanced process auditing for compliance.
System will be configured to send a report produced by a job upon completion of that job to a user defined person by email.
System will be configured to notify batch coordinator of job status via text
System will be configured for built in job runtime variance reports.
System will be configured to provide standard (built-in) report for operations and performance tracking.
Solution automatically generates annual meter reading schedule with a configurable number of cycles per month, taking into account holiday schedules.
System will be configured to provide an easily accessible user interface into system job and application logs.
System will be configured to Bill Recurring Charges.
System will be configured to Bill One Time Charges.
System will be configured to Bill Service Establishment Fee.
System will be configured to Bill Penalty Fees.
System will be configured to Bill Finance Fees.
System will be configured to Bill Meter Test Fees.
System will be configured to Bill After Hours Fees.
System will be configured to Bill Labor Fees.
System will be configured to Bill Reconnect Fees.
System will be configured to Bill Late Payment Fees.
System will be configured to Bill Missed Appointment Fees.
System will be configured to Bill Tampering Fees.
System will be configured with fields to capture the daily temperature per division, area, region or user-defined location.

System will be configured to calculate and store the degree days from the entered temperature using a user defined calculation.
System will be configured to track historical daily temperature figures for a user defined time frame for the use of back or cancel rebilling.
System will be configured to allow for the temperature figures to be input manually or through an interface.
System will be configured to provide multiple jurisdictions (i.e. by state) for specific rates and billing deposit requirements
System will be configured to Bill Returned Check Fee.
System will be configured to provide cold weather rules for credit and collections
System will be configured to provide the ability to assess a late fee and leave customer in collection stream yet not create a shut off.
System will be configured to not automatically issue a disconnect service order where a customer is on verified life support.
System will be configured to not perform any disconnects (service orders, AMI-related cuts) for a user-defined period of time. ("hot weather rule" in effect)
System will be configured to provide the ability to use both calendar and / or business days for the calculation of disconnect date.
System will be configured to allow for delinquent cut-off, and a late charge to be assessed once account has been taken off budget billing. The charges will include the true up account balance plus assessed charges.
System will be configured to allow the disconnect of service, in the event of a customer with a payment plan, who had a returned check (NSF), and who received a disconnect notice.
System will be configured to Capture Service Type.
System will be configured to Capture Customer Class.
System will be configured to Capture Usage Type.
System will be configured to Capture Historical Usage.
System will be configured to Capture Historical Demand.
System will be configured for the system administrator to easily have the ability to change the description of fields.

System will be configured to allow for all software and database design elements (ERD's (Entity Relationship Diagrams), design graphics, etc.)) to be available for viewing and/or updating by the system administrator.
System will be configured to support economic development growth through LEED Certification Tracking.
System will be configured to store and track load advanced control devices and their current and historical location
System will be configured to initiate a service order for high and low bill investigation
System will be configured to initiate a service order on-line for unauthorized usage investigation
System will be configured to initiate a service order on-line for stopped meter investigation
System will be configured ability to initiate a service order on-line for check or locate meter investigation
System will be configured to provide the cycle description.
System will be configured to provide the cycle number.
System will be configured to provide the number of active routes within a cycle.
System will be configured to provide the number of inactive routes within a cycle.
System will be configured to provide the number of stops / reads within a cycle and route.
System will be configured to provide route and associated cycle number.
System will be configured to provide route description.
System will be configured to Support Basic Lifeline Service (i.e.. Notifications, discounts, special surcharges, etc.).
System will be configured to track equipment status (active, inactive, retired, damaged, etc.)
System will be configured to track equipment location(inventory, on truck, install location, etc.)
System will be configured to track test equipment
System will be configured to uniquely identify equipment
System will be configured with the ability to store in inventory multiple register meters.
System will be configured to store and track whole-home surge protectors and their current and historical location
System will be configured to store and track regular surge protectors and their current and historical location

System will be configured with the ability to track equipment/products that are not associated with an inventory or serial number (e.g., CT, PT, etc.).
System will be configured with the ability to maintain programmable electronic meters and AMI-MDM devices. All numbers will need to be visible in the system and related to each other.
System will be configured to provide Ability to link one AMI device to multiple meters
System will be configured to store and track electric meters and devices and their current and historical location
System will be configured to store and track CT devices and their current and historical location
System will be configured to store and track PT devices and their current and historical location
System will be configured with the ability to store bi-directional meters.
System will be configured with the ability to accommodate an attribute that designates that meter as a bi-directional meter.
System will be configured to Uniquely Identify Electric Meter
System will be configured to store and track gas meters and devices and their current and historical location
System will be configured to store and track regulators and their current and historical location
System will be configured to store and track correctors and their current and historical location
System will be configured to Capture Bin ID Number.
System will be configured to store and track light poles and their current and historical location
System will be configured to store and track light housings and their current and historical location
System will be configured to Uniquely Identify Water Meter
System will be configured to support standard operating procedure screens, which can be tied to call type or location.
System will be configured to support use of different colors and symbols to differentiate call status and priorities.
System will be configured to record the length of call (based on call type) and suggest or use this average in future, similar situations.

System will be configured to support different pricing schemes for different types of work, or specify a specific, pricing structure at the customer level.
System will be configured to disallow for duplicate meter/equipment numbers within the same service type.
System will be configured to accept readings from service orders completed in batch from mobile device.
System will be configured with the ability to accept readings from service orders completed in real time from mobile device.
System will be configured to maintain both actual and billed consumption.
System will be configured to capture and view meter read date.
System will be configured to capture and view meter read.
System will be configured to capture and view metered / measured consumption.
System will be configured to capture and view days of service between reads.
System will be configured to capture and view employee, date, time stamp for each meter read.
System will be configured to provide that orders are not required to be associated with a premise and can be pointed to intersections, parcels, specific locations, etc.
System will be configured to capture and track the method of payment (mail, ACH, IVR, CSS, etc.)
System will be configured with the ability to allow for payment to be posted to a customer that is not yet associated with a premises, i.e. construction deposits, tap fees, etc.
System will be configured to provide date, time, and user ID stamp for posted transactions.
System will be configured to track payment made by someone other than customer on account
System will be configured with the ability to apply a payment through a user-defined hierarchy (i.e., age, type of service, deposit, type of charge/fee, percentage of bill, etc. and any combination of the above).
System will be configured to track service order cause
System will be configured to initiate and capture service orders for single and multi service locations
System will be configured allow for a single order to address a single service/product only or multiple service orders based on order type configuration.
System will be configured to track service order statuses

System will be configured to initiate turn on / turn off service orders (includes repair, temporary service, seasonal, move, delinquency)
System will be configured to initiate meter test service orders
System will be configured to initiate set meter service orders
System will be configured to initiate meter exchange service orders
System will be configured to initiate repair and replace equipment service orders
System will be configured to initiate set equipment service orders
System will be configured to initiate meter equipment change service orders for service level change (i.e.. Going from traditional metering to net metering or other).
System will be configured to initiate meter re-read service orders
System will be configured ability to initiate service order for unmetered service
System will be configured to provide support for Meter Removal service orders
System will be configured to provide support for Meter Investigations (includes High Bill, stuck meter, check service, service restoration, swaped meters, etc.)
System will be configured to support multiple problem codes per each work order.
System will be configured to allow emergency service orders to be differentiated from normal day to day service orders by a unique identifier.
System will be configured to track service order priority
System will be configured to support remote manual or automated disconnects.
System will be configured to designate the action(s) taken in completion of Disconnect Service Order
System will be configured to provide troubleshooting check list based on problem and service order type
System will be configured to provide support for AMI Meter Orders
System will be configured to capture tampering history at the customer level
System will be configured to automatically generate customer tax renewal letters/ applications.

System will be configured to associate a Trash Bin to Multiple Accounts.
System will be configured to provide the ability of the administrator to define next actions upon the successful completion of a work queue item
System will be configured to provide the ability of the administrator to define next actions upon the unsuccessful completion of a work queue item
System will be configured to provide the ability of the administrator to define next actions at the beginning of a work queue item
System will be configured to provide the ability of the administrator to define next actions during the processing of a work queue item
System will be configured to provide the ability of the administrator to define next actions at an elapsed age of a work queue item
System will be configured to electronic management, routing by office or workgroup, and reporting of work generated by the system such as nightly batch or update.
System will be configured to allow for a work queue to be managed or owned by an individual.
System will be configured to allow for a work queue to be managed or owned by a variable-sized work group.
System will be configured to allow for a work queue to be managed or owned by a department.
System will be configured to allow for a work queue to be managed or owned by a location / facility.
System will be configured to allow for work queue items to be viewed.
System will be configured to allow for work queue items to be modified.
System will be configured to allow for work queue items to be deleted.
System will be configured to allow for work queue items to be printed.
System will be configured to allow for work queue items to be voided/closed.
System will be configured to allow for work queue items to be reassigned to another individual.
System will be configured to allow for work queue items to be reassigned to another work group.
System will be configured to allow for work queue items to be reassigned to another department
System will be configured to allow for work queue items to be reassigned to another location/facility.

System will be configured to limit the ability to reassign an item after 'x' times.
System will be configured to allow supervisory work queue aged alerts.
System will be configured to allow for multiple account sessions to be open by one user.
System will be configured to accept a picture of the meter read on certain service order types (Such as investigation or re-read) and be attached to that read.
System will be configured to allow for the completion of a turn-on order for an active account to force the previous account off if it is active.
System will be configured to enable the creation of a service order on a inactive service or removed service.
System will be configured to track relevant installed equipment at a premise.
System will be configured to allow multiple authorized users to have concurrent access to customer information.
System will be configured to use standard templates with configurable required fields for case management [varying by request type].
System will be configured so that any error messages generated for a user to take action will be displayed in plain English not technical speak.
System will be configured so that all transaction screens entered into from a customer account will pre-populate that account information.

System will be configured to have the option to notify appropriate department(s) when changes including mass changes are initiated; notifies initiating department when actions have been completed; notifies departments when original change is complete.
Solution will be configured to provide ability for Customer Service Manager to allocate queued requests to CSRs.
System will be configured to track and display creditworthiness points at the contract account and business partner level.
System will be configured to produce standard letters including printing company letterhead.
System will be configured to provide a workflow that allows users to edit the text of individual customer letters.
System will be configured to provide the ability to easily modify or add new form letters without requiring IT intervention.
System will be configured to provide a notification to the requestor if a service order or a "Case" request has not been completed after a configurable period of time.
System will be configured for users to set a fixed due date that falls within business rules (system to automatically set parameters of date selection).
System will be configured to allow a customer to chose a fixed due date based on day of the week or day of the month.
System will be configured so that any emails generated by the solution go out under a common email address based on user's role.
System will be configured to provide a reason code for unacceptable payments which generates a letter with an explanation.
System will be configured to provides configurable alerts for important conditions regarding business partners, premises, and any other entities within the solution.

System will be configured to automatically open up the customers account and display pertinent information when a user is working a work queue item.
System will be configured so that multiple people can view an inbox/workflow item concurrently to allow collaboration.
System will be configured so that when a representative selects a solution inbox/workflow item to be worked, solution marks item in list as claimed in real time.
System will be configured so that a supervisor can see who is working on which items and how old they are.
System will be configured to automatically assign a priority to solution inbox/workflow items based on configurable rules using request type.
System will be configured to allow a supervisor to increase or decrease priorities on inbox/workflow items.
System will be configured so that a supervisor can temporarily delegate authority to another individual on an inbox/workflow item.
System will be configured to allow a user to view the work queue item without selecting or claiming it.
System will be configured to permit customers and representatives to attach items to emails with a configurable size limit.
System will be configured to provide the ability to correct/delete accounts that are created in error that have no activity on them.
System will be configured to provides business units with the ability to add, change, and delete Case templates based on approvals.
System will be configured to create a notification to be sent to Large Account Reps when any action is taken on any of their assigned customers.
System will be configured with the ability to set a CLOSED status on unmetered accounts.
System will be configured to provide a specific field in service orders for meter reads.
System will be configured to setup thresholds/rules to determine who qualifies for budget billing.
System will be configured to validates jurisdiction code upon creation of connection object.
System will be configured to provide a specific field for apartment numbers in service orders.

System will be configured to allow users to change font sizes on screens.
System will be configured to provide all interfaces as indicated in the interface worksheet provided as an attachment to the RFP.
System will be configured to provide run to run controls for interface files.
System will be configured to provide external connections (API/interface) for online and batch validation of USPS API / CASS certification of addresses with overrides - both inside and outside of service territory.
System will be configured to provide internal/external Chat capability as a support tool.
System will be configured to accept updated meter readings, trouble codes, route sequence changes, and meter readers' notes to CIS in real time.
System will be configured to integrate with GIS Meter Reading Unit layer to automatically update and optimize meter routes.
CSS System will be configured to display posID requirements for all web portal move-in requests for customers without a social security number.
System will be configured to support web clients by providing real-time chat facility, allowing CSR's to answer questions without customer waiting in a telephone queue.
System will be configured to retain customer letters against the account based on configurable retention policy (interfaced with document management solution).
System will be configured to automatically add contact notes to accounts that have been affected by an outage or emergency situation, initiated by OMS or other solution, both when the outage is discovered and when it has been resolved.
CSS System will be configured to integrate with an identify verification/credit check service to verify identify and calculate a security deposit for a customer when applying for service online.
System will be configured to provide two-way integration with Outage Management System.
System will be configured to verify bank routing numbers against check digits and Federal Reserve bank information when setting up ACH payments.

System will be configured to track the delivery status of all text and email correspondences and create a note on the account to confirm delivery or note if the email or text bounced back as undeliverable.
System will be configured to keep track of return dates by any system authorized to accept payments to assist in reconciliation of payments and ensure proper sequence of payments.
System will be configured with the ability to interface with a system that verifies availability of funds for checks tendered.
Solution automatically notifies business partners and other affected parties when a work order will affect multiple residences.
System will be configured to integrate with the Document Management System.
System will be configured to integrate with bank wire transfer processing.
System will be configured to integrate with the FMIS system and the bank to support daily cash balancing.
Solution integrates with Social Security Death database to identify deceased business partners.
System will be configured to automatically send information to the financial system when a meter is destroyed so that they can be removed from the asset register.
System will be configured to update business partner and contract account status information to IVR (phone system) and OMS (outage management) in real time.
Solution automatically generates an open items report for GRU's collective account that is sent directly to Finance for payment.
System will be configured to upload a snapshot of configurable data to GRU's selected data warehouse.
System will be configured to provide online system documentation for online procedures manuals

System will be configured so that the user documentation and screen/field level "help" should be accessible from each online screen, should be context sensitive, should be printable, and should provide pop-up windows for table values.
System will be configured with vendor-provided user-customized "help" that will be available to all users.
System will be configured for online help to be updated with each new version release. Client-specific help will not be changed.
System will be configured for online help to provide an index and search capability.
System will be configured for online help to be updated with each new version release. Client-specific help will not be changed; however, any documentation that could be affected by the change will be flagged for internal review.
System will be configured to provide for internal financial controls and balancing.
System will be configured to allow summary posting to the G/L.
System will be configured to allow the combination of some detailed and / or some summary transactions posted to the G/L.
System will be configured to report on daily financial transactions.
System will be configured to follow FERC accounting principles used by utilities.
System will be configured with the ability to associate adjustment types with the appropriate G/L number.
System will be configured to generate the G/L entries associated to the services being canceled and re-billed.
System will be configured to capture all appropriate G/L transactions for adjustments. System will provide a list of historical charges from which to select.
System will be configured to provide the ability to support the capability to have multiple Revenue and Receivable G/L numbers associated with a rate code
System will be configured to provide a mechanism to ensure receipts are processed against the correct chart of account numbers in the accounting system.
System will be configured to provide a month-end distribution report. This report gives a listing of all transactions posted to the Accounting system for the period by journal number. Detail should be broken down by GL number.

System will be configured to track usage and revenue amounts for all services for the purpose of projecting revenue, usage, and growth to support rate cases and fees.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	5	IN	
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25

	5	IN	25
Flat Rates can be assigned at the customer level.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25

GRU would like the ability load in unbundled rate factors into the system via a file upload vs manually when those factors change. For example 280 rate components are updated on lighting every year.	15	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
For gross receipts tax for gas there are 4 different rates from the state of FL.	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Calorific Value.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	3	IN	25
	5	IN	25
System must be configured to support all of the GRU electric rates as defined in the attachment to the RFP.	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
Currently GRU only utilizes on and off peak.	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	1	OUT	
	15	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
GRU bills water in Kgal.	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	3	IN	25
	5	IN	25
	15	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
GRU bills based on actual consumption unless it goes over the average winter consumption on applicable rates.	5	IN	25
	15	IN	25
	5	IN	20
	5	IN	25
	5	IN	15

	1	OUT	
	15	IN	25
	3	IN	25
	15	IN	25
For example the transmission and distribution charges might change periodically throughout the year; however, the taxable fuel charge did not change. GRU requires the ability to update these individual components with start/stop dates without creating a new rate. These historical charges must also be picked up when re-billing or back-billing a customer. These components are utilized in many rates.	15	IN	25
	15	IN	25
	15	IN	25

	15	IN	25
	5	IN	25
	5	IN	
	5	IN	25
	5	IN	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

System will have the ability to quickly enable or disable additional functionality based on an event. For example, a storm hits and supervisors are required to take CSR calls.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
GRU would like the ability for the business process owner to be able to add/delete security for their areas only and not be able to effect the security throughout the system.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
GRU would like the ability to define the violations. For example, GRU would like to track the ability to track if a user has accessed an account X times in a specified period of time.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

Full Requirement System will be configured to provide an expiration date for any secondary party (spouse, roommate, landlord, secondary party, guarantor, 3rd party non-related (e.g. attorney, executor, guardian), protective pay, deposit assignment, business owner, co-responsible party, health alert contact, key contact at the utility, also known as or doing business as (DBA))	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
Each business owner should be able to put users into a specified role; however, they should not have the ability to create unique roles.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	20
	15	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
GRU's preference is Active Directory.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25

	5	IN	25
	5	IN	20
Person or distribution list.	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
Customer Charges and taxes are determined by jurisdiction	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	20
	5	IN	20
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	3	IN	25
	3	IN	15
	20	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	1	OUT	

	5	IN	25
	20	OUT	
	20	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
The purpose is to track street lights and rental lights to a particular pole vs. a premise. This should also be tied to the GIS system.	5	IN	25
	5	IN	25
	5	IN	25
This refers to the IVR integration	5	IN	15
IVR	5	IN	15
	5	IN	15

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
An example here would be the rental lights.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	
	5	IN	25
	5	IN	25
	20	OUT	
	5	IN	25
	5	IN	15

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
For example, if a meter has been removed due to tampering or unauthorized usage the Revenue Protection department will create periodic services to check that those services have not be self-restored.	5	IN	25
Gas Appliances Total BTU Generators Solar Panels etc...	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
System users should not have to write down or cut and paste account information to move from screen to screen.	15	IN	25

FULL REQUIREMENT: System will be configured to have the option to notify appropriate department(s) when changes including mass changes are initiated; notifies initiating department when appropriate actions have been completed; and notifies appropriate departments when original change is complete. In the event that a mass edit is run a notification would be sent to the department that may be impacted - for example if a mass credit was issued billing would be notified.	3	IN	15
This would allow the CSR to assign tasks or errors for review from a work queue to a specific CSR.	5	IN	25
Creditworthiness is at the BP level	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	15
	15	IN	20
	5	IN	25
	5	IN	25
	3	IN	25
	3	IN	20
	5	IN	25

For example, if a customer submits a request through self service when the CSR is working the request the information is automatically displayed.	5	IN	25
	5	IN	25
	15	IN	25
	15	IN	25
	15	IN	25
	15	IN	25
	15	IN	25
	15	IN	25
	5	IN	15
An example is if a CSR accidently creates a new Owner Allocation account when one already existed for that particular premise.	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	25
	5	IN	25

	15	IN	25
	15	IN	25
System should have the ability for the business users to track the interface process and be notified of success or failures.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	15
	15	IN	15
	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	15
	5	IN	15
	5	IN	25

	5	IN	15
	5	IN	25
	1	OUT	
This would happen when there is a large outage or a large scheduled project for infrastructure replacement. (OMS, EAM integrations)	5	IN	15
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	1	OUT	
This relates to GRU's own electric bill for which each department is responsible for. GRU desires an interface that will pull all required information to create an entry for this payment in the FMIS system and then another interface back to the CIS to pay the correct bills	5	IN	15
	5	IN	15
	5	IN	25

	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	Yes
	5	IN	Yes
	15	IN	Yes
	15	IN	Yes
	5	IN	Yes
	5	IN	Yes
	15	IN	Yes
This is the ability to have filters so a CSR or Financial Representative can see the different type of adjustments in a single screen.	5	IN	Yes
	15	IN	Yes
	5	IN	Yes
	5	IN	Yes

	15	IN	Yes

Included in Price (Yes or No)	Confirmation Notes - AAC	System or Module
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
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Yes		VertexOne CIS (2019)
Yes	Each service will have Its own contract and rate. Clarified here that this is about "meters" not "services" and have updated the requirement.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
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No	We can work through this as part of the design phase. The Team is ok with this OOS	Customer Advantage
No	OK. GRU does not want Chat.	Customer Advantage
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Updated to In Scope per confirmation sessions. Functionality has been added/begun build-out on projects since we submitted our bid	Customer Advantage
Yes		VertexOne CIS (2019)
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No	GRU is ok with OOS.	VertexOne CIS (2019)
No	discuss as part of the broader inventory discussion VertexOne – This depends on the Inventory Option that GRU chooses there are Interfaces defined already as a place holder	VertexOne CIS (2019)
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MC.19.00 - Generate Reports / KPIs

Process ID	Process Title	Requirement Number
MC.19.01	**Publish Transactional Reporting**	
MC.19.01	Publish Transactional Reporting	MC.19.01.001
MC.19.01	Publish Transactional Reporting	MC.19.01.002
MC.19.01	Publish Transactional Reporting	MC.19.01.003
MC.19.01	Publish Transactional Reporting	MC.19.01.004
MC.19.01	Publish Transactional Reporting	MC.19.01.005
MC.19.01	Publish Transactional Reporting	MC.19.01.006
MC.19.01	Publish Transactional Reporting	MC.19.01.007
MC.19.01	Publish Transactional Reporting	MC.19.01.008
MC.19.01	Publish Transactional Reporting	MC.19.01.009
MC.19.01	Publish Transactional Reporting	MC.19.01.010
MC.19.01	Publish Transactional Reporting	MC.19.01.011
MC.19.01	Publish Transactional Reporting	MC.19.01.012
MC.19.01	Publish Transactional Reporting	MC.19.01.013
MC.19.01	Publish Transactional Reporting	MC.19.01.014
MC.19.01	Publish Transactional Reporting	MC.19.01.021
MC.19.01	Publish Transactional Reporting	MC.19.01.022
MC.19.01	Publish Transactional Reporting	MC.19.01.023
MC.19.01	Publish Transactional Reporting	MC.19.01.026
MC.19.01	Publish Transactional Reporting	MC.19.01.027
MC.19.01	Publish Transactional Reporting	MC.19.01.028
MC.19.01	Publish Transactional Reporting	MC.19.01.029
MC.19.01	Publish Transactional Reporting	MC.19.01.030

MC.19.01	Publish Transactional Reporting	MC.19.01.031
MC.19.01	Publish Transactional Reporting	MC.19.01.032
MC.19.01	Publish Transactional Reporting	MC.19.01.033
MC.19.01	Publish Transactional Reporting	MC.19.01.034
MC.19.01	Publish Transactional Reporting	MC.19.01.035
MC.19.01	Publish Transactional Reporting	MC.19.01.036
MC.19.01	Publish Transactional Reporting	MC.19.01.037
MC.19.02	**Publish Key Performance Indicators for Operations**	
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.001
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.002
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.003
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.004
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.005
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.006
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.007
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.008
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.009
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.010
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.011
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.012
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.013
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.014
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.015
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.016

MC.19.02	Publish Key Performance Indicators fo	MC.19.02.017
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.018
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.019
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.020
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.021
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.022
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.023
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.024
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.025
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.026
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.027
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.028
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.029
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.030
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.031
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.032
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.033
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.034
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.035
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.036
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.037
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.038
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.039
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.040

MC.19.02	Publish Key Performance Indicators fo	MC.19.02.041
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.042
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.043
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.044
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.045
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.047
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.048
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.051
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.052
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.053
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.054
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.055
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.056
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.057
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.058
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.059
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.060
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.061
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.062
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.063
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.064

MC.19.02	Publish Key Performance Indicators fo	MC.19.02.065
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.066
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.067
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.068
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.069
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.070
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.071
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.072
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.073
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.074
MC.19.02	Publish Key Performance Indicators fo	MC.19.02.075
MC.19.03	**Publish Key Performance Indicators for Solution**	
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.001
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.002
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.003
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.004
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.005
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.006
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.008
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.009
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.010
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.011
MC.19.03	Publish Key Performance Indicators fo	MC.19.03.012
MC.19.04	**Process Period End Reporting**	
MC.19.04	Process Period End Reporting	MC.19.04.001
MC.19.04	Process Period End Reporting	MC.19.04.002

MC.19.04	Process Period End Reporting	MC.19.04.003
MC.19.04	Process Period End Reporting	MC.19.04.004
MC.19.04	Process Period End Reporting	MC.19.04.005
MC.19.04	Process Period End Reporting	MC.19.04.006
MC.19.04	Process Period End Reporting	MC.19.04.007
MC.19.04	Process Period End Reporting	MC.19.04.008
MC.19.04	Process Period End Reporting	MC.19.04.009
MC.19.04	Process Period End Reporting	MC.19.04.010
MC.19.04	Process Period End Reporting	MC.19.04.011
MC.19.04	Process Period End Reporting	MC.19.04.012
MC.19.04	Process Period End Reporting	MC.19.04.013
MC.19.04	Process Period End Reporting	MC.19.04.014

Requirement Description
System will be configured to provide the ability to report showing pledge information including date, amount, agency, agency contact
System will be configured to provide the ability to report showing information for customer receiving the pledged payment
System will be configured to provide the ability to report showing pledged amounts by pledging agency.
System will be configured to provide the ability to report showing pledged amounts by pledging agency representative.
System will be configured to provide the ability to report showing pledged amounts by status.
System will be configured to provide the ability to report showing pledged amounts by type.
System will be configured for the logging of and identification of any user who modifies, but not limited to, an account.
System will be configured for the logging of and identification of any user who modifies, but not limited to, a rate.
System will be configured for the logging of and identification of any user who modifies, but not limited to, a meter.
System will be configured for the logging of and identification of any user who modifies, but not limited to, a work order.
System will be configured for the logging of and identification of any user who modifies, but not limited to, a billing adjustment.
System will be configured for the logging of and identification of any user who modifies, but not limited to, a schedule and programs.
System will be configured to provide a distribution report showing all accounting entries for a given cashier and date combination (i.e., check tender list).
System will be configured to provide periodic reporting on conservation program costs
System will be configured to allow for exporting graphs / images and data into other MS-based applications.
System will be configured to report on financial transactions.
System will be configured to provide the ability to notify a defined reviewer when a predetermined number of adjustments have been made by a single user.
System will be configured to provide rebate transaction summary reporting
System will be configured to provide for reporting on number of "red flags" detected
System will be configured to provide for reporting on number of fraudulent transactions detected
System will be configured to provide for reporting on losses attributable to identity theft
System will be configured to support end user reporting of mass refunds.

System will be configured to provide the ability to report against payments received on accounts that have been written-off.
System (web-self service) will be configured to provide performance reporting on user activities.
System will be configured to provide performance reporting on the different channels of customer interaction (walk-in, phone call, IVR, web) to assist utility in understanding what channels customers are utilizing to solve certain issues.
System will be configured to provide periodic consumption(also dollar amounts) reports filtered by contract account and rate schedules.
System will be configured to provide a configurable dashboard / report that shows statistics regarding mailings and other communications to business partners.
Solution produces 1099 data for reporting, secured to authorized users.
System will be configured to allow reports to be run by operating company or other configurable criteria.
System will be configured to produce a report on all vehicles against all landmarks.
System will be configured to produce a report on a single vehicle against any or all landmarks.
System will be configured with the ability to support passive tracking of vehicles and daily activities.
System will be configured with the ability to determine idle time and driver availability.
System will be configured to provide real-time driver driving time information
System will be configured to provide real-time driver stop information
System will be configured to provide real-time driver vehicle absence information
System will be configured to provide real-time driver vehicle off route driving information
System will be configured to provide real-time driver speed information
System will be configured to provide real-time driver miles per gallon information
System will be configured to provide real-time driver mileage information
System will be configured to provide real-time driver idle time, availability and next stop information
System will be configured to track driver and vehicle begin and end locations
System will be configured to track driver and vehicle number of trips
System will be configured to track driver and vehicle drive time
System will be configured to track driver and vehicle drive distance

System will be configured to track driver and vehicle history
System will be configured to track vehicle pending maintenance
System will be configured to track driver and vehicle work day duration
System will be configured to report on driver efficiency
System will be configured to report on driver actual vs optimal route
System will be configured to report on driver route efficiency ranking
System will be configured to report on driver actual mileage vs efficient route mileage comparison
System will be configured to report on driver idle time (#, shortest, longest, average, etc.)
System will be configured to report on unauthorized vehicle usage
System will be configured to report on odd-hour vehicle usage
System will be configured to report on driver speed (minimum, maximum, average, violations, stop)
System will be configured to report on driver fuel usage and MPG
System will be configured to report on driver speed banding within Geo-fencing
System will be configured to produce drive-time activity report at Individual or group level.
System will be configured to produce drive-time activity report at Fleet level.
System will be configured to produce drive-time activity report by total stops.
System will be configured to produce drive-time activity report by total hours spent driving and stopped.
System will be configured to produce drive-time activity report by total miles driven.
System will be configured to produce drive-time activity report by path history.
System will be configured to produce drive-time activity report by current location of all vehicles.
System will be configured to produce drive-time activity report by top speed.
System will be configured to provide on-line or batch report regarding cycles and routes with consumption.
System will be configured to provide on-line or batch report regarding cycles and routes with revenue billed MTD.
System will be configured to provide on-line or batch report regarding cycles and routes with revenue billed YTD.

System will be configured to provide the ability to produce a report, based on a selected date range, of any payments and source of payments made on accounts designated as collection agency accounts, including calculation of fees.
System will be configured to provide the ability to produce a report of accounts eligible to be sent to collection agency, but that are exempt.
System will be configured to provide the ability to generate a report of accounts that are delinquent and that have special alert codes, e.g., life support equipment in home, essential services, etc.
System will be configured to provide on-line or batch report regarding cycles and routes with aged receivables.
System will be configured to support Critical Peak Pricing (CPP) rate compliance reporting
System will be configured to provide on-line or batch report regarding cycles and routes subtotaled by Revenue G/L Code.
System will be configured to support query / ad-hoc reporting.
System will be configured to allow reports to customized and saved / accessed by individual users.
System will be configured to include a standard, user-friendly report writer and allows for user-defined custom reports.
System will be configured to provide on-line or batch report regarding cycles and routes with number of meter reads captured.
System will be configured to provide on-line or batch report regarding cycles and routes with number of meters / equipment by type.
System will be configured to provide for reporting that assists with operations expense management, intelligent routing, AVLS, and scheduling.
System will be configured to provide for incident or field work data by location. Previous entries are maintained and tracked.
System will be configured to provide reporting on labor based on type of work
System will be configured to provide reporting on labor based on type of problem
System will be configured to provide reporting on labor based on account
System will be configured to provide reporting on labor based on job site
System will be configured to provide reporting on labor based on service order priority
System will be configured to provide reporting on labor based on labor hours
System will be configured to provide reporting on materials based on type of work
System will be configured to provide reporting on materials based on type of problem

System will be configured to provide reporting on materials based on account
System will be configured to provide reporting on materials used
System will be configured to provide reporting on materials based on costs
System will be configured to provide reporting on materials based on labor hours
System will be configured to provide KPI analytics related to resource availability
System will be configured to provide KPI analytics related to resource performance
System will be configured to provide KPI analytics related to resource service delivery quality (following routes, on-time, # of cancellations, etc.)
System will be configured to provide for standard statistical reports by order type, field personnel, service center, etc.
System will be configured to provide a management dashboard with real-time information on company's financial exposure to delinquency.
System will be configured to provide a report of all dunning exempt accounts with past due balances.
System will be configured to provide a dashboard / cockpit, configurable by user, showing departmental and company metrics.
System will be configured to provide for a series of reports that include number of users, names, titles, etc..
System will be configured to provide for a series of reports that include number of users who have logged in within 'x' days.
System will be configured to provide for a series of reports that include total number of logins.
System will be configured to provide for a series of reports that include date and time of last login.
System will be configured to provide for a series of reports that include number of accessible files and number of files accessed.
System will be configured to provide for a series of reports that include number of accessible and number of individual pages accessed.
System will be configured to provide for a series of reports that lists activity for all users by files retrieved.
System will be configured to provide for a series of reports that lists activity for all users by files viewed.
System will be configured to provide for a series of reports that lists activity for all users by files downloaded and uploaded.
System will be configured to allow MS Excel, CSV, or HTML export capability.
System will be configured to provide common database connectors through ODBC, JDBC, etc.
System will be configured to enable reports using a business post date, today's date, or any date.
System will be configured to capture and report on consumption data

System will be configured to perform daily cashier cash drawer reconciliation.
System will be configured to provide control, balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycles.
System will be configured to provide the ability to report unidentified payments that are held in suspense.
System will be configured to provide the ability to show aging of an accounts outstanding balance in a minimum of 30, 60, 90 and over (or user-defined variable periods), arrears increments by service. Increments are user-defined.
System will be configured to provide the ability to report contributions to special program offerings.
System will be configured to report on monthly financial transactions.
System will be configured to provide the ability to show aging of A/R in detail and summary, grouped by account number or G/L code.
System will be configured to produce unbilled revenue reports.
System will be configured to report on yearly financial transactions.
System will be configured to provide for a rolling year-over-year charge-off, bad debt, write-offs reports.
System will be configured to provide detailed or summary financial reports daily, month-end, and year-end closing.
System will be configured to provide the ability to track financial monthly and/or year-end write-off of receivables.

Notes	GRU SCOR	Scope	Software Score	Included in Price (Yes or No)
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	20	Yes
	3	IN	20	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	15	Yes
	3	IN	25	Yes
	15	IN	25	Yes
	5	IN	20	Yes
	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	20	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	15	IN	25	Yes
	5	IN	25	Yes
	1	OUT		
GRU must report the interest paid on deposits and Solar FIT	5	IN	15	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
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	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	20	Yes
	20	OUT	0	
	5	IN	20	Yes
	15	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
This may incorporate more than one type of service	5	IN	25	Yes
	5	IN	25	Yes
This refers to things like an apartment complex or for new	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
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	5	IN	25	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	3	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	20	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	15	Yes
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

	5	IN	25	Yes
	5	IN	20	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	15	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes
	5	IN	25	Yes

Confirmation Session Notes - AAC	System or Module
Combined into one pledge report	VertexOne CIS (2019)
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	VertexOne CIS (2019)
Combined into one pledge report	VertexOne CIS (2019)
Combined into one pledge report	VertexOne CIS (2019)
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MWS.01.00 - Mobile Work Management Sh

Process ID	Process Title	Requirement Number
MWS.01.01	**Process Mobile Service Orders**	
MWS.01.01	Process Mobile Service Orders	MWS.01.01.001
MWS.01.01	Process Mobile Service Orders	MWS.01.01.002
MWS.01.01	Process Mobile Service Orders	MWS.01.01.003
MWS.01.01	Process Mobile Service Orders	MWS.01.01.004
MWS.01.01	Process Mobile Service Orders	MWS.01.01.005
MWS.01.01	Process Mobile Service Orders	MWS.01.01.006
MWS.01.01	Process Mobile Service Orders	MWS.01.01.007
MWS.01.01	Process Mobile Service Orders	MWS.01.01.008
MWS.01.01	Process Mobile Service Orders	MWS.01.01.009
MWS.01.01	Process Mobile Service Orders	MWS.01.01.010
MWS.01.01	Process Mobile Service Orders	MWS.01.01.011
MWS.01.01	Process Mobile Service Orders	MWS.01.01.012

MWS.01.01	Process Mobile Service Orders	MWS.01.01.013
MWS.01.01	Process Mobile Service Orders	MWS.01.01.014
MWS.01.01	Process Mobile Service Orders	MWS.01.01.015
MWS.01.01	Process Mobile Service Orders	MWS.01.01.016
MWS.01.01	Process Mobile Service Orders	MWS.01.01.018
MWS.01.01	Process Mobile Service Orders	MWS.01.01.019
MWS.01.01	Process Mobile Service Orders	MWS.01.01.020
MWS.01.01	Process Mobile Service Orders	MWS.01.01.021
MWS.01.01	Process Mobile Service Orders	MWS.01.01.022
MWS.01.01	Process Mobile Service Orders	MWS.01.01.023
MWS.01.01	Process Mobile Service Orders	MWS.01.01.024
MWS.01.01	Process Mobile Service Orders	MWS.01.01.025
MWS.01.01	Process Mobile Service Orders	MWS.01.01.026
MWS.01.01	Process Mobile Service Orders	MWS.01.01.027
MWS.01.01	Process Mobile Service Orders	MWS.01.01.028

MWS.01.01	Process Mobile Service Orders	MWS.01.01.029
MWS.01.01	Process Mobile Service Orders	MWS.01.01.030
MWS.01.01	Process Mobile Service Orders	MWS.01.01.031
MWS.01.02	**Process Scheduling**	
MWS.01.02	Process Scheduling	MWS.01.02.001
MWS.01.02	Process Scheduling	MWS.01.02.002
MWS.01.02	Process Scheduling	MWS.01.02.003
MWS.01.02	Process Scheduling	MWS.01.02.004
MWS.01.02	Process Scheduling	MWS.01.02.005
MWS.01.02	Process Scheduling	MWS.01.02.006
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MWS.01.02	Process Scheduling	MWS.01.02.011
MWS.01.02	Process Scheduling	MWS.01.02.012
MWS.01.02	Process Scheduling	MWS.01.02.013
MWS.01.02	Process Scheduling	MWS.01.02.014
MWS.01.02	Process Scheduling	MWS.01.02.015

MWS.01.02	Process Scheduling	MWS.01.02.016
MWS.01.02	Process Scheduling	MWS.01.02.017
MWS.01.02	Process Scheduling	MWS.01.02.018
MWS.01.02	Process Scheduling	MWS.01.02.019
MWS.01.02	Process Scheduling	MWS.01.02.020
MWS.01.02	Process Scheduling	MWS.01.02.021
MWS.01.02	Process Scheduling	MWS.01.02.022
MWS.01.02	Process Scheduling	MWS.01.02.023
MWS.01.02	Process Scheduling	MWS.01.02.024
MWS.01.02	Process Scheduling	MWS.01.02.025
MWS.01.02	Process Scheduling	MWS.01.02.026
MWS.01.02	Process Scheduling	MWS.01.02.027
MWS.01.02	Process Scheduling	MWS.01.02.028
MWS.01.02	Process Scheduling	MWS.01.02.029
MWS.01.02	Process Scheduling	MWS.01.02.031

MWS.01.02	Process Scheduling	MWS.01.02.032
MWS.01.02	Process Scheduling	MWS.01.02.033
MWS.01.02	Process Scheduling	MWS.01.02.034
MWS.01.03	**Process Dispatching**	
MWS.01.03	Process Dispatching	MWS.01.03.001
MWS.01.03	Process Dispatching	MWS.01.03.002
MWS.01.03	Process Dispatching	MWS.01.03.003
MWS.01.03	Process Dispatching	MWS.01.03.004
MWS.01.03	Process Dispatching	MWS.01.03.005
MWS.01.03	Process Dispatching	MWS.01.03.006
MWS.01.03	Process Dispatching	MWS.01.03.007
MWS.01.03	Process Dispatching	MWS.01.03.008
MWS.01.03	Process Dispatching	MWS.01.03.009
MWS.01.03	Process Dispatching	MWS.01.03.011
MWS.01.03	Process Dispatching	MWS.01.03.012
MWS.01.03	Process Dispatching	MWS.01.03.013

MWS.01.03	Process Dispatching	MWS.01.03.014
MWS.01.03	Process Dispatching	MWS.01.03.015
MWS.01.03	Process Dispatching	MWS.01.03.017
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MWS.01.03	Process Dispatching	MWS.01.03.025
MWS.01.03	Process Dispatching	MWS.01.03.026
MWS.01.03	Process Dispatching	MWS.01.03.027
MWS.01.03	Process Dispatching	MWS.01.03.028
MWS.01.03	Process Dispatching	MWS.01.03.029
MWS.01.03	Process Dispatching	MWS.01.03.030
MWS.01.03	Process Dispatching	MWS.01.03.031
MWS.01.03	Process Dispatching	MWS.01.03.032

MWS.01.03	Process Dispatching	MWS.01.03.033
MWS.01.03	Process Dispatching	MWS.01.03.034
MWS.01.03	Process Dispatching	MWS.01.03.035
MWS.01.03	Process Dispatching	MWS.01.03.036
MWS.01.03	Process Dispatching	MWS.01.03.037
MWS.01.03	Process Dispatching	MWS.01.03.038
MWS.01.03	Process Dispatching	MWS.01.03.039
MWS.01.03	Process Dispatching	MWS.01.03.040
MWS.01.03	Process Dispatching	MWS.01.03.041
MWS.01.03	Process Dispatching	MWS.01.03.042
MWS.01.03	Process Dispatching	MWS.01.03.043
MWS.01.03	Process Dispatching	MWS.01.03.044
MWS.01.03	Process Dispatching	MWS.01.03.045
MWS.01.04	**Process Routing**	
MWS.01.04	Process Routing	MWS.01.04.001
MWS.01.04	Process Routing	MWS.01.04.002
MWS.01.04	Process Routing	MWS.01.04.003
MWS.01.04	Process Routing	MWS.01.04.004

MWS.01.04	Process Routing	MWS.01.04.005
MWS.01.04	Process Routing	MWS.01.04.007
MWS.01.04	Process Routing	MWS.01.04.008
MWS.01.04	Process Routing	MWS.01.04.009
MWS.01.04	Process Routing	MWS.01.04.010
MWS.01.04	Process Routing	MWS.01.04.011
MWS.01.04	Process Routing	MWS.01.04.012
MWS.01.04	Process Routing	MWS.01.04.013
MWS.01.04	Process Routing	MWS.01.04.014
MWS.01.04	Process Routing	MWS.01.04.015
MWS.01.04	Process Routing	MWS.01.04.016
MWS.01.04	Process Routing	MWS.01.04.017
MWS.01.04	Process Routing	MWS.01.04.018
MWS.01.04	Process Routing	MWS.01.04.019
MWS.01.04	Process Routing	MWS.01.04.029
MWS.01.04	Process Routing	MWS.01.04.030
MWS.01.04	Process Routing	MWS.01.04.031
MWS.01.04	Process Routing	MWS.01.04.032
MWS.01.04	Process Routing	MWS.01.04.033

MWS.01.05	**Process Navigation & Mapping**	
MWS.01.05	Process Navigation & Mapping	MWS.01.05.001
MWS.01.05	Process Navigation & Mapping	MWS.01.05.002
MWS.01.05	Process Navigation & Mapping	MWS.01.05.003
MWS.01.05	Process Navigation & Mapping	MWS.01.05.004
MWS.01.05	Process Navigation & Mapping	MWS.01.05.005
MWS.01.05	Process Navigation & Mapping	MWS.01.05.006
MWS.01.05	Process Navigation & Mapping	MWS.01.05.007
MWS.01.05	Process Navigation & Mapping	MWS.01.05.008
MWS.01.06	**Process Mobile Integrations**	
MWS.01.06	Process Mobile Integrations	MWS.01.06.001
MWS.01.06	Process Mobile Integrations	MWS.01.06.002
MWS.01.06	Process Mobile Integrations	MWS.01.06.003
MWS.01.06	Process Mobile Integrations	MWS.01.06.004
MWS.01.06	Process Mobile Integrations	MWS.01.06.005
MWS.01.06	Process Mobile Integrations	MWS.01.06.006

MWS.01.06	Process Mobile Integrations	MWS.01.06.007
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MWS.01.06	Process Mobile Integrations	MWS.01.06.009
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MWS.01.06	Process Mobile Integrations	MWS.01.06.026
MWS.01.06	Process Mobile Integrations	MWS.01.06.027
MWS.01.06	Process Mobile Integrations	MWS.01.06.028
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MWS.01.06	Process Mobile Integrations	MWS.01.06.030
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MWS.01.06	Process Mobile Integrations	MWS.01.06.033
MWS.01.06	Process Mobile Integrations	MWS.01.06.034
MWS.01.06	Process Mobile Integrations	MWS.01.06.035
MWS.01.06	Process Mobile Integrations	MWS.01.06.036
MWS.01.06	Process Mobile Integrations	MWS.01.06.037
MWS.01.06	Process Mobile Integrations	MWS.01.06.038
MWS.01.06	Process Mobile Integrations	MWS.01.06.039

MWS.01.06	Process Mobile Integrations	MWS.01.06.040
MWS.01.06	Process Mobile Integrations	MWS.01.06.041
MWS.01.07	**Process Analytics and Reporting**	
MWS.01.07	Process Analytics and Reporting	MWS.01.07.001
MWS.01.07	Process Analytics and Reporting	MWS.01.07.004
MWS.01.07	Process Analytics and Reporting	MWS.01.07.005
MWS.01.07	Process Analytics and Reporting	MWS.01.07.006
MWS.01.07	Process Analytics and Reporting	MWS.01.07.007
MWS.01.07	Process Analytics and Reporting	MWS.01.07.008
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MWS.01.07	Process Analytics and Reporting	MWS.01.07.012
MWS.01.07	Process Analytics and Reporting	MWS.01.07.013
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MWS.01.07	Process Analytics and Reporting	MWS.01.07.021
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MWS.01.07	Process Analytics and Reporting	MWS.01.07.023
MWS.01.07	Process Analytics and Reporting	MWS.01.07.024
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MWS.01.07	Process Analytics and Reporting	MWS.01.07.028
MWS.01.07	Process Analytics and Reporting	MWS.01.07.032
MWS.01.07	Process Analytics and Reporting	MWS.01.07.033
MWS.01.07	Process Analytics and Reporting	MWS.01.07.034
MWS.01.07	Process Analytics and Reporting	MWS.01.07.035
MWS.01.07	Process Analytics and Reporting	MWS.01.07.037
MWS.01.07	Process Analytics and Reporting	MWS.01.07.038
MWS.01.07	Process Analytics and Reporting	MWS.01.07.039
MWS.01.07	Process Analytics and Reporting	MWS.01.07.040
MWS.01.07	Process Analytics and Reporting	MWS.01.07.041
MWS.01.07	Process Analytics and Reporting	MWS.01.07.042
MWS.01.07	Process Analytics and Reporting	MWS.01.07.043
MWS.01.07	Process Analytics and Reporting	MWS.01.07.044
MWS.01.07	Process Analytics and Reporting	MWS.01.07.045
MWS.01.07	Process Analytics and Reporting	MWS.01.07.046
MWS.01.07	Process Analytics and Reporting	MWS.01.07.047
MWS.01.07	Process Analytics and Reporting	MWS.01.07.048
MWS.01.07	Process Analytics and Reporting	MWS.01.07.049
MWS.01.07	Process Analytics and Reporting	MWS.01.07.050
MWS.01.07	Process Analytics and Reporting	MWS.01.07.051
MWS.01.07	Process Analytics and Reporting	MWS.01.07.053

MWS.01.08	**Process AVL**	
MWS.01.08	Process AVL	MWS.01.08.001
MWS.01.08	Process AVL	MWS.01.08.002
MWS.01.08	Process AVL	MWS.01.08.003
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MWS.01.08	Process AVL	MWS.01.08.008
MWS.01.08	Process AVL	MWS.01.08.009
MWS.01.08	Process AVL	MWS.01.08.010
MWS.01.08	Process AVL	MWS.01.08.011
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MWS.01.08	Process AVL	MWS.01.08.021
MWS.01.08	Process AVL	MWS.01.08.022
MWS.01.08	Process AVL	MWS.01.08.023
MWS.01.08	Process AVL	MWS.01.08.024

MWS.01.08	Process AVL	MWS.01.08.025
MWS.01.08	Process AVL	MWS.01.08.026
MWS.01.08	Process AVL	MWS.01.08.027
MWS.01.08	Process AVL	MWS.01.08.028

ort Cycle

Requirement Description
System will be configured to provide for the ability to create service orders within the mobile work management device
System will be configured to provide support for meter read service orders (i.e.. System can be utilized as a hand held meter reading device and all the standard meter reading capabilities are available)
System will be configured to request and accept individual meter readings for any meter related service order. If it is a multi-meter order system will request reads on all covered meters.
System will be configured to allow field personnel to complete a task or assignment on the service order and refer the service order back to the dispatcher to be assigned to a different crew (i.e., multi-step service order).
System will be configured with the ability to have customers sign off on work performed at their premise.
System will be configured to allow for retrieving and updating data and documents in the field including contracts, service orders, records, and other customer data.
System will be configured to allow for field technicians to access information to assist them to problem solve and provide repair assistance and guidelines.
System will be configured to view a scanned image of the weight / scale reading and capture the date when the image was scanned / attached to the premise.
System will be configured to validate the inventoried meter and update the meter multiplier for the installed meter if necessary with override.
System will be configured to validate the meter readings against the number of dials.
System will be configured to allow for detailed notes for customer, as well as internal note tracking. The note field should support unlimited text.
System will be configured to allow field personnel to view, create, and modify their daily or weekly schedule.

System will be configured to prevent field personnel from viewing, creating, and modifying their daily or weekly schedule.
System will be configured to provide estimated drive times for each geographic dispatch area
System will be configured to allow Supervisor to view the completion data on selected orders for accuracy and completeness.
System will be configured to automatically notify field personnel of work orders that have been re-assigned to them in real-time.
System will be configured to provide the ability to send a text message from Dispatch directly to the vehicle or to the driver's cell phone.
System will be configured with the ability to send optional or canned messages.
System will be configured with the ability to initiate a service order in the field to be entered via electronic device.
MWM System will be configured to provide authorized users with real-time wireless access to customer information.
MWM System will be configured with ability to attach materials used on service order via bar code, QR [Quick Response] code, RFID [Radio Frequency ID], or other selected tracking technology.
MWM System will be configured to support vehicle GPS Tracking.
System will be configured to utilize standardized order types that can be assigned to any service.
System will be configured with the ability to filter service orders based on any data contained in the service order template.
MWM System will be configured to read ERT (Electronic/Encoder Remote Transmitter) outputs.
MWM System will be configured to allow field technician to create a Notification when Unplanned or Follow-On work is discovered in the field.
Solution provides an Emergency Protocol template to ensure all required steps are executed during an emergency.

System will be configured to allow the Field Service Representative to see information related to the service/work order such as past service orders, safety issues, etc.
System will be configured to provide a guided walkthrough for energy surveys based on line of business and updated in real time from mobile solution.
System will be configured to allow FSR to present customers with forms or contracts and have them signed electronically. These will then be attached to the completed service order.
System will be configured to support service orders and scheduling that are incomplete due to waiting for parts or a multi-day job, etc.
System will be configured to track all of the utility's service requests through an appointment scheduling sub-system, at a minimum.
System will be configured to schedule service orders by a single technician
System will be configured to schedule service orders by multiple technicians
System will be configured to schedule service orders by crews
System will be configured to schedule service orders by vehicle
System will be configured to schedule service orders by area
System will be configured to schedule service orders by geo-fencing
System will be configured to schedule service orders by labor agreements
System will be configured to schedule service orders by crew bid requests
System will be configured to schedule service orders by vacations
System will be configured to schedule service orders by other resource constraints including meetings, training, etc.
System will be configured to allow for an advanced, schedule-change notification to a single user or all users of the system.
System will be configured to allow for unlimited, customized, schedule board, view layouts per user.
System will be configured to provide for a color-coded schedule status.

System will be configured to record and update in real time the estimated arrival times when any change to the schedule or route is made
System will be configured to allow supervisors to enter the maximum number of allowable orders per time period by work area.
System will be configured to allow user-defined time slots by order type and work team.
System will be configured to automatically notify field personnel of an amended order in real-time.
System will be configured to provide for viewing schedule information by order type
System will be configured to provide for viewing schedule information by service area
System will be configured to provide for viewing schedule information by crew
System will be configured to provide for viewing schedule information by operational area
System will be configured to provide for viewing schedule information by service order status
System will be configured to provide for viewing schedule information by physical location
System will be configured to support future-dated orders for workload, vehicle, balancing, etc.
System will be configured to provide for trapping "double-booked" appointments with a manual or automated override.
System will be configured to allow for adjusting schedules by dragging, dropping, cutting, copying and pasting functionality.
System will be configured to allow for the utility to configure work group, geographic boundaries by order type, work group, etc.
System will be configured to reroute remaining work following the insertion of an emergency or same day order.

System will be configured to schedule service orders by truck inventory
System will be configured to provide for viewing schedule information by service type (Electric, Gas, Water, etc.)
System will be configured to automatically resequence orders to achieve customer appointments, time-window commitments, and break time allowance.
System will be configured to automatically update the estimated drive times and job completion times, based on rolling averages, type of vehicle, service personnel assigned to the job, etc.
System will be configured to provide for location verification, where possible, using a geo-file (or the like), including locations, house numbers, street names, intersections, etc.
System will be configured to provide support for tracking person / crew assignments/dispatching of service orders.
System will be configured to support automated work load balancing at a group and individual level.
System will be configured to, in real-time, review and update event, crew, personnel, and equipment information maintained in the dispatch environment.
System will be configured to manage the orders to insure that all orders for a single property are logically grouped (or not), worked and closed.
System will be configured to provides route map display for route evaluation, navigation, and traffic congestion.
System will be configured for screen de-cluttering methods that are available to assist the dispatcher.
System will be configured to allow for selection of field personnel from graphical representation and view crew attributes, list of orders, location, etc.
System will be configured to allow dispatcher to search for a specific order by order attribute, type, location, etc.
System will be configured to allow Dispatcher to adjust and balance work among field personnel via drag-and-drop technology.
System will be configured to allow Dispatcher to recall orders from specific field personnel or by work teams.

System will be configured to allow Dispatcher to move orders between service center territories.
System will be configured to allow Dispatcher to hold specific orders, such as orders that cannot be completed today, but that should be worked in the near future.
System will be configured to notify field personnel of pending CIS work at that same premise or a premise nearby.
System will be configured to allow Dispatcher to send and receive email-type messages to and from the field personnel.
System will be configured to notify dispatcher of "problem" work, work in danger of not meeting the schedule, etc.
System will be configured with the ability to separate geographic areas and all associated order and resource information to specific dispatcher.
System will be configured with the ability to combine one or more geographic areas and all associated order and resource information to a single dispatcher.
System will be configured to notify dispatcher if field personnel fails to acknowledge receipt of an emergency order in a defined time.
System will be configured to warn dispatcher of emergency orders that are in danger of not meeting user-defined response requirements.
System will be configured to prioritize work scheduling based on current workload and availability of resources.
System will be configured to assign/suggest the nearest available field personnel who is qualified to do the order type.
System will be configured to support the automatic dispatching of intelligent routes and schedules.
System will be configured to support the movement of incomplete schedule slots/work to a different day, time, etc., to either the same field worker or to the 'unassigned' queue for rescheduling.
System will be configured to send a preferred technician to a customer site based on certification, education, skills
System will be configured to send a preferred technician to a customer site based on physical condition of field worker
System will be configured to send a preferred technician to a customer site based on physical location
System will be configured to send a preferred technician to a customer site based on time of day
System will be configured to send a preferred technician to a customer site based on availability

System will be configured to send a preferred technician to a customer site based on type of service order
System will be configured to send a preferred technician to a customer site based on type of problem
System will be configured to send a preferred technician to a customer site based on safety
System will be configured to dispatch based on "best fit" where dispatched personnel is who is the closest
System will be configured to dispatch based on "best fit" where dispatched personnel has the proper equipment
System will be configured to dispatch based on "best fit" where dispatched personnel has the proper skill set
System will be configured to dispatch based on "best fit" where dispatched personnel has a territory assigned
System will be configured so Dispatcher is notified of new, incoming (same day and emergency) orders.
System will be configured to provide for the tracking of service order status in dispatching portal.
The system will be configured to allow for the dispatcher to add notes or comments to orders at any time (prior to dispatch, prior to completion, and after completion) with an audit trail.
The system will be configured to provide status notifications (amount of time field personnel is at a job, etc.) updates to both dispatcher and/or field representative.
System will be configured to assign personnel to a Service Order based on matching skills and qualifications against service order requirements.
System will be configured to automatically prioritize work based on a matrix of business rules tied to criticality of the event versus required response times.
System will be configured to routes the orders based on the physical location, device, etc.
System will be configured to perform route optimization for a single vehicle
System will be configured to perform route optimization for a group of vehicles
System will be configured to perform route optimization for a geographic location

System will be configured to perform route optimization for an anticipated work route
System will be configured to perform route optimization for pending work requests
System will be configured to provide route related features including route name, route number, route description, route pattern, primary route, alternate route
System will be configured to automate manual route planning, at a minimum.
System will be configured to provide support for regular static routes
System will be configured to provide support for dynamic routes
System will be configured to provide support for dynamic routes within zones
System will be configured to provide support for on-demand routes
System will be configured to provide for routes that start and/or end at field offices or operations centers
System will be configured to provide for routes that start and/or end at branch offices
System will be configured to provide for routes that start and/or end at employee's home
System will be configured to provide for routes that start and/or end at custom address
System will be configured to integrate and use real-time traffic data for route optimization.
System will be configured to create balanced territories, zones and routes and reduce the occurrence of overlapping work areas.
System will be configured to allow for pattern management where physical locations are indicated on a map. One or more patterns comprise a route and patterns can be copied and pasted
System will be configured to support the use of waypoints for patterns and routes.
System will be configured to allow field personnel to rearrange the system's suggested route, as applicable, and given certain conditions (i.e., traffic congestion, priorities, etc.).
The System will consider seasonality (such as student rush) when performing route optimization
MWM System will be configured to support route optimization for mobile workforce.

System will provide the ability to utilize maps in multiple ways (individual, side by side, multiple dimensions, etc.)
System will provide the ability to overlay GIS information onto maps
System will provide the ability to view landmark icons on maps
System will be configured with the ability for in-vehicle navigation.
System will be configured to provide driving directions (turn-by-turn) and mapping.
System will be configured to provide the ability for real-time traffic and other driving disruption alerts.
System will be configured to provide a viewer for maps in the vehicles to show GIS-related attributes (i.e., circuits, transformers, waypoints, etc.).
System will be configured with the ability to turn on and off layers of information.
System will be configured to provide support for service orders that require arranging access
System will be configured to provide support for service orders where the premise or meter cannot be located
System will be configured to support all field service orders configured in the CIS system.
System will be configured to view service order status
System will be configured to view service order type
System will be configured to view service order assignment

System will be configured to view service orders for a range of dates
System will be configured to view service orders for a range of order numbers
System will be configured to view service orders by scheduled date
System will be configured to view service orders by meter reading route number
System will be configured to view service orders by service area
System will be configured to view service orders completed with no action
System will be configured to view service orders by customer class
System will be configured to view service order history by utility worker
System will be configured to view service order history by work group / crew
System will be configured to view service order history by service order type
System will be configured to support the ability to reset / change meter attributes from one meter type to another. This happens at the completion of the service order in the field through the mobile device (i.e., meter program changes).
System will be configured to validate service order readings against the standard hi-low criteria used for in meter reading and other system edits.
System will be configured to provide a "store and forward" ability to ensure no orders are lost.

System will be configured with the ability to view on-line existing workload and the next available time an order can be scheduled.
System will be configured to automatically change orders as directed by CIS/EAM/OMS and notify the field personnel in real-time.
System will be configured to capture, retain and sync system information with electronic device (mobile devices) in the event of communication disruption.
System will be configured to acquire work / service orders automatically from enterprise asset management (EAM) system in real-time mode.
System will be configured to support EAM work requests including standard crew work
System will be configured to support EAM work requests including new service line requests
System will be configured to support EAM work requests including preventative maintenance orders
System will be configured to support EAM work requests including emergency orders
System will be configured to support Outage work requests including emergency orders
System will be configured to support Outage work requests including trouble calls
System will be configured to support Outage work requests including routine maintenance
System will be configured to support Outage work requests including power quality
System will be configured to support Outage work requests including troubleshooting
System will be configured to support Outage work requests including tree trimming
System will be configured with the ability to update GIS data for later approval.
System will be configured to view service order status
System will be configured to view service order by the premise.
System will be configured to view service order by customer.
Mobile system will allow for the capture of pictures and associate them to a customer, premise, or piece of equipment and be viewable in the system of record for that information.
MWM System will be configured to update service orders in real time with CIS.

MWM System will be configured to provide and accept real-time updates of customer information including contact notes and/or comments to/from CIS.
System will be configured to automatically notify business partners and other affected parties when an emergency situation requires service shutoff to more than one residence.
System will be configured to provide analytics that provide technician or crew satisfaction
System will be configured to provide for the ability to improve field crew productivity in the completion of service orders
System will be configured to provide for on-line, real-time Dashboards that assist with operations expense management, intelligent routing, AVLS, resource management, and scheduling.
System will be configured to provide analytics that provide opportunities for reducing overtime costs
System will be configured to provide analytics that provide opportunities for improved schedule compliance
System will be configured to provide for a business and labor forecasting engine, to leverage historical trends when creating labor schedules.
System will be configured to provide day ahead demand labor forecasting
System will be configured to provide week ahead demand labor forecasting
System will be configured to provide month ahead demand labor forecasting
System will be configured to provide quarter ahead demand labor forecasting
System will be configured to provide year ahead demand labor forecasting
System will be configured to provide planned event demand labor forecasting
System will be configured to provide unplanned event demand labor forecasting
System will be configured to provide yearly planned preventative maintenance event demand labor forecasting
System will be configured to provide SLA compliance reporting
System will be configured to provide for daily advanced schedule views
System will be configured to provide for multiple days advanced schedule views
System will be configured to provide for weekly advanced schedule views
System will be configured to provide for work week advanced schedule views
System will be configured to provide for monthly advanced schedule views

System will be configured to provide for yearly advanced schedule views
System will be configured to provide for holiday advanced schedule views
System will be configured to provide for utility "start" and "end" time advanced schedule views
System will be configured to provide for lunch break advanced schedule views
System will be configured to provide for personal time-off advanced schedule views
System will be configured to provide for break advanced schedule views
System will be configured to provide for vehicle maintenance time advanced schedule views
System will be configured to review work attempted but not completed, due to unavailable parts, inventory, resources, criticality etc., to see if necessary parts / resources have been received or are available.
System will be configured to allow for viewing of entire list of orders per field worker.
System will be configured to allow for viewing of entire list of orders for all field workers.
System will be configured to track employee assigned to service order
System will be configured to provide tracking of timing of work crew arrival
System will be configured to provide tracking of timing of service order resolution
System will be configured with the ability to create geo-fencing, using Google Virtual Earth (or the like), that demonstrates which vehicles have entered, exited, and duration within the Geofence.
System will be configured to provide general vehicle condition monitoring
System will be configured to provide engine temperature condition monitoring
System will be configured to provide oil pressure condition monitoring
System will be configured to provide tire pressure condition monitoring
System will be configured to provide engine data condition monitoring
System will be configured to provide driver data condition monitoring
System will be configured to provide plow condition monitoring
System will be configured to provide boom condition monitoring
System will be configured to provide doors condition monitoring
System will be configured to provide lift condition monitoring
System will be configured to distinguish vehicle conditions between different drivers
The System will be configured so that any field in the mobile system can be tracked and reported on based on configuration.

System will be configured to provide the ability to track real-time vehicle problems and a weighted problem evaluation matrix (e.g., low issue = low battery; high issue = low oil light warning, etc.).
System will be configured to provide support for tracking and reporting on vehicles through an Automated Vehicle Location Services (AVLS)
System will be configured to support GPS tracking (AVLS) and reporting where actual routes are, as compared against planned routes in a real-time mode.
System will be configured to support GPS tracking (AVLS) and reporting to be made aware if a driver goes off-route (geofencing), out of area, etc.
System will be configured to capture and report the fuel and road tax information.
System will be configured to determine official state and locally-accepted commercial mileage summaries.
System will be configured to track all fuel purchases by supplier, partner, or discount agreement.
System will be configured with the ability to provide last known position on any unit suffering loss of GPS signal (for example; vehicle stopped, vehicle shut off, loss of network signal, loss of GPS data, etc.).
System will be configured with the ability to track and view the status of monitored on-board vehicle equipment connected to a data collector on the vehicle. This could include passenger counters, alarm triggering devices, etc.
System will be configured to track unauthorized vehicle usage outside of company driving periods
System will be configured to track unauthorized vehicle usage outside of other configurable driving periods
System will be configured to track unauthorized vehicle usage outside of geo-fencing
System will be configured to alert supervisor for vehicle stopped for extended period of time
System will be configured to alert supervisor for unauthorized vehicle usage
System will be configured to alert supervisor for work behind schedule
System will be configured to alert supervisor for theft monitoring
System will be configured to provide the ability to investigate odd-hour activities that reveal personal usage or side-job usage of company vehicles.
System will be configured to provide the ability to report and track activity outside a given area, territory, city, county, or state.
System will be configured to provide the ability to produce custom, driver logs using GPS and landmark data.
System will be configured to provide ability to track history of location for vehicles that were within a certain distance of a specific address
System will be configured to produce a geo-fencing history report, by day, month, year, etc..
System will be configured to produce reports to prove disputed customer service, time spent at a customer location, and replace driver-generated testimony.
System will be configured to easily compute state mileage for fuel tax reporting.

System will be configured to supports emission history reporting for a single vehicle, all vehicles, "like vehicles," by district, area, region, etc..
System will be configured to provide pre-defined emissions reporting to identify vehicles which require service prior to testing.
System will be configured to provide driver-safety and safety-related reports.
System will be configured to provide the ability to determine "closest vehicle" to a customer location or landmark.

Notes	GRU SCORI	Scope	Software Score
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	15	IN	25
This would be utilized by the Work Management group but not for the CIS Field Services.	20	OUT	
This refers to measuring the tension on a cable or power line.	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	3	IN	25
	5	IN	25
	15	IN	25
	3	IN	25
This refers to messages between dispatch and field personnel and vice versa.	3	IN	25
	15	IN	25
For example, the mobile work management system will allow configured lookup's in the field to access real time information such as account, balance, and recent notes.	5	IN	25
Good for tracking materials and parts - more accurate inventory, verification of correct meter ID's, eliminate data entry errors	5	IN	25
	20	OUT	
	5	IN	25
	5	IN	25
	5	IN	??
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This refers to the capability of the system to alert one or all users that a change has been made to their schedule.	5	IN	25
	3	IN	25
	3	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	15	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	3	IN	25
	15	IN	25
	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
In the event that a field worker has a work restriction he/she will only be assigned work that meets the work restriction. This would also include physical attributes of the worker to meet special job requirements. Also applies to Crews.	5	IN	25
	5	IN	25
This requirement refers to the ability to have certain technicians on-call for emergency orders. Also applies to Crews.	5	IN	25
Or Crew.	5	IN	25

Or Crew	5	IN	25
Or Crew.	5	IN	25
Or Crew.	5	IN	25
	5	IN	25
	5	IN	25
Or Crew	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25
	5	IN	25
For example, if a FSR has exceeded the service order estimated completion time he/she would get an alert that he/she is behind schedule and the dispatcher would also get this alert.	5	IN	25
Liability, safety, customer service - both GRU and federal mandates, MUST send a qualified technician to perform the work.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

If technical is in a work route would want them to be assigned orders in adjacent work routes if it made the most sense.	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	5	IN	25
	1	OUT	
	1	OUT	
	5	IN	25
For example, during student rush there are a lot of same day orders that need to be considered. During storm season we may have a lot of emergency orders which also should be considered.	5	IN	25
	20	OUT	

	5	IN	25
ESRI GIS	5	IN	25
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
This is the situation where a service order is needed but we are not sure of the premise, meter or address so another form of location identification needs to be used such as cross street, or pole number.	5	IN	25
	5	IN	25
Service order status should be visible and tracked in 3 places. CIS, Dispatching portal, and handheld device.	5	IN	25
Service order type should be visible and tracked in 3 places. CIS, Dispatching portal, and handheld device.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25

View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
View should be in both CIS and Dispatching.	5	IN	25
	5	IN	25
	5	IN	25
	15	IN	25

	5	IN	25
	15	IN	25
	15	IN	25
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
OSI Outage Management System	15	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	20	OUT	
In CIS and Dispatching.	5	IN	25
In CIS and Dispatching.	5	IN	25
In CIS and Dispatching	5	IN	25
For example, this project would include the ability to take a picture and associate it to the customer record or the meter record and access it in CIS.	5	IN	25
	5	IN	25

	5	IN	25
OMS, Mobile, CIS Integration	5	IN	15
	1	OUT	
	15	IN	25
	5	IN	25
	3	IN	25
	3	IN	25
	3	IN	25
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	20	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25

	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	5	IN	25
	3	IN	25
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
This means that GRU will be able to extract any field of data and send it to any third party as they deem appropriate.	5	IN	25

	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	1	OUT	
	1	OUT	
	5	IN	25
	1	OUT	
	1	OUT	
	1	OUT	
	5	IN	25
	5	IN	25
	5	IN	25
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	1	OUT	
	5	IN	25
	1	OUT	
	5	IN	25
	1	OUT	

	1	OUT	
	1	OUT	
	1	OUT	
	5	IN	25

Included in Price (Yes or No)	Confirmation Notes - AAC	Version
Yes		VertexOne CIS (2019)
OOS	As part of service orders we will ask for reads and it can check high/low reads. GRU is ok with this OOS.	VertexOne CIS (2019)
Yes	The completion form is part of the design and as long as the fields are available they can be completed. Vertex Notes: • Single service with multiple meters @ one location • Multiple reads for 1 meter (for demand meter) • Multiple services for one SO	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Would need to define the parameters during the workshops but this would not replace CIS access. Verrtex Notes: •Real-Time back to SAP •Wants to ensure non-pay services can be stopped if payed after SO has been created •Wants to show additional notes from SO •Will be discussed in more detail in workshops	VertexOne CIS (2019)
Yes	This is dependent on the device. Barcode and QR is supported but RFID is not. [GRU] ok.	VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
OOS	Updated to OOS it was not meant to be included in scope. [GRU] We are ok with this.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	[GRU] This is creating a gas emergency service order with a priority. Verrtex Notes: •There will be a prebuilt template for workers •They want emergency alerts to take priority (i.e. Gas Leaks)	VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	[GRU] Here we are really just asking for appointment booking. This is ok. vxField can do specific and custom schedules.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
OOS	Cannot do geo-fencing but can be done via Zones. This is not a recommended appraoch. [GRU] is ok to take OOS.	VertexOne CIS (2019)
Yes	Can do lunches, breaks, certificates, etc. [GRU] does not have specific requirements other than standard items. Labor agrreement is based on hrs worked, breaks, and types of employees. This is supported.	VertexOne CIS (2019)
OOS	Updated to OOS. Team could not recall why this was needed.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	The daily schedule that will be built out will include the "plan for the day" then during the course of the day as the activity is reported the schedule will be revised. If they wanted to notify customers they have tied notification process to the event reporting. So when the tech selects enRoute it is updated back to CIS. Vertex Notes: • Want all parties involved in SO to have ETA notification • Notification can be ties to event processing • GRU will consider if they want the uber-like mapping (will cost extra) • At the moment GRU only wants notification to be sent	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes	Wanted route optimization based on skill set, technician availability, and items on their truck. This can be done but when the order is created do you really know what needs to go with it. We think this will not be a problem just need to discuss further in workshops. Vertex Notes: •Reserve an asset base on SO •Route optimization based on inventory, skill level and area •GRU reorganizes schedule based on new orders ^^^ •vxField will reschedule based on drive time and op efficiency	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
OOS	As part of the meter reading route we have a sequence. Since we are removing meter reading this doesn’t apply. Ok to remove from scope.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	**Vertex Note:** Part of CA - [**GRU** not sure what this means?]	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes	Ok with this.	VertexOne CIS (2019)
NO		
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		

Yes	They can configure layers that can be hid/shown. Side by side is not available. This is reliant on google maps and is limited to the google map functionality. [GRU is ok with this]. Will do vxField overlays	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
NO		
NO		
NO		
NO		
Yes	These will flow through SAP.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes	[GRU] was hoping to create an automated integration business process. SAP does not contain this information but as long as GIS/OMS can provide the information then YES we can include this complex integrated process as part of the implementation.	VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
Yes	There are a lot of reporting options from a MWM perspective but we will need to drill down into this in further detail. Note that Service order costing is not in scope at this point MWM can capture expenses but translating these back to SAP is not included...Further discussion needed.	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)

Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
OOS	There is no solution monitoring the route that people are taking. There is a breadcrumb trail but its not 100%. Ok to take OOS.	VertexOne CIS (2019)
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
NO		
Yes		VertexOne CIS (2019)

NO		
OOS	GRU - The team confirmed that AVLS is OOS for this	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
OOS	GRU - The team confirmed that AVLS is OOS for this	VertexOne CIS (2019)
NO		
NO		
NO		
Yes		VertexOne CIS (2019)
NO		
NO		
NO		
OOS	GRU - The team confirmed that AVLS is OOS for this	VertexOne CIS (2019)
OOS	GRU - The team confirmed that AVLS is OOS for this	VertexOne CIS (2019)
Yes		VertexOne CIS (2019)
NO		
NO		
NO		
NO		
NO		
Yes		VertexOne CIS (2019)
NO		
Yes		VertexOne CIS (2019)
NO		

NO		
NO		
NO		
Yes		VertexOne CIS (2019)

PL.01.00 - Plan to Build

Process ID	Process Title	Requirement Number
PL.01.01	**Install Services**	
PL.01.01	Install Services	PL.01.01.021
PL.01.03	**Perfom Planning**	
PL.01.03	Perfom Planning	PL.01.03.001
PL.01.03	Perfom Planning	PL.01.03.002
PL.01.03	Perfom Planning	PL.01.03.003
PL.01.03	Perfom Planning	PL.01.03.004
PL.01.03	Perfom Planning	PL.01.03.005
PL.01.03	Perfom Planning	PL.01.03.006
PL.01.03	Perfom Planning	PL.01.03.007
PL.01.03	Perfom Planning	PL.01.03.008
PL.01.03	Perfom Planning	PL.01.03.009

PL.01.03	Perfom Planning	PL.01.03.010

Requirement Description
System will be configured with the ability to block installation of any or all new services, including codes identifying the initiator and reason for the block.
System will be configured to assign or select fees or apply miscellaneous charges to a customer record and not be associated to a premise or particular services.
System will be configured to mass assign fees or apply miscellaneous charges to a customer record through a file upload.
System will be configured to capture the blanket project ID which may have multiple children projects associated with it.
System will be configured to capture a blanket project description which is associated with a project ID.
System will be configured to capture a child project description which is associated with a child project ID.
System will be configured to mass upload/create child project ID's, descriptions, and the associated parent ID and description.
System will be configured to have an unlimited amount of standard new service fees that can be created with default values that can be over ridden. Each fee is tied to a specific G/L account.
System will be configured to capture a detailed note that is associated with a fee to indicate details about the fee.
System will be configured to generate an invoice at the customer level (or the contract level depending on the phase of the project) level for new services. Please see notes for requirements.

System will be configured with the ability to attach permit (project id) and locate numbers to service orders.

Notes	**GRU SCOR**
Ability to block when GRU is in litigation with business partner or business partner has significant outstanding unpaid charges, including damage fees, safety concerns, uncompleted inspections. Having a reason code will help minimize contact notes.	5
For example, a plan review fee is assessed to a contractor or individual that is requesting new services from the utility.	5
	15
The blanket ID would take care of the entire subdivision planning and large infrastructure fees. The children projects are associated with individual lots and may be paid under a different customer record.	5
	5
	5
	5
Plan Review Fee Connection Fees	5
For example, Fee: Water Infrastructure Fee Amount: $6,000 Note: X amount of linear feet	5
Invoice to include: Customer Name Customer Mailing Address Customer Contact Information (Phone/Email) Blanket Project ID Blanket Project Name Child Project ID (if applicable) Child Project Name (if applicable) Project Address or Parcel # (depending on the stage of the process) Fee Description Fee Amount Quantity	15

	5

Scope	Software Score	Included in Price (Yes or No)	Confirmation Notes - AAC
IN	15	Yes	
IN	25	Yes	
IN	20	Yes	
IN	15	Yes	
IN	15	Yes	
IN	15	Yes	
IN	15	Yes	
IN	25	Yes	
IN	25	Yes	
IN	20	Yes	

IN	25	Yes	

Version
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1	Recurring Deliverables	These are deliverables that will recur each month of the project as defined in the worksheet. These Deliverables require Acceptance by the Client prior the associated Milestone Payments being paid by the Client.
2	Deliverables	This worksheet describes the Deliverables for the projects and each sub-Phase. These Deliverables require Acceptance by the Client prior the associated Milestone Payments being paid by the Client.
3	Client Staffing Matrix	Monthly staffing plan that aligns with the Project Schedule defined within this SOW for the Client resources required to support the project Vendor Deliverables and the Client Tasks to be provided for the project. The Vendor has confirmed this is the maximum number of Client resources required by the Vendor based on the defined scope within this Statement of Work.
4	Vendor Staffing Matrix	Monthly staffing plan that aligns with the Project Schedule defined within this SOW for the minimal Vendor resources required to support the project Vendor Deliverables and the Client Tasks to be provided for the project.

Recurring Deliverables

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Start Month	End Month	ID	Type (Deliverable or Task)	Name	Timing	Description and Purpose	Contents/Activities	Owner	Client support (If additional clarification is required)	Client Role	Vendor support (If additional clarification is required)	Vendor Role	Format	Length
2	22	PM1	Deliverable	Vendor input to Weekly Project Status Report	Before 5pm Friday afternoon	Summarizes status of Vendor components for the week. Is incorporated into the Weekly Project Status Report	For Vendor responsibilities: ~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming week Key Activities: 1. Review & update open action items 2. Review and update to the project plan (includes detailed tasks) 3. Discuss & confirm readiness for next 4-week tasks 4. Review disposition of outstanding and/or new issues and determine if escalation is required 5. Review & discuss project metrics and document corrective actions if taken.	Vendor		PM		PM	MS Project Plan, Excel exported Issues/Risks, Written word document of project status summarizing joint accomplishments for week	2 to 5 Pages or slides
2	22	PM2	Task	Weekly Project Status Report	By 5pm Monday afternoon	Summarizes project status for the week. Incorporates Vendor input and reflects the status of the entire project. Focuses on status and progress.	~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming week	Client		PM		PM	Word or PowerPoint	2 to 5 Pages or slides
2	22	PM3	Deliverable	Weekly Updates to Vendor Assigned Issues	Before 5pm Friday afternoon	Updates to the Issue Log containing issues, concerns, questions, decisions, and simple "to-do" actions.	Update for all Vendor assigned issues. The person who opened the issue must agree to its closure.	Vendor		PM		PM	Maintained in the appropriate tracking tool described in the Project Tools.	300 - 500 issues expected
2	22	PM4	Task	Weekly Updates to the Client Assigned Issues	Before 5pm Friday afternoon	Updates to the Issue Log containing issues, concerns, questions, decisions, and simple "to-do" actions.	Update for all Client assigned issues. The person who opened the issue must agree to its closure.	Client		PM		PM	Maintained in the appropriate tracking tool described in the Project Tools.	300 - 500 issues expected
2	22	PM5	Deliverable	Monthly Updates to Vendor Assigned Risks	By 5 pm on last business day of month	Updates to Risk Log containing threats to the overall project success as well as specific risks for each phase, major activity, or Deliverable.	Update for all Vendor assigned risks.	Vendor		PM		PM	Maintained in the appropriate tracking tool described in the Project Tools.	20 - 50 risks expected

Start Month	End Month	ID	Type (Deliverable or Task)	Name	Timing	Description and Purpose	Contents/Activities	Owner	Client support (If additional clarification is required)	Client Role	Vendor support (If additional clarification is required)	Vendor Role	Format	Length
2	22	PM6	Task	Monthly Updates to the Client Assigned Risks	By 5 pm on last business day of month	Updates to Risk Log containing threats to the overall project success as well as specific risks for each phase, major activity, or Deliverable.	Update for all Client assigned risks.	Client		PM		PM	Maintained in the appropriate tracking tool described in the Project Tools.	20 - 50 risks expected
2	22	PM7	Deliverable	Vendor input: Monthly Project Contract Status Report	By 5 pm on last business day of month	Recaps Vendor's compliance with SOW terms. Is incorporated into the Monthly Project Status Report. Focuses on SOW requirements. Provides documentation to support paying the monthly milestone payment.	For Vendor responsibilities: ~Deliverables due and approved ~Vendor onsite staffing requirements and actuals ~Approved and Pending Change Order summary, report from the appropriate project tool ~List of other SOW terms due but not met during the month ~ All SOW Tabs will normally be white, if there is a deficiency, it will be changed to yellow and the individual text will be highlighted. ~ The Client and Vendor Project managers will work together to create one version of this Deliverable.	Vendor		PM		PM	Highlighted Version of SOW, and reports from the appropriate tracking tool described in the Project Tools.	As Needed
2	22	PM8	Task	Client input: Monthly Project Contract Status Report	By 5 pm on last business day of month	Recaps Vendor's compliance with SOW terms. Is incorporated into the Monthly Project Status Report. Focuses on SOW requirements. Provides documentation to support paying the monthly milestone payment.	For Vendor responsibilities: ~Deliverables due and approved ~Vendor onsite staffing requirements and actuals ~Approved and Pending Change Order summary, report from the appropriate project tool ~List of other SOW terms due but not met during the month ~ All SOW Tabs will normally be white, if there is a deficiency, it will be changed to yellow and the individual text will be highlighted. ~ The Client and Vendor Project managers will work together to create one version of this Deliverable.	Vendor		PM		PM	Highlighted Version of SOW, and reports from the appropriate tracking tool described in the Project Tools.	As Needed

Start Month	End Month	ID	Type (Deliverable or Task)	Name	Timing	Description and Purpose	Contents/Activities	Owner	Client support (If additional clarification is required)	Client Role	Vendor support (If additional clarification is required)	Vendor Role	Format	Length
2	22	PM9	Task	Publish: Monthly Project Status Contract Report	By 5pm on the 5th business day of month	Recaps project's compliance with SOW terms. Incorporates Vendor input and reflects compliance for the entire project. Focuses on SOW requirements.	~Deliverables due and approved ~Vendor Onsite staffing requirements and actuals ~Approved and Pending Change Order summary, report from the appropriate project tool ~List of other SOW terms due but not met during the month ~ All SOW Tabs will normally be white, if there is a defect, it will be changed to yellow and the individual text will be highlighted. ~The Client and Vendor Project managers will work together to create one version of this Deliverable.	Client		PM		PM	Highlighted Version of SOW, and reports from the appropriate tracking tool described in the Project Tools.	As Needed
2	22	PM10	Deliverable	Vendor Input: ESC Presentation	Mon prior to ESC meeting	Summarizes status of Vendor responsibilities for the month, focusing on information executives need to know and decisions or assistance needed from the executive team.	For Vendor responsibilities ~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming month ~Provide support for the Client Project Quality Audits as required	Vendor		PM		PM	PowerPoint	10 to 20 slides
2	22	PM11	Task	Client Input: ESC Presentation	Mon prior to ESC meeting	Summarizes status of Client responsibilities for the month, focusing on information executives need to know and decisions or assistance needed from the executive team.	For Client responsibilities ~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming month ~Provide support for the Client Project Quality Audits as required	Client		PM		PM	PowerPoint	11 to 20 slides
2	22	PM12	Task	Publish: Monthly Executive Steering Committee Presentation	Tue prior to ESC meeting	Summarizes project status for the month, focusing on information executives need to know and decisions or assistance needed from the executive team. Incorporates Vendor input and covers the entire project.	~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming month.	Client		PM		PM	PowerPoint	10 to 20 slides
2	22	PM13	Task	Monthly Executive Steering Committee Meeting Participation	Typically once a month on Thursday Afternoons	Summarizes project status for the month, focusing on information executives need to know and decisions or assistance needed from the executive team. Incorporates Vendor input and covers the entire project.	~Key accomplishments, issues, and risks ~Metrics appropriate for the project phase ~Primary goals for the coming month.	Client		PM		PM	N/A	N/A
2	22	PM14	Task	Monthly Executive Talking Points	Wed prior to ESC meeting	One page description of key project facts, updated monthly and provided to managers and executives for communicating with staff and others.	~Key project facts	Client		OCM		PM	Word	1 Page

Start Month	End Month	ID	Type (Deliverable or Task)	Name	Timing	Description and Purpose	Contents/Activities	Owner	Client support (If additional clarification is required)	Client Role	Vendor support (If additional clarification is required)	Vendor Role	Format	Length
2	22	PM15	Task	Client Input to MS Project Schedule Updates	One day prior to weekly project status meeting	Updates, including actuals and re-planning, to Project Schedule tasks in Client responsibility provided to the Vendor.	~Task status (complete, started, not started); Remaining work and duration ~Late tasks moved forward ~All MS Project Level 1-3 tasks for the entire project ~All MS Project Level 4 tasks for the next 60-90 days ~All participating resources, with assignments and level-specific work ~Key dates reconciled ~Schedule must conform to the requirements in Schedule Requirements tab of this SOW.	Client		PM		PM	MS Project	750 to 2000 schedule lines
2	22	PM16	Deliverable	Vendor Input to MS Project Schedule Updates	One day prior to weekly project status meeting	Project Schedule tasks in Vendor responsibility updated with actuals and re-planning completed as needed. Project Schedule tasks in Client responsibility updated with actuals provided by Client.	~Task status (complete, started, not started); Remaining work and duration ~Late tasks moved forward ~All MS Project Level 1-3 tasks for the entire project ~All MS Project Level 4 tasks for the next 60-90 days ~All participating resources, with assignments and level-specific work ~Key dates reconciled ~Schedule must conform to the requirements in Schedule Requirements tab of this SOW.	Vendor		PM		PM	MS Project	750 to 2000 schedule lines
2	22	PM17	Task	Updated Project Schedule	Reviewed during weekly project status meeting	All Project Schedule tasks updated with actuals and re-planning. Includes Client input.	~Task status (complete, started, not started); Remaining work and duration ~Late tasks moved forward ~All MS Project Level 1-3 tasks for the entire project ~All MS Project Level 4 tasks for the next 60-90 days ~All participating resources, with assignments and level-specific work ~Key dates reconciled ~Schedule must conform to the requirements in Schedule Requirements tab of this SOW.	Client		PM		PM	MS Project	750 to 2000 schedule lines
2	22	PM18	Task	Weekly Change Control Report	Before 5pm Friday afternoon	Summarizes status all Change Orders	~Approved, deferred or cancelled change orders ~ Open change order status	Client		PM		PM	Word or PowerPoint	2 to 5 Pages or slides
2	22	PM19	Task	Weekly Issues/Risk Reports	Before 5pm Friday afternoon	Summarizes all Issues & Risks	~Status of all issues and risks	Client		PM		PM	Word or PowerPoint	2 to 5 Pages or slides

Deliverables

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WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Deliverable	Month 1	Month 1	1	Project Charter	Formally transfers the authority for spending the utility's time and money from the executives to the project management team. Names the executive steering committee and PM team and outlines their levels of authority.	.Project Overview .Business Objectives/ Goals .Implementation Strategy .Related Contractual Agreements .Success Criteria .Project Governance .Decision Making Authority and Process .Deliverable Sign-Off Process .Related Strategic Initiative	Vendor			Project Manager		2	Word	8-12 pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 1	Month 1	2	SOW Review	Review of the SOW to bring the PM team up to speed and to ensure that they understand their responsibilities in the signed contract.	.Session to review SOW contents with management team .Identify SOW information to share with team members	Client	Project Manager				5	--	2 days
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Deliverable	Month 1	Month 1	3	Initial Project Schedule	Project schedule that includes all work to deliver the project. Includes the vendor & client provided input. Outline levels 1-3 will be accurate for the entire project, with level 4 and below tasks detailed for the next 60 to 90 days. The initial schedule is complete when it is approved and baselined.	~All Level 1-3 tasks for the entire project, including vendor tasks ~All Level 4 tasks for the next 60-90 days ~All participating resources, with assignments and levelled work ~Schedule must conform to the requirements in Schedule Requirements tab of this SOW.	Vendor			Project Manager		5	MS Project	750 to 2000 schedule lines
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 1	Month 1	4	Scope Statement	Details and clarifies the scope of the entire project. Includes scope from SOW in addition to scope of the project which is outside of the vendor contract. Serves as a tool to prompt conversation and to document the overall Scope Baseline.	~Companies, business units, geographic locations, and job roles in and out of scope ~Services, products, equipment, and high level business processes in and out of scope ~Hardware and software in and out of scope ~Funding and related Projects ~Scope management plan	Client	Project Manager				2	Word	5 to 15 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 1	Month 1	5	Planning Session	Discussion with client and PM team to review/agree on the approach for managing the schedule, risks, quality, and team communications. This provides input for those plans.	~Schedule Management ~Risk Management ~Quality Management ~Team Communication Management	Client	Project Manager				2	N/A	3 hour meeting
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 1	Month 1	6	Project Team Communication Plan	Describes how communication will flow between the project managers and team members and among the various sub-teams. Serves as a tool to prompt conversation and to document the result of the conversation.	~Lists and describes planned meetings ~Describes appropriate channels of communication ~Describes issue management ~Clarifies what information will be shared with the team - PM meeting notes? ESC reports? Project Status reports?	Client	Project Manager				3	Word	3 to 10 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 1	Month 1	7	Project Organization Chart	Depicts the entire project structure, from executives to team members, client and all vendors. Clarifies how the project organization fulfills the staffing requirements in the statements of work.	~Reporting relationships ~Names and roles	Client	Project Manager				2	PowerPoint or Visio	1 to 5 Pages

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Task	Month 1	Month 1	8	Onboarding Guide	Provides all information necessary for consultants and client team members joining the projects	.Team directory (with photos, if possible) .Project org chart .Office locations .Hotel locations and discount codes .Internet access instructions .Parking and building access .Working hours and holidays .Supplies and printer access information .Applicable emergency procedures (building safety) .Location of relevant documents (Charter, schedule, etc.)	Client	Project Manager				3	Word	5 to 10 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Task	Month 1	Month 1	9	Risk Management Plan	Describes how risks will be identified, documented, analyzed and managed. Serves as a tool to prompt conversation and to document the results of the conversation.	~Risk Management approach and methodology ~Roles and Responsibilities Includes roles, responsibilities, and meetings. ~Description of risk log	Client	Project Manager				2	Word	1 to 3 Pages
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1 Foundation Migration 1.1.2 Migration Design	Deliverable	Month 1	Month 1	10	Data Conversion Methodology	Describes the vendor's overall methodology for conversion, which may not be specific to the client's project. Includes approach to data mapping, transformation, balancing and testing, tools to be used, and typical timeline. This may be a boilerplate document provided to any client. (The Data Conversion Plan will be specific to this project.)	~Approach to data mapping, transformation, balancing and testing ~Tools to be used ~Typical timeline. ~Define stable conversion with approval from the Client ~Define quantifiable conversion metrics and results and obtain client approval to clearly identify conversion progress. These metrics will be used during the conversion process and after conversion runs. examples: % accounts having the correct opening balance. % of all accounts confirmed to have the correct balance. **~Define the criteria for a Conversion Severity 1 and 2 defects and obtain client approval** ~**Define the minimum number of Severity 1 and 2 defects that can exist to start Integration testing after the Full Conversion for each Integration Test cycle and obtain client approval.**	Vendor			Conversion Architect		4	Word	2-4 pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.4 Training Prep and Project Team Orientation	Task	Month 1	Month 1	11	Knowledge Transfer Plan	Defines how knowledge transfer will be carried out, from project team training to knowledge transfer assessments. Client uses this to confirm attendees for training and to brief the client project team members on how knowledge transfer will proceed.	~Approach for identifying specific knowledge management topics ~How knowledge transfer will be executed, assessed, and managed ~Project team training strategy and schedule, including summary and purpose for each training component, audience, training approach, scope, and location ~Initial knowledge transfer assessment document for each project team member.	Client	OCM Lead		Training Coordinator, Functional Leads	(V1 would assist OCM Lead but Client responsible for KTA strategy, plan and execution)	2	Word and Excel	5 to 15 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation 1.2.2 Technical Requirements and Design	Deliverable	Month 1	Month 1	12	Initial System Infrastructure Plan	Describes the hardware, network and interfaces required for the Project. Is used to guide the technical team in preparing the environments. It is initially set up based on SOW, and the vendor's knowledge and experience. It is revised later in the project as test and training plans are complete. This deliverable represents the initial set up and includes analysis and development environments.	~Visio diagram of the system hardware, network, and interfaces ~Text description of system specifications.	Vendor			Technical Architect		2		

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If addit ional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.1 Project Initiation	Deliverable	Month 1	Month 1	13	Environment Management Plan	Describes the various instances of the environment and how they will be maintained throughout the project. (Development, Test, Training, Production, etc.) Is used as a guidebook for managing the environments	~How configuration, code, and data will be moved between environments ~Approval process for moves ~How new code will be delivered and applied ~Compile procedures ~Description of automated tool for migrating configuration between environments ~Security considerations	Vendor			Technical Architect		2		
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Deliverable	Month 1	Month 1	14	Deliverable list	Serves as the WBS for the project and is where all project deliverables are named and tracked. It is used for status reporting, scope management, and MSPI calculations. It is initially set up based on SOW, schedule, and project best practices. It is revised later in the project to include details of named mods and categories of tests. Once added, deliverables and dates cannot be modified without change request. This deliverable item represents the initial set up based on SOW, schedule, and best practices. Eventually, all of the deliverables in this list identified as ".x" should be duplicated in the Deliverable List as ".1, .2, .3, etc." to represent the individual items. During this month, systems, analysis workshops, and to-be processes can be added as individual deliverables. Others, which cannot be identified during project planning will be added during later iterations.	~Document deliverables ~Specific named modifications, interfaces, reports, bill types, etc. ~Hardware components ~Categories of test cases, training modules, and business processes ~Includes all deliverables in the overall project - not limited to this SOW deliverable list ~Each deliverable will include the month and year it will be produced, according to baselined schedule and SOW	Vendor			Project Manager		3	SolMan	As Needed
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Deliverable	Month 1	Month 1	15	Test Strategy	Describes at a high level how testing will be carried out. Provides information and structure for the Test Design and Test Execution Phases.	~Descriptions of the testing phases, highlighting the purpose of each, differences among them, and entry and exit criteria ~How defects will be recorded, tracked, and managed ~Resources, environments, and tools needed for testing ~Meetings that will be held to review testing progress and to validate defects and severities.	Vendor			Project Manager		5	Word	10 to 20 Pages
1.0	1.1		1.0 Planning	1.0 Prepare	1.1. Foundation Migration	1.1 Foundation Migration 1.1.2 Migration Design	Deliverable	Month 1	Month 1	16	Initial Plan for Data Mapping and Conversion	Detailed document, tailored for the client, that defines the processes and tools to be used for converting legacy data to the new system. This deliverable is first created during the Prepare Phase and may be modified as test conversions are run.	~Lists all categories of data which will and will not be converted to and from all systems, including the historical data ~Goal of each conversion exercise and description of data to be converted ~Description of how the data will be validated with data record counts ~Description of financial balancing of all key financial components (for example Revenue, Adjustments, Deposits, etc.) ~How converted data will be mapped to legacy data ~Description of mock-go live activities and weekends	Vendor			Conversion Architect		3	Word	1 to 5 day meeting
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1.2 Migration Design	Deliverable	Month 1	Month 1	17	Initial Data Mapping	Defines data mappings between legacy and target system. Is used to drive conversion development. This deliverable is first created during the Prepare Phase and may be modified as test conversions are run.	~Each legacy data item identified as needed or not needed with transformation rules ~Each target data item identified with the legacy data to be moved, converted, or created ~Missing data items identified with a plan for resolving the gaps.	Vendor			Conversion Architect		3	Excel	50-75 accounts

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1.4 Conversion Validation Account Set	Task	Month 1	Month 1	18	Conversion Validation Account Set by Entity	List of accounts to be used to validate data after every conversion. These should be representative of the customer base.	~Most common type of accounts ~Complex accounts ~VIP accounts ~Historically problematic accounts	Client	Functional Leads				5	Excel	--
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.1 Project Initiation	Deliverable	Month 1	Month 2	19	Setup Project Tools	PM Information system set up to serve as the document repository and primary hub of activity for the project team.	~Issues, actions, decisions, risks ~Project team communication components ~All project documents ~See Project Tools SOW Section documentation for entire list of contents. ~Tool decisions need to be made by SOW signing and included in the SOW. ~ Tool implementations, configuration and team training needs to be complete by the end of the Planning Phase.	Vendor			Project Manager		5	SolMan	NA
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Task	Month 2	Month 2	20	Schedule Management Plan	Guidelines and processes describing who, how and when the PM team will maintain the MS Project schedule and team members will track and report progress on assigned tasks. Serves as a tool to prompt conversation and to document the result of the conversation.	~Weekly and monthly schedule management tasks and who is responsible for each ~How task durations and work will be estimated ~Actuals to be recorded ~How past due tasks will be rescheduled ~Process and approval for adding or deleting tasks	Client	Project Manager				2	Word	1 to 3 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 1	Month 2	21	Project Quality Management Plan	Describes the quality processes to be implemented on the project. Serves as a tool to prompt conversation and to document the results of the conversation.	~How versions of requirements, deliverables, configuration, and code will be managed ~Deliverable review and signoff process and tracking ~Overview of functional matrix traceability ~Client specific quality requirements, such as audit and project quality review expectations ~Does not detail test strategy or defect management, but does refer to the planned testing documents for that information.	Vendor			Project Manager		2	Word	1 to 3 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 2	Month 2	22	Initial To-Be Business Process List	Starting list of the Vendor pre-configured business processes and associated user stories. This deliverable is initially set up based on pre-workshop identified business processes, user stories and functional requirements. It is revised and the end of Analysis after the workshops are complete based on any new business processes, user stories or functional requirements the team believes are needed for the project scope.	~Process name, user story and business requirement associations. The description, owner, departments, and roles involved are also listed ~Indicator of the magnitude of change from the original process is applicable	Vendor			Functional US Lead		5	Excel	150 to 300 Processes

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 2	Month 2	23	Initial To-Be Business Processes	Vendor pre-configured business process documentation. These business processes will be revised based on discussions and decisions during the Analysis workshops. Revisions will include updates to existing business processes and any new business processes that are identified.	Generic To-Be Business Process Documentation ~Triggers, inputs, outputs, frequency of occurrence, time to execute, quality metrics (if available) ~Step-by-step process which includes manual steps as well as automated steps and reflects the business process, incorporating the procedural system steps. ~This should be at the level of detail such that, along with the User Guide, from it the team can create test case steps and training materials - Represented as Process Flow Diagram within User Story.	Vendor			Functional US Lead		6	Excel	151 to 300 Processes
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.3 Training Prep and Project Team Orientation	Deliverable	Month 2	Month 2	24	User Guides and Training Materials - Base	User Guides and Training Materials. These materials will be a starting point for the client's test cases and training materials.	~User guides in electronic format, ready for customization and duplication ~Training materials ready for modification	Vendor			Project Manager				
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1.2 Migration Design	Deliverable	Month 1	Month 2	25	Conversion Specifications	Defines program logic and data elements/file formats for the extract and upload conversion programs.	~Program logic, data elements, file formats for extract programs ~Program logic, data elements, file formats for upload programs ~Report format, data elements, file formats and program logic for: ~Audit control reports ~Financial balancing reports ~Error reports	Vendor			Conversion Lead				
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1.3 Migration Execution	Deliverable	Month 2	Month 2	26	Initial Partial Conversion for each entity (Initial Mock)	First test of the conversion programs. May convert only a partial set of data. May not balance at this point. May produce many errors. However must convert enough data well enough that some validation of the Conversion Validation Account Set may be completed.	~Partial conversion ~Validation of Conversion Validation Account Set ~Defects recorded in defect log ~Conversion summary, including metrics, timings, and list of defects	Vendor			Conversion Architect		2		
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 2	Month 3	27	Analysis Workshop Schedule	Confirmed list of scheduled workshops. 20 to 40 workshops are estimated, ranging from 1/2 day to 3 days in length. Is used to send meeting invites. Needs to be mapped to the requirements matrix.	~Dates, times, locations ~Topics to be covered ~Attendees ~There will be no more than 2 workshops conducted simultaneously. CL Good	Vendor			Solution Architect		5	Word or Excel	As Needed
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 3	Month 3	28	Prepare Kickoff Meeting	Kickoff sessions for executives and project team. Multiple sessions may be needed. Purpose is to inform and initiate migration activities.	~Overview of the Prepare Prepare phase of the project ~Information about each group's involvement (i.e. time commitment & responsibilities)	Vendor			Project Manager		5	PowerPoint	10 to 20 slides

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 .1 Project Initiation	Deliverable	Month 3	Month 3	29	Analysis Workshop Agenda -xxx Workshop	Agenda provided at least two weeks in advance of each workshop session. This deliverable must be replicated in the Deliverable List so that one is provided for each workshop session.	~Objective, date, time, location ~Attendees and name of person responsible for taking notes ~Functional requirements to be covered ~What client needs to provide to support the session	Vendor			Functional US Lead		5 Per process	Word Excel	1 to 2 Pages
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.3 Training Prep and Project Team Orientation	Deliverable	Month 3	Month 3	30	Pre-defined Test Scenarios - Base	Pre-defined Test Scenarios will be used in conjunction with the base User Guides and Training Materials as a starting point for the client's test cases.	~Pre-defined test scenarios in electronic format, ready for client customization and duplication	Vendor			Project Manager				
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Task	Month 2	Month 3	31	Ownership and Responsibility Matrix	Spreadsheet that shows the level of participation for each of the project roles in the creation, review, and approval of each of the deliverables in the Deliverable List. Is used to communicate responsibilities to the team members and provides the information for assigning tasks in the project schedule. This will be updated to align with changes/additions to the Deliverable List. Final Approver should be limited to one, maximum three if necessary.	~All deliverables from Deliverable List ~All project participants ~Responsibility for each participant to each deliverable	Client	Project Manager				3	Excel	As Needed
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2 .1 Project Initiation	Deliverable	Month 2	Month 3	32	Initial Traceability Matrix (Functional Requirements and Business Process Matrices)	All functional requirements in scope listed in a single, agreed upon spreadsheet or tool. Source document of record (Final Functional Matrix) , accessible to all team members. All business processes in scope listed in a single, agreed upon spreadsheet or tool. Source document of record, accessible to all team members. These are prepared for use as traceability through the project. This deliverable item sets up the sheet and adds information available from the Selection project, the SOW, and the vendor.	Include columns for ~ID, name, description, client and vendor owner, and vendor response from selection ~For vendor 25's, where in the User Guide can step by step instructions be found on how to use the system to meet this requirement? ~Workshop name where this will be covered ~How this will be addressed in the new system (to be completed at end of Analysis) ~Which test cases include this (to be completed end of Analysis) Test cases are part of functional specifications which are signed off at the beginning of each Sprint, prior to test execution. ~ Test cases for Vendor functional test will cover Gap Scenarios defined by the Vendor ~ Test cases for Client functional test will cover retesting of Gap Scenarios and additional scenarios as needed defined by the Client ~Which training modules address this (to be completed end of Analysis))	Vendor			Solution Architect		3	Excel	800-3000 requirements
1.0	1.1		1.0 Planning	1.0 Prepare	1.1. Foundation Migration	1.1.2 Migration Design	Deliverable	Month 1	Month 3	33	Data Migration Extract & Transformation Workshops	Working session to explain to conversion team members how the conversion will proceed. Clarifies the effort that will be needed to cleanse the data prior to conversion.	~Review of target system data layouts and architecture, conversion tools and techniques ~Schedule and explanation of the various test conversions that will be executed ~Review of legacy data environment, known issues with respect to data quality, data inconsistencies and missing data elements	Vendor			Conversion Architect				

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Foundation Migration	1.1.3 Migration Execution	Deliverable	Month 3	Month 3	34	First Full Conversion and Validation (~~Mock 1~~, Initial Mock)	First full test of the conversion programs, converting all data. May not balance at this point. May produce errors. However must convert enough data well enough that validation of the entire Conversion Validation Account Set may be completed. This conversion will be in preparation for ~~Sprint 1~~, Explore workshops.	~Full Conversion ~Audit reports, error reports ~Validation of Conversion Validation Account Set ~Defects recorded in defect log ~Conversion summary, including metrics, timings, and list of defects	Vendor			Conversion Architect Architect and Lead same, will use Architect for consistency		5	--	As Needed
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.4 Training Prep and Project Team Orientation	Deliverable	Month 3	Month 3	35	Project Team Orientation	Orientation session to explain to all team members - vendor and client - how we will work together.	~Information from each of the plans, the org chart, the deliverable list, etc. ~Overview of the functional requirements and how they are used ~How to use the PM Tools ~Team building activity	Vendor			Project Manager		2	Multiple	1/2 day meeting
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.1 Project Initiation	Deliverable	Month 3	Month 3	36	Project Kickoff Meeting	Kickoff sessions for executives and end users as well as the team. Multiple sessions may be needed. Purpose is to inform and generate enthusiasm and support for the project. Is usually held immediately after the Project Team Orientation.	~Overview of the project ~Information about each group's involvement (i.e. schedule for workshops, workshop process, time commitment, outputs, etc.	Vendor			Project Manager		5	PowerPoint	10 to 20 slides
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.4 Training Prep and Project Team Orientation	Deliverable	Month 1	Month 3	37	Project Team Training (eLearning)	eLearning course to prepare Project Team for Explore workshops System Orientation - walk through orientation (look & feel) each functional lead takes a deeper dive in their areas - no hands on for GRU (typically conducted 1 month before kick-off for Explore)	~Basic overview and navigation ~Basis for first KTA ~Uses live, working system at client site ~Demonstrates base system navigation and functionality ~Training will be recorded and stored in the Client repository	Vendor			Project Manager				
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.1 Project Initiation	Task	Month 3	Month 3	38	Analysis Pre-Work Completed	Documents provided and questions answered to provide the foundation for the analysis workshops. Must be completed and returned to Vendor 2 days prior to workshop start.	~Documents requested by the vendor ~Vendor questions answered	Client	Functional Leads				5	--	As Needed
1.0	1.1		1.0 Planning	1.0 Prepare	1.1 Project Initiation	1.2 Project Planning 1.2.3 Project Management	Task	Month 3	Month 3	39	As-Is Performance Baseline	(Also known as KPIs or Key Performance Indicators). Defines which As-Is Processes to measure and how success is currently defined - typically in terms of time, cost, or quality. Serves as a basis for benefit realization measurement.	~List of As-Is processes to measure (or currently measured) ~Steps or activities within the processes and KPI's for those steps ~KPI's for overall process	Client	Project Manager				2	Word	2-3 pages

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
1.0	1.2		1.0 Planning	1.0 Prepare	1.2 Project Planning	1.2 Project Planning 1.2.4 Deliverable: Planning Phase Closedown and Lessons Learned	Deliverable	Month 3	Month 3	40	Planning Phase Closedown and Lessons Learned	Formal closedown of the Planning Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
2.0	2.1		2.0 Analysis	2.0 Explore	2.1 Phase Initiation	2.1 Phase Initiation	Task	Month 4	Month 4	41	Stakeholder Communication Plan	Describes how communication will flow between the project team and stakeholders outside the team. Serves as a tool to prompt conversation and to document the result of the conversation.	~Lists stakeholder groups, key messages for each group, and appropriate vehicles of communication ~Clarifies what information will be shared outside the team - PM meeting notes? ESC reports? Project Status reports?	Client	OCM Lead				3	Word, Excel	8-12 pages
2.0	2.1		2.0 Analysis	2.0 Explore	2.1 Phase Initiation	2.1 Phase Initiation	Task	Month 4	Month 4	42	Stakeholder Analysis and Change Network	Change Network includes managers and supervisors of the employees who will be impacted by the implementation. They must actively champion, lead, support and accept responsibility for the overall delivery of the change effort.	~Excel List of major organizations and leadership ~Identifies by organization those who have project roles ~Headcount by department and initial assessment of that dept's interest ~Change network identified, enlisted, and provided with instructional material on their roles	Client	OCM Lead				3	Excel	As needed
2.0	2.1		2.0 Analysis	2.0 Explore	2.1 Phase Initiation	2.1 Phase Initiation	Task	Month 4	Month 4	43	Stakeholder Tracker	Lists all employee stakeholders. Serves as the central point of reference for the list of all affected end users. This is used to prepare user survey invitation list, training classes, etc.	Lists all employee stakeholders by department, email address, supervisor, frequency of system use, facilitates record of employee progress on the change curve at various intervals in the project life. It is used to prepare user survey invitation list, and to classify users for training purposes.	Client	OCM Lead				3	Excel	As needed
2.0	2.3		2.0 Analysis	2.0 Explore	2.3 Scope Validation (Workshops, Fit Gap, Design)	2.3 Deliverable: Fit-Gap Analysis & Solution Validation	Deliverable	Month 4	Month 4	44	Project Team Training	Hands on training to orient the project team and other attendees with the functionality contained in the base system, demonstrate navigation, user stories, and discuss how the base system will be used during analysis. Prepares the team for the Explore workshops. This is an actual demo with GRU data with exercises for the Project Team (User story reviewed on paper, demo of system, exercises) during each workshop	~Uses live, working system at client site ~Demonstrates base system navigation and functionality ~Allows team members to practice in the system during workshops and afterward ~Training in each workshop will be recorded and stored in the Client repository	Vendor			Project Manager		2	Hands On System	1 week
2.0	2.6		2.0 Analysis	2.0 Explore	2.6 OCM and Training Analysis	2.6 OCM and Training Analysis	Task	Month 4	Month 4	45	End-User Training Strategy - Base	Developed early in the project to outline the scope of training and present a high level plan. This is provided to client executives and managers for approval and commitment of needed resources.	~Plans for securing and training trainers, including train the trainer plans ~Training approach, time commitment for attendees, and training resources needed ~High level description of the training environment and data sources ~Entry criteria for end user training	Client			Project Manager		4	Word	As Needed

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
2.0	2.5		2.0 Analysis	2.0 Explore	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	Task	Month 5	Month 5	46	End-User System Training Needs Analysis	Based on the roles, identifies what types of training is needed by various categories of end users. Is used to design and schedule training sessions. Also Identifies the process changes by job role that need to be highlighted in the training material.	~User groups and training types ~Job roles and process changes	Client	Training Coordinator				4	Excel	10 to 50 pages
2.0	2.6		2.0 Analysis	2.0 Explore	2.6 OCM and Training Analysis	2.6 OCM and Training Analysis	Task	Month 7	Month 8	47	End-User Training Plan - Final	Revised version helps drive training material development during realization phase	~Plans for securing and training trainers, including train the trainer plans ~Training approach, time commitment for attendees, and training resources needed ~High level description of the training environment and data sources ~Entry criteria for end user training	Client	Training Lead				5	Word	-
2.0	2.6		2.0 Analysis	2.0 Explore	2.6 OCM and Training Analysis	2.6 OCM and Training Analysis	Task	Month 5	Month 5	48	Updated Deliverable List for Training Development and Delivery	Updated Deliverable List to add categories of training modules for development and delivery. Any training deliverable identified in this list as ".x" should be duplicated in the Deliverable List as ".1, .2, .3, etc." to represent the individual items.	~Document deliverables ~Specific named modifications, interfaces, reports, notices, etc. ~Categories of test cases, training modules, and business processes ~Includes all deliverables in the overall project - not limited to this SOW deliverable list ~Each deliverable will include the month and year it will be produced, according to baselined schedule and SOW ~Once added, deliverables and dates cannot be modified without change request	Client	Project Manager				2	SolMan	5 to 10 pages
2.0	2.4		2.0 Analysis	2.0 Explore	2.4 Baseline Functional Test Review & Update	2.4 Baseline Functional Test Review & Update	Deliverable	Month 8	Month 8	49	Functional Test Plan	Describes how the writing and execution of functional test cases will be carried out.	~Scope of functional testing ~Categorization, estimation, and assignment of cases (writing and executing) ~Process for writing and executing test cases ~How data will be created and used ~Resources and tools needed ~Define the functional test reporting layout and details. (# of test cases executed, pass/fail, requirements mapped to test cases, open Severity 1 and 2 defects, time to correct Severity 1 and 2 defects, etc.) ~Sets expectations regarding the number of Functional Test cases to ensure high quality. Typical projects may have from 2,000 to 3,500 Functional test cases, depending on the Clients requirements, configurations and level of modifications.	Vendor			Solution Architect, Functional Lead		5	Word	20 to 40 pages

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
2.0	2.3		2.0 Analysis	2.0 Explore	2.3 Deliverable: Fit-Gap Analysis & Solution Validation	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	Deliverable	Month 4	Month 8	50	Analysis Workshop Output and Notes - (xxx per To-Be Business Process)	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. This deliverable is due to the Client within four (4) business days after the completion of the workshop being finished.	To-Be Business Processes Updates and Creation ~Triggers, inputs, outputs, frequency of occurrence, time to execute, quality metrics (if available) ~Step-by-step process which includes manual steps as well as automated steps and reflects the business process, incorporating the procedural system steps. ~This should be at the level of detail such that, along with the User Guide, from it the team can create test case steps and training materials - Represented as Process Flow Diagram within User Story. Configuration Document - Log Updates ~Review and update the pre-configuration of each configuration needed to address the To-Be Business Process, User Story and Client Functional Requirement. ~ If a requirement is going to be fulfilled by standard functionality, a cross-reference to documentation explaining the configuration and/or functionality should be provided. - Represented as Configuration Log within User Story Create Fit-Gap Documents ~Update the FRICEW Development List - This Deliverable documents all the FRICEW items for this To-Be Business Process and affiliated documents. This Deliverable contains the description of the change, estimated hours to create the FRICEW and the associated costs (if any). User Stories Updates / Creation ~ Updated User Stories associated with the To-Be Business Process, document the specific scenarios for the described capability ~ These User Stories should support the Test Case and Step development ~ User Stories will be associated with the individual Client Functional Matrix Requirement items Client Functional Requirements Updates to provide brief description to the requirement is addressed by the solution - Represented as Gaps within User Story	Vendor			Solution Architect, Functional Leads		5	Word Visio	2 to 5 pages each
2.0	2.3		2.0 Analysis	2.0 Explore	2.3 Deliverable: Fit-Gap Analysis & Solution Validation	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	Deliverable	Month 4	Month 8	51	Analysis Workshop Output Business Process Updates - (xxx per To-Be Business Process)	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. This deliverable is due to the Client within four (4) business days after the completion of the workshop being finished.	To-Be Business Processes Updates and Creation ~Triggers, inputs, outputs, frequency of occurrence, time to execute, quality metrics (if available) ~Step-by-step process which includes identification of manual steps as well as automated steps and reflects the business process, incorporating the procedural system steps. ~This should be at the level of detail such that, along with the User Guide, from it the team can create test case steps and training materials	Vendor			Solution Architect, Functional Leads		5	Word Visio	2 to 5 pages each
2.0	2.3		2.0 Analysis	2.0 Explore	2.3 Deliverable: Fit-Gap Analysis & Solution Validation	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	Task	Month 4	Month 8	52	Analysis Workshop Output Business Process Updates - (xxx per To-Be Business Process)	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. Client adds detail to the Business Process output where manual steps were identified as well as where interfaces to external systems are indicated.	~Details added to the step-by-step processes for all activities occurring outside to Vendor application.	Client	Functional Team				5	Word Visio	2 to 5 pages each

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
2.0	2.5		2.0 Analysis	2.0 Explore	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	2.5 Final Config & FRICEW Design Scope Build & Test Sprint Plans	Deliverable	Month 8	Month 8	53	FRICEW Development List	This list is developed at the end of the analysis workshops and will address all proposed interfaces, mods, and reports (FRICEW). It is used as a tool for reconciling the scope of the SOW with the revised scope and the client's available budget. This allows the client to review and approve each item. Based on the results, the client may reallocate costs from SOW items to other changes needed. This list will also identify which Sprint each item is in, with the most complex items in earlier Sprints..	~All custom modifications, new reports interfaces any other custom development code that the vendor identifies during analysis ~Each item will have the planned Sprint associated with it. ~Client review and approval of each item, as well as the associated Sprint.. ~Update of the Scope Statement, Deliverable list, Ownership and Responsibility Matrix and other scope related deliverables are updated to reflect the final deliverable scope.	Vendor			Solution Architect, Functional Leads		5	Excel	As Needed
2.0	2.6		2.0 Analysis	2.0 Explore	2.6 OCM & Training Analysis	2.6 OCM & Training Analysis	Task	Month 8	Month 8	54	Knowledge Transfer Assessment (KTA) - after Explore	Assessment of each client project team member's knowledge of the new system. Focuses on the knowledge required by the team for creating test cases.	~Self-assessment of what the team member knows vs. what he or she should know ~Vendor assessment of what the team member knows vs. what he or she should know ~Vendor-led discussion with each team member to discuss results ~Mediation plan for resolving any gaps in knowledge	Client	OCM Lead		Training Coordinator, Functional Leads	(V1 would assist OCM Lead but Client responsible for KTA strategy, plan and execution)	3	Excel	As Needed
2.0	2.8		2.0 Analysis	2.0 Explore	2.8 Phase Closure and Sign-Off phase Deliverables	2.8 Explore Phase Closedown and Lessons Learned	Deliverable	Month 8	Month 8	55	Explore/Design Phase Closedown and Lessons Learned	Formal closedown of the Design Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
3.0	3.7		3.0 Design, Construction & Testing	3.0 Realize	3.7 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 9	Month 9	56	Initial Security Profile Log	Identifies the users that will need access to the system. This deliverable is initially set up at the end of development in preparation for integration testing and training planning, and may be modified as resources and resource needs change. This deliverable item represents the initial log. It is complete when security is properly set up and documented for integration testing.	~User ID, name, user class or role, and any special requirements	Vendor			Technical Architect		3	Excel	As Needed
3.0	3.1		3.0 Design, Construction & Testing	3.0 Realize	3.1 Phase Initiation	3.1 Phase Initiation	Deliverable	Month 9	Month 9	57	Functional Test Workshop	Workshop session to explain to test team members how functional test execution will proceed.	~How to execute cases ~How to record and retest defects ~Entrance and exit criteria for Functional Testing ~Review of testing tools and techniques ~Review of the schedule, assignments, and expected status reporting ~May include initial tests executed together	Vendor			Solution Architect		2	PowerPoint	1/2 to 1 day

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 9	Month 9	58	Initial Production Support Plan	Defines the post implementation support strategy and procedures. This deliverable is started at the beginning of the Deployment Phase and is and is updated throughout go-live prep. It is created early so the information is available for trainers to deliver as part of End User Training. This deliverable item represents the initial plan. It is complete when there is a sufficient plan to inform the training participants.	~Help desk procedures, tools, escalation process ~Names of vendor and client support staff, areas of responsibility, and procedures	Vendor			Cutover Manager		5	Word	10 to 20 Pages
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 12	Month 12	59	Preliminary End-User Training Schedule	Defines the preliminary end-user training class schedules. Is used for planning	~Course title and description, times class is offered, location of the training class and end users that will be attending the class	Client	Training Lead				3	Excel	-
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 9	60	Training Curriculum	Overview of training material, assignments for completion, and standards, initiated from the template curriculum provided.	~Course name, description, assigned developer ~Documentation standards for developing end user materials	Client	Training Lead				3	Word	--
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 9	Month 9	61	Updated System Infrastructure Plan	Describes the hardware, network and interfaces required for the Project. Is used to guide the technical team in preparing the environments. It is initially set up based on SOW, and the vendor's knowledge and experience. It is revised later in the project as test and training plans are complete. This deliverable represents the update to include testing, training, and production environments.	~Visio diagram of the system hardware, network, and interfaces ~Text description of system specifications.	Vendor			Technical Architect		4	Word & Visio	10 to 20 Pages
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Project Delivery	3.8 Project Delivery	Task	Month 9	Month 9	62	Stakeholder Analysis and Change Network	Change Network includes managers and supervisors of the employees who will be impacted by the implementation. They must actively champion, lead, support and accept responsibility for the overall delivery of the change effort.	~Excel List of major organizations and leadership ~Identifies by organization those who have project roles ~Headcount by department and initial assessment of that dept's interest ~Change network identified, enlisted, and provided with instructional material on their roles	Client	OCM Lead				3	Excel	As needed
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Deliverable	Month 9	Month 9	63	End-User Training Environment	All aspects of the environment are ready for end-user training to begin.	~Software environment, security setup, training data prepared, materials and supplies, and the physical room	Vendor			Training Lead		3	--	2 hr meeting
3.0	3.8		3.0 Design,Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Deliverable	Month 9	Month 9	64	Participant Materials - Foundation eLearning	Materials to be used in end-user training. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Vendor			Project Manager		3	TBD	-

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Deliverable	Month 9	Month 9	65	Functional Spec & Functional Unit Test Cases - xxx FRICEW - Sprint 1	Describes each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) item in business terms for user review and approval. This deliverable must be replicated in the Deliverable List for each modification.	~Diagrams of screens, reports, and/or forms ~Data inputs and outputs ~Triggers, calculations, and step-by-step logic ~Functional unit test cases with expected results ~Does not includes technical information which the user is not expected to understand or approve	Vendor			Functional Team		5	Word	5 to 25 pages each
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Deliverable	Month 9	Month 10	66	Technical Spec - xxx FRICEW - Sprint 1	Describes each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) in technical terms for the developer. Describes how the system is technically going to support the functional specification. Can be reviewed by the client's technical team but should not be approved by the client. This deliverable must be replicated in the Deliverable List for each modification.	~Database tables and table joins ~Data item inputs and outputs and program logic	Vendor			Technical Architect		5	Word	5 to 25 pages each
			3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Task	Month 9	Month 10	67	Functional Test Case Development Baseline Configuration - Sprint 1 Category	Specific tests to test the functionality of the configured base system and all modifications, reports, letters, interfaces, etc. Test cases should be categorized (perhaps by function), and this deliverable must be replicated in the Deliverable List for each category. Interfaces are tested as individual units with contrived data in preparation for integration testing. This will be included in the Functional Specification	~Tests of requirements and business process paths without automated interfaces ~Includes data and other special set up, business steps, and specific expected results for each step ~Includes requirements (by ID) covered in the test ~Should focus on the business process flows and the utilization of the software to fulfill the business process and the client specific software configurations.	Client			Functional Team		5 Per process	??	As Needed
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Deliverable	Month 9	Month 10	68	Tested FRICEW Delivered - xxx FRICEW - Sprint 1	Documents that each FRICEW (Forms Reports, Interfaces Conversion, Enhancements, and Workflow) has been developed, successfully tested and delivered based on the functional specifications. This deliverable must be replicated in the Deliverable List for each modification.	~ Documentation of the results of the tests ~ Conforms to the FRICEW functional specification ~ Documentation to the Test Cases as needed for improvement ~Functional test results, re-execution of functional test onsite, and a demo of the delivered modification to be reviewed and approved by the client prior to functional test execution.	Vendor			Technical Team		5 Per process	Word	2 to 5 pages each
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Task	Month 9	Month 10	69	Functional Tests Executed -- xxx Category - Sprint 1	Completed functional test execution with results recorded. Executes specific tests to test the functionality of the configured (baseline system), and this deliverable must be replicated in the Deliverable List for each category.	~Tests completed ~Discrepancies between expected results and actual results have been recorded as defects	Client			Functional Team		5 Per process	--	--
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Deliverable	Month 9	Month 10	70	Analysis Workshop Output and Notes - (xxx per To-Be Business Process) - Updates if Needed - Sprint 1	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. Updates are made if the 2.0 Analysis documents require updates.	Update he documents listed below with the same earlier from the earlier Analysis Workshops. **To-Be Business Processes Updates and Creation** **Configuration Document - Log Updates** **Create Fit-Gap Documents** **User Stories Updates / Creation** **Client Functional Requirements**	Vendor			Solution Architect		5 Per process	Word & Visio & Tracking tools as defined in this agreement.	2 to 5 pages each

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Task	Month 9	Month 10	71	Traceability Matrix (Functional Requirements and Business Process Matrices) Updated after Testing - Sprint 1	Functional Requirement and Business Process matrices updated after testing to indicate the testing resolution for each. Any requirement not passed will be represented by a defect and addressed with defect management.	Include columns for ~ID, name, description, client and vendor owner, and vendor response from selection ~For vendor 25's, where in the User Guide can step by step instructions be found on how to use the system to meet this requirement? ~Workshop name where this will be covered ~How this will be addressed in the new system ~Which test cases include this ~Test resolution ~Which training modules address this	Client	Project Manager, Test Manager				2	Excel	800-3000 requirements
3.0	3.2		3.0 Design, Construction & Testing	3.0 Realize	3.2 Sprint 1	3.2 Sprint 1	Deliverable	Month 10	Month 10	72	Sprint Retrospective (Closedown and Lessons Learned) - Sprint 1	Formal closedown of Sprint Testing. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Sprint.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.9 Deliverable: Conduct Data Migration Mock Iterations & Verifications in QAS	Deliverable	Month 10	Month 10	73	First Balanced Conversion (Mock 2)	Full execution of the conversion programs, converting all data, and sufficiently balanced. Produces very few, if any errors. Is followed by validation of the entire Conversion Validation Account Set. This will be the data used during Sprint 2.	~Full Conversion ~Audit reports, error reports, balancing reports ~Validation of Conversion Validation Account Set ~Defects recorded in defect log ~Conversion summary, including metrics, timings, balancing info, and list of defects	Vendor			Conversion Architect		5	--	--
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Deliverable	Month 10	Month 11	74	Functional Spec & Functional Unit Test Cases - xxx FRICEW - Sprint 2	Describes each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) in business terms for user review and approval. This deliverable must be replicated in the Deliverable List for each modification.	~Diagrams of screens, reports, and/or forms ~Data inputs and outputs ~Triggers, calculations, and step-by-step logic ~Functional unit test cases with expected results ~Does not includes technical information which the user is not expected to understand or approve	Vendor			Functional Team		5 Per process	Word	5 to 25 pages each
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Deliverable	Month 10	Month 11	75	Technical Spec - xxx FRICEW - Sprint 2	Describes each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) in technical terms for the developer. Describes how the system is technically going to support the functional specification. Can be reviewed by the client's technical team but should not be approved by the client. This deliverable must be replicated in the Deliverable List for each modification.	~Database tables and table joins ~Data item inputs and outputs and program logic	Vendor			Technical Team		5 Per process	Word	5 to 25 pages each
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Task	Month 10	Month 11	76	Functional Test Case Development Baseline Configuration - Sprint 2 Category	Specific tests to test the functionality of the configured base system and all modifications, reports, letters, interfaces, etc. Test cases should be categorized (perhaps by function), and this deliverable must be replicated in the Deliverable List for each category. Interfaces are tested as individual units with contrived data in preparation for integration testing. This will be included in the Functional Specification Documents.	~Tests of requirements and business process paths without automated interfaces ~Includes data and other special set up, business steps, and specific expected results for each step ~Includes requirements (by ID) covered in the test ~Should focus on the business process flows and the utilization of the software to fulfill the business process and the client specific software configurations.	Client			Functional Team		5 Per process	??	As Needed

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Deliverable	Month 10	Month 11	77	Tested FRICEW Delivered - xxx FRICEW - Sprint 2	Documents that each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) has been developed, successfully tested and delivered based on the functional specifications. This deliverable must be replicated in the Deliverable List for each modification.	~ Documentation of the results of the tests ~ Conforms to the FRICEW functional specification ~ Documentation to the Test Cases as needed for improvement ~Unit test results, transportability test results, re-execution of unit test onsite, and a demo of the delivered modification to be reviewed and approved by the client prior to functional test execution.	Vendor			Technical Team		5 Per process	Word	2 to 5 pages each
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Task	Month 10	Month 11	78	Functional Tests Executed -- xxx Category - Sprint 2	Completed functional test execution with results recorded. Executes specific tests to test the functionality of the configured baseline system), and this deliverable must be replicated in the Deliverable List for each category.	~Tests completed ~Discrepancies between expected results and actual results have been recorded as defects	Client			Functional Team		5 Per process	--	--
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Deliverable	Month 10	Month 11	79	Analysis Workshop Output and Notes - (xxx per To-Be Business Process) - Updates if Needed - Sprint 2	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. Updates are made if the 2.0 Analysis documents require updates.	Update he documents listed below with the same earlier from the earlier Analysis Workshops. **To-Be Business Processes Updates and Creation** **Configuration Document - Log Updates** **Create Fit-Gap Documents** **User Stories Updates / Creation** **Client Functional Requirements**	Vendor			Functional Team		5 Per process	Word & Visio & Tracking tools as defined in this agreement.	2 to 5 pages each
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Task	Month 10	Month 11	80	Traceability Matrix (Functional Requirements and Business Process Matrices) Updated after Testing - Sprint 2	Functional Requirement and Business Process matrices updated after testing to indicate the testing resolution for each. Any requirement not passed will be represented by a defect and addressed with defect management.	Include columns for ~ID, name, description, client and vendor owner, and vendor response from selection ~For vendor 25's, where in the User Guide can step by step instructions be found on how to use the system to meet this requirement? ~Workshop name where this will be covered ~How this will be addressed in the new system ~Which test cases include this ~Test resolution ~Which training modules address this	Client	Functional Team				2	Excel	800-3000 requirements
3.0	3.3		3.0 Design, Construction & Testing	3.0 Realize	3.3 Sprint 2	3.3 Sprint 2	Deliverable	Month 11	Month 11	81	Sprint Retrospective (Closedown and Lessons Learned) - Sprint 2	Formal closedown of Sprint Testing. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Sprint.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
3.0	3.1		3.0 Design, Construction & Testing	3.0 Realize	3.1 Phase Initiation	3.65 Reporting	Deliverable	Month 11	Month 11	82	Technical Reports Workshop	Workshop to teach the client's staff how to use the reporting tool and to define the data structures	~Hands on demo with exercises	Vendor			Reporting Lead		2	--	--
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 9	83	Training Workshop	This orientation session will prepare each trainer for training development and delivery and serves as a kickoff for the Training Development and Delivery Phases.	~Overview of the training development and delivery (from End User Training Strategy) ~Tool familiarization and application overview ~Walkthrough of their work activities and management process for their team ~If trainers are new to the team, they will also need an onboarding session.	Client	Training Lead				5	PowerPoint	--

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.7			3.0 Realize	3.7 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 11	Month 11	84	Security Profile Configuration	Updates to the base security role configuration based on the Initial Security Profile Log.	~Configuration of the security roles in preparation for initial testing in either Sprint 2 or Sprint 3.	Vendor			Project Manager				
3.0	3.7		3.0 Design, Construction & Testing	3.0 Realize	3.7 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 11	Month 11	85	User Access/Security Process and Procedures	Defines the process and procedures for establishing and maintaining user ID's and security profiles.	~Description of user classes or roles ~Step-by-step process for applying access and security	Vendor			Technical Architect		5	Excel and/or Word	5 to 10 pages
3.0			3.0 Design, Construction & Testing	3.0 Realize			Deliverable	Month 11	Month 11	86	Final Plan for Data Mapping and Conversion	Detailed document, tailored for the client, that defines the processes and tools to be used for converting legacy data to the new system. This deliverable is first created during the Design Phase and may be modified as test conversions are run. This deliverable item represents the mapping that has been done for the production conversion.	~Lists all categories of data which will and will not be converted to and from all systems, including the historical data ~Goal of each conversion exercise and description of data to be converted ~Description of how the data will be validated with data record counts ~Description of financial balancing of all key financial components (for example Revenue, Adjustments, Deposits, etc.) ~How converted data will be mapped to legacy data ~Description of mock-go live activities and weekends ~Each legacy data item identified as needed or not needed with transformation rules ~Each target data item identified with the legacy data to be moved, converted, or created ~Missing data items identified with a plan for resolving the gaps.	Vendor			Project Manager				
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 12	Month 12	87	Batch Job Workshop	Workshop to walk through the batch process job dependencies, scheduling, and error handling requirements. Output should be the Initial Batch Job Schedule deliverable, which Vendor will use to configure the batch schedule.	~Hands on demo of scheduler ~Creates initial Batch Job Schedule worksheet (Initial Batch Job Schedule deliverable) ~Begins Batch Job Configuration	Vendor			Technical Architect		5	--	1 day meeting
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 12	Month 12	88	Initial Batch Job Schedule	Documents the planned schedule. This deliverable is initially set up in the Batch Job Workshop and is updated throughout integration testing. This deliverable item represents the initial schedule. It is complete when the spreadsheet documents the scheduler, ready for integration testing.	~Jobs and programs ~Dependencies, parameters, timing, etc. ~Notes or explanations regarding how the schedule has been set up	Vendor			Technical Architect		3	Excel	As needed
3.0	3.8		3.0 Design,Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	89	Participant Materials - (CSA)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	-
3.0	3.8		3.0 Design,Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	90	Participant Materials - (Billing)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	-

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.8		3.0 Design,Consruction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	91	Participant Materials - (Payments)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	-
3.0	3.8		3.0 Design,Consruction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	92	Participant Materials - (FSA)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	-
3.0	3.8		3.0 Design,Consruction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	93	Participant Materials - (CCA)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	-
3.0	3.8		3.0 Design,Consruction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	94	Participant Materials - (Mgr.)	Materials to be used in end-user training. Material to include all client specific mods, extensions, and configuration. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	--
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Deliverable	Month 11	Month 12	95	Functional Spec & Functional Unit Test Cases - xxx Modification - Sprint 3	Describes each modification in business terms for user review and approval. This deliverable must be replicated in the Deliverable List for each modification.	~Diagrams of screens, reports, and/or forms ~Data inputs and outputs ~Triggers, calculations, and step-by-step logic ~Functional unit test cases with expected results ~Does not includes technical information which the user is not expected to understand or approve	Vendor			Functional Team		5 Per process	Word	5 to 25 pages each
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Deliverable	Month 11	Month 12	96	Technical Spec - xxx FRICEW - Sprint 3	Describes each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) in technical terms for the developer. Describes how the system is technically going to support the functional specification. Can be reviewed by the client's technical team but should not be approved by the client. This deliverable must be replicated in the Deliverable List for each modification.	~Database tables and table joins ~Data item inputs and outputs and program logic	Vendor			Technical Team		5 Per process	Word	5 to 25 pages each
			3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Task	Month 11	Month 12	97	Functional Test Case Development Baseline Configuration - Sprint 3 Category	Specific tests to test the functionality of the configured base system and all modifications, reports, letters, interfaces, etc. Test cases should be categorized (perhaps by function), and this deliverable must be replicated in the Deliverable List for each category. Interfaces are tested as individual units with contrived data in preparation for integration testing. This will be included in the Functional Specification Documents.	~Tests of requirements and business process paths without automated interfaces ~Includes data and other special set up, business steps, and specific expected results for each step ~Includes requirements (by ID) covered in the test ~Should focus on the business process flows and the utilization of the software to fulfill the business process and the client specific software configurations.	Client			Functional Team		5 Per process	??	As Needed

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Deliverable	Month 11	Month 12	98	Tested FRICEW Delivered - xxx FRICEW - Sprint 3	Documents that each FRICEW (Forms, Reports, Interfaces Conversion, Enhancements, and Workflow) has been developed, successfully tested and delivered based on the functional specifications. This deliverable must be replicated in the Deliverable List for each modification.	~ Documentation of the results of the tests ~ Conforms to the FRICEW functional specification ~ Documentation to the Test Cases as needed for improvement ~Unit test results, transportability test results, re-execution of unit test onsite, and a demo of the delivered modification to be reviewed and approved by the client prior to functional test execution.	Vendor			Technical Team		5 Per process	Word	2 to 5 pages each
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Task	Month 11	Month 12	99	Functional Tests Executed -- xxx Category - Sprint 3	Completed functional test execution with results recorded. Executes specific tests to test the functionality of the configured baseline system), and this deliverable must be replicated in the Deliverable List for each category.	~Tests completed ~Discrepancies between expected results and actual results have been recorded as defects	Client			Functional Team		5 Per process	--	--
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Deliverable	Month 11	Month 12	100	Analysis Workshop Output and Notes - (xxx per To-Be Business Process) - Updates if Needed - Sprint 3	This deliverable must be replicated in the Deliverable List and Project Schedule for each new or revised process in the Initial To Be Business Process List. There may be 100 or more processes to be represented as individual deliverables. Updates are made if the 2.0 Analysis documents require updates.	Update he documents listed below with the same earlier from the earlier Analysis Workshops. **To-Be Business Processes Updates and Creation** **Configuration Document - Log Updates** **Create Fit-Gap Documents** **User Stories Updates / Creation** **Client Functional Requirements**	Vendor			Functional Team		5 Per process	Word & Visio & Tracking tools as defined in this agreement.	2 to 5 pages each
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Task	Month 11	Month 12	101	Traceability Matrix (Functional Requirements and Business Process Matrices) Updated after Testing - Sprint 3	Functional Requirement and Business Process matrices updated after testing to indicate the testing resolution for each. Any requirement not passed will be represented by a defect and addressed with defect management.	Include columns for ~ID, name, description, client and vendor owner, and vendor response from selection ~For vendor 25's, where in the User Guide can step by step instructions be found on how to use the system to meet this requirement? ~Workshop name where this will be covered ~How this will be addressed in the new system ~Which test cases include this ~Test resolution ~Which training modules address this	Client	Project Manager, Test Manager				2	Excel	800-3000 requirements
3.0	3.4		3.0 Design, Construction & Testing	3.0 Realize	3.4 Sprint 3	3.4 Sprint 3	Deliverable	Month 12	Month 12	102	Sprint Retrospective (Closedown and Lessons Learned) - Sprint 3	Formal closedown of Sprint Testing. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Sprint.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Technical Delivery	3.7 Technical Delivery	Deliverable	Month 12	Month 12	103	Initial Batch Job Configuration	Configuration of the batch jobs and scheduler, based on the Batch Job Schedule. This deliverable is started in the Batch Job Workshop and is updated throughout integration testing. This deliverable item represents the initial configuration. It is complete when the scheduler is ready for integration testing.	Configuration of the batch jobs and scheduler, based on the Batch Job Schedule.	Vendor			Technical Architect		3	--	--

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
3.0	3.9		3.0 Design, Construction & Testing	3.0 Realize	3.9 Deliverable: Conduct Data Migration Mock Iterations & Verifications in QAS	3.9 Deliverable: Conduct Data Migration Mock Iterations & Verifications in QAS	Deliverable	Month 12	Month 12	104	Full Conversion for SIT/Integration Test	Full conversion for Integration test. Converts all data, balances, produces only known and accepted errors. Is followed by validation of the Conversion Validation Account Set. When this is complete, the databases are ready for Integration testing.	~Full Conversion ~Audit reports, error reports, balancing reports ~Validation of Conversion Validation Account Set ~Defects recorded in defect log ~Conversion summary, including metrics, timings, balancing info, and list of defects	Vendor			Conversion Architect		5	--	As Needed
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Project Delivery	3.8 Project Delivery	Task	Month 9	Month 12	105	Change Impact Analysis	Based on business process changes, identifies changes required to the organization as a result of the implementation	~Review of Business Process Changes recorded in iCue ~Analysis of organizational changes resulting from business process changes ~Role and process transition plan (how roles will change)	Client	OCM Lead				3	Word	2-3 pages
3.0	3.8		3.0 Design, Construction & Testing	3.0 Realize	3.8 Project Delivery	3.8 Project Delivery	Deliverable	Month 9	Month 12	106	User Guides and Training Materials - the Utilities Specific Draft	User Guides and baseline Training Materials updated to include all client specific mods, extensions, and configuration. These materials will be used in train-the-trainer	~User guides in electronic format, ready for customization and duplication ~Training materials ready for modification ~Includes client specific mods, configuration, etc.	Vendor			Project Manager		3	TBD	-
3.0	3.8		3.0 Design,Construction & Testing	3.0 Realize	3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 9	Month 12	107	Review / Update Participant Materials - All Classes	Materials to be used in end-user training. This deliverable must be replicated in the Deliverable List for each course to be taught.	~Slides, exercises, quick reference guides, handouts, etc. ~Instructions for post go-live support ~Lab test cases that serve as the final test of business processes, software, and training (Replaces UAT cases)	Client	Training Lead				3	TBD	--
3.0	3.8		3.0 Realize	3.0 Realize	2.6 Analysis Phase Closedown and Lessons Learned 3.8 Deliverable: Training Material Creation for End Users	3.8 Deliverable: Training Material Creation for End Users	Task	Month 12	Month 12	108	Knowledge Transfer Assessment (KTA) - after Realize	Assessment of each client project member's knowledge of the new system. Focuses on the knowledge required by the team for creating test cases.	~Self-assessment of what the team member knows vs. what he or she should know ~Vendor assessment of what the team member knows vs. what he or she should know ~Vendor-led discussion with each team member to discuss results ~Mediation plan for resolving any gaps in knowledge	Client	OCM Lead		Training Coordinator, Functional Leads	(V1 would assist OCM Lead but Client responsible for KTA strategy, plan and execution)	5	Excel	As Needed
3.0	3.1		3.0 Design, Construction & Testing	3.0 Realize	3.10 Phase Closure and Sign-Off phase Deliverables	3.10 Phase Closure and Sign-Off phase Deliverables	Deliverable	Month 12	Month 12	109	Realize Phase Closedown and Lessons Learned	Formal closedown of the Realize Phase. Creates closure for the Phase. Verifies that contract conditions have been met and the project is ready to move into the next Phase.	~Discussion of lessons learned, identifying improvements for the next Phase ~Review of all remaining open issues and resolving them or agreeing to move them forward ~Verification that all planning deliverables have been approved, signed off, and properly published ~Confirmation that all exit gate criteria have been met.	Vendor			Project Manager		2	--	2 hr meeting
4.0	4.1		4.0 Deployment	4.0 Deploy	4.1 Phase Initiation	4.1 Phase Initiation	Deliverable	Month 13	Month 13	110	Deployment Kickoff	Kickoff meeting to provide final instructions regarding go-live weekend and the days immediately following. Multiple sessions may be needed for various groups of team members and the end user community. This may be held prior to the first Go-Live Dress Rehearsal, the second dress-rehearsal, or before Go-Live weekend - or it may be repeated for each.	~Overview of deployment ~Information about each group's involvement ~Perform a SOW review of upcoming SOW deliverables and owners needed for next phase ~Review upcoming deliverables in detail ~Review expected results and outputs ~Review the detailed schedule and expected future work for team members	Vendor			Project Manager		2	--	--

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
4.0	4.1		4.0 Deployment	4.0 Deploy	4.1 Phase Initiation	4.1 Phase Initiation	Deliverable	Month 13	Month 13	111	Deployment Kickoff Meeting	Kickoff sessions for executives and end users as well as the team. Multiple sessions may be needed. Purpose is to inform and generate enthusiasm and support for the project. Is usually held immediately after the Project Team Orientation.	~Overview of the project ~Information about each group's involvement	Vendor			Project Manager		2	Word	5 to 10 pages
4.0	4.2		4.0 Deployment	4.0 Deploy	4.2 Develop and Create SIT Scenarios and Cases	4.2 Develop and Create SIT Scenarios and Cases	Task	Month 13	Month 13	112	Integration/ SIT Test Plan	Describes how the writing and execution of integration test cases will be carried out.	~Scope of integration testing ~Categorization, estimation, and assignment of cases (writing and executing) ~Process for writing and executing test cases ~How data will be created and used, including converted data ~Schedule for day by day tests with date advancing ~Resources and tools needed ~Sets expectations regarding the number of Integration Test Cases and Steps to ensure high quality. Although there are fewer Integration Test Cases, the number of Steps is significantly higher as many sub-process steps are integrated to work as end-to-end tests (such as meter to cash). Typical projects may have from 100 to 120 Integration Test Cases and 3,000 to 5,000 test Steps, depending on the Clients requirements, configurations and level of modifications.	Client	Test Lead				5	Word	20 to 40 pages
4.0	4.2		4.0 Deployment	4.0 Deploy	4.2 Develop and Create SIT Scenarios and Cases	4.2 Develop and Create SIT Scenarios and Cases	Deliverable	Month 13	Month 13	113	Integration / SIT Test Workshop	Workshop session to explain to test team members how integration test execution will proceed.	~How to execute cases ~Entrance and exit criteria for Integration Testing ~Review of testing tools and techniques ~Review of the schedule, assignments, and expected status reporting	Vendor			Solution Architect, Functional Lead		3	PowerPoint	2-4 hrs.
4.0	4.2		4.0 Deployment	4.0 Deploy	4.2 Develop and Create SIT scenarios and cases	4.2 Develop and Create SIT scenarios and cases	Task	Month 13	Month 13	114	SIT/Integration Test Cases	Specific tests to test the integrated system.	~Tests all remaining requirements and business processes which have not previously been signed off ~Includes data and other special set up, business steps, and expected results ~Includes batch processing, end-to-end testing, day in the life testing, testing all business processes, and bill-to-bill parallel testing ~Include verification/validation steps as separate activities on the appropriate day ~Includes requirements (by ID) covered in the test	Client	Test Lead		Project Manager		5 Per process	??	As Needed
4.0	4.2		4.0 Deployment	4.0 Deploy	4.2 Develop and Create Test Scenarios and Cases	4.2 Develop and Create SIT scenarios and cases	Task	Month 13	Month 13	115	SIT/Integration Test Schedule	Day by day schedule for Integration Testing showing which cases and steps will be executed every day. Includes date advancement so that 10-15 calendar days can test a year or more of transactions.	~List of test cases/steps by day and by tester	Client	Test Lead				5	Excel	Approx. 100 cases spanning 10-15 days

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
4.0	4.6		3.0 Design, Construction & Testing 4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 13	Month 15	116	Initial Cutover Plan and Checklist	Day by day plan for the weeks leading up to go-live and hour by hour plan for the days leading up to go-live and immediately following. Should include all activities, regardless of who executes them. This deliverable is started at the beginning of the Deployment Phase and is and is updated throughout go-live prep. This deliverable item represents the initial plan and checklist. It is complete when the document has been created and populated with all information known at the time.	~List of all activities to be completed during Go Live weekend and immediately after ~Manual and automated activities, communication activities, configurations, validations, etc.. ~Timing of activities, contact information and any other needed information	Vendor			Cutover Lead		5	Word, Excel, MSP	As needed
4.0			4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy			Task	Month 9	Month 12	117	Instructor Materials	Materials to be used by instructor during course delivery.	~Notes, specific instructions, answers to quizzes, etc.	Client	Training Lead				3	TBD	800-3000 requirements
4.0	4.3		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~4.3 Organizational and Production Support Readiness Check~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	~~3.8 Project Delivery~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	Task	Month 16	Month 16	118	Final End-User Training Schedule	Defines the end-user training class schedules. Is used for enrolling participants.	~Course title and description, times class is offered, location of the training class and end users that will be attending the class	Client	Training Lead				3	TBD	--
4.0	4.3		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.7 Formal SIT~~ 4.3 SIT & UAT	4.3 Systems Integration Test & UAT	Task	Month 14	Month 15	119	SIT/Integration Tests Executed - Cycle 1	Completed integration test execution with results recorded.	~Tests completed using batch scheduler, automated interfaces, and normal daily processing ~Tests use converted data ~Discrepancies between expected results and actual results have been recorded as defects	Client	Test Lead				5	--	--
4.0	4.6		3.0 Design, Construction & Testing 4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.7 Technical Delivery~~ 4.6 Technical Delivery	~~3.10 Phase Closure and Sign-Off phase Deliverables~~ 4.6 Technical Delivery	Task	Month 17	Month 17	120	Go / No Go Criteria	Final, agreed-to list of criteria that must be met before cutover to production can proceed. Includes criteria from the SOW and any new criteria agreed to by all parties.	~SOW criteria and any new criteria agreed to by all parties.	Client	Project Manager				5	Word or Excel	2 to 8 pages
4.0	4.7		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~4.3 Organizational and Production Support Readiness Check~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	~~3.8 Project Delivery~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	Deliverable	Month 16	Month 17	121	Train-the-Trainer Training	Training sessions which provide details on how the system works as well as best practices in training.	~Specific software training issues, such as recommended labs, data preparation, and expected questions and concerns from end users ~Review the Training plan to review the requirements or tests to ensure now educated trainers will be successful. What assessment of trainers was defined in the training plan to ensure they can successfully delivery training?	Vendor			Training Lead		3	--	5-10 page summary

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
4.0	4.4		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.7 Formal SIT~~ 4.4 Parallel Test	4.4 Parallel Test	Deliverable	Month 16	Month 17	122	Parallel Test Plan	Defines the plan for validating billing transactions produced by the new system against the same transactions produced by the Legacy system, in order to identify and address variances. Bill Parallel involves running the new system's batch billing and meter reading processes within the targeted month(s) for the targeted cycles and comparing the results against what was produced by the legacy system for the same month(s) and cycles. This must be only after the legacy data has been converted and verified, the new system's rate schedules have been configured and tested, and the new system is able to process meter reads	~Defines overall scope of bill parallel testing ~Identifies the environment that will be used ~Identifies resources and tools needed ~Describes the data that will be used (i.e. converted data, legacy files) ~Defines weekly reporting metrics ~Defines Entry Exit Criteria for the test phase	Yes	Vendor	Test Lead		Test Lead		4	Word
4.0	4.4		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.7 Formal SIT~~ 4.5 Performance and Stress Test	4.4 Parallel Test	Deliverable	Month 17	Month 17	123	Parallel Test Cases Executed	Completed Bill Parallel test execution with results recorded.	~Tests completed using identified cycle with production Legacy files as defined in the plan ~Tests use converted data ~Variances between Legacy results and new system results have been reviewed, recording defects to track variance resolution	No	Vendor	Test Lead		Test Lead		4	Testing Tool or Excel
4.0	4.5		4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.7 Formal SIT~~ 4.5 Performance and Stress Test	4.5 Performance and Stress Test	Deliverable	Month 17	Month 17	124	Stress and Performance Test Plan	Describes how stress and performance testing will be carried out. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.	Describes how stress and performance testing will be carried out. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.	Vendor			Technical Architect		5	Word	10 to 20 pages
4.0	4.6		~~3.0 Design, Construction & Testing~~ 4.0 Deployment	~~3.0 Realize~~ 4.0 Deploy	~~3.8 Technical Delivery~~ 4.6 Technical Delivery	~~3.7 Technical Delivery~~ 4.6 Technical Delivery	Deliverable	Month 17	Month 17	125	Final Cutover Plan and Checklist	Day by day plan for the weeks leading up to go-live and hour by hour plan for the days leading up to go-live and immediately following. Should include all activities, regardless of who executes them. This deliverable is started at the beginning of the Deployment Phase and is and is updated throughout go-live prep. This deliverable item represents the final plan and checklist. It is complete when ready for go-live.	~List of all activities to be completed during Go Live weekend and immediately after ~Manual and automated activities, communication activities, configurations, validations, etc.. ~Timing of activities, contact information and any other needed information	Vendor			Cutover Manager		5	Word, Excel, MSP	As needed
4.0	4.6		4.0 Deployment	4.0 Deploy	~~4.2 Functional and Technical System Readiness~~ 4.6 Technical Delivery	~~4.4 Operations Readiness~~ 4.6 Technical Delivery	Deliverable	Month 17	Month 17	126	Disaster Recovery Test Plan	The Client has a disaster recovery plan. How will this application be integrated in the current disaster recovery plan? Describes how this application disaster recovery testing will be carried out. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.	Describes how disaster recovery testing will be carried out. Includes method for executing the tests, transactions and jobs to be tested, and resources and tools needed.	Vendor			Technical Architect		3	PowerPoint	10 to 20 slides

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
4.0	4.6		4.0 Deployment	4.0 Deploy	~~4.2 Functional and Technical System Readiness~~ 4.6 Technical Delivery	~~4.4 Operations Readiness~~ 4.6 Technical Delivery	Task	Month 17	Month 17	127	Final Security Profile Log	Identifies the users that will need access to the system. This deliverable is initially set up at the end of development in preparation for integration testing, and may be modified as resources and resource needs change. This deliverable item represents the log properly set up and documented for end user training. After approval of this deliverable, there may be additional changes in preparation for Go Live.	~User ID, name, user class or role, and any special requirements	Client	Technical Lead				5	Excel	As Needed
4.0	4.6		4.0 Deployment	4.0 Deploy	~~4.3 Organizational and Production Support Readiness Check~~ 4.6 Technical Delivery	~~4.4 Operations Readiness~~ 4.6 Technical Delivery	Task	Month 16	Month 17	128	OCM Communication Input for the Cutover Plan and Checklist	Input from OCM for the Cutover Plan and Checklist	~Approved communications regarding go-live ~Audience, timing, format, contents	Client	OCM Lead				3	Word, Excel, MSP	As Needed
4.0	4.5		4.0 Deployment	4.0 Deploy	4.5 Performance and Stress Test	4.5 Performance and Stress Test	Deliverable	Month 17	Month 17	129	Stress and Performance Tests	Completed stress and performance testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	Completed stress and performance testing with results recorded. Discrepancies between expected and actual results have been recorded as defects, corrected, retested, and closed.	Vendor			Technical Architect		5	--	--
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 18	Month 18	130	Rollback Plan	Defines how to "uninstall" the new system and roll back to the previous production platform in the event that the Go-live is unsuccessful.	~Key triggers to identify need for rollback ~Requirements and procedures for rolling back to legacy system ~Potential points of failure (people, process, technical) in the rollback process.	Vendor			Technical Architect		3	Word	3 to 5 pages
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 18	Month 18	131	Final Production Support Plan	Defines the post implementation support strategy and procedures. This deliverable is started at the beginning of the Deployment Phase and is and is updated throughout go-live prep. It is created early so the information is available for trainers to deliver as part of End User Training. This deliverable item represents the final plan. It is complete when all post-go live support has been defined and we are ready to implement.	~Help desk procedures, tools, escalation process ~Names of vendor and client support staff, areas of responsibility, and procedures	Vendor			Cutover Manager		4	Word	10 to 20 Pages
4.0	4.3		4.0 Deployment	4.0 Deploy	4.3 SIT & UAT	4.3 Systems Integration Test & UAT	Task	Month 16	Month 17	132	SIT/Integration Tests Executed - Cycle 2	Completed integration test execution with results recorded. Repeats Cycle 2 tests.	~Tests completed using batch scheduler, automated interfaces, and normal daily processing ~Tests use converted data ~Discrepancies between expected results and actual results have been recorded as defects	Client	Test Lead				5	--	--
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 18	Month 18	133	Go-Live Dress Rehearsal	Also called "Mock Go Live" or "Mock Cutover" this is an exercise of the Cutover Plan and Checklist. The steps in this deliverable become part of the Cutover Checklist. Multiple Go Live Dress Rehearsals may be executed. The purpose is to test the timing and sequence of events and for ALL participants to practice carrying out their responsibilities.	~Converts the entire data set ~Carries out all of the manual and automated processes, steps, validations, configurations, etc., as they will be done on Go Live weekend ~Focus is on timing and sequence ~Practice end users working offline, if planned ~Practice reporting and resolving post go-live problems ~Everyone who will participate in Go Live should participate in the Go Live Dress Rehearsal	Vendor			Cutover Manager		4	--	--

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If addit ional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 17	Month 18	134	Final Batch Job Schedule	Documents the planned schedule. This deliverable is initially set up in the Batch Job Workshop and is updated throughout integration testing. This deliverable item represents the final schedule. It is complete when the spreadsheet documents the scheduler, ready for production.	Configuration of the batch jobs and scheduler, based on the Batch Job Schedule.	Vendor			Technical Architect		5	Excel	As needed
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 17	Month 18	135	Final Batch Job Configuration	Configuration of the batch jobs and scheduler, based on the Batch Job Schedule. This deliverable is started in the Batch Job Workshop and is updated throughout integration testing. This deliverable item represents the final configuration. It is complete when the scheduler is ready for production.	Configuration of the batch jobs and scheduler, based on the Batch Job Schedule.	Vendor			Technical Architect		5	--	--
4.0	4.7		4.0 Deployment	4.0 Deploy	4.7 Training Plans Scheduled & Executed to End Users		Task	Month 18	Month 18	136	Knowledge Transfer Assessment (KTA) - after SIT2	Assessment of each client project member's knowledge of the new system. Focuses on the knowledge required by the team for creating test cases.	~Self-assessment of what the team member knows vs. what he or she should know ~Vendor assessment of what the team member knows vs. what he or she should know ~Vendor-led discussion with each team member to discuss results ~Mediation plan for resolving any gaps in knowledge	Client	OCM Lead		Training Coordinator, Functional Leads	(V1 would assist OCM Lead but Client responsible for KTA strategy, plan and execution)	5	Excel	As Needed
4.0	4.7		4.0 Deployment	4.0 Deploy	4.7 Deliverable: Training Plans Scheduled & Executed to End Users	~~4.4~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	Task	Month 17	Month 18	137	End-User Training	Execution and completion of end-user training.	Execution and completion of end-user training.	Client	Training Lead				3	--	800-3000 requirements
4.0	4.7		4.0 Deployment	4.0 Deploy	4.7 Deliverable: Training Plans Scheduled & Executed to End Users	~~4.4~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	Deliverable	Month 18	Month 18	138	End User Training Assessment - Post End User Training: Satisfies Training Lab Test Cases	End user training exercises that will serve as the final test before go live. The purpose is final verification that the business processes, software, and trained users work together to meet customer and utility needs.	~Sensitive or VIP accounts ~Original demo scripts ~Simulation of most common processes in each area	Vendor			Training Coordinator		3	Excel	As Needed
4.0	4.7		4.0 Deployment	4.0 Deploy	4.7 Deliverable: Training Plans Scheduled & Executed to End Users	~~4.4~~ 4.7 Deliverable: Training Plans Scheduled & Executed to End Users	Task	Month 18	Month 18	139	Go / No Go Decision	Final evaluation of the Go No/Go Criteria.	Final evaluation of the Go No/Go Criteria.	Client	Project Manager						
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Task	Month 18	Month 18	140	Go-Live	Completion of the cutover plan and checklist.	Completion of the cutover plan and checklist.	Client	P						
4.0	4.6		4.0 Deployment	4.0 Deploy	4.6 Technical Delivery	4.6 Technical Delivery	Deliverable	Month 18	Month 18	141	Initial Go-Live Acknowledgement	Written acknowledgement that go live is complete and that the system was up and working successfully on Day 1 (batch and online).	Written acknowledgement that go live is complete and that the system was up and working successfully on Day 1 (batch and online).	Vendor			Project Manager		3	Word	1 page

WBS L1	WBS L2	Sequence	Original Contract Project Phase Cross Reference	Vertex Project Phase Level 1	V1 Level 2	Vertex Project Phase Level 2 & 3	Type (Deliverable or Task)	Planned Start Month	Project Acceptance Month	Deliverable ID	Name	Description	Content/Activities	Owner	Client Lead Role	Client Activities (If additional	Vendor Lead Role	Vendor Activities (If additional clarification is required)	Value	Format	Length
5.0	5.1		5.0 Post Implementation	5.0 Run	5.1 Production Support After Go Live	5.2 Production Support After Go Live	Task	Month 19	Month 19	142	Post-Implementation Support - Month 1	At the conclusion of month one after Go-Live, required performance criteria are consistently achieved and there are no Priority 0 or Priority 1 defects.	~Daily and monthly processing successfully completed by each entity ~Vendor On-site support to answer questions, research issues and solve problems ~All non-post implementation support deliverables have been delivered and accepted by the Client	Client	Project Manager				5	Word	1 page
5.0	5.1		5.0 Post Implementation	5.0 Run	5.1 Production Support After Go Live	5.2 Production Support After Go Live	Task	Month 20	Month 20	143	Post-Implementation Support - Month 2	At the conclusion of month two after Go-Live, required performance criteria are consistently achieved and there are no Priority 0 or Priority 1 defects.	~Daily and monthly processing successfully completed by each entity ~Vendor On-site support to answer questions, research issues and solve problems ~All non-post implementation support deliverables have been delivered and accepted by the Client	Client	Project Manager				5	Word	1 page
5.0	5.1		5.0 Post Implementation	5.0 Run	5.1 Production Support After Go Live	5.2 Production Support After Go Live	Task	Month 21	Month 21	144	Post-Implementation Support - Month 3	At the conclusion of month one after Go-Live, required performance criteria are consistently achieved and there are no Priority 0 or Priority 1 defects.	~Daily and monthly processing successfully completed by each entity ~Vendor On-site support to answer questions, research issues and solve problems ~All non-post implementation support deliverables have been delivered and accepted by the Client	Client	Project Manager				5	Word	1 page
5.0	5.1		5.0 Post Implementation	5.0 Run	5.1 Production Support After Go Live	5.2 Production Support After Go Live	Task	Month 22	Month 22	145	Post-Implementation Support - Month 4	At the conclusion of month two after Go-Live, required performance criteria are consistently achieved and there are no Priority 0 or Priority 1 defects.	~Daily and monthly processing successfully completed by each entity ~Vendor On-site support to answer questions, research issues and solve problems ~All non-post implementation support deliverables have been delivered and accepted by the Client	Client	Project Manager				5	Word	1 page
5.0	5.1		5.0 Post Implementation	5.0 Run	5.1 Production Support After Go Live	5.5 QG6 - Final Solution Acceptance Quality Gate	Task	Month 22	Month 22	146	Final Go-Live Acknowledgement	Written acknowledgement that the system has been up and working successfully for a continuous 4 month period.	Written acknowledgement that the system has been up and working successfully for 4 continuous months.	Client	Project Manager				5	Word	1 page

Vendor Staffing Allocation

			Prepare			Explore					Realize				Deploy						Post go live support									
Month Number			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Project Month		10/1/2020	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	######	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	######	Dec '22	Jan '23
Business Days In Month			21	21	23	19	23	20	20	23	19	21	22	22	20	22	22	20	23	19	21	21	21	21	21	22	20	22	22	19
Total Available Hours in Month			168	168	184	152	184	160	160	184	152	168	176	176	160	176	176	160	184	152	168	168	168	168	168	176	160	176	176	152
Role	**Responsible Party**	**Avg %**	*** Enter % Allocaiton Per Month ***																											
Project Manager	Prime Vendor	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	50%						
Business Readiness (OCM, training)	Prime Vendor	100%														100%	100%	100%	100%	100%										
Offshore Lead	Prime Vendor	50%				50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%						
Offshore Migration	Prime Vendor	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%									
Functional US (DM/WM/QM)	Prime Vendor	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	100%	100%									
Functional US (Billing)	Prime Vendor	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	100%	100%									
Functional US (CS/CRM)	Prime Vendor	118%	100%	100%	100%	150%	150%	150%	150%	150%	150%	150%	150%	150%	100%	100%	100%	100%	100%	100%	50%	50%								
Functional US (FICA)	Prime Vendor	103%	100%	100%	100%	100%	100%	100%	100%	100%	140%	140%	140%	140%	100%	100%	100%	100%	100%	100%	50%	50%								
Functional India (CS/CRM)	Prime Vendor	94%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%								
Functional India Billing	Prime Vendor	89%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	50%						
Functional India FICA	Prime Vendor	89%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	50%						
Functional India DM/WM	Prime Vendor	89%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%	50%						
Development ABAP/Workflow	Prime Vendor	310%	200%	200%	200%	300%	300%	300%	300%	300%	500%	500%	500%	500%	500%	400%	200%	125%	125%	125%										
US Technical Architect	Prime Vendor	90%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	50%										
Technical PI (Interfaces)	Prime Vendor	46%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	25%	25%	25%										
Basis US	Prime Vendor	26%	50%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%										
Basis India	Prime Vendor	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%										
Security US	Prime Vendor	21%									25%	25%	25%	25%	25%	25%	25%	10%	10%	10%										
Reporting US	Prime Vendor	80%									100%	100%	100%	100%	100%	100%	100%	25%	25%	25%	100%									
Reporting India	Prime Vendor	80%									100%	100%	100%	100%	100%	100%	100%	25%	25%	25%	100%									
Total Resource Days			178.5	173.3	189.8	289.8	350.8	305	305	350.8	378.1	417.9	437.8	437.8	380	418	352	257	295.6	263.2	178.5	73.5	52.5	52.5	0	0	0	0	0	0
Total Resource Hours			1428	1386	1518	2318	2806	2440	2440	2806	3025	3343	3502	3502	3040	3344	2816	2056	2364	2105	1428	588	420	420	0	0	0	0	0	0
FTE Count			8.5	8.3	8.3	15.3	15.3	15.3	15.3	15.3	19.9	19.9	19.9	19.9	19.0	19.0	16.0	12.9	12.9	13.9	8.5	3.5	2.5	2.5	0.0	0.0	0.0	0.0	0.0	0.0

Instructions: For each role outlined in the above table please indicate the number of ONSITE weeks expected per month.

Vendor On-Site Weeks

			Faststart			Explore					Realize				Deploy						Post go live support									
Month Number			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Project Month		10/1/2020	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21	Oct '21	######	Dec '21	Jan '22	Feb '22	Mar '22	Apr '22	May '22	Jun '22	Jul '22	Aug '22	Sep '22	Oct '22	######	Dec '22	Jan '23
Business Days In Month			21	21	23	19	23	20	20	23	19	21	22	22	20	22	22	20	23	19	21	21	21	21	21	21	21	21	21	21
Total Available Hours in Month			168	168	184	152	184	160	160	184	152	168	176	176	160	176	176	160	184	152	168	168	168	168	168	168	168	168	168	168
Role	**Responsible Party**	**Avg %**	*** Enter # of Weeks Onsite Per Month ***																											
Project Manager	Prime Vendor	89%	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	2	2	2	2						
Business Readiness (OCM, training)	Prime Vendor	100%														3	3	3	3	3										
Functional US (DM/WM/QM)	Prime Vendor	92%	3	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2	2	3	3									
Functional US (Billing)	Prime Vendor	92%	1	1	1	3	3	3	3	3	2	2	2	2	2	2	2	2	2	3	3									
Functional US (CS/CRM)	Prime Vendor	50%	1	1	1	3	3	3	3	3	2	2	2	2	2	2	2	2	2	3	2	2								
Functional US (FICA)	Prime Vendor	103%	1	1	1	3	3	3	3	3	2	2	2	2	2	2	2	2	2	3	2	2								
US Technical Architect	Prime Vendor	90%				3	3	3	3	3	2	2	2	2	2	1	1	1	1	1										
Reporting US	Prime Vendor	0%									3	3	3	3	2	1	1	1	1	1	2									
Total Weeks On-Site			9.0	9.0	9.0	15.0	15.0	15.0	15.0	15.0	11.0	11.0	11.0	11.0	11.0	14.0	14.0	14.0	14.0	19.0	12.0	6.0	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
# Resources Onsite			5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	6.0	6.0	6.0	6.0	6.0	5.0	3.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0

Average Onsite Resources 3.8

Vendor Staffing Allocation

			Prepare			Explore					Realize				Deploy						Post go live support									
Month Number			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Project Month		10/1/2020																												
Business Days In Month			21	21	23	19	23	20	20	23	19	21	22	22	20	22	22	20	23	19	21	21	21	21	21	22	20	22	22	19
Total Available Hours in Month			168	168	184	152	184	160	160	184	152	168	176	176	160	176	176	160	184	152	168	168	168	168	168	176	160	176	176	152
Role	Responsible Party	Avg %	*** Enter % Allocaiton Per Month ***																											
PMO																														
Project Manager	Client	89%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	25%	25%						
Excutive Sponsor	Client	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%						
Project Director	Client	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%						
Administrator	Client	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
WORKSTREAMS																														
Functional Lead	Client	89%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
Billing, Customer Solutions, Estimations & A	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Customer Experience	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Customer Self Service	Client	40%		40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%	40%									
Rates	Client	88%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%								
GL Integration / Financial Balancing	Client	29%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	15%	15%						
Meter Shop - Gas and Electric	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Meter Shop - Water and Wastewater	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Field Services - Gas, Electric, Water/Waste	Client	93%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Credit and Collections	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Cashiering	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Misc. AR and New Services (Standing Requ	Client	87%	50%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	25%							
Reporting	Client	85%						100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	25%	25%						
SMEs from BFA (4 people)	Client	261%				150%	150%	150%	300%	300%	300%	300%	300%	300%	400%	400%	400%	300%	300%	300%	300%	300%	0%	0%						
TESTING TEAM																														
Testing Lead	Client	97%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
Testers (Functional Team members transition into Testing (allocation shown	Client																													
ORGANIZATION																														
Training Lead	Client	97%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
Training Support (Client)	Client					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
Change Management Lead	Client				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Change Management Lead (Client)	Client					50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	25%	25%	0%						
INFRASTRUCTURE																														
TECHNICAL TEAM																														
Technical Lead	Client	25%		25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%										
Conversion Lead	Client	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Integration Lead	Client					100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%									
Report Developer	Client										100%	100%	100%	100%	100%	100%	100%	25%	25%	25%	100%									
Network Admin	Client	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%						
Total Resource Days			171.2	184.8	271.4	404.7	489.9	446	476	547.4	471.2	520.8	545.6	545.6	516	567.6	567.6	481	553.2	457	379.1	197.4	68.25	21	0	0	0	0	0	0
Total Resource Hours			1369	1478	2171	3238	3919	3568	3808	4379	3770	4166	4365	4365	4128	4541	4541	3848	4425	3656	3032	1579	546	168	0	0	0	0	0	0
FTE Count			8.2	8.8	11.8	21.3	21.3	22.3	23.8	23.8	24.8	24.8	24.8	24.8	25.8	25.8	25.8	24.1	24.1	24.1	18.1	9.4	3.3	1.0	0.0	0.0	0.0	0.0	0.0	0.0

Process ID	Process Title	Requirement Nu	Requirement Description	GRU NOTES	GRU SCORE	Scope	Software Score	Includ	Confirmation Notes - AAC	System or Module	Type	LOE	
MC.01.01	Process Premise Management	MC.01.01.002	System will be configured to capture detailed premise demographics	Parcel Number Lot Sq. Footage Dwelling Sq. Footage Impervious Area Lat/Long # Units # Bedrooms # in Household Unique Gas Appliances & Name Total BTU of Appliances	5	IN	20	Yes		VertexOne CIS (2019)	E	Med	
MC.01.01	Process Premise Management	MC.01.01.011	System will be configured to flag a premise that has a history of stolen meters		5	IN	20	Yes		VertexOne CIS (2019)		Combined	
MC.01.01	Process Premise Management	MC.01.01.019	System will be configured with individual fields for each component of the premises' service address, including, but not limited to, the Assessor Parcel Number / Tax Map Identification.		5	IN	20	Yes		VertexOne CIS (2019)		Combined	
MC.01.01	Process Premise Management	MC.01.01.027	System will be configured to mass create premise addresses based on an upload.	Including the following information: Address Available Services Rate Category (Residential or General Service) Jurisdiction Code Any other available information At this time the contract account is also created and associated with all available services uninstalled and turned off.	15	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.01.01	Process Premise Management	MC.01.01.029	System will be configured to track / identify the priority of service restoration of the premise	This identifies the order in which premises are restored in the event of a mass outage or natural disaster.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.01.01	Process Premise Management	MC.01.01.034	System will be configured to associate a master meter to multiple premises for identification and not billing purposes.	Many buildings in the GRU service area have master meters (any service) which are billed to an overall account (ie. apartment complex). GRU would like to be able to identify the individual premises that receive service off of the master meter for reporting and informational purposes.	5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.01.01	Process Premise Management	MC.01.01.035	System will be configured to support the federal safety requirements for re-inspection and capping off of Gas Services.	When the Gas service has been inactive with 0 consumption for a period of one year the meter is plugged. When the service has been inactive with 0 consumption for a total of 6 years the meter is removed and capped. Ideally service orders should be automatically generated when these thresholds are met.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.01.01	Process Premise Management	MC.01.01.041	System will be configured to create contact notes at the premise level.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.02.01	Process Customer Record	MC.02.01.029	System will be configured to provide the ability for accounts to be manually exempt from being exported to an IVR system for outbound dialing.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.02.01	Process Customer Record	MC.02.01.030	System will be configured to provide the ability for accounts to be manually exempt from being exported to a text/SMS/private messaging systems for outbound communication.	System will be configured to "opt-in" to all non printed communications.	5	IN	15	Yes		VertexOne CIS (2019)		Combined	
MC.02.01	Process Customer Record	MC.02.01.031	System will be configured with the ability to notify the customer 'x' number of days prior to expiration of the tax exemption.	This would also include the ability to notify MEES (Medically Essential Electrical Services) or speciality program customers that their contract is ending.	5	IN	15	Yes		VertexOne CIS (2019)	F	Low	
MC.02.01	Process Customer Record	MC.02.01.035	System will be configured to provide the ability to provide email/social media notification of online profile changes.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.02.01	Process Customer Record	MC.02.01.036	System will be configured for CSR to Select Preferred Language of Communication.	English/Spanish	5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.02.01	Process Customer Record	MC.02.01.060	System will be configured to track and report on Suspicious Documents		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.02.01	Process Customer Record	MC.02.01.061	System will be configured to capture multiple mailing addresses and indicate if a bill copy should be sent to one or multiple addresses.		5	IN	15	Yes		VertexOne CIS (2019)		Combined	
MC.02.01	Process Customer Record	MC.02.01.067	System will be configured to generate an alert if a user attempts to reactivate a deceased Business Partner.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.02.01	Process Customer Record	MC.02.01.069	System will be configured to create an alert in the event the customer provides a birthday which determines they are under 18 years old or is over 100 years old.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.03.01	Process Customer Moves	MC.03.01.002	System will be configured to flag user when a customer with write-off history wants to create a new account.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.03.01	Process Customer Moves	MC.03.01.003	System will be configured to provide for the ability to monitor and track incidents of identity theft including reopening the account with different identification		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.03.01	Process Customer Moves	MC.03.01.004	System will be configured to track credit checks against new or existing accounts	GRU utilizes Online Information Services Inc. for credit information and ID verification. Ordinance Article 1 Section 27-6 and 7	5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.03.01	Process Customer Moves	MC.03.01.008	System will be configured to provide a view of rates and billing schedules for services/products that are being activated.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.03.01	Process Customer Moves	MC.03.01.009	System will be configured to provide the ability to notify user of unused but available products, services, programs, etc. for potential cross- or up-sales.		5	IN	15	Yes		VertexOne CIS (2019)	E	High	
MC.03.01	Process Customer Moves	MC.03.01.013	System will be configured to identify rate options available to customer at move in		5	IN	15	Yes		VertexOne CIS (2019)		Combined	
MC.03.01	Process Customer Moves	MC.03.01.016	System will be configured to provide the ability to associate customer with discount packages on load mgmt., recycling credits, etc.	GRU would like the ability to create and track load discounts for customers	3	IN	20	Yes	Q: Is this an auto rate change or is this for something specific that changes on the account? GRU: Currently this is stored as an Installation Fact.	VertexOne CIS (2019)	E	Low	
MC.03.01	Process Customer Moves	MC.03.01.018	System will be configured to provide the ability to create, store and present scripts for calls that the CSR's can follow.	The expectation is that the system will support scripts (guided workflow steps). The implementation must include the configuration and roll out of such workflows for complex scenarios such Move In/Move Out across all services offered at the organization.	15	IN	15	Yes		VertexOne CIS (2019)		OOS	Scripts agreed to be out of scope during scope confimration
MC.03.01	Process Customer Moves	MC.03.01.034	System will be configured with intelligent workflows to back out transactions on an account that has been connected or disconnected in error with an audit trail.		5	IN	15	Yes	There is an audit trail in SAP. Discussed that there will be the ability to unwind transactions with audit trails.	VertexOne CIS (2019)		OOS	Scripts agreed to be out of scope during scope confimration. Customer Management has the ability to account for fixing an account who has been disconnected or connected in error. No FRICEW needed
MC.03.01	Process Customer Moves	MC.03.01.037	System will be configured to generate, print, mail or email a non-residential application form, populating configurable known information from initial request.		5	IN	15	Yes		VertexOne CIS (2019)	F	Low	
MC.03.01	Process Customer Moves	MC.03.01.038	System will be configured to look at all active service orders when processing move orders and provide alerts if certain orders should be cancelled.	Example: currently a move out read order and a dunning discon	5	IN	15	Yes		VertexOne CIS (2019)	E	Med	

MC.03.01	Process Customer Moves	MC.03.01.040	System will be configured to provide an indicator that a move-in request has been put on hold, along with a reason for the hold.		5	IN	15	YES	This might be for a deposit, inspection - there is a need to validate the account. Need to put on hold until certain steps are completed. Updated this to YES with the understanding that it will be able to create in a pending status and then create a case to do the remaining tasks.	Discuss with Andre		Combined		
MC.03.01	Process Customer Moves	MC.03.01.041	System will be configured to provide scripts to take information needed based on the request type (move-in, transfer, etc.) and this information will then automatically populate in the areas of the system needed to complete the transaction.		5	IN	15	YES	There is no scripting capabilities but it will be handled through an intuitive workflow process. Discussed in earlier items. Confirmed with the team that there will be a series of guided screens. .	Discuss with Andre		Combined		
MC.03.01	Process Customer Moves	MC.03.01.044	System will be configured to provide a notification when an account with a non-cash deposit closes out with a balance.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.03.01	Process Customer Moves	MC.03.01.046	System will be configured to automatically populate the read when a move-in is backdated to pick up the last read date.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.03.01	Process Customer Moves	MC.03.01.047	System will be configured to automatically propagates business partner tax exempt status to newly created contract accounts upon move-in.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.03.01	Process Customer Moves	MC.03.01.048	System will be configured to automatically look for an active account to transfer a balance to when an account is closed.		5	IN	15	Yes		VertexOne CIS (2019)	E	High		
MC.03.01	Process Customer Moves	MC.03.01.054	System will be configured to provide a notification to water / wastewater when a premise with a grease trap changes hands, or when premise use changes to or from a restaurant.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.03.01	Process Customer Moves	MC.03.01.055	System will be configured to automatically populate(and lock) the class of service when a new account is created based on the premise/rate type.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.051	System will be configured with the ability to view a pending payment which has not yet been disbursed/posted.	GRU posts all payments in real time but if there was a situation where the payment was pending they would want it to display.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.057	System will be configured to provide the ability to view adjustments with complete details (e.g., reading, number of months adjusted, remarks, etc.) for the previous number of user-defined months.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.093	System will be configured with the ability to utilize a hyperlink for getting an image of the actual view of the letters. View can either be a PDF or HTML file format.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.101	System will be configured to view service orders by customer.	This could include name, social, tax id, etc.	5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.04.01	Process Customer Inquiry	MC.04.01.105	System will be configured to track multiple types of requests from multiple sources once request has been entered in the system, either directly (Web portal, IVR) or by employee who receives the request.	Users in New Services Department and Call Center spend time lc	5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.107	System will be configured to open an incident or a case automatically (or manually) that can be intelligently routed based on type to the appropriate department or group. The workflow will include notifications.	FULL REQUIREMENT: System will be configured to open an incident or a case automatically (or manually) that can be intelligently routed based on type to the appropriate department or group. The workflow will include notifications. The interaction number should be attached to the case if appropriate. An example of an automatic case would be the request to review a high bill from a customer through the web. Manual case's would be opened as a result of a phone call.	15	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.108	System will be configured provide internal workflow management including the current status of outstanding requests, with reminders / alerts (workflow progress tracking).	This will allow internal users as well as customers through self-s	15	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.109	System will be configured to create customer contact notes automatically as a result of the creation, update, or resolution of that case or service order.		15	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.04.01	Process Customer Inquiry	MC.04.01.110	They system will be configured to automatically pull in certain information to a customer contact - based on type of contact.	For example, if a balance inquiry contact is created it would autc	5	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.04.01	Process Customer Inquiry	MC.04.01.116	System will be configured to generate an alert when a billing address is being changed.	Currently it is easy to accidently change the billing address for al	5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.120	System will be configured to provides a summary of billing and payment history that can be sent to the business partner according to the business partner's preferred communication method.		5	IN	15	Yes		VertexOne CIS (2019)	F	High		
MC.04.01	Process Customer Inquiry	MC.04.01.121	System will be configured so that if a business partner has an active MEES (Medically Essential Electrical Service) status, when disconnect is necessary, solution issues an immediate tag order and a disconnect order for the following business day.		3	IN	15	Yes		VertexOne CIS (2019)	F	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.123	System will be configured so that when a representative sends a response to a web-based email request, solution automatically creates a contact note.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.04.01	Process Customer Inquiry	MC.04.01.124	System will be configured to initiate a configurable guided walkthrough (workflow) when a request or case is opened by a representative.		15	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.125	System will be configured to capture customer/representative interactions and notify the original representative that was working the case that a response has been received.		3	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.04.01	Process Customer Inquiry	MC.04.01.127	System will be configured to permit a representative to update or change the request type on an incoming Customer Self Service Request.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.04.01	Process Customer Inquiry	MC.04.01.128	System will be configured to attach documents to customer responses directly from CIS without having to download them first.		5	IN	15	Yes	This is In Scope via the Open Text Interface.	VertexOne CIS (2019)			25	A Pledge Speicfic Dunning Lock Can be used to take customer out of collectionsfor 30 days (for Example) and as payment come in they will post with a Pledge Payment Type
MC.04.01	Process Customer Inquiry	MC.04.01.129	System will be configured with the ability to limit the amount of data being brought in on large accounts initial view to improved the load time.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.04.01	Process Customer Inquiry	MC.04.01.132	System will be configured to provide the ability to generate semi-custom letters through the use of scripts from within the CIS system. The template will automatically pull in customer data and then allow the user to enter custom information.	For example, New Services creates estimates. GRU would like a standard estimate template where the user can enter in custom information which will be placed in a pre-defined spot on the correspondence.	15	IN	15	Yes	Verified. Will deine the letters based on requirements. There may be some freeform text required.	VertexOne CIS (2019)	F	Med		
MC.05.01	Maintain Landlord Agreement	MC.05.01.007	System will be configured to provide the ability to mass setup, change and delete landlord and revert-to information.		15	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.05.01	Maintain Landlord Agreement	MC.05.01.010	System will be configured to track and report on tenant claim that account holder has moved out		5	IN	15	Yes		VertexOne CIS (2019)	R	Med		

MC.05.01	Maintain Landlord Agreement	MC.05.01.012	System will be configured to allow for vacant accounts with usage to revert to landlord /owner for the account.		3	IN	15	Yes	VertexOne CIS (2019)	E	Low
MC.05.01	Maintain Landlord Agreement	MC.05.01.013	System will be configured to "trap" and "flag" the condition where a landlord attempts to terminate all services for its tenants. System will provide a means of follow-up for the utility.		5	IN	15	Yes	VertexOne CIS (2019)	R	Med
MC.05.01	Maintain Landlord Agreement	MC.05.01.015	System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, alerts, email, and other means sent directly to management.		5	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.05.01	Maintain Landlord Agreement	MC.05.01.017	System will identify to the utility a landlord or homeowner with multiple units who is delinquent through the following means but not limited to, dashboard.		3	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.05.01	Maintain Landlord Agreement	MC.05.01.019	System will be configured to provide the ability to automatically notify all tenants of the landlord or homeowners 'x' days in advance of service termination.		5	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.05.01	Maintain Landlord Agreement	MC.05.01.022	System will be configured to automatically reactivates Owner Allocations (Revert to Landlord) upon a new move-in when the allocation was previously deactivated due to occupant non-payment disconnect.	Currently if a customer is turned-off for non-pay the revert to la	5	IN	15	Yes	VertexOne CIS (2019)	E	Med
MC.05.01	Maintain Landlord Agreement	MC.05.01.024	System will be configured to automatically set a premise to vacant and issue all disconnect orders for all associated services in the event a an owner/landlord removes the allocation/reversion.	When a landlord wants to discontinue reversion the system sho	5	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.05.01	Maintain Landlord Agreement	MC.05.01.025	System will be configured to provide a mass change function to add or remove Owner Allocations (Revert to Landlord).	If an owner of an apartment building wants to setup reversion o	5	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.003	System will be configured to support deposit calculations based on SQFT		5	IN	20	Yes	VertexOne CIS (2019)	E	High
MC.06.01	Determine Required Deposit	MC.06.01.004	System will be configured to support deposit calculations based on type of business		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.005	System will be configured to support deposit calculations based on type of services provided to customer		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.006	System will be configured to support deposit calculations based on anticipated usage		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.007	System will be configured to support deposit calculations based on installed equipment		3	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.010	System will be configured to support deposit calculations based on 3rd party guarantees		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.011	System will be configured to provide the ability to assess deposit by service. Separate deposits can be collected and reported for individual services. Must have way to insure the correct deposit is applied to the service.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.012	System will be configured to Automatically Quote Deposits based on Account Credit History.		5	IN	20	Yes	VertexOne CIS (2019)	E	Low
MC.06.01	Determine Required Deposit	MC.06.01.013	System will be configured to Automatically Quote Deposits based on Customer Class.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.014	System will be configured to Automatically Quote Deposits based on Service Type.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.015	System will be configured to Automatically Quote Deposits based on Premise Historical Usage.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.018	System will be configured to calculate and apply deposits and provide a manual override for customers who have had a bankruptcy.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.01	Determine Required Deposit	MC.06.01.019	System will be configured to meet Dodd-Frank credit score reporting requirements.		5	IN	20	Yes	VertexOne CIS (2019)	I	High
MC.06.02	Process Deposits	MC.06.02.005	System will be configured to allow for immediate billing of the deposit separate from it's normal cycle billing.		3	IN	20	Yes	VertexOne CIS (2019)	E	High
MC.06.02	Process Deposits	MC.06.02.007	System will be configured to Support Deposits Covering Multiple Accounts.		5	IN	20	Yes	VertexOne CIS (2019)	E	High
MC.06.02	Process Deposits	MC.06.02.008	System will be configured to Quote Additional Deposits.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.02	Process Deposits	MC.06.02.009	System will be configured to provide ability to view outstanding deposits not yet applied.	This refers to the situation in which GRU creates a payment plan for a deposit and the ability to easily see the partial payment of the deposit and the remaining amount due.	5	IN	20	Yes	VertexOne CIS (2019)	R	Med
MC.06.02	Process Deposits	MC.06.02.012	System will be configured to provide the ability to calculate a new deposit for services when transferred, taking into account credit history, types of services, and customer type, with the ability to override.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.02	Process Deposits	MC.06.02.014	System will be configured to provide the ability to automatically generate a letter to customer in a user-defined number of days prior to the expiration of the letter of credit, surety bond, or CD's.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med
MC.06.02	Process Deposits	MC.06.02.016	System will be configured to provide the ability to automatically release the guarantor from financial responsibility for an account when the account meets regulatory good standing guidelines.		3	IN	20	Yes	VertexOne CIS (2019)	E	Med
MC.06.02	Process Deposits	MC.06.02.018	System will be configured with the ability for a service order that has been held pending payment of a deposit to be released when payment is made.		5	IN	20	Yes	VertexOne CIS (2019)	E	Med
MC.06.02	Process Deposits	MC.06.02.024	System will be configured to provide the ability to automatically refund deposits when the deposit requirement period has expired and the current credit rating is satisfactory.		5	IN	20	Yes	VertexOne CIS (2019)	E	Low
MC.06.02	Process Deposits	MC.06.02.025	System will be configured to provide the ability to automatically apply the deposit on the account when the deposit requirement period has expired and the current credit rating is satisfactory.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.02	Process Deposits	MC.06.02.034	System will be configured to correctly calculates deposit for non-residential customers based on similarity to previous business and/or NIGP [National Institute of Government Purchasing commodity / services code) code.		5	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.02	Process Deposits	MC.06.02.035	System will be configured to automatically calculate and assesses deposit amounts based on configurable parameters including but not limited to customer's credit score and rules per ordinance.(need ability to override with proper security clearance).		15	IN	20	Yes	VertexOne CIS (2019)		Combined
MC.06.03	Apply Deposit Interest to Account	MC.06.03.001	System will be configured to provide calendar year interest paid to customer for preparation of 1099-Interest forms.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med
MC.07.01	Process Budget Billing	MC.07.01.003	System will be configured to allow user-defined criteria (e.g., good credit rating, etc.), to qualify accounts eligible for budget billing services - with manual override capability.		5	IN	15	Yes	VertexOne CIS (2019)	E	Med
MC.07.01	Process Budget Billing	MC.07.01.004	System will be configured to have or require a user-defined, e.g., positive, etc., credit score and a user-defined threshold of A/R to be eligible for budget billing.		5	IN	15	Yes	VertexOne CIS (2019)		Combined
MC.07.01	Process Budget Billing	MC.07.01.014	System will be configured to recalculate a budget bill based on specific issues, e.g., an abnormally cold winter requires a recalculated budget amount, etc.	Enhancement	5	IN	15	Yes	VertexOne CIS (2019)	E	Med

MC.07.01	Process Budget Billing	MC.07.01.015	System will be configured to monitor usage, with a percentage tolerance and/or dollar amount, for management of usage changes (up or down) recalculating the budget billing amount on a user-defined - every 'x' months.	Same enhancement as above	5	IN	15	Yes	VertexOne CIS (2019)	E	Low		
MC.07.02	Process Assistance Programs	MC.07.02.018	System will be configured to deduct the pledge amount from the outstanding balance, when a pledged amount is received.		5	IN	20	Yes	VertexOne CIS (2019)	I	Med		Inbound file to create credit vouchers on Customers Contact Account and debit posting on agencies Contract Account
MC.07.02	Process Assistance Programs	MC.07.02.019	System will be configured to automatically remove the "pending payment" status once the actual pledge payment has been received by the utility.		5	IN	15	Yes	VertexOne CIS (2019)	E	Med		Payment Received and Posted Against Agency Contract Account
MC.07.02	Process Assistance Programs	MC.07.02.024	System will be configured to provide a daily total of charitable vouchers for balancing purposes.	currently very labor intensive and subject to errors - proposed s	5	IN	20	Yes	VertexOne CIS (2019)	R	Med		Daily Report can be viewed on Fiori Open Items report by Agency Contract Accout
MC.07.02	Process Assistance Programs	MC.07.02.025	System will be configured to reconcile charitable agency payments against vouchers issued.		5	IN	20	Yes	VertexOne CIS (2019)			25	VertexOne Process will post voucher and agency debit as the same document number for ease reconcilation purposes.
MC.07.02	Process Assistance Programs	MC.07.02.026	System will be configured to notify charitable agencies if payment for a outstanding vouchers has not been received after a specified period.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med		Dunning Process will evaluate Agency BPs and send dunning comminucation of vouchers outstand past a date to be determined by GRU
MC.07.02	Process Assistance Programs	MC.07.02.028	System will be configured to notify the charitable organization and voucher recipient when a voucher is applied, using each party's preferred method of communication.		5	IN	20	Yes	VertexOne CIS (2019)	E	Med		Communication on Payment Received will be sent
MC.07.02	Process Assistance Programs	MC.07.02.029	CSS system will be configured to allow business partners to view and track status on a LEEP project.		5	IN	20	Yes	VertexOne CIS (2019)	E	Med		
MC.07.02	Process Assistance Programs	MC.07.02.030	System will be configured to provide updates on LEEP project status using the business partner's preferred method of communication.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med		
MC.07.02	Process Assistance Programs	MC.07.02.031	System will be configured to provide an indicator and date at both business partner and premise level that a LEEP project has been executed.		5	IN	20	Yes	VertexOne CIS (2019)	E	Med		
MC.07.02	Process Assistance Programs	MC.07.02.032	System will be configured to provide an alert when a business partner who has had a LEEP project within the past year moves out of the premise.		5	IN	20	Yes	VertexOne CIS (2019)	R	Med		
MC.07.02	Process Assistance Programs	MC.07.02.033	System will be configured to store LEEP project quotes and send a notification to relevant users when the required number of quotes for a service have been received.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med		
MC.07.02	Process Assistance Programs	MC.07.02.034	System will be configured to automatically generate a voucher for the homeowner to present to the contractor when a LEEP project is approved for execution.		5	IN	20	Yes	VertexOne CIS (2019)	F	Med		
MC.07.05	Process Net Metering Resources	MC.07.05.013	System will be configured to track the fact that the utility shall have the right to require that the owner of the premises give satisfactory written approval of the customer's request for service under NEM.	Require an interconnection agreement.	5	IN	15	Yes	VertexOne CIS (2019)	E	Med		
MC.07.05	Process Net Metering Resources	MC.07.05.048	System will be configured to store and allow for mail and emailing of an Interconnection Agreement to the customer.		5	IN	15	Yes	VertexOne CIS (2019)	F	Low		
MC.07.05	Process Net Metering Resources	MC.07.05.050	System will be configured for full NEM-related reporting, balancing, and tracking, including actual, projections, estimates, and other reporting.		5	IN	15	Yes	VertexOne CIS (2019)	R	High		
MC.07.05	Process Net Metering Resources	MC.07.05.051	System will be configured to Report on all NEM Accounts		5	IN	15	Yes	VertexOne CIS (2019)	R	Med		
MC.07.05	Process Net Metering Resources	MC.07.05.052	System will be configured to Report on NEM Contract Information		5	IN	15	Yes	VertexOne CIS (2019)		Combined		
MC.07.05	Process Net Metering Resources	MC.07.05.053	System will be configured to Report on NEM Generation Unit Location		5	IN	15	Yes	VertexOne CIS (2019)		Combined		
MC.07.05	Process Net Metering Resources	MC.07.05.054	System will be configured to Report on Monthly and Annual NEM Consumption		5	IN	15	Yes	VertexOne CIS (2019)		Combined		
MC.07.05	Process Net Metering Resources	MC.07.05.055	System will be configured to Report on Monthly and Annual NEM Generation		5	IN	15	Yes	VertexOne CIS (2019)		Combined		
MC.07.07	Process Payment Arrangements	MC.07.07.010	System will be configured to provide the ability to automatically generate a cut-off service order when terms of a payment arrangement are not met.		5	IN	20	Yes	VertexOne CIS (2019)	E	Low		
MC.07.07	Process Payment Arrangements	MC.07.07.017	System will be configured to automatically provide an alert to user of payment plan arrangement that is in default.		5	IN	20	Yes	VertexOne CIS (2019)		Combined		
MC.07.07	Process Payment Arrangements	MC.07.07.020	System will be configured to provide audit trail displaying user who created the payment arrangement in addition to displaying approving user's details.		5	IN	20	Yes	VertexOne CIS (2019)		Combined		
MC.07.07	Process Payment Arrangements	MC.07.07.021	System will be configured to provide the ability to exempt an account from a late fee with a one time override with an audit trail.		5	IN	15	Yes	VertexOne CIS (2019)	E	Low		
MC.07.09	Process Summary Billing	MC.07.09.021	System will be configured to add multiple contract accounts to collective billing in a single step.		5	IN	20	Yes	VertexOne CIS (2019)	E	Med		
MC.07.09	Process Summary Billing	MC.07.09.022	System will be configured to provide a script/workflow for users to assist with creating a collective billing account.		15	IN	20	Yes	VertexOne CIS (2019)	E	Easy		VertexOne Collective Business Process will be followed to have accounts paid in full and added to the Collective Account by a VertexOne Fiori App built to aid in this process
MC.07.09	Process Summary Billing	MC.07.09.024	System will be configured to provide a workflow process for closing collective accounts.		15	IN	20	Yes	VertexOne CIS (2019)	E	Low		
MC.07.09	Process Summary Billing	MC.07.09.025	System will be configured to notify the CSR when adding a new contract account to business partner with collective billing (master summary billing) and provide the option to add the new contract account to the collective bill automatically.		5	IN	15	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.003	System will be configured to provide for the capture of minimal efficiency requirements including SEER, EER, HSPF, SPLIT, etc.		5	IN	15	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.006	System will be configured to track overall energy savings of conservation program		5	IN	20	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.007	System will be configured to support the verification and balancing for all costs associated with an individual program, for all conservation and energy incentives.		3	IN	20	Yes	VertexOne CIS (2019)	R	Med		
MC.07.10	Process Rebates and Conservation	MC.07.10.011	System will be configured to track overall cost of conservation program		3	IN	20	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.013	System will be configured with the ability to process rebates on-screen, utilization of a work queue, and an online approval process.	For example: A customer submits proof of purchase on several gas appliances and provides the contractor contact information. This would go to a work queue for the GRU rep to contact the contractor for verification and then setup a service order for inspection. Once the order is closed successfully the rebate would apply to the account.	5	IN	15	Yes	VertexOne CIS (2019)	E	Med		
MC.07.10	Process Rebates and Conservation	MC.07.10.014	System will be configured with the ability to process multiple rebates online.		5	IN	15	Yes	VertexOne CIS (2019)		Combined		
MC.07.10	Process Rebates and Conservation	MC.07.10.015	System will be configured with the ability to track what rebates have been applied for.		5	IN	15	Yes	VertexOne CIS (2019)	R	Med		
MC.07.10	Process Rebates and Conservation	MC.07.10.018	System will be configured with the ability for the CSR to inquire, search, and populate the appropriate program on the screen with the appropriate amounts and other program specifics with proper security and audit trail.	The CSR should be able to look up the programs that are available to a particular customer and select if the customer is interested. The enrollment screens would be pre-populated with any default information or charges to enroll in that program.	5	IN	15	Yes	VertexOne CIS (2019)	E	Med		
MC.07.10	Process Rebates and Conservation	MC.07.10.019	System will be configured with the ability to track high-efficiency ratings for new and existing residential and commercial properties.		3	IN	20	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.021	System will be configured to generate a rebate credit to be applied to the active customers bill or through the issuance or a check		5	IN	15	Yes	VertexOne CIS (2019)	E	Low		
MC.07.10	Process Rebates and Conservation	MC.07.10.026	System will be configured with the ability to process multiple rebates in batch.		5	IN	15	Yes	VertexOne CIS (2019)	E	Med		
MC.07.10	Process Rebates and Conservation	MC.07.10.027	System will be configured to Process Rebates Online.		5	IN	15	Yes	VertexOne CIS (2019)		Combined		

MC.07.10	Process Rebates and Conservation	MC.07.10.029	System will be configured to provide a workflow process for the gas rebate process.		5	IN	15	Yes		VertexOne CIS (2019)	W	Med
MC.07.10	Process Rebates and Conservation	MC.07.10.030	System will be configured to apply any approved rebate to any past balances due before issuing a rebate check.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.07.10	Process Rebates and Conservation	MC.07.10.031	System will be configured to provides an interface with the financial system for gas rebate processing.		5	IN	15	Yes		VertexOne CIS (2019)	I	Med
MC.07.12	Process Real Time Pricing	MC.07.12.031	System will be configured to provide the ability to perform rate calculation scenarios.		15	IN	20	Yes		VertexOne CIS (2019)	E	High
MC.09.01	Process Meter Reading	MC.09.01.013	System will be configured to automatically resequence a read route in CIS based on the resequencing of the hand held device.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.09.01	Process Meter Reading	MC.09.01.014	System will be configured to validate on-line meter readings to the number of dials.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low
MC.09.01	Process Meter Reading	MC.09.01.015	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with description of the route.		5	IN	15	Yes		VertexOne CIS (2019)	E	High
MC.09.01	Process Meter Reading	MC.09.01.016	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with last read date.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.01	Process Meter Reading	MC.09.01.017	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with number of meters within the route.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.01	Process Meter Reading	MC.09.01.018	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with route identification number.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.01	Process Meter Reading	MC.09.01.020	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with start and finish time of the route.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.01	Process Meter Reading	MC.09.01.021	System will be configured to maintain, and update via batch from Meter Reading Software, route read history information with mileage driven to complete the route.		3	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.01	Process Meter Reading	MC.09.01.036	System will be configured to provide the ability to combine meter/equipment survey requests with meter reading routes		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.09.01	Process Meter Reading	MC.09.01.037	System will be configured to provide the ability to process meter/equipment survey results with meter reading uploads		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.02	Process Meter Reading Exceptions	MC.09.02.009	System will be configured with a mechanism to flag a customer and / or account due to unauthorized usage (i.e.. After move our or on seasonal account).		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.02	Process Meter Reading Exceptions	MC.09.02.010	System will be configured with the ability to automatically generate a service order based on system events (fails system high/low validations, negative consumption, etc.) with override.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med
MC.09.02	Process Meter Reading Exceptions	MC.09.02.015	System will be configured to validate high consumption based on 12 month rolling average for that meter and premise		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.09.02	Process Meter Reading Exceptions	MC.09.02.016	System will be configured to validate low consumption based on 12 month rolling average for that meter and premise		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.02	Process Meter Reading Exceptions	MC.09.02.017	System will be configured to validate low consumption based on last month usage for that meter and premise		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.02	Process Meter Reading Exceptions	MC.09.02.018	System will be configured to validate low consumption based on same period last year usage for that meter and premise		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.09.02	Process Meter Reading Exceptions	MC.09.02.020	System will be configured to flag accounts where one service has zero consumption but the other services are processing consumption.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.09.02	Process Meter Reading Exceptions	MC.09.02.021	System will be configured to validate hight consumption based on last month usage for that meter and premise		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.02	Process Meter Reading Exceptions	MC.09.02.022	System will be configured to validate high consumption based on same period last year usage for that meter and premise		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.09.02	Process Meter Reading Exceptions	MC.09.02.025	System will be configured to automatically recalculate an affected bill when a corrected meter reading is entered.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.02	Process Meter Reading Exceptions	MC.09.02.026	System will be configured to generate an alert when a hydrant meter has been active or inactive for a configurable number of months.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low
MC.09.03	Process Meter Event	MC.09.03.004	System will be configured to track tampering case information		5	IN	20	Yes		VertexOne CIS (2019)	E	Med
MC.09.03	Process Meter Event	MC.09.03.006	System will be configured to report on tampering accounts		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.03	Process Meter Event	MC.09.03.007	System will be configured to report on tampering locations and meter number		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.03	Process Meter Event	MC.09.03.008	System will be configured to report on tampering consumption billed		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.03	Process Meter Event	MC.09.03.009	System will be configured to report on tampering amount billed		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.03	Process Meter Event	MC.09.03.010	System will be configured to report on repeat tampering locations		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.03	Process Meter Event	MC.09.03.011	System will be configured to report on repeat tampering customers		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.04	Estimate Usage	MC.09.04.010	System will be configured to Exclude Account from Estimations.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.04	Estimate Usage	MC.09.04.011	System will be configured to Prioritize Estimation Methods.		5	IN	15	Yes	GRU: expecting multiple estimation types. i.e. estimate based on same time last year, or previous month. Would like a hierarchy built based upon available data elements. Ask: Want to be able to look at 3-4 different estimations and select the cheapest one. Run up for approval if needed. - not sure if this is a good way to do this, would be a customization. Not recommended. Christina to put	VertexOne CIS (2019)	E	Med
MC.09.04	Estimate Usage	MC.09.04.013	System will be configured to Manually Change Estimation Method.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.09.04	Estimate Usage	MC.09.04.014	System will be configured to Estimate based on Premise Location.	Taking into account premise history as well as customer history.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.09.04	Estimate Usage	MC.09.04.018	System will be configured to estimate consumption based upon an average of user-selected prior billing periods.		5	IN	15	Yes		VertexOne CIS (2019)	E	High
MC.09.04	Estimate Usage	MC.09.04.021	System will be configured to easily suspend the estimation of reads.	For example, if a natural disaster occurred GRU would not want to estimate any bills.	15	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.09.04	Estimate Usage	MC.09.04.024	System will be configured to automatically update the meter read type when edited in the system.	Currently when we change a read we have to manually change the meter read type from a meter read by utility or estimation to a manual override. This should be done automatically by the system when the read is edited.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med

MC.09.05	Maintain Meter Reading Characteristics	MC.09.05.012	System will be configured to accommodate reading route functionality such as the re-sequence of meters through a GIS graphical interface / 3rd party routing software.		3	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.005	System will be configured to provide an alert to modify customers rate based on actual usage.		5	IN	15	Yes	GRU: This will be handled thorugh a case.	VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.026	System will be configured with the ability on-screen for "What If Billing" and prospectus billing. Billing factors can be changed and calculations can be viewed.		15	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.035	System will be configured to calculate charge based on equivalent residential units.	This occurs for deposits.	5	IN	20	Yes	Discussed. Vertex will be able to accommodate in the security deposit calculation.	VertexOne CIS (2019)	E	Low
MC.10.01	Generate Billing	MC.10.01.037	System will be configured to produce a bill for a miscellaneous item.		5	IN	15	Yes		VertexOne CIS (2019)	E	High
MC.10.01	Generate Billing	MC.10.01.038	System will be configured with the ability to not track accounts where the relationship is not continued (e.g., one-time purchase, etc.) and the account is not a "covered account." An account where there is no credit extended.	GRU would like the ability to setup a customer type as a "non-customer" so that they can be billed for Misc. A/R but not be counted as a true customer in reports. Would also like the ability to change this indication so if this person becomes a customer they do not loose the history.	5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.10.01	Generate Billing	MC.10.01.053	System will be configured for the ability on-screen to generate a one time miscellaneous bill to an existing customer.	GRU would like the ability to bill a customer for miscellaneous charges after they have been final billed on an account without having to move them in and then out to force the generation of a bill.	15	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.10.01	Generate Billing	MC.10.01.054	System will be configured for the ability on-screen to generate a one time misc. bill to a non-utility customer.		15	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.10.01	Generate Billing	MC.10.01.056	System will be configured to bill out the remainder of the total amount due should the account final bill prior to the end of the stated fixed time period (i.e. finance contracts, area lights, etc.)		15	IN	15	Yes	Clarified that full balance is due at this time. Currently the original contract balance is stored as an installation fact. The system needs to be able to calculate what has been paid, and the remaining balance due in the event of an early termination.	VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.057	System will be configured to bill out only the monthly installment amount of charitable contributions on a final bill.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.065	System will be configured to track an invoice number for miscellaneous A/R.		15	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.10.01	Generate Billing	MC.10.01.068	System will be configured to track duration of fixed contracts and immediately bills for the balance if service is terminated.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.01	Generate Billing	MC.10.01.070	System will be configured to ensure that multiple bill orders are not created and active for the same contract account.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low
MC.10.01	Generate Billing	MC.10.01.072	System will be configured to provide a notification to water / wastewater when a premise with a grease trap starts regular billing for consumption.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low
MC.10.02	Process Bill Printing	MC.10.02.025	System will be configured with the ability to add / subtract fields on the bill print extract format without programming intervention with the proper level of security.		5	IN	15	Yes		VertexOne CIS (2019)	F	High
MC.10.02	Process Bill Printing	MC.10.02.042	System will be configured to track mail that is sent to the customer and returned repeatedly as undeliverable although billing and payment transactions continue to be conducted		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.02	Process Bill Printing	MC.10.02.047	Solution provides a tool for diagnosing and correcting out-of-balance bills (this happens when the bill print totals don't match the balances in the CIS system).		5	IN	15	Yes		VertexOne CIS (2019)	E	High
MC.10.03	Process Billing Exceptions	MC.10.03.001	System will be configured to support the identification and outsorting of outgoing mail that is destined for foreign addresses to allow for handling extra postage		3	IN	20	Yes		Kubra	E	Med
MC.10.04	Manage Bill Messages	MC.10.04.001	System will be configured with the ability for global custom messages, without programming needed as this may change with each bill run, and where all bills produced will have a single message.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med
MC.10.04	Manage Bill Messages	MC.10.04.004	System will be configured with the ability to define custom messages by individual customer, range of customers, class, zip code, rate, etc.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.10.04	Manage Bill Messages	MC.10.04.005	System will be configured with the ability to display a message based on cycle number.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.10.04	Manage Bill Messages	MC.10.04.006	System will be configured with the ability to display a message based on route number.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.10.04	Manage Bill Messages	MC.10.04.007	System will be configured with the ability to define custom messages by service or other user-defined group.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.10.04	Manage Bill Messages	MC.10.04.015	System will be configured to provide the ability to simulate bill print as part of the message approval workflow.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.04	Manage Bill Messages	MC.10.04.016	System will be configured to include both text and full color images in bill print messaging.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.05	Process Cancel Rebill	MC.10.05.014	System will be configured to automatically calculate back bills based on configurable business rules, with option to preview the result.		5	IN	20	Yes		VertexOne CIS (2019)	E	High
MC.10.05	Process Cancel Rebill	MC.10.05.015	System will be configured to create a configurable letter explaining back bill calculations to be sent using the business partner's preferred communication method.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med
MC.10.05	Process Cancel Rebill	MC.10.05.016	System will be configured to automatically create an installment plan for back bills, based on the number of months being back bills, with the ability to edit.		5	IN	15	Yes		VertexOne CIS (2019)	E	High
MC.12.01	Process Device Inventory	MC.12.01.002	System will be configured to allow upload/download of meter information from manufactures through CD-ROM, USB, or the internet into a pending status.		5	IN	15	Yes	GRU needs to be able to store serialized meter inventory in CIS. When the shipment is received its entered in "bulk" into the FMIS and then the individual meters are loaded into CIS. Meter test results are received from our manufacturers via Outlook which we convert to xml files. When those meters are purchased into PowerTrack (our inventory system) the meter and the test results are uploaded to SAP. PowerTrack and SAP MUST be able to interface.	VertexOne CIS (2019)	I	High
MC.12.01	Process Device Inventory	MC.12.01.003	System will be configured to allow upload of meter information from 3rd party meter management system into the system.	For Electric and Gas Meters this is Powertrack.	5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.12.01	Process Device Inventory	MC.12.01.004	System will be configured to allow for mass entry of meters from a file as provided by the manufacturer (alpha and/or numeric values)		5	IN	15	Yes		VertexOne CIS (2019)		Combined

MC.12.01	Process Device Inventory	MC.12.01.020	System will be configured to view fully loaded price (cost of installed meter) of the meter		5	IN	15	Yes	[GRU] The team would like to have the ability to store this as an attribute. GRU does not expect the CIS solution to calculate this value.	VertexOne CIS (2019)	E	Low		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.016	System will be configured to provide on-line access to test results and information by Tester Freeform Notes		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.017	System will be configured to provide on-line access to test results and information by Multiple Testing Results		5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.018	System will be configured to provide on-line access to test results and information by Test Result Type		5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.019	System will be configured to provide on-line access to test results and information by Meter Accuracy Results (i.e., fast, slow, percentage of each, etc.)		5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.020	System will be configured to provide on-line access to test results and information by Meter Test Results (full load, light load, power factor, weighted average)		5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.021	System will be configured to see on-line if testing results are in or out of range.		5	IN	15	Yes		VertexOne CIS (2019)		Combined		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.022	System will be configured to load meter test results from meter test bench, CT test bench, field test sets, or other test equipment either through a flat file or direct interface.		5	IN	15	Yes		VertexOne CIS (2019)	I	Med		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.037	System will be configured to provide the ability to generate orders for meter testing based on meter usage		5	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.12.02	Perform Device Accuracy Testing	MC.12.02.040	System will be configured to provide an alert that meter test results are expiring within a configurable number of days.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med		
MC.12.03	Maintain Device Inventory	MC.12.03.014	System will be configured to provide Ability to view Meter Reading Sequence Number		5	IN	5	Yes		VertexOne CIS (2019)	E	Low		
MC.13.01	Process Payments	MC.13.01.001	System will be configured to accept and track authorized kiosk payments		5	IN	20	Yes		VertexOne CIS (2019)	E	High		
MC.13.01	Process Payments	MC.13.01.011	System will be configured to accept and track authorized pay station payments		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.13.01	Process Payments	MC.13.01.012	System will be configured with the ability for a 3rd-Party payment application to pass the transaction / confirmation number.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.13.03	Process Refund	MC.13.03.002	System will be configured to provide the ability to have a grace period between the last payment date and the issuance of a refund check.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.13.03	Process Refund	MC.13.03.006	System will be configured to provide the ability to issue a report and checks for credit balance processing. The issuance of the check will come from FMIS A/P application through an automated interface.		15	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.13.03	Process Refund	MC.13.03.007	System will be configured to provide the ability to issue a check, through FMIS, for a user-specified amount for any reason (i.e., over charges, etc.) regardless of the account balance.		15	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.13.03	Process Refund	MC.13.03.012	System will be configured to provide the ability to issue mass credit refunds based on user-defined criteria.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.13.03	Process Refund	MC.13.03.018	System will be configured to provide the optional ability to combine refund checks for multiple contract accounts under a single business partner.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.13.03	Process Refund	MC.13.03.019	System will be configured to allow a user to select "hold check" to prevent mailing check if business partner wants to pick up the check in person.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.01	Process Late Payment Charges	MC.14.01.001	System will be configured to provide the ability to mark accounts that are exempt from late fees.		5	IN	20	Yes	Certain account types are not charged late fee's - verified that it will be ok to do this based on account type. Verified that this is not something used on a case-by-case basis.	VertexOne CIS (2019)		Combined		
MC.14.01	Process Late Payment Charges	MC.14.01.011	System will be configured to have the ability to set up late fee removal approval process.	For example, A CSR might be able to remove on late fee within X period of time and any subsequent removals within that period of time would require supervisor approval through a work queue.	5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.14.01	Process Late Payment Charges	MC.14.01.013	System will be configured to send late fee waivers to an approval queue after X number of waivers based on security.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.14.02	Process Delinquency	MC.14.02.021	System will be configured to generate notices in alternate languages.	Spanish	5	IN	20	Yes		VertexOne CIS (2019)	F	Med		
MC.14.02	Process Delinquency	MC.14.02.034	System will be configured to automatically generate past-due notices to guarantors for the past-due accounts they are guaranteeing.		3	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.02	Process Delinquency	MC.14.02.048	System will be configured to generate an additional collection letter within a user-defined time frame.		3	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.02	Process Delinquency	MC.14.02.052	System will be configured to allow a customer that was disconnected for non-payment to be eligible for reconnect on or after the disconnect date by entering into a payment plan (no deposit required).		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.02	Process Delinquency	MC.14.02.055	System will be configured with the ability to force a customer into the delinquency process.	This situation occurs when GRU determines that an account is eligible for disconnect for a non-standard reason such as a person that is living at the location owes money on another unrelated account.	5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.02	Process Delinquency	MC.14.02.059	System will be configured to include a configurable threshold amount and/or number of payments missed for dunning, which can be adjusted on a daily basis.		5	IN	20	Yes		VertexOne CIS (2019)	E	High		
MC.14.02	Process Delinquency	MC.14.02.063	System will be configured to provide a reminder to the collections group when a closed account balance due isn't paid within a configurable number of days.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.14.02	Process Delinquency	MC.14.02.065	System will be configured to alert a large account representative (through a notification or report) anytime their assigned account becomes past due or hits certain aging.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.14.02	Process Delinquency	MC.14.02.067	System will be configured to provide a dunning / reminder process for scheduled grease trap pumping.		5	IN	20	Yes		VertexOne CIS (2019)		Combined		
MC.14.03	Process Write Off's	MC.14.03.010	System will be configured to provide the ability for customers that have been written-off can be reactivated.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.14.04	Process Bankruptcies	MC.14.04.008	System will be configured to produce letters and bills and bankruptcy notices as desired by the court.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.15.01	Process Customer Self Service Profile	MC.15.01.006	System will be configured to provide the ability to change Pin or Password using a security question an email verification process.	This refers to the web self service pin/password.	5	IN	15	Yes	Vertex does allow the customer to reset their password utilizing an email verification vs. a security question. Updated Requirement.	VertexOne Customer Advantage			25	Email Verification

MC.15.01	Process Customer Self Service Profile	MC.15.01.034	CSS System will be configured to allow owner to view the status of all properties with owner allocation (revert to landlord) to his account, and reactivate any if necessary.		5	IN	15	Yes	Owner can review the status of their properties but would need to call in to update any agreements. [Vertex Notes are that GRU will need to call/ticket to update - need to discuss this note]	VertexOne Customer Advantage	E	High		Landlords will add each account under their Customer Advantge Log-in. Collective Accounts can be viewed by link of the Collective Contract Account. Parent Collective Account can be transacted on and Child accounts are view access.
MC.15.03	Process Customer Self Service Payment	MC.15.03.012	System will be configured to allow customer to enter a maximum draft amount notification.		5	IN	15	Yes	We can do this but what does that mean on the back side. GRU needs to think through if they really want to do this - should it be more of a notification threshold? This could result on custom processes on the SAP side. Recommended practice is to not do this. Requirement updated to reflect a notification.	VertexOne Customer Advantage	E	High		Additional process added to Customer Advantage to enter in Max Amount Warning that will be communicated to Communication Advantage to send out Email or Text.
MC.15.03	Process Customer Self Service Payment	MC.15.03.017	System will be configured to allow customers to pay via self service channels utilizing an invoice number.	Customer will be able to select an individual invoice for paymen	15	IN	15	Yes	Review as part of the standing request meetings.	VertexOne Customer Advantage	E	High		Process to select items to pay should be limited to a certain customer type. Only these customers (example builders/develpors) should be able to select invoices to pay.
MC.15.05	Support Customer Self Service Service Request	MC.15.05.009	System will be configured to provide ability for customer with multiple accounts to select which account to request a service (re-read, investigation, leak, etc.), in Customer Self Service		5	IN	15	Yes		VertexOne Customer Advantage	E	Low		
MC.15.06	Process Customer Self Service Special Programs	MC.15.06.009	System will be configured to enable the customer to purchase utility-based content, products, services, etc.		5	IN	15	Yes	This is enrolling in a program - it doesn't include a shopping cart type functionality. Will create a form for these	VertexOne Customer Advantage	E	Med		
MC.15.06	Process Customer Self Service Special Programs	MC.15.06.012	CSS System will be configured to allow a business partner to apply for collective account billing.		5	IN	15	Yes	This is an application its not the ability to automate the sign up of collective accounts. [Vertex to add SR Form]	VertexOne Customer Advantage		Combined		
MC.16.02	Process Marketing Campaign	MC.16.02.002	System will be configured to provide the ability to notify users of new products or services to market to customer, based upon psychographic code or other customer information.	ok	3	IN	15	Yes	Core Communication Advantage is in scope. If the data is in the system. Otherwise campaigns will need to be setup individually and then their may be an additional cost. Vertex will add a workshop on how to "target" - Updated scope to Yes to reflect the workshop discussions.	VertexOne Analytics VertexOne Communication Advantage	E	High		
MC.17.01	Process Cashiering	MC.17.01.008	System will be configured to accommodate remote pay stations.		5	IN	20	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.013	System will be configured with the ability to display amounts due and due dates on primary cashier screen.		5	IN	20	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.015	System will be configured with the ability to display certain customer information on primary cashier screen.	Customer Name Address Account Number Balance Information Connection Status/Account Status Cash Only Indication	5	IN	15	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.018	System will be configured with the ability to display limited product / service information on primary cashier screen.		5	IN	15	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.019	System will be configured with the ability to display credit history information on primary cashier screen.		3	IN	15	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.020	System will be configured with the ability to display limited billing information on primary cashier screen.		5	IN	15	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.022	System will be configured to provide a bankruptcy "alert or flag" that stops the CSR from accepting a payment, with an override, on the primary cashiering screen.		5	IN	20	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.023	System will be configured with the ability to display information like previous NSF Checks - Cash Only status, meter disconnections, late penalties, etc., when entering payments.		5	IN	20	Yes		VertexOne CIS (2019)			25	Update interface File to API instead of Batch
MC.17.01	Process Cashiering	MC.17.01.051	System will be configured to provide an alert if employee attempts to cash check over weekly limit, or if employee's check writing privileges are suspended.		5	IN	20	Yes		VertexOne CIS (2019)		GRU Follow Up		Possible OOS
MC.18.01	Process Rate Set-up	MC.18.01.035	System will be configured to provide the ability to setup rates calculated outside of the system	GRU would like the ability load in unbundled rate factors into the system via a file upload vs manually when those factors change. For example 280 rate components are updated on lighting every year.	15	IN	15	Yes		VertexOne CIS (2019)	I	High		
MC.18.01	Process Rate Set-up	MC.18.01.046	System will be configured to provide the ability to accommodate multiple G/L numbers with related percentage distribution for each rate.		3	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.18.01	Process Rate Set-up	MC.18.01.064	System will be configured with the ability for different tax rates for the same taxing authority (i.e. state sales tax, for each service type).	For gross receipts tax for gas there are 4 different rates from the state of FL.	5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.18.01	Process Rate Set-up	MC.18.01.212	System will be configured to provide for wastewater fees for reviewing accidental discharge procedures and construction		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.18.01	Process Rate Set-up	MC.18.01.228	System will be configured to allocate trash charges to multiple accounts.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low		
MC.18.01	Process Rate Set-up	MC.18.01.230	System will be configured to provide support rates and billing for street sweeping service		5	IN	15	Yes		VertexOne CIS (2019)	E	Low		
MC.18.04	Process Security	MC.18.04.063	System will be configured to prevent or block selected data during the report or query creation process.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.18.04	Process Security	MC.18.04.064	System will be configured to prevent or block selected data during the report or query viewing process.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.18.04	Process Security	MC.18.04.065	System will be configured to prevent or block selected data during the report or query Printing process.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		
MC.18.04	Process Security	MC.18.04.090	System will be configured to provide a consistent online audit trail for all transactions. This audit trail should be easily traceable from resultant transaction back to source entry.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med		

MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.012	System will be configured to establish a runtime for an activity that includes the time that the job has been running and compares it to the calculated expected run time for that job.		5	IN	15	Yes		VertexOne CIS (2019)	R	Med	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.014	System will be configured to call multiple types of jobs from scheduler (including local shell scripts or java executable).		5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.023	System will be configured to set a condition or dependency prior to start of a job based on day of week validation.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.024	System will be configured to set a condition or dependency prior to start of a job run condition based on data returned by database query.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.029	System will be configured to provides a graphical analysis of batch processing and batch window activities.		5	IN	15	Yes		VertexOne CIS (2019)	R	Med	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.032	System will be configured for advanced process auditing for compliance.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.18.05	Process Batch Set-Up and Maintenance	MC.18.05.034	System will be configured to notify batch coordinator of job status via text		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.025	System will be configured to provide cold weather rules for credit and collections		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.031	System will be configured to allow for delinquent cut-off, and a late charge to be assessed once account has been taken off budget billing. The charges will include the true up account balance plus assessed charges.		5	IN	20	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.032	System will be configured to allow the disconnect of service, in the event of a customer with a payment plan, who had a returned check (NSF), and who received a disconnect notice.		5	IN	20	Yes		VertexOne CIS (2019)	E	Med	
MC.18.06	Process Configuration Maintenance	MC.18.06.040	System will be configured to support economic development growth through LEED Certification Tracking.		3	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.18.06	Process Configuration Maintenance	MC.18.06.082	System will be configured to support standard operating procedure screens, which can be tied to call type or location.	This refers to the IVR integration	5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.18.06	Process Configuration Maintenance	MC.18.06.083	System will be configured to support use of different colors and symbols to differentiate call status and priorities.	IVR	5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.084	System will be configured to record the length of call (based on call type) and suggest or use this average in future, similar situations.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.125	System will be configured to automatically generate customer tax renewal letters/ applications.		5	IN	15	Yes		VertexOne CIS (2019)	F	Med	
MC.18.06	Process Configuration Maintenance	MC.18.06.146	System will be configured to limit the ability to reassign an item after 'x' times.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.157	System will be configured to have the option to notify appropriate department(s) when changes including mass changes are initiated; notifies initiating department when actions have been completed; notifies departments when original change is complete.	FULL REQUIREMENT: System will be configured to have the option to notify appropriate department(s) when changes including mass changes are initiated; notifies initiating department when appropriate actions have been completed; and notifies appropriate departments when original change is complete. In the event that a mass edit is run a notification would be sent to the department that may be impacted - for example if a mass credit was issued billing would be notified.	3	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.161	System will be configured to provide a workflow that allows users to edit the text of individual customer letters.		5	IN	15	Yes		VertexOne CIS (2019)		Combined	
MC.18.06	Process Configuration Maintenance	MC.18.06.162	System will be configured to provide the ability to easily modify or add new form letters without requiring IT intervention.		5	IN	15	Yes		VertexOne CIS (2019)		25	
MC.18.06	Process Configuration Maintenance	MC.18.06.163	System will be configured to provide a notification to the requestor if a service order or a "Case" request has not been completed after a configurable period of time.		15	IN	20	Yes		VertexOne CIS (2019)	R	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.167	System will be configured to provide a reason code for unacceptable payments which generates a letter with an explanation.		3	IN	20	Yes		VertexOne CIS (2019)	F	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.177	System will be configured to permit customers and representatives to attach items to emails with a configurable size limit.		5	IN	15	Yes		VertexOne CIS (2019)	E	Low	
MC.18.06	Process Configuration Maintenance	MC.18.06.180	System will be configured to create a notification to be sent to Large Account Reps when any action is taken on any of their assigned customers.		5	IN	15	Yes		VertexOne CIS (2019)	E	Med	
MC.18.06	Process Configuration Maintenance	MC.18.06.183	System will be configured to setup thresholds/rules to determine who qualifies for budget billing.		5	IN	15	Yes		VertexOne CIS (2019)		Combined	
MC.18.07	Process Interfaces	MC.18.07.007	System will be configured to integrate with GIS Meter Reading Unit layer to automatically update and optimize meter routes.		3	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.18.07	Process Interfaces	MC.18.07.012	CSS System will be configured to integrate with an identify verification/credit check service to verify identify and calculate a security deposit for a customer when applying for service online.		5	IN	15	Yes	Updated to In Scope per confirmation sessions. Functionality has been added/begun build-out on projects since we submitted our bid	Customer Advantage		Interface	
MC.18.07	Process Interfaces	MC.18.07.013	System will be configured to provide two-way integration with Outage Management System.		5	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.18.07	Process Interfaces	MC.18.07.015	System will be configured to track the delivery status of all text and email correspondences and create a note on the account to confirm delivery or note if the email or text bounced back as undeliverable.		5	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.18.07	Process Interfaces	MC.18.07.018	Solution automatically notifies business partners and other affected parties when a work order will affect multiple residences.	This would happen when there is a large outage or a large sched	5	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.18.07	Process Interfaces	MC.18.07.025	Solution automatically generates an open items report for GRU's collective account that is sent directly to Finance for payment.	This relates to GRU's own electric bill for which each departmen	5	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.18.07	Process Interfaces	MC.18.07.026	System will be configured to upload a snapshot of configurable data to GRU's selected data warehouse.		5	IN	15	Yes		VertexOne CIS (2019)		Interface	
MC.19.01	Publish Transactional Reporting	MC.19.01.001	System will be configured to provide the ability to report showing pledge information including date, amount, agency, agency contact		5	IN	20	Yes		VertexOne CIS (2019)		Combined	Combined into one pledge report
MC.19.01	Publish Transactional Reporting	MC.19.01.004	System will be configured to provide the ability to report showing pledged amounts by pledging agency representative.		5	IN	20	Yes		VertexOne CIS (2019)		Combined	Combined into one pledge report
MC.19.01	Publish Transactional Reporting	MC.19.01.005	System will be configured to provide the ability to report showing pledged amounts by status.		3	IN	20	Yes		VertexOne CIS (2019)		Combined	Combined into one pledge report
MC.19.01	Publish Transactional Reporting	MC.19.01.014	System will be configured to provide periodic reporting on conservation program costs		5	IN	15	Yes		VertexOne CIS (2019)	R	Med	
MC.19.01	Publish Transactional Reporting	MC.19.01.023	System will be configured to provide the ability to notify a defined reviewer when a predetermined number of adjustments have been made by a single user.		5	IN	20	Yes		VertexOne CIS (2019)	R	Low	
MC.19.01	Publish Transactional Reporting	MC.19.01.026	System will be configured to provide rebate transaction summary reporting		5	IN	15	Yes		VertexOne CIS (2019)	R	Med	

MC.19.01	Publish Transactional Reporting	MC.19.01.029	System will be configured to provide for reporting on losses attributable to identity theft		5	IN	20	Yes		VertexOne CIS (2019)	R	Low
MC.19.01	Publish Transactional Reporting	MC.19.01.036	Solution produces 1099 data for reporting, secured to authorized users.	GRU must report the interest paid on deposits and Solar FIT pay	5	IN	15	Yes		VertexOne CIS (2019)	R	Med
MC.19.02	Publish Key Performance Indicators for Operations	MC.19.02.041	System will be configured to provide the ability to produce a report, based on a selected date range, of any payments and source of payments made on accounts designated as collection agency accounts, including calculation of fees.		5	IN	20	Yes		VertexOne CIS (2019)	R	Med
MC.19.02	Publish Key Performance Indicators for Operations	MC.19.02.044	System will be configured to provide on-line or batch report regarding cycles and routes with aged receivables.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.19.02	Publish Key Performance Indicators for Operations	MC.19.02.047	System will be configured to provide on-line or batch report regarding cycles and routes subtotaled by Revenue G/L Code.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.19.03	Publish Key Performance Indicators for Solution	MC.19.03.005	System will be configured to provide for a series of reports that include number of accessible files and number of files accessed.		5	IN	20	Yes		VertexOne CIS (2019)	R	Med
MC.19.03	Publish Key Performance Indicators for Solution	MC.19.03.006	System will be configured to provide for a series of reports that include number of accessible and number of individual pages accessed.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.19.03	Publish Key Performance Indicators for Solution	MC.19.03.008	System will be configured to provide for a series of reports that lists activity for all users by files retrieved.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.19.03	Publish Key Performance Indicators for Solution	MC.19.03.009	System will be configured to provide for a series of reports that lists activity for all users by files viewed.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
MC.19.03	Publish Key Performance Indicators for Solution	MC.19.03.010	System will be configured to provide for a series of reports that lists activity for all users by files downloaded and uploaded.		5	IN	20	Yes		VertexOne CIS (2019)		Combined
MC.19.04	Process Period End Reporting	MC.19.04.004	System will be configured to provide control, balancing and reconciliation between the billing cycle revenues and the general ledger revenue cycles.		5	IN	20	Yes		VertexOne CIS (2019)	R	Med
MWS.01.06	Process Mobile Integrations	MWS.01.06.041	System will be configured to automatically notify business partners and other affected parties when an emergency situation requires service shutoff to more than one residence.	OMS, Mobile, CIS Integration	5	IN	15	Yes	[GRU] was hoping to create an automated integration business process. SAP does not contain this information but as long as GIS/OMS can provide the information then YES we can include this complex integrated process as part of the implementation.	VertexOne CIS (2019)	E	Med
PL.01.01	Install Services	PL.01.01.021	System will be configured with the ability to block installation of any or all new services, including codes identifying the initiator and reason for the block.	Ability to block when GRU is in litigation with business partner o	5	IN	15	Yes		VertexOne CIS (2019)	E	Low
PL.01.03	Perfom Planning	PL.01.03.002	System will be configured to mass assign fees or apply miscellaneous charges to a customer record through a file upload.		15	IN	20	Yes		VertexOne CIS (2019)	E	Low
PL.01.03	Perfom Planning	PL.01.03.003	System will be configured to capture the blanket project ID which may have multiple children projects associated with it.	The blanket ID would take care of the entire subdivision planning and large infrastructure fees. The children projects are associated with individual lots and may be paid under a different customer record.	5	IN	15	Yes		VertexOne CIS (2019)	E	Med
PL.01.03	Perfom Planning	PL.01.03.004	System will be configured to capture a blanket project description which is associated with a project ID.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
PL.01.03	Perfom Planning	PL.01.03.005	System will be configured to capture a child project description which is associated with a child project ID.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
PL.01.03	Perfom Planning	PL.01.03.006	System will be configured to mass upload/create child project ID's, descriptions, and the associated parent ID and description.		5	IN	15	Yes		VertexOne CIS (2019)		Combined
PL.01.03	Perfom Planning	PL.01.03.009	System will be configured to generate an invoice at the customer level (or the contract level depending on the phase of the project) level for new services. Please see notes for requirements.	Invoice to Include: Customer Name Customer Mailing Address Customer Contact Information (Phone/Email) Blanket Project ID Blanket Project Name Child Project ID (if applicable) Child Project Name (if applicable) Project Address or Parcel # (depending on the stage of the process) Fee Description Fee Amount Quantity Fee Detailed Notes	15	IN	20	Yes		VertexOne CIS (2019)	E	Med

Task #	Migration Task	Responsibility		Notes
		Vendor	Client	
1.00	Program Management of the data migration load project schedule including management of the various end-to-end mock load cycles	X		
2.00	Definition of to-be format for loading data into the Vendor CIS	X		
3.00	Establishment/configuration of connections required for the transfer of Legacy CIS data to Vendor's datacenter (for production).		X	
4.00	Staffing SME resources for review of to-be data formats and the Vendor CIS migration load processes	X	X	
5.00	Staffing Legacy CIS data model & SME resources for mapping Legacy CIS data to the to-be Vendor CIS formats		X	
5.10	Provide legacy system process expertise to streamline mapping effort and reduce rework		X	
6.00	Participating in migration planning and data migration workshops	X	X	
7.00	Identification of data transformation, data translation, data creation and data cleansing requirements to transform Legacy CIS data into the Vendor CIS formats	X	X	GRU is responsible for the execution of extraction and transformation.
8.00	Development of the Legacy CIS data extract, data transformation and data translation processes required to transform Legacy CIS data into the Vendor CIS formats		X	
8.10	Management of Legacy CIS data cleansing activities		X	
9.00	Execution of Legacy CIS data extract process & provision of resulting data to Vendor in accordance with agreed upon Project Schedules		X	
10.00	Delivery (transfer) of Legacy CIS data to Vendor in the Vendor provided formats		X	
11.00	Participating in Vendor CIS data validation to ensure Legacy CIS data is appropriately loaded into Vendor CIS solution	X	X	
12.00	Tuning of the Legacy CIS data extract and transformation processes to align with required cut-over timeframes		X	
13.00	Management, including Legacy CIS and/or Extract process break/fix development, for any identified Vendor CIS data load exceptions & data quality issues.	X	X	
14.00	Provision and Management of the Legacy CIS environments required to support data migration activities		X	
15.00	Provision and Management of the to-be Vendor CIS environments required to support data migration activities	X		
16.00	Client is expected to perform 6 iterations of Extract / Transform cycles		X	4 mocks, 1 dress rehearsal, go live
17.00	Vendor expects to perform 6 iterations of Load cycles	X		4 mocks, 1 dress rehearsal, go live

GRU
More than Energy™

Gainesville Regional
Utilities Procurement Division

DATE: May 7, 2020

TO: GRU Contractors and Vendors

FROM: James Frampton, Procurement Manager

SUBJECT: Safety Requirements for GRU Contractors and Vendors

Personal Protection Equipment Requirements during a Pandemic, Epidemic, Sporadic, Endemic, or Outbreaks event.

Effective immediately and until such a notice or modification otherwise, Contractors and Vendors conducting business on or in GRU facilities must wear approved facial coverings when near GRU employees, customers or other contractors unless social distancing of at least 6' can be maintained. GRU contractors and vendors shall supply all safety and personal protective equipment (PPE) required to complete the scope of the GRU contracted work. Equipment supplied by the contractor must meet or exceed all GRU requirements and the requirements of the appropriate governmental regulatory agency.

It is the sole responsibility of the contractor and/or vendor to train all workers about potential and/or anticipated occupational exposure to any work place hazards.

This training should include when to use PPE; what PPE is necessary; how to properly put on, use, and take off PPE; how to properly dispose of or disinfect, inspect for damage, and maintain PPE; and the limitations of PPE.

Protocols should be in place to prevent or reduce the likelihood of exposure and be in compliance with operating site PPE requirements.

There is currently an Alachua County order in place. See below:

Language from Alachua County Order:

8. Use of face coverings and personal protective equipment

a. Persons working in or visiting grocery stores, restaurants, pharmacies, construction sites, public transit vehicles, vehicles for hire, and locations where social distancing measures are not possible shall wear facial coverings as defined by the CDC.

b. Face covering includes any covering which snugly covers the nose and mouth, whether store bought or homemade, and which is secured with ties or ear loops.

Examples of compliant home-made masks may be found at https://www.cdc.gov/coronavirus/2019ncov/prevent-getting-sick/diy-cloth-face-coverings.html. Persons should not utilize N95 rated masks, as those are critical supplies for health care workers, police, fire, emergency management, or other persons engaged in life/safety activities. Persons who wear face coverings should review the CDC and Florida Department of Health guidelines regarding safely applying, removing, and cleaning face coverings.

c. A face covering shall not be required for children under two or persons who have trouble breathing due to a chronic pre-existing condition.

d. This Order does not change or alter any social distancing requirements imposed by this or in any other Emergency Order.

e. Face masks do not have to be worn while eating or drinking.

A VertexOne Proposal

Proposal for AMI/MDM Integration and Enhanced Digital Customer Experience for

GRU℠

More than Energy™

September 3, 2020

Your VertexOne Representative
John Herron | **VP, Business Development**
Mobile: (512) 922-7944 | Email: john.herron@vertexone.net

Background

Gainesville Regional Utilities is embarking on a project that will involve replacing the legacy billing and system with a more robust customer-focused communication and management application that will continue to be the system of record for GRU. This new system will be hosted by VertexOne in our Fully Hosted and Managed offering.

GRU has asked VertexOne to provide a budgetary estimate to integrate to their selected AMI and MDM vendor as an option to exercise during VertexOne CIS Enterprise™ implementation planned over the next year and half. The purpose if this integration is to provide for communication between the MDM solution and VertexOne CIS Enterprise™ for the purpose of making that data available for billing as well as facilitate meter maintenance functions. The remainder of this proposal will address the high-level approach and estimated pricing to integrate to MDM and AMI.

VertexOne is also providing information and a quote on an optional VertexOne product suite that works in conjunction with the **VertexOne Customer Advantage™** module currently being implemented to take advantage of AMI data. As you may be aware, earlier this year, VertexOne acquired a company named WaterSmart. https://www.vertexone.net/resources-events/news/vertexone-acquires-watersmart. This extension to **Vertexone Customer Advantage™** provides additional functionality to leverage the investment that GRU will be making in smart metering technology and expose that information to the customer through your self-service portal. Although this system is currently only serving water, VertexOne is building the same functionality for Electric and Gas (ElectricSmart and GasSmart). For more information about this platform, please see Attachment A.

MDM integration overview and assumptions

VertexOne CIS Enterprise utilizes SAP's **Advanced Meter Infrastructure** Enterprise Services Bundle to communicate between SAP and GRU's chosen metering system allowing information to flow back and forth between the CIS or backend office of a utility and the AMI device. The Enterprise Services bundle allows for functional automation of tasks such as connect/disconnect, service messaging management and upload of meter reading information. The defined processes and screens functions allow system actions for AMI device maintenance, including the management of messaging (success/failure) between systems.

As such, this is included:

- Integration with MDM (or AMI HES if no MDM available) to upload interval consumption data into CIS. Interface with batch upload.
- Configuration of consumption profiles in CIS to store interval data against (one interval length assumed).
- Program to mass-create profiles for all relevant interval meters.
- Configuration of registers to support interval profiles being linked to meter.
- Program to link profiles to meters.
- Technical validation (data format) of interval data at upload.

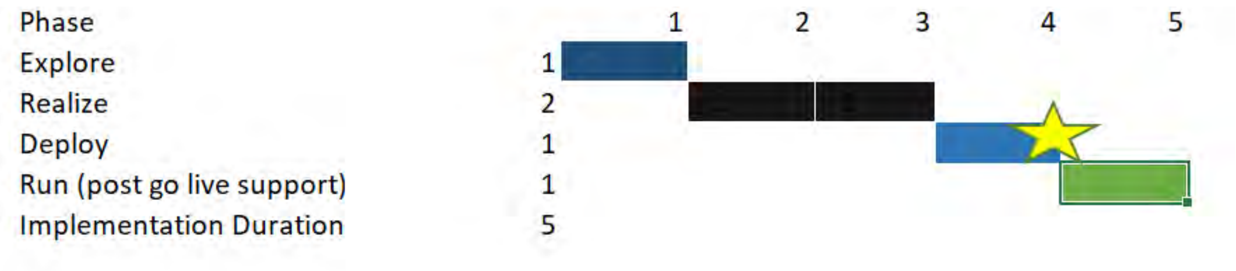
- The billing solution will not utilize EDM but rather pull from the MDMS data directly during the billing process. This will limit data integrity issues with interval data sync. This is accomplished through billing rate configuration and the AMI ToU Interface functionality.
- In addition to billing, VertexOne standard AMI functions generally include the following depending on the available interfaces from the MDM system of choice. VertexOne's AMI integration allows device maintenance via the processes defined below. This includes management of messaging (success/failure) for each of the individual processes. These serve to keep the CIS system and AMI system in sync throughout the customer lifecycle. SAP has provided standard functionality for the following functions with the AMI system:
    - Move-in Connect
    - Move-Out Disconnect
    - Meter Creation
    - Meter changes
    - Meter adhoc Read
    - Demand Reset
    - Disconnect Request
    - Disconnect Cancel
    - Reconnect Connect
    - Reconnect Cancel
    - Address Changes-Service
    - Daily Sync Files - services/meter/customer information

Daily Sync Files - rate/premise/billing class For CIS billing based upon AMI meter read information, an external MDMS requires the use of the Time-Of-Use billing interfaces and changes to the existing rate structure to facilitate upload of billing determinant type data to use in billing in place of traditional meter reading uploads. Billing determinants are imported and stored as Time-of-Use consumption buckets or meter reads for billing purposes. It is possible to store interval data within the CIS and use the existing VEE functionality within the CIS EDM system, but this has not been included in scope, as interval data will be stored in the external MDMS. Because interval data is external to VertexOne, VEE would be required in the MDMS system. Additional changes to configuration required to facilitate AMI functionality for devices within SAP would also be required and included in scope.

The following aspects are not included:

- VEE, where usage is validated and/or estimated. Edit function, for manual update of individual values, is available.
- Functions with integration to request ad hoc interval data or reads, ping meter, remote disconnection, reconnection or other AMI enabled functions.
- Reports, daskboards, KPIs to analyze the data.

Timeline and Activities to Integrate to GRU's AMI/MDM



VertexOne is proposing the above timeline for the integration to GRU's selected AMI/MDM solutions. This timeline will consist of the following high-level project phases and tasks. This is only if this functionality is implemented as a separate project. If implemented as part of the CIS implementation this effort is aligned with the CIS project timeline.

Explore

- Fit/gap workshops to determine:
  - Requirements for consumption profile setup; applicable service, consumption interval, etc.
  - Meter requirements
  - Activation of interval meter configuration (cutover)
  - Impact to **VertexOne Customer Advantage™**
  - End user training impacts

Realize

- System Configuration
- Build of FRICEW objects, including functional tests. The following FRICEW objects are foreseen:

Description	Complexity
Implementation of AMI ES Bundle	Medium
Activation of new meter and register configuration	Medium

- Update training material/manuals (client task).

Deploy

- Integration test
- Cutover (go live)

Run (Post go live support)

Depending on the solution, additional support over and above support already included as part of VertexOne's managed services may or may not be required. Post go live support has not been included in this estimate.

Resources Required from GRU

- GRU should expect to allocate 1 functional FTE for the 4 months the project is expected to take.
- In addition, a resource should be allocated to update training materials.
- Coordination with external parties will be required for SIT and at go live. It is expected this effort is minor.
- Functional/Technical resources for the AMI Head End system will be required to facilitate implementation of AMI processes.

Assumptions

- Very limited requirements were used as input for this estimate and as such the estimate may go up or down once more detailed requirements are known.
- One interval data unit of measure is assumed (15-minute intervals, or hourly intervals).
- One interface, for interval data upload to VertexOne, is assumed. One format for all services is assumed.
- Interval data defined by ToU structure and requested at runtime **VertexOne CIS Enterprise™** for the purposes of billing as billing determinants. Interval data processing (VEE and interval reporting) would remain in the AMI MDMS.
- Implementation of VEE functionality is not included in estimate.
- MDM test environment is available.
- **VertexOne Customer Advantage™** (including WaterSmart, ElectricSmart and GasSmart) Out of the box display of interval data is included.
- MDM is implemented and live prior to the beginning of the integration project.
- The CIS is the system of record for meter information.
- GRU's AMI solution includes an MDMS and as such the CIS will integrate with the MDMS. Not directly with AMI head end systems.
- There is one MDMS for all 3 metered services.
- VEE of AMI reads is performed in the MDMS where the interval values are held
- Meter read processes and validation/estimation for conventional and AMR meters will still be implemented in the CIS
- A GRU Functional/Technical resource(s) for AMI system will be responsible for changes required in the AMI system to facilitate communication between systems.

Pricing

VertexOne will perform the above defined integration to MDM and AMI for GRU for a one-time cost of **$200,000**. This does not include travel and living.

Conclusion

VertexOne looks forward to the opportunity of continuing our partnership with GRU to assist you in taking advantage of advanced metering technologies in the future. Thank you for your consideration and we look forward to hearing from you regarding the next steps and timing.

Attachment A

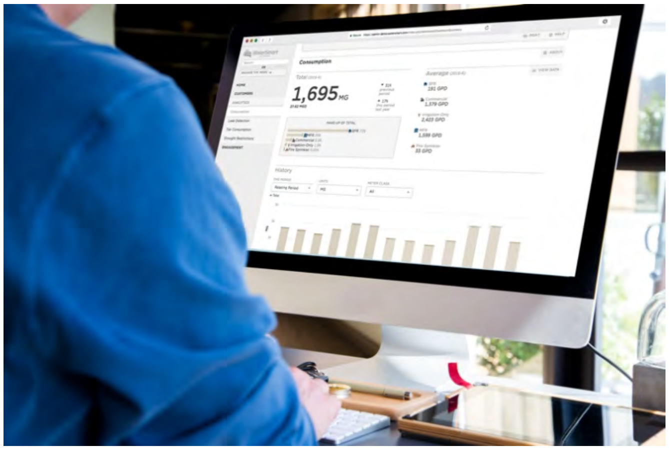
WaterSmart, ElectricSmart and GasSmart

With over 150 utilities in 33 states and provinces representing over 4 million customer accounts, WaterSmart is the largest and most experienced customer engagement and self-service platform provider in the utility industry with Total Customer Engagement rates of 80%. We serve water suppliers with AMI, AMR, and manual read meter technologies and can accommodate a mix of meter read frequencies (hourly, daily, monthly). Our platform reduces customer support costs, improves operational efficiency and increases customer satisfaction.

With the acquisition of WaterSmart by VertexOne, we will be building out similar functionality for Electric and Gas services as well. At a high level below are the major functional components of this suite of products.

Customer Engagement and Self-Service Platform

Utility Analytics Dashboard



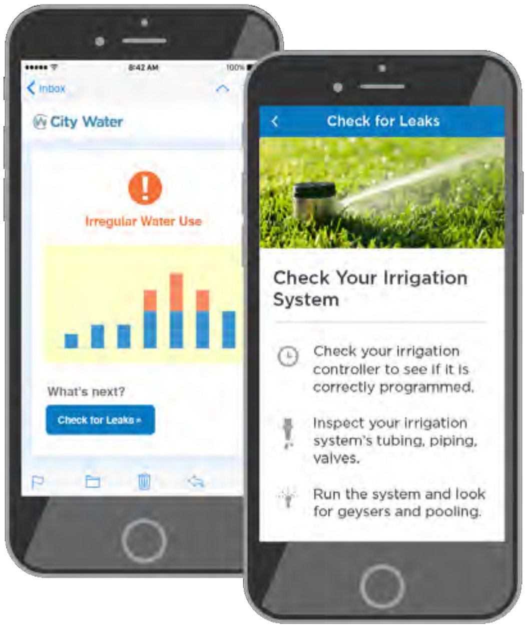
The Utility Analytics Dashboard provides analytical insights regarding customer consumption (use by account type, high users, etc.), inbound communications (alerts, incoming emails, etc.), and use of the Customer Portal (visit frequency, device access, most visited pages, etc.) The Dashboard also identifies and notifies GRU staff about suspected leaks in both AMI and non-AMI environments, and allows GRU staff to monitor compliance requirements. The Dashboard delivers information on all customer classes whose data are provided to **VertexOne WaterSmart™** and integrates external data sources like property records and maps. The Utility Analytics Dashboard is available to all GRU staff, each with their own unique login.

Customer Self-Service Portal

The **VertexOne WaterSmart™** Customer Self-Service functionality will be made available to customers through integration with your already deployed **VertexOne Customer Advantage™** portal. It provides a single place for customers to see consumption, check and resolve leaks.

Alerts and Notifications

VertexOne WaterSmart™ provides enhanced functionality to customers to be informed of potential high volume or continuous use leaks, to notify a customer that they have reached a self-selected consumption threshold, or to inform customers before the end of the billing cycle that they are likely to have high water use on their upcoming bill. Threshold notifications and leak alerts are further enabled by AMI, though they are also available for non-AMI customers. Alerts can be sent through multiple channels—email, SMS text message, or automated voice call and will be managed with the **VertexOne Communication Advantage™**. Burst leak alerts are currently targeted at single-family residential accounts and irrigation-only accounts, whereas continuous use leaks are available for all meter classes. The leak



Check Your Irrigation System

Check your irrigation controller to see if it is correctly programmed.

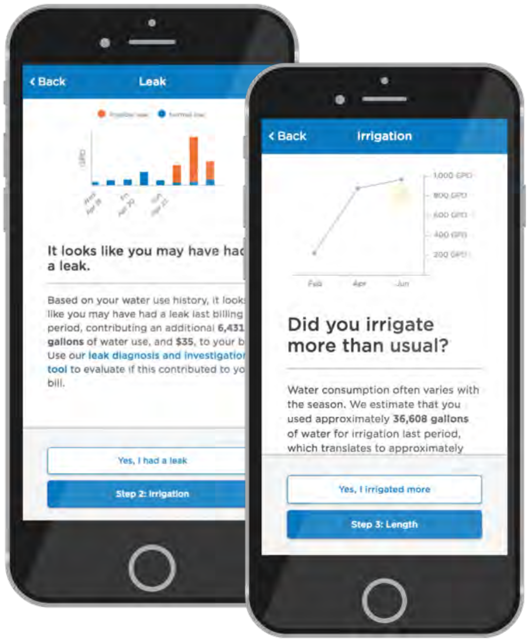
Inspect your irrigation system's tubing, piping, valves.

Run the system and look for geysers and pooling.

resolution workflow helps customers identify the source of their leak and resolve the leak on their own.

Bill Explainer

Bill Explainer is a great resource within the Customer Portal, providing automated self-help to customers to identify and resolve concerns over high bills. Bill Explainer analyzes a customer's billing period consumption data in conjunction with their property data and information collected in their Household Profile to provide a personalized assessment of the most likely drivers for their bill amount. Likely causes may include a leak, over-irrigation, a rate increase, or a longer billing period length. Utility staff see the same information as the customer on the Utility Dashboard, supporting their efforts to respond to customer calls about perceived high bills in a faster, more satisfying manner.



It looks like you may have ha
a leak.

Based on your water use history, it look
like you may have had a leak last billing
period, contributing an additional **6,431**
gallons of water use, and **$35**, to your b
Use our leak diagnosis and investigatio
tool to evaluate if this contributed to yo
bill.

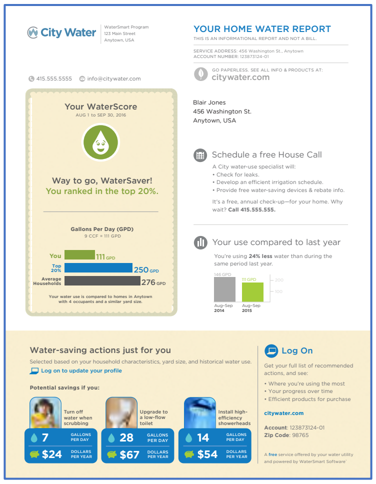
Did you irrigate more than usual?

Water consumption often varies with the season. We estimate that you used approximately **36,608 gallons** of water for irrigation last period, which translates to approximately

Optional Product Solutions & Services

Water Reports

Water Reports are personalized, informative, carefully designed reports that help Utility customers better understand their water use and the cost and effort it takes the Utility to deliver high quality and reliable water services. Water Reports can be sent via mail or email to any account type, and may be targeted to certain accounts, sent to randomly selected accounts as part of a randomized control trial, or sent to all of a Utility's customers. Every Water Report is customized by our proprietary content personalization to tailor messages and recommendations specifically to each end-user.



City Water

WaterSmart Program
123 Main Street
Anytown, USA

415.555.5555 info@citywater.com

Your WaterScore
AUG 1 to SEP 30, 2016

Way to go, WaterSaver!
You ranked in the top 20%.

Gallons Per Day (GPD)
9 CCF = 111 GPD

You 111 GPD
Top 20% 250 GPD
Average Households 276 GPD

Your water use is compared to homes in Anytown with 4 occupants and a similar yard size.

YOUR HOME WATER REPORT
THIS IS AN INFORMATIONAL REPORT AND NOT A BILL.

SERVICE ADDRESS: 456 Washington St., Anytown
ACCOUNT NUMBER: 123873124-01

GO PAPERLESS. SEE ALL INFO & PRODUCTS AT:
citywater.com

Blair Jones
456 Washington St.
Anytown, USA

Schedule a free House Call

A City water-use specialist will:
- Check for leaks.
- Develop an efficient irrigation schedule.
- Provide free water-saving devices & rebate info.

It's a free, annual check-up—for your home. Why wait? **Call 415.555.555.**

Your use compared to last year

You're using **24% less** water than during the same period last year.

Water-saving actions just for you

Selected based on your household characteristics, yard size, and historical water use.

Log on to update your profile

Potential savings if you:

Action	Gallons per day	Dollars per year
Turn off water when scrubbing	7	$24
Upgrade to a low-flow toilet	28	$67
Install high-efficiency showerheads	14	$54

Log On

Get your full list of recommended actions, and see:
- Where you're using the most
- Your progress over time
- Efficient products for purchase

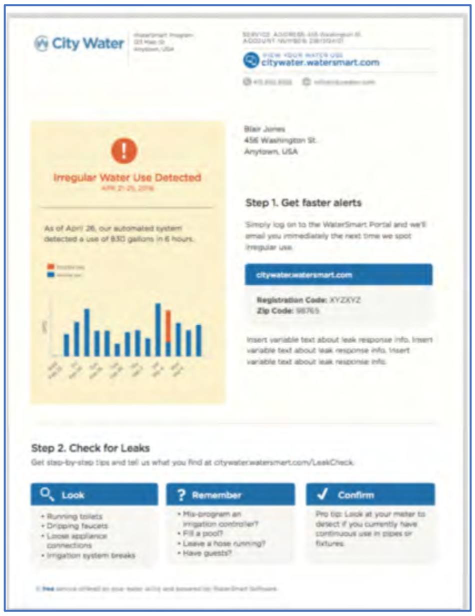
citywater.com

Account: 123873124-01
Zip Code: 98765

A free service offered by your water utility and powered by WaterSmart Software

Print Leak Alerts

Print Leak Alerts are generated and mailed for leak events if: the account has an ongoing AMI leak, the account cannot be alerted by email, text, or phone, the account has not opted out of the **VertexOne WaterSmart**™ program, the account has not already received a Print Leak Alert for the same leak event, or the leak event has not been alerted or cancelled by staff. The alerts are sent the **VertexOne Communication Advantag**e™ system on either a daily or weekly basis for printing and mailing, depending on GRU's configuration. Customers who receive Print Leak Alerts will not receive another in the 30 days following a prior Print Leak Alert. Water utilities have the option of setting leak detection thresholds for generating alerts. The default leak rate and time threshold values are the same as GRU's standard leak alerting thresholds. Print Leak Alerts are currently only available to AMI Single Family Residential and Irrigation-Only customers.



City Water

VIEW YOUR WATER USE
citywater.watersmart.com

Blair Jones
456 Washington St.
Anytown, USA

Irregular Water Use Detected

As of April 26, our automated system detected a use of 830 gallons in 6 hours.

Step 1. Get faster alerts

Simply log on to the WaterSmart Portal and we'll email you immediately the next time we spot irregular use.

citywater.watersmart.com

Registration Code: XYZXYZ
Zip Code: 98765

Insert variable text about leak response info. Insert variable text about leak response info. Insert variable text about leak response info.

Step 2. Check for Leaks

Get step-by-step tips and tell us what you find at citywater.watersmart.com/LeakCheck.

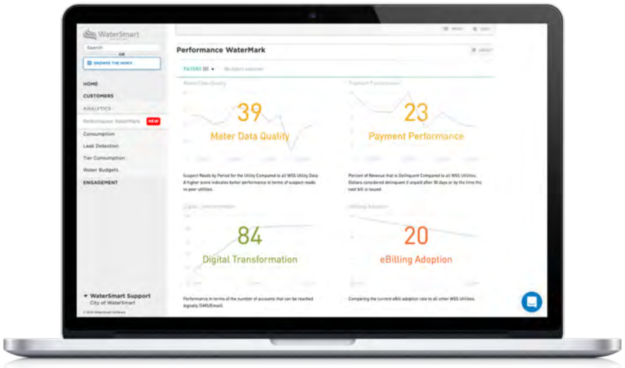
Look
- Running toilets
- Dripping faucets
- Loose appliance connections
- Irrigation system breaks

Remember
- Mis-program an irrigation controller?
- Fill a pool?
- Leave a hose running?
- Have guests?

Confirm
Pro tip: Look at your meter to detect if you currently have continuous use in pipes or fixtures.

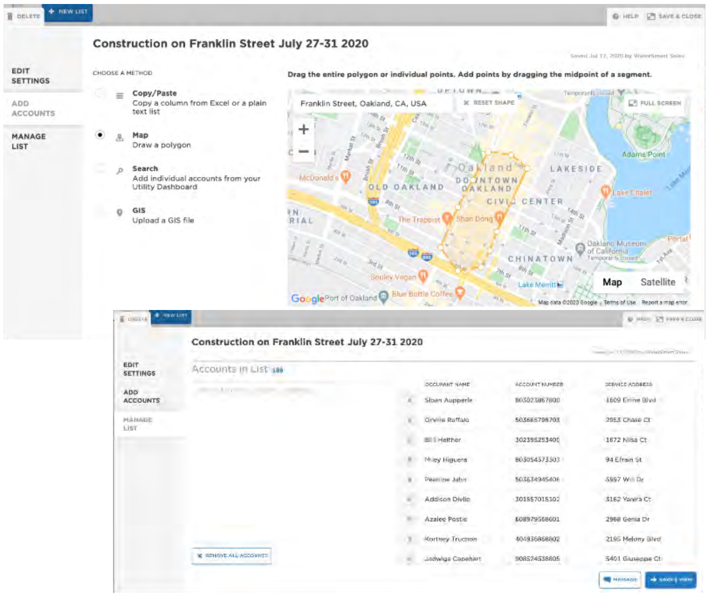
Performance WaterMark

Performance WaterMark is an additional module within the Utility Analytics Dashboard, which provides utility managers with access to benchmark analytic data unavailable elsewhere in the water utility industry. It provides real-time insights into organizational performance over time and a comparative, normalized score on key operational, financial, and customer engagement dimensions compared with all WaterSmart utility partners. By anonymously aggregating key performance data, water managers now have access to an easy-to-understand performance score for each of the following categories: meter data quality, payment performance, revenue stability, electronic billing adoption, and digital transformation.


WaterSmart
HOME
CUSTOMERS
ANALYTICS
Performance WaterMark
NEW
Consumption
Leak Detection
Tier Consumption
Water Budgets
ENGAGEMENT
WaterSmart Support
Performance WaterMark
39
Meter Data Quality
23
Payment Performance
84
Digital Transformation
20
eBilling Adoption

Outage Nonfiction

This additional tool, which is part of the Utility Analytics Dashboard listed above, allows GRU to use user-derived polygons on a map to identify customers who are or will be affected by current or planned outages or other reasons to notify them (e.g. Boil Water, Construction, Lower Pressure, etc.). This will produce a list of the customers that will potentially be affected. Once the polygon is drawn then the customer data is merged with VertexOne's Communication Advantage™ to distribute the notifications. The map, identifying the affected customers, can also be displayed on VertexOne's Customer Advantage™ customer self-service platform.


DELETE
+ NEW LIST
HELP
SAVE & CLOSE
EDIT SETTINGS
ADD ACCOUNTS
MANAGE LIST
Franklin Street, Oakland, CA, USA
RESET SHAPE
FULL SCREEN
Oakland
DOWNTOWN OAKLAND
OLD OAKLAND
LAKESIDE
CIVIC CENTER
CHINATOWN
Lake Merritt
Map
Satellite
REMOVE ALL ACCOUNTS

Construction on Franklin Street July 27-31 2020

CHOOSE A METHOD

○ Copy/Paste
Copy a column from Excel or a plain text list

● Map
Draw a polygon

○ Search
Add individual accounts from your Utility Dashboard

○ GIS
Upload a GIS file

Drag the entire polygon or individual points. Add points by dragging the midpoint of a segment.

Construction on Franklin Street July 27-31 2020

Accounts in List 100

OCCUPANT NAME	ACCOUNT NUMBER	SERVICE ADDRESS
Sloan Aupperle	803023867800	1609 Erline Blvd
Orville Ruffalo	503665798703	2953 Chase Ct
Bill Helther	302355253400	1672 Nilsa Ct
Miley Higuera	803054373303	94 Efrain St
Pearline Jahn	503634945406	5997 Will Dr
Addison Divlio	301557015102	3162 Yanira Ct
Azalee Postie	608979568601	2968 Genia Dr
Kortney Truchon	404936868802	2195 Melony Blvd
Jadwiga Capehart	908524538805	5401 Giuseppe Ct

If GRU chooses to deploy these additional components with the implementation of VertexOne CIS Enterprise™, VertexOne will waive the implementation fee (recognizing GRU as an early adopter) and will charge an incremental charge of $.05 per customer account per month. VertexOne would also require that the term of our EBPP and CSS contract would be amended to be coterminous with the CIS contract.

Additional costs would be:

- *Performance Watermark - $25,000 a year*
- *Water Reports - $.90 per letter (Plus $16,000 one-time setup fee)*
- *Welcome Letters - $.90 per letter*
- *Print Leak Alerts- $.90 per letter letters*