



MEMORANDUM

DATE: April 17, 2018
TO: Dan Duchniak
FROM: Joe Ciurro
RE: Utility Bill Reconfiguration – Return Flow

As the Water Commission, Board of Public Works and the City Council consider establishing rates for return flow activities, it is necessary for the Waukesha Water Utility to be prepared for the billing of those rates.

The effective date of the recommended return flow rates to be heard by the Waukesha Water Commission on April 19, 2018 will be June 1, 2018. If the rates are approved by City Council as recommended, the first utility bill to reflect the return flow rates will be on July 1, 2018.

After consulting with the Utility's billing software provider, Advanced Utility Systems, it was determined that a project to setup a return flow service and make necessary utility bill configurations would take approximately 30 to 45 days.

A statement of work is attached.

Recommended Motion: Move to approve the statement of work to setup a return flow service in the Utility's billing system and reconfigure the utility bill to include that service for a fee of \$30,000.

Client	Waukesha Water Utility	Client Contact	Tina Kadrich
Project Manager		Prepared By	Yusuf Jiwajee May Yang
Reference Number	AT12634	Case Number	
Quote Effective Date	April 5, 2018	Client PO	
Description	Statement of Work (SOW): Return Flow Service Setup		

Estimate

The costs related to successfully completing the SOW is estimated to be \$30,000.00 USD. The time required to successfully complete the SOW is estimated at 150 hours, charged at a rate of \$200.00 per hour.

	Quantity/Hours	Rate	Total
Services			
Technical Consultation	70	200	\$ 14,000.00
Bill Print	10	200	\$ 2,000.00
Configuration	40	200	\$ 8,000.00
Testing	20	200	\$ 4,000.00
Documentation	5	200	\$ 1,000.00
Project Management	5	200	\$ 1,000.00
Sub-Total	150		\$ 30,000.00
Total			\$ 30,000.00

Client Description

Waukesha Water Utility is requesting a statement of work for assistance in setting up a new Return Flow Service that will be reported separately from other services. This new service will need to be installed on more than 20,000 active accounts. The new service is non-metered and is either based on water usage or the sewer discharge.

Proposed Solution

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

- Review current configuration that was started for the Return Flow service
- Advise on configuration and correct necessary configuration if needed
- Modify the Bill Print to include the new service
- Create and run scripts to add the new service and the assign appropriate bill codes to specific accounts to be provided by Waukesha
- Assess additional processes and include additional configuration to accommodate the new service

Assumptions

The following lists the assumptions made for this specific SOW:

- Waukesha Water Utility will provide the following:

- A working connection to the application and database servers
- An excel file listing the accounts that require the Return Flow service, the install date for the new service, and the appropriate bill code(s) for the account
- In the event additional hours are required to effectively complete this, a request will be made for the amount of hours needed
- If the TEST system is refreshed without notifying Advanced Utility Systems 72 hours prior to the system refresh, Waukesha Water Utility will be responsible for all costs associated with reconfiguring the system

Payment Terms

This SOW will be invoiced monthly on the basis of actual hours of work, rounded-up to the nearest one (1) hour to the completion of the proposed solution.

Conditions

The following are the conditions for this SOW:

- Advanced will lead and perform the required activities to implement this SOW
- In the event the scope of work changes or there are new requests, additional hours will be required
- 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
- Specified 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 \$380
- Notice of cancellation of work under this SOW must be received in writing
- Client is responsible for the payment of any/all hours utilized prior to the receipt of cancellation notice which will be invoiced
- 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

Expenses

If expenses are incurred by Advanced to provide services outlined in this statement of work, Advanced staff will be using a meal per diem of \$70 per weekday, and \$125 per weekend day or holiday which will be billed to 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.

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.

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

1. Engagement Resource (Client Services Technical Consultant who is assigned the project)
2. Engagement Manager (Client Services Team Lead)
3. Engagement Sponsor (Director of Client Services)

Standard of care/warranty disclaimer

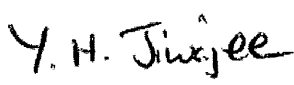
The standard of care applicable to the Professional Consulting / Information Technology (PC/IT) services arising under this SOW will be the degree of skill and diligence normally employed by PC/IT consultants performing the same or similar services. No further warranty of guaranty, expressed or implied,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

Notes

- This quote is valid for 30 calendar days from the date of issue and supersedes any previous offers related to services outlined
- The hours provided within this SOW are estimates only and the client will be advised if the hours are to exceed the estimate above
- Additional work will be charged at the above noted hourly rate and in minimum increments of one (1) hour for all SOWs

Authorization

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

Authorized by Waukesha Water Utility:	Authorized by Advanced Utility Systems:
 <hr/>	 Apr. 5, 2018 <hr/>
Name/Date	Name/Date