

**ADVANCED  
UTILITY SYSTEMS**

*a Division of N. Harris Computer Corporation*

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# Statement of Work

## Lake County

SOW ID: V3 Backflow Modifications  
SW ID: AT

Date of distribution: August 26, 2010

Distribution: **Advanced Utility Systems**  
Brenda Klem

**Lake County**  
Nazer Uddin

## Statement of Work

### Lake County

Advanced Utility Systems (Advanced) is pleased to provide the following quotation for providing Professional Services to Lake County.

This Statement of Work (SOW) is valid for 30 calendar days from the date of issue and supersedes any previous offers related to services outlined below.

### **Introduction / purpose**

The primary purpose of this SOW is to process meter changes within CIS Infinity.

### **Objectives / deliverables**

The following stages outline items to be addressed, as part of this SOW

- *Identify* precise configuration requirements;
- *Validate* identified configuration requirements;
- *Execute* configuration according to validated requirements;
- *Implement* executed configuration within Client's refreshed TEST environment;
- *Test* implemented configuration vis-à-vis validated requirements;
- *Transition* tested configuration into Client's PRODUCTION environment;
- *Monitor* transitioned configuration within Client's PRODUCTION environment.

### **Costs & time requirements \***

The cost related to successfully completing this SOW is estimated to be \$ 34,850 USD.

The time required to successfully complete this SOW is currently estimated to be 170 hours, charged at a blended rate of \$205 per hour for a total of \$ 34,850 USD.

\* Net of applicable taxes and expenses

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## Requested Modifications

Modifications Total: 170 hours

Consisting of the following:

- Conversion – 40 hours
  - Configuration – 45 hours
  - Analysis/Specs – 10 hours
  - Programming – 45 hours
  - Delivery/Testing – 20 hours
  - Documentation – 10 hours
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- Conversion of existing backflow data (probably would require at least 2 conversions)
  - Conversion of survey data into Notes table and associated configuration
  - Conversion of test result forms as attachment records with associated attachments
  - Configuration of CIS Infinity backflow control tables (e.g. backflow device type, test status, testers)
  - Creation/configuration of backflow testing letters in CIS, including configuration testing actions/steps
  - Programming changes to enhance backflow functionality, including
    - Quick Test Entry tab in Backflow Device Inventory form for quickly entering in test status for all devices at an account
    - Ability to produce series of testing letters containing all devices to be tested at an account
    - Enhancements to Customer/Account Note functionality to track all required survey information
    - Enhancement to include tester information as bookmarks on backflow testing letters
    - Minor associated enhancements (e.g. lengthening serial number field)

## Terms & conditions

### *Payment terms*

A non-refundable deposit of 50% is due upon the signing of this SOW. At the successful conclusion of the Test phase a 25% payment is required, while upon the execution of an Engagement Completion Certificate, the remaining balance is due in full within 15 business days.

### *Conditions*

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

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- Advanced, under this SOW, will lead and perform the required activities to implement this SOW;
- This SOW can be invoiced monthly on the basis of actual hours of work, rounded-up to the nearest one (1) hour, to the completion of the objectives/deliverables;
- If advised by Advanced, Client will complete a refresh of their TEST environment prior to the commencement of work under this SOW;
- Client is responsible to test the outcome of the changes and ensure that Advanced is promptly advised of any changes that may be required;
- If expenses are incurred by Advanced to provide services outlined in this statement of work, Advanced staff will be using a meal per diem of \$50 per weekday, and \$100 per weekend day or holiday which will be billed to Client, and will not be required to submit receipts. All other expenses will continue to be billed on actual-basis (i.e., airfare, hotel, car rental, fuel, mileage, travel time etc.), and will be required to submit receipts;
- The hours provided within this SOW are estimates only; Client will be advised if the hours are to exceed the estimate above. Additional work will be charged at the above noted blended hourly rate and in minimum increments of one (1) hour for all SOWs;
- Specified blended hourly rate pertains only to work performed during Advanced's regular business hours. If desired by Client, Advanced may execute a portion of this SOW during extended, weekend or holiday hours at a premium hourly rate of \$525.
- Notice of cancellation of work under this SOW must be received in writing. In addition to the non-refundable 50% deposit, Client is responsible for the payment of any/all hours utilized above the 50% threshold, which will be invoiced.
- Except as amended by this SOW, the Master Agreement shall continue unamended in full force and effect. Each party hereto agrees, acknowledges and confirms that, except to give meaning and effect to the amendments set forth in this SOW, the Master Agreement remains in full force and effect, are hereby ratified and confirmed in all respects and are binding upon the parties thereto and their successors and permitted assigns. Each party hereto confirms and agrees that this SOW does not constitute a waiver of any breach of any term, representation, warranty or condition of the Master Agreement on the part of the other party.

### ***Escalation Process***

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

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

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

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)
2. Engagement Manager (Project Manager)
3. Engagement Sponsor (Manager of Client Services)

***Standard of care/warranty disclaimer***

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

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**Authorization**

Estimated Cost of SOW: \$34,850.00 USD \_\_\_\_\_

Accepted by (Signature): \_\_\_\_\_

Name (Please Print): \_\_\_\_\_

Date: \_\_\_\_\_