



VertexOne Master Services Agreement

This VertexOne Master Services Agreement is comprised of the VertexOne General Terms set forth below (“**General Terms**”), and all Attachments, Order Form(s), and Statement(s) of Work that are incorporated by reference into the VertexOne Master Agreement (collectively, the “**Agreement**”), and is entered into by VertexOne Software, LLC, a Delaware limited liability company located at 1321 Upland Dr., Suite 8389, Houston, TX 77043 (“**VertexOne**”) and The City of Billings, MT, with its principal office address at P.O. Box 1178 Billings, MT 59103 (“**Client**”).

The following documents to the extent they are attached and incorporated by reference herein (“**Attachments**”) shall be read and construed as part of the Agreement. In the event of ambiguity or contradiction between different parts, precedence shall be given in the order listed: (i) Order Form(s); (ii) General Terms; and (iii) Statement(s) of Work, and (iv) any other Attachment(s).

VertexOne Master Agreement General Terms

1. VertexOne Responsibilities.

- 1.1 Provision of Services; Access and Use. After the parties complete and execute one or more Order Forms, or Statement of Work, and subject to payment of all applicable fees, VertexOne will provide the Services to Client in accordance with the Agreement and hereby grants Client, during the Term, a non-exclusive, non-transferable right to access and use (and permit Authorized Users to access and use) the Software and Services solely for Client’s internal business purposes within the Territory and in the quantity specified in the applicable Order Form.
- 1.2 Compliance with Law. Each party will comply with all laws and regulations applicable to its provision, receipt, or use of the Services, as applicable. Each Party will remain responsible for its own regulatory compliance. This Agreement is not intended to and shall not be deemed to delegate any regulatory requirement.
- 1.3 VertexOne shall promptly correct any defect or substitute Services, Software, or products to achieve the functionality and benefits originally specified in the Order Form or Statement of Work. If VertexOne makes such correction or substitution, VertexOne shall have no further liability with respect to said defect(s).

2. Client Obligations.

- 2.1 Client will perform responsibilities and shall fulfill them with the necessary due care and skill within the timescales specified in this Agreement and any applicable Attachments, or if no timescales are specified, as instructed by VertexOne consistent with this Agreement. Client shall provide: (i) all timely and reasonable assistance to VertexOne as reasonably requested or required by VertexOne in order for VertexOne to be able to provide (and for Client to be able to receive) the Services, and (ii) all Internet and technology requirements required to access, connect to and receive the VertexOne Services.
- 2.2 Restrictions on Use. Client shall not (directly or indirectly): (a) copy or reproduce the Software except as permitted under this Agreement; (b) modify, reverse engineer or disassemble the Software or decompile, attempt to derive the source code or underlying ideas or algorithms of any part of the Software or use the Software for any competitive purpose; (c) interfere with or disrupt the integrity or performance of the Software; (d) attempt to gain unauthorized access to

the Software or its related systems or networks, or perform unauthorized penetrating testing on the Software.

3. **Payment Terms.**

- 3.1 **Payment.** VertexOne will invoice Client for the applicable fees and Services, as set forth in the Order Form and Statements of Work (“Fees”). Unless otherwise agreed upon in this Agreement, Client will pay VertexOne all invoiced amounts by thirty (30) days after receipt of the invoice (the “Payment Due Date”).
- 3.2 **Taxes.** Client is responsible for paying all taxes associated with its purchases hereunder. If VertexOne has the legal obligation to pay or collect taxes, VertexOne will invoice Client and Client will pay that amount unless Client provides VertexOne with a valid tax exemption certificate authorized by the appropriate taxing authority.
- 3.3 **Overdue Payments.** If Client’s payment is overdue, then VertexOne shall be entitled but not obligated to suspend services due to delinquent payments, and any late payments shall be subject to an additional charge of the lesser of 1.5% per month or the maximum permitted by law.

4. **Intellectual Property.**

- 4.1 **Intellectual Property Rights.** Except as expressly described in the Agreement, Order Form, or Statement of Work, the Agreement does not grant either party any rights, implied or otherwise, to the other’s content or Intellectual Property. As between the parties, Client retains all rights and Intellectual Property Rights in Client Data, and VertexOne retains all Intellectual Property Rights in the VertexOne data, Services and Software.
- 4.2 **Client Data.** Client hereby grants VertexOne the limited, non-exclusive right to view and use the Client Data solely for the purpose of providing the Services hereunder in the Territory. VertexOne will maintain commercially reasonable administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Client’s Data. Those safeguards will include, but will not be limited to, measures for preventing access, use, modification or disclosure of Client Data by VertexOne personnel except (a) to provide the Services and prevent or address service or technical problems, (b) as compelled by law in accordance with this Agreement, or (c) as Client expressly permits in writing.
- 4.3 **Deliverables and Derivatives.** Client acknowledges that as between Client and VertexOne, VertexOne shall retain ownership of all Intellectual Property Rights in and to deliverables hereunder and the derivative works (whether independently or jointly conceived), regardless of whether or not incorporated in any Software, and Client shall acquire no right or interest in the same. Notwithstanding this Section, each Order Form or Statement of Work may specifically identify work for hire as defined under the U.S. Copyright Act.
- 4.4 **Third-Party Materials.** The Software and Services may include Third-Party Materials subject to their respective licenses and terms and conditions as indicated in the Attachments, where applicable; and VertexOne shall not be liable to Client for any liabilities arising therefrom.
- 4.5 **Aggregated Data; Feedback.** Client hereby gives its permission to VertexOne to (i) use any feedback or suggestions received by VertexOne from Client or Authorized Users, and (ii) to use and disclose, on an anonymous and/or aggregated basis, any data pertaining to Client end customers, including without limitation derivative data and data combined with the data of other

utilities, for purposes of project evaluation and any research, product development, marketing, or other legitimate business purposes. This Section shall survive any termination or expiration of the Agreement.

5. **Confidentiality.**

5.1 **Use and Disclosure of Confidential Information.** The recipient will only use the Disclosing Party's Confidential Information to exercise its rights and fulfill its obligations under the Agreement and will use reasonable care to protect against the disclosure of the Disclosing Party's Confidential Information. Notwithstanding any other provision in the Agreement, the Recipient may disclose the Disclosing Party's Confidential Information (a) to its Personnel and Delegates who have a need to know and who are bound by confidentiality obligations at least as protective as those in this Section 5 (Confidentiality); (b) with the Disclosing Party's consent; or (c) as strictly necessary to comply with law, provided the Recipient promptly notifies the Disclosing Party prior to such disclosure, unless (i) the Recipient is legally prohibited from doing so. The Recipient will comply with the Disclosing Party's reasonable requests to oppose disclosure of its Confidential Information.

6. **Marketing and Publicity.** Client agrees that VertexOne may identify Client as a customer but shall not issue any statements, releases, or information for public dissemination about Client without the prior written consent of the Client..

7. **Representations and Warranties.**

Each party warrants, represents, and covenants that: it has the full capacity and authority to enter into and to perform this Agreement, this Agreement is executed by a duly authorized representative of that party; and 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 statutory or regulatory authority which is permitted by statute to issue rules and regulations in the United States (the "Competent Authority") that might affect the ability of that party to meet and carry out its obligations under this Agreement. Except for any warranties specifically identified in this Agreement, both parties agree that the warranties set out in this section are in lieu of and exclude all other terms. EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION, THERE ARE NO OTHER EXPRESS WARRANTIES OR REPRESENTATIONS, AND THERE ARE NO IMPLIED WARRANTIES OR REPRESENTATIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

8. **Indemnification.**

8.1 **VertexOne Indemnification Obligations.** Subject to the Liability Cap in Section 9.1(b) (Limited Liabilities), VertexOne will defend and hold Client and its Affiliates harmless participating under the Agreement ("**Client Indemnified Parties**"), and indemnify them from and against any claims, actions, or demands including but not limited to approved settlements or any finally awarded cost or damages ("**Indemnified Liabilities**") in any formal legal proceeding, claim, demand, action, or investigation initiated by an unaffiliated third party before a court or government tribunal (including any appellate proceeding) (a "**Third-Party Legal Proceeding**") to the extent arising from (a) an allegation that the Client Indemnified Parties' use of VertexOne-provided Software or Services (hereinafter the "**VertexOne Indemnified Materials**") infringes any patent, copyright, or other third party's Intellectual Property Rights, (b) any intentional or grossly negligent act on the part of VertexOne or its agents or employees or subcontractors.

Client Indemnification Obligations. Subject to the Liability Cap in Section 9.1(b) (Limited Liabilities), Client will defend and hold VertexOne and its Affiliates harmless and indemnify them from and against Indemnified Liabilities in any Third-Party Legal Proceeding to the extent arising from (a) an allegation that the VertexOne Indemnified Party's use of any Client Data or any other Client-provided materials (hereinafter the "**Client Indemnified Materials**") infringes the third party's Intellectual Property Rights; and (b) any losses, damages, costs or expenses and other liabilities (including reasonable legal fees) (the "**Losses**") suffered by or claims made against VertexOne as a result of Client's misuse of the Services.

VertexOne shall not indemnify, defend, save and hold the Client harmless from claims, causes of action, lawsuits, damages, judgments, liabilities, and litigation costs and expenses or attorneys' fees arising from wrongful or negligent acts, errors or omission solely of Client occurring during the course of or as a result of the performance of this Agreement.

The Client shall not indemnify, defend, save and hold VertexOne harmless from claims, causes of action, lawsuits, damages, judgments, liabilities, and litigation costs and expenses or attorneys' fees arising from wrongful or negligent acts, errors or omission solely of VertexOne occurring during the course of or as a result of the performance of this Agreement.

8.2 Indemnification Exclusions. Sections 8.1 (VertexOne Indemnification Obligations) and 8.2 (Client Indemnification Obligations) will not apply to the extent the underlying allegation arises from (a) the indemnified party's breach of the Agreement or (b) the gross negligence or willful misconduct, in each case of the other party or their agents. Moreover, Section 8.1 (VertexOne Indemnification Obligations) will not apply in the event that a claim arises from or relates to: (a) any modification, alteration or conversion of the VertexOne Indemnified Materials not created or approved in writing by VertexOne; (b) any combination or use of the VertexOne Indemnified Materials with any computer, hardware, software, data or service not required by the Documentation or this Agreement; (c) or VertexOne's compliance with specifications, requirements or requests of Client.

8.3 Indemnification Conditions. Sections 8.1 (VertexOne Indemnification Obligations) and 8.2 (Client Indemnification Obligations) are conditioned on the following:

8.4 The indemnified party must promptly notify the indemnifying party in writing of any allegation(s) and cooperate reasonably with the indemnifying party to resolve the allegation(s).

8.5 The indemnified party must tender sole control of the indemnified portion of the Third-Party Legal Proceeding to the indemnifying party, subject to the following: (i) the indemnified party may appoint its own non-controlling counsel, at its own expense; and (ii) any settlement, will require the indemnified party's prior written consent.

8.6 Remedies.

(a) If VertexOne reasonably believes the Services might infringe a third party's Intellectual Property Rights, then VertexOne will, at its sole option and expense, (i) procure the right for Client to continue using the Services, (ii) modify the Services to make them non-infringing without materially reducing their functionality, or (iii) replace the Services with a non-infringing, functionally equivalent alternative.

- (b) If VertexOne does not believe the remedies in Section 8.5(a) are commercially reasonable, then VertexOne may disable access to or use of the Services or components of the Services or terminate the impacted Services.
- (c) The provisions contained in Section 8.1 and this Subsection 8.5 are the Client's sole and exclusive remedy for any alleged infringement by VertexOne of a third party's Intellectual Property Rights.

9. Liability.

9.1 Limited Liabilities.

- (a) SUBJECT TO SECTION 9.2 (UNLIMITED LIABILITIES), NEITHER PARTY WILL HAVE ANY LIABILITY ARISING OUT OF OR RELATING TO THE AGREEMENT FOR ANY
 - (i) INCIDENTAL, INDIRECT, EXEMPLARY, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES; OR
 - (ii) LOST REVENUES, PROFITS, SAVINGS, DATA, CAPITAL, LOSSES BY REASON OF COST OF CAPITAL, OR GOODWILL,

EVEN IF SUCH DAMAGES WERE FORESEEABLE OR A PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND REGARDLESS OF THE LEGAL OR EQUITABLE PRINCIPLE ON WHICH THE CLAIM IS BASED.

10. Each party's total aggregate Liability for damages arising out of or relating to the Agreement is limited to the Fees that Client paid under the applicable Services Order, Order Form, or Statement of Work during the 12-month period before the event giving rise to Liability (the "Liability Cap"). Unlimited Liabilities. VertexOne's defense and indemnity shall be provided to the extent insurance proceeds are available from the insurance coverages required in this Agreement, VertexOne's defense and indemnity liability is limited to such coverages, except for all losses, damages and liability occasioned by, growing out of, or in any way arising or resulting from any intentional act on the part of VertexOne or its agents or employees. Term and Termination.

10.1 Agreement Term. The Agreement is effective from the date of the last party's signature of the General Terms (the "Effective Date") and shall be for a period of three (3) years from the Effective Date. This Agreement may be extended for two (2), one year options by mutual agreement of both parties, in writing, thirty (30) days prior to termination. (the "Term").

10.2 Termination for Breach.

- (a) Termination of an Order Form or Statement of Work. Either party may terminate an Order Form, or Statement of Work if the other party is in material breach of the applicable Order Form, or Statement of Work and fails to cure that breach within 30 days after receipt of written notice. Payments following termination by Client for VertexOne's uncured material breach of an Order Form, or Statement of Work will be governed by Section 10.3.2 or the terms of the applicable Order Form, or Statement of Work.

- (b) Termination of the Agreement. Either party may terminate this Agreement if the other party (i) is in material breach of the Agreement and fails to cure that breach within 30 days after receipt of written notice, or has submitted a plan for cure of breach accepted in writing by the non-breaching party within such 30 day period (ii) ceases its business operations, or (iii) becomes subject to insolvency proceedings and such proceedings are not dismissed within 90 days.

10.3 Effects of Termination.

10.3.1 In the event of expiration or termination of this Agreement for any reason, VertexOne shall cooperate with Client to ensure a smooth and complete transition of services, as set forth in this Agreement being terminated, to Client or to any replacement provider designated by Client, without any interruption or adverse impact on those services or any other services provided by third parties regardless of the nature or timing of termination; any work asked by the Client to be performed by VertexOne for transition of services shall be billable to Client at the then-current Rate Card Fee. VertexOne shall cooperate with Client to ensure that any and all of Client's Data maintained in the software licensed to the Client by VertexOne is provided to the Client in VertexOne's native data format and additionally is extracted in a flat file at no charge. Each party shall also return to the other party (as applicable) any assets, equipment, Software, data, documentation, information and other material of whatever kind and in whatever form belonging to the other party which it has no legal right to retain.

10.3.2 In the event of expiration or termination of this Agreement for any reason, Client shall pay to VertexOne all unpaid Fees 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.

10.3.3 Expiration or termination of this Agreement for any reason shall not affect the rights and liabilities subsisting at the date of such termination or expiration, or any Order Forms or Statement of Work intended to apply and/or to continue in force after expiration or termination.

11. Miscellaneous. Assignment. Neither party may assign this Agreement or any of its rights and obligations under this Agreement without the prior consent of the other party which consent shall not be unreasonably delayed, withheld or conditioned; provided, however, that either party may assign or delegate its rights and obligations under this Agreement, in whole or in part, without the other party's consent to (i) an Affiliate, or (ii) to an entity that acquires all or substantially all of the assets of such party or which is the successor in a merger or acquisition involving such party.

11.2 Sub-Contractors and Other Personnel

11.2.1 VertexOne shall be entitled to sub contract 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 being delivered by VertexOne through other companies in VertexOne.

11.2.2 Client is and shall remain liable for the acts or omissions of Client Personnel in connection with this Agreement as if they were Client's own.

- 11.3 Force Majeure. Other than obligations to make payments when due, neither party will be liable for failure or delay in performance of its obligations to the extent caused by circumstances beyond its reasonable control, including acts of God, natural disasters, terrorism, riots, or war (a “Force Majeure Event”). If there is a Force Majeure Event, then the excused party will promptly provide written notice to the other party and will use commercially reasonable efforts to recommence performance.
- 11.4 Insurance. VertexOne shall maintain in force for the Term the following insurance policies with reputable insurance companies to cover its relevant potential liabilities in connection with this Agreement and shall furnish Client with proof of insurance in accordance with this section:
- 11.4.1 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 (\$1,500,000) per occurrence and two million dollars (\$2,000,000) in the aggregate; and
- 11.4.2 Professional Liability Insurance including errors, omissions, and cyber liability/data breach coverage covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, extortion and network security in an amount of five million dollars (\$5,000,000) ; and
- 11.4.3 Automobile Liability Insurance including hired and non-owned vehicles in an amount of at least one million dollars (\$2,000,000) per accident; and
- 11.4.4 Worker’s compensation insurance in such form, and in such amounts, as may be required by law from time to time.
- 11.4.5 Umbrella Liability insurance in an amount of at least three million dollars (\$3,000,000) per occurrence.
- 11.4.6 Each policy of insurance required in this Section shall provide for no less than 30 days advance written notice to Client prior to cancellation.
- 11.4.7 Client shall be listed as additional insured on all policies except for Professional Liability and Workers Compensation policies. In addition, all policies except Liability and Worker’s Compensation shall contain a waiver of subrogation against Client.
- 11.5 No Agency. VertexOne is an independent contractor and shall not be considered an officer, agent, or employee of Client.
- 11.6 No Waiver. Neither party will be treated as having waived any rights by not exercising (or delaying the exercise of) any rights under the Agreement.
- 11.7 Severability. If any part of the Agreement is invalid, illegal, or unenforceable, the rest of the Agreement will remain in effect.
- 11.8 No Third-Party Beneficiaries. The Agreement does not confer any rights or benefits to any third party unless it expressly states that it does.

- 11.9 Dispute Resolution Procedure. The parties will attempt in good faith to resolve within 30 days any dispute or claim arising out of or in relation to this Agreement before filing a formal legal proceeding before a court or government tribunal. Nothing in this Section (Dispute Resolution Procedure) shall prevent either party from instigating immediate legal proceedings to avoid irreparable damage or to preserve the status quo.
- 11.10 Notice; Governing Law. Notices shall be given to each party at their respective addresses as first stated in the preamble of this Agreement. All Notices will be in writing and will be deemed to have been duly given (a) three (3) days after being sent by registered or certified mail, return receipt requested and postage prepaid; or, (b) one (1) day after deposit with a nationally recognized overnight delivery or express courier service. This Agreement shall be governed by the laws of the State of Montana governing law below without regard to choice or conflicts of law rules, and to the exclusive jurisdiction of the applicable courts of Yellowstone County below with respect to any dispute, claim, action, suit or proceeding (including non-contractual disputes or claims) arising out of or in connection with this Agreement.
- 11.11 Entire Agreement. The Agreement states all terms agreed between the parties and supersedes any prior or contemporaneous agreements between the parties relating to the subject matter of the Agreement. In entering into the Agreement, neither party has relied on, and neither party will have any right or remedy based on, any statement, representation, or warranty (whether made negligently or innocently), except those expressly described in the Agreement. The Agreement includes URL links to other terms, which are incorporated by reference into the Agreement. Any amendment to this Agreement shall be in writing. Without limiting the foregoing provisions of this Section 11.11, as of the Effective Date, (a) the Agreement supersedes and replaces that certain Master Services Agreement between the Client and WaterSmart Software Inc dated January 28, 2019 (as amended, supplemented or otherwise modified, the “**Prior Agreement**”) in all respects, (b) VertexOne (f.k.a WaterSmart Software Inc in the Prior Agreement) will cease performing services for Client, and Client will cease obtaining services from VertexOne, pursuant to the terms and conditions set forth in the Prior Agreement, and (c) VertexOne will commence performing Services for Client, and Client will commence receiving Services from VertexOne, pursuant to the terms and conditions set forth in the Agreement.
- 11.12 Counterparts. The parties may execute the Agreement in counterparts, including facsimile, PDF, and other electronic copies, which taken together will constitute one instrument.
- 11.13 Affiliates: Notwithstanding any provision of this Master Agreement to the contrary, either Party may enter into an Order Form or Statement of Work using an Affiliate of the named Party to this Agreement, and terms of this MSA shall incorporate automatically by reference.

12. Definitions.

“**Affiliate**” means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with that entity, and shall include any such entity that meets such test whether before or after the Effective Date. Control means control of greater than 50% of the voting rights or equity interests of a party.

“**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 employees, agents, consultants, contractors, or vendors authorized by Client to use the Software, subject to the terms and conditions of this Agreement.

“Client Data” means any data (including any Client Personal Data as defined in any applicable Order Form), contained in documents, text, drawings, diagrams, images, messages (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, or any data that is initiated or authorized by the Client.

“Confidential Information” means any business, technical, or other information that one party or its Affiliates, or the Recipient’s employees, Affiliates, agents, or professional advisors (the “Delegates”) of such party or its Affiliates (“Disclosing Party”) discloses to the other party or its Affiliates, or the Delegates of such party or its Affiliates (“Recipient”) under the Agreement, and that is marked as confidential or would normally be considered confidential information under the circumstances. Confidential Information does not include information that is independently developed by the recipient, is shared with the recipient by a third party without confidentiality obligations, or is or becomes public through no fault of the recipient.

“Indemnified Materials” means the products, information, and materials provided by either the Client or VertexOne under this Agreement.

“Intellectual Property Right(s)” 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

“Liability” means any liability, whether under contract, tort (including negligence), or otherwise, regardless of whether foreseeable or contemplated by the parties.

“Order Form” means an ordering document specifying the Services to be provided hereunder that is entered into between VertexOne and Client or any of VertexOne’s Affiliates, including any addenda, attachments, schedules, and supplements thereto.

“Personnel” mean all employees, agents, consultants, or subcontractors of VertexOne or Client, as applicable.

“Services” has the meaning described in the applicable Order Forms, Statement of Work, or Attachments.

“Software” means any web-based or offline software application that is provided by VeretxOne.

“Statement(s) of Work” means an Attachment that contains a description of applicable Software or Services to be provided by VertexOne to Client, as well as any milestones, deliverables, and Client obligations.

“Territory” means the United States and Canada, or any other jurisdiction identified in the Order Form.

“Third-Party Materials” means any software programs or services that are made available by third parties that are provided to Client under this Agreement.

“URL” means a uniform resource locator address to a site on the internet, and includes any general terms arising from a URL mentioned in this Agreement, an Attachment, Order Form, or Statement of Work.

[Signature page directly follows.]

IN WITNESS WHEREOF, this Agreement is hereby executed to be effective as of the Effective Date.

VERTEXONE:

CLIENT:

By:

Name:

Title:

Date:

By:

Name:

Title:

Date:

ORDER FORM

<u>Address Information</u>	
Address Information	City of Billings, MT ("Client") 2251 Belknap Ave. Billings, MT 59101US
<u>Order Form Details</u>	
Effective Date	Final signature date of Agreement
Subscription Start Date	Agreement Effective Date
Subscription End Date	60 months from Effective Date
Subscription Fee Billing Frequency	Annually
All other Billing Frequency	Monthly
Billing Terms	in accordance with the Agreement
VertexOne Software	VXcis VertexOne Digital <ul style="list-style-type: none"> • VXengage (f.k.a VertexOne Customer Advantage) • VXsmart (f.k.a VertexOne WaterSmart) VXfieldwork These Software components will be implemented and supported per the Services defined in the Agreement. These systems are deployed in a SaaS environment on a private cloud that is fully hosted and managed by VertexOne. Users will utilize a computing device with an internet browser to access the VertexOne-provided services. All licenses are provided to the Client on a subscription basis and charged by metric and/or fixed fees defined below.
Annual Escalation	All fees are subject to annual increases subject to CPI with a minimum increase of 3%
Active Accounts	Number of accounts eligible to receive a bill in VXcis, including final bills that are eligible to receive a bill.
Scheduled Field Techs	Named Technician in VXfieldwork eligible to be scheduled for a job. Dispatch users do not count towards Scheduled Field Techs.

1. Subscription Fees

Starting on the Effective Date, Client shall pay VertexOne the monthly SaaS Fees for according to the Fee schedule below. Client shall pay VertexOne the Monthly Fee for a minimum of 39,000 Active Accounts. If the number of Active Accounts in any month is above the minimum of 39,000 Client will be invoiced monthly based on the Overage Rates defined in the Transactional Fees table in Section 2 for each account over the 39,000 minimum

VXfieldwork is invoiced on the number of Scheduled Field Techs, the VXfieldwork Monthly Minimum Fee detailed below is based on 10 Scheduled Field Tech, if Client wishes to increase the number of Scheduled Field Techs, the Client and VertexOne will follow the Change Management Policy.

The monthly subscription Fees are made up of the following items:

Component	Minimum Annual Fee	Unit of Measurement
VXcis	\$273,112	Billable Accounts

VXengage	\$25,000	Billable Accounts
VXsmart	\$52,836	Billable Accounts
Premium Payment Integration – Invoice Cloud	\$5,000	N/A
VXfieldwork	\$36,960	Scheduled Field Techs
Contractual Discounts	(\$57,836)	N/A
Totals Annual SaaS Fee	\$335,072	

2. Transactional Fees

The table below describes VertexOne’s operational Fees & charges for work activities related to the provision of VertexOne’s Software and Services for Client. Transactional fees are subject to annual CPI increases

For this Order Form, transactional Fees shall be subject to the following terms:

- (1) Transactional Fees are determined by the volume of Services consumed and will be invoiced on the first full business day of the month following the provision of the Service, or the first full business day of the month following the availability of invoices or tracking data required to determine the payment amount.
- (2) Except as expressly provided otherwise, transactional Fees are not cancelable and Fees paid are not refundable.
- (3) As an express condition of the Client’s use of Services, the Client agrees to pay the transactional Fees. Any undisputed amount owing under this section not paid in accordance with its due date shall be a default and subject to the rights and remedies set out in the Agreement.

Price Component	Price	Note	Billing Start Date
VXcis Overage Rate	\$0.59	Per Active Account above 39,000	Effective Date
VXengage Overage Rate	\$0.06	Per Active Account above 39,000	Effective Date
Ad-hoc Email Notifications Composition and Initiation Fee	\$ 0.009	Per ad-hoc email generated by VertexOne Digital	Effective from point of first email generated
Ad-hoc SMS Notifications Composition and Initiation Fee	\$0.009	Per ad-hoc SMS generated by VertexOne Digital	Effective from point of first SMS generated
VertexOne SMS Gateway Transactional Fee ¹	<i>Estimated</i> \$0.032	Per SMS sent	Effective from point of first SMS sent
Print & Call File Generation	\$ 0.005	Per document composed within VertexOne Communication Advantage and sent to for print and for	Effective from point when VertexOne Digital is used to send a print and/or

		each item sent to dialer from VertexOne Digital	dialer/call file of first file processed
Electronic Document Archival (up to 24 months)	\$ 0.007	One-time charge, per item archived within VertexOne Digital	Effective from point of first document archived

¹ This fee covers VertexOne operating the SMS Gateway for Client through Twilio. Fees are based on Twilio cost to VertexOne plus ten percent (10%) VertexOne management fee. Pricing subject to change based on Twilio pricing.

3. Pass-Through Fees

It is acknowledged by the Parties that VertexOne will incur certain expenses while performing the Services which will be paid and administered by VertexOne, and which will be passed through to Client at actual cost on VertexOne's invoices.

Additions or deletions to Pass-Through Expenses shall be addressed through the Change Management Policy.

4. Implementation Fees

Client shall pay VertexOne the following Fees and expenses in respect of the implementation Services and activities for defined in the SOW. The Implementation fees are due on the Effective Date of the Agreement. VertexOne will provide the Client a 20% holdback that will not be processed until Go-Live Date of the VertexOne Software.

Component	Implementation Fee
VXcis Implementation	\$449,579
VXengage Implementation	\$50,000
VXfieldwork Implementation	\$246,794
Total	\$746,373.00

5. Expenses

Each party will bear their own expense and costs for the Agreement unless specifically agreed in the Agreement or any SOW. Expenses, travel and accommodation costs incurred by VertexOne in performing the Services under this Agreement shall be handled and paid, if applicable, in accordance with the terms of the Agreement.

6. Rate Card

Additional requested work that falls under Exhibit A (Change Management Policy) will be billed, at the following hourly rate and do not include any requisite travel expenses. Blended rate prices are subject to annual increases based on the terms of the Agreement.

Rate Card	Price	Note
VertexOne Blended Rate	\$ 220.00	Per hour for professional services

7. Invoicing

VertexOne 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 invoices will also be emailed to durayj@ci.billings.mt.us

8. Pricing Assumptions

VXcommunicate - Emails	
1.	Client has the ability to send ad-hoc email notifications. If Client chooses to send ad-hoc email notifications, the ad-hoc communication fees outlined above apply. If the Client chooses not to send ad-hoc communications, no fees apply.
2.	There is no charge for emails related to self-service customer activity confirmation notifications (password changes, forgot password, autopay enrollment, paperless billing enrollment, profile updates, leak alert, etc.).
3.	The ad-hoc email fees apply for any emails composed by VertexOne resulting from the receipt and processing of a file or transaction originating outside of the self-service application.
VXcommunicate - SMS	
4.	Client has the ability to send ad-hoc SMS (text) notifications. If Client chooses to send ad-hoc SMS notifications, the fees outlined will apply. If the Client chooses not to send ad-hoc SMS, no fees apply. Client will be subject to the Twilio fees will apply for each SMS (text) sent.
5.	System generated SMS (text) messages related to self-service customer activity confirmation notices (password changes, forgot password, autopay enrollment, paperless billing enrollment, profile updates, etc.) do not count as ad-hoc SMS and do not incur a fee. Client will be subject to the Twilio fees will apply for each SMS (text) sent.
6.	The ad-hoc SMS fees apply for any SMS composed by VertexOne resulting from the receipt and processing of a file or transaction originating outside of the self-service application.
7.	VertexOne will use VertexOne's Twilio account as the SMS gateway for Client and will pass through related fees as defined in section 2
VXcommunicate - Print & Call File Composition	
8.	Client has the ability to send ad-hoc print ready files to Client's document print and mail vendor. If Client chooses to have VertexOne compose and send ad-hoc print ready files to Client's document print and mail vendor, the ad-hoc print & call file fees outlined above will apply. If the Client chooses not to send ad-hoc print ready files no fees apply.
9.	System generated print ready files do not incur the ad-hoc print fee.
10.	Client has the ability to send ad-hoc outbound dialer files to Client's outbound dialer vendor or through VertexOne's Twilio gateway. If Client chooses to send ad-hoc outbound dialer files, the ad-hoc print & call file fees outlined above will apply. If the Client chooses not to send ad-hoc outbound dialer files no fees apply.
VXrepository - Document Archival	
11.	Client has the ability to store documents in VXrepository. If Client chooses to store documents in VXrepository, the document archival fees outlined above will apply. The VXrepository fee is a one-time fee for any items archived in VXrepository. The fee is incurred at the point an item is archived and covers archival for up to 24 months. If the Client chooses not to store documents in VXrepository no fees apply.

12.	For performance reasons, a size limit of 20 MB per document applies to documents loaded into VertexOne Document Advantage. Any requested increase in the max file size will be addressed through the Change Management Policy.
13.	Client can extend the VXrepository archive period beyond 24-months through the Change Management Policy.

VERTEXONE STATEMENT OF WORK (“SOW”)

1 Project Summary

VertexOne will provide all services typically utilized to implement all Software and Services described within this SOW for the Client. As the single point of accountability, VertexOne will be responsible for implementing and the ongoing support of the VertexOne Software as part of this SOW between VertexOne and Client.

2 Definitions

Definitions can be found in the Agreement, unless otherwise defined in this document.

3 VertexOne Software Functionality

During the project, if the Client desires to make any changes to the planned functionality to be delivered, that will be subject to the Change Management Policy, defined in Exhibit A of the Agreement.

VertexOne has included the VertexOne response to “Billings Functional Requirement” from the 2022 Utility Billing RFP as Attachment 1 – Client Functional Requirements for illustrative purposes, functionality of the VertexOne Software will be defined in Attachments 2, 3 and 4.

3.1 VertexOne Digital Functionality

VertexOne will deploy a single production instance of the VertexOne Digital platform including all applicable modules required to deliver the functionality defined within this SOW.

VertexOne has provided Attachment 2 – VertexOne Digital Project Requirements (“Attachment 2”). Attachment 2 has been reviewed by both Parties to determine VertexOne Digital functionality. Column H in Attachment 2 will determine the functionality and are defined below:

Yes – functionality will be enabled during the initial VertexOne project.

No – functionality will not be enabled during the initial VertexOne project. Functionality can be enabled following Functionality Sign-Off of the initial VertexOne project. Enablement of these requirements will be handled via the Change Management Process.

VertexOne is providing VertexOne Digital as a SaaS solution. With a SaaS approach, VertexOne Digital system functionality is subject to change in the future.

3.2 VXcis Functionality

VertexOne will deploy a single instance of the VXcis including all applicable modules required to deliver the functionality defined within this SOW.

VertexOne has included as Attachment 3 - VXcis Functionality (“Attachment 3”). Attachment 3 is hereby incorporated herein by reference and made a part hereof as if written word for word. Attachment 3 has been reviewed by both Parties to determine the Project implementation scope for VXcis. Column G in Attachment 3 will determine the Project scope and are defined below:

Yes – functionality will be enabled during the initial VertexOne project.

No – functionality will not be enabled during the initial VertexOne project. Functionality can be enabled following Functionality Sign-Off of the initial VertexOne project. Enablement of these requirements will be handled via the Change Management Process.

VertexOne is providing VXcis as a SaaS solution. With a SaaS approach, VXcis system functionality is subject to change in the future.

3.1 VXfieldwork Functionality

VertexOne will deploy a single production instance of the VXfieldwork platform including all applicable modules required to deliver the functionality defined within this SOW.

VertexOne has provided Attachment 4 – VXfieldwork Functionality (“Attachment 4”). Attachment 4 has been reviewed by both Parties to determine VXfieldwork functionality.

VertexOne is providing VXfieldwork as a SaaS solution. With a SaaS approach, VXfieldwork system functionality is subject to change in the future.

3.2 Functionality Sign-Off

After Final Acceptance for the Implementation Project, including closure and results acceptance of the Solution by the Client, this Statement of Work and Attachments will be formally closed with the Client and VertexOne Sign-Off.

3.3 Functionality Attachments

Attachment 1	Client Technical Requirements
Attachment 2	VertexOne Digital Functionality
Attachment 3	VXcis Functionality
Attachment 4	VXfieldwork Functionality

4 Implementation

The sections below describe the project phases, steps, and responsibilities for the implementation.

4.1 Implementation Schedule

The preliminary implementation schedule below depicts the high-level schedule phases, and associated durations for the initial VertexOne Digital project. A detailed schedule will be developed and updated, as needed, during the Project which will utilize these phases. Any changes to the dates and/or durations, and requisite cost adjustments will be handled by the Change Management Process.

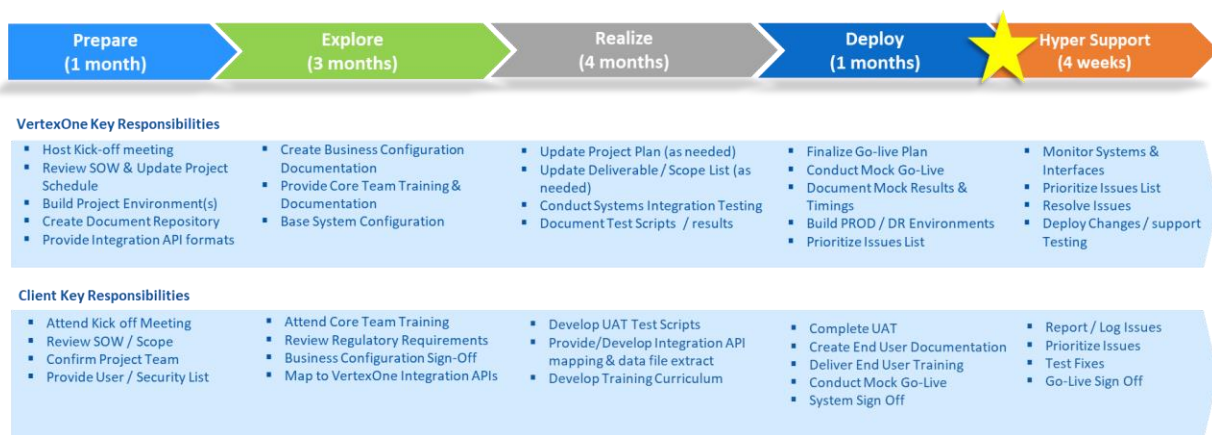
9-month Implementation of VertexOne Software



The Client and VertexOne understand the Project timeline and agree to communicate and adhere to that timeline, thus setting proper expectations with the Project team, stakeholders, and management.

4.2 Key Implementation Activities, Deliverables and Responsibilities

The diagram below depicts the high-level key activities, deliverables, and responsibilities for each phase of the initial VertexOne Digital implementation project. A detailed list and descriptions for each item listed below will be developed, delivered, and updated, as needed, during the Project. Any changes to the key activities, deliverables, and responsibilities will be handled by the Change Management Process.



4.3 Implementation Scope

The Client and VertexOne understand the Project scope and agree to communicate and adhere to that scope, thus setting proper expectations with the Project team, stakeholders, and management. Changes to scope will be addressed based on the terms of this Agreement.

Unless agreed upon through the Change Management Process, only items defined in Section 3 as in scope will be within the scope of this implementation Project.

“Final Acceptance” after Go-Live is based on the agreed upon in scope requirements at the end of the explore phase.

4.4 User Training

VertexOne will provide base product training via standard user stories 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.

4.5 Change Management Process

VertexOne and the Client will follow the Change Management Process provided as Exhibit A to this Agreement.

4.6 Travel

If the Client and VertexOne determine it is needed to be on-site for activities, expenses will be billed based on actual costs incurred and will comply with VertexOne Policy for travel.

VertexOne has documented success in delivering implementations using a distributed delivery model which requires less onsite presence.

4.7 Implementation Sign-Off

After Final Acceptance for the Implementation Project, including closure and results acceptance of the Solution by the Client, this Statement of Work and Attachments will be formally closed with the Client and VertexOne Sign-Off.

5 Services

5.1 Hosted Services

The Hosted Services provided by VertexOne to Client will consist of the following configured Software components and services, as more particularly described in this SOW, the Order Form, and the Agreement:

- VertexOne Software set forth in the Order Form
- Configuration of the Software as required under Section 3 of this SOW
- Hosting of the Software
- Application management services
- Disaster recovery and business continuity services

Delivery Management is the function of sourcing, managing, and integrating support for the delivery of VertexOne post Go-Live support services set forth in this Agreement.

Delivery Management Responsibility Matrix

#	Function	Client	VertexOne
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
5	Performing high-level project management functions for key Change Orders		X

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

Hosted Services Responsibility Matrix

#	Function	Client	VertexOne
	Hosted Services - IT Infrastructure Management		
1	Maintain and administer hardware/server infrastructure, troubleshoot, support, and fix 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 OS 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 SaaS environment.		X
	Backup Recovery and Management		
5	Schedule, perform and monitor daily incremental backups and weekly full back-ups. Tested and verified successful backups monthly.		X

6	Perform data restore / data recovery, and application recovery as required. Tested and verified successful annually.		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	Maintain and manage a Disaster Recovery Plan		X
Performance and Capacity Management			
11	Maintain capacity plan based on requirements (e.g., users, new apps. etc.)		X
12	Perform trend analysis as input to capacity forecasting.		X
13	Monitor online performance of all in-scope infrastructure and environments. Cover costs need to manage and take appropriate action to address performance issues.		X
14	Perform SaaS performance tuning.		X
Database Management			
15	Manage and administer the database environment.		X
16	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
17	Receive and evaluate manufacturer provided database management system (DBMS) patches, updates, upgrades, and prioritize as appropriate for implementation within documented severity time frames following the Change Management Process.		X
18	Perform database object and software tuning		X
Security Services			
19	Implement security administration requests in accordance with approved processes.		X

20	Perform user moves, adds, changes, and deletions per approved processes	X	
21	Administer VertexOne Software application security (i.e., end user authorization files, database security ids, forms).		X
22	Report security incidents within 4 hours of any validated security breach.		X
23	Maintain and support firewall subsystem software components (e.g., patches and software upgrades).		X
24	Monitor virus/security alerts and vulnerabilities from manufacturers and determine appropriate action per procedure. Ensure antivirus software is updated as new releases are issued.		X
25	Ensure compliance with generally accepted PCI standards in order to help protect sensitive customer information, including masking of credit/bank account numbers.		X
Network Management			
26	Perform 24x7x365 monitoring of the Local Area Network (LAN) for the SaaS environment for satisfactory operation.		X
27	Notification to designated Client representative(s) of service interruption		X
28	Wide Area Network (WAN) Connectivity (if desired) into VertexOne Data Center	X	

5.2 Application Management Services

The system will operate on its own instance of the Hosted Services Solution and VertexOne will manage, monitor, and support Client’s instance of the Software. VertexOne resources will provide application management services remotely. Should onsite services be required, travel will be invoiced according to the Order Form. The following describes the services provided under application management.

5.2.1 Incident Management

When a Service Error occurs within the Software, a user is required to record an incident. Resolution of Service Errors is included within the Hosted Services. Incident resolution priorities will be allocated in accordance with the Incident Priority Table set forth in this SOW. Client will be responsible for resolving Incidents that arise from issues with Client’s data or deficiencies in Client’s end-user training. The following levels of support apply to incident management.

Level 1 Support (Client)

When an end-user has a problem, a designated Client support resource or a subject matter expert from each business area reviews and determines if there is an issue. If an issue is confirmed, a ticket is logged.

Level 2 Support (VertexOne)

Ticket is assigned to appropriate VertexOne resource for investigation and resolution.

The table below details specific tasks and responsibilities associated with incident management.

#	Incident Management	Responsibility	
		Client	VertexOne
1	Identify application incident (performance, bug, system generated error message)	X	X
1a	Identify application incident at the functional level	X	
1b	Identify application incident within the back end (e.g., email pushes)		X
2	Log application incident	X	X
2a	Log user identified incident, including assigning initial severity	X	
2b	Log incident identified by support team, including assigning initial severity		X
3	Assign severity to incident		X
4	Categorize incident as repair		X
5	Follow VertexOne Change Control process as described in Exhibit A	X	X
6	Resolve application defects (code and configuration fixes)		X
7	Test and/or validate defect correction and approve for Production Environment	X	X
7a	Test and/or validate defect correction in development environment and approve for move to QA.		X
7b	Test and/or validate defect correction in QA environment and approve for move to production.	X	
8	Resolve technical interface issues	X	X
9	Resolve system performance issue	X	X
10	Resolve data errors ¹	X	X
10a	Client owns the data and is responsible for data corrections.	X	
10b	Resolve data errors caused by programmatic issues within the VertexOne solution.		X
11	Address end user errors	X	

¹ Client owns the data and is responsible for any data correction. VertexOne can assist if a ticket is created, and the Client requests help for mass data correction. If the Client's action caused data error, then VertexOne assistance is billable.

5.2.2 Change Requests

Changes to the VertexOne solution requested by Client result in VertexOne creating a Change Request specification and both parties following the Change Management Process as defined in Exhibit A.

5.2.3 Business Support Functions

VertexOne will maintain and support functionality of the Software to facilitate effective daily business operations.

Client is responsible for data integrity, working and resolving exceptions and confirming system changes performed by VertexOne before they are moved into the Production Environment.

VertexOne maintains technical currency of the hosted environment and the application. This includes applying periodic infrastructure refreshes and product releases. VertexOne will notify the Client in advance of any infrastructure refreshes and product releases, unless otherwise specifically agreed upon by VertexOne and the Client. The periodic product release involves applying the new product version to client QA environment, performing regression testing, and providing release notes. Client acceptance testing is advised as part of this release.

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

#	Function	Client	VertexOne
1	Manage, monitor and support VertexOne 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 3rd Party systems which interface to the Hosted Services environment	X	
4	Manage, monitor, support Batch Processing		X
5	Update to User Security Role	X	
6	Update to User Security Group Permissions		X
7	Generate and log application, transactional exceptions		X
	Manage and resolve application, transactional exceptions	X	
8	Log user support questions as Service Requests	X	
9	Respond to user support questions		X
10	Follow the VertexOne Change Management Process as described in Exhibit A.	X	X
11	Log Service Requests requesting configuration changes and support tasks for Level 2 Support	X	
12	Complete requested configuration changes and support tasks		X
13	Test and/or validate on configuration changes and approve for Production Environment	X	X
14	Acknowledgement that unit test has been successfully completed, that dependencies with other objects have		X

	been considered and that the change is approved for move to Production Environment.		
15	Acknowledgement that UAT has been successfully completed, that impacted users have been notified or trained if applicable and that the change is approved for move to Production Environment.	X	
16	Acceptance testing of periodic releases	X	
16a	Perform Annual PCI Security Assessment		X
16b	Perform Annual SOC I Type 2 Audit		X
17	Management of VertexOne Digital templates ¹	X	

5.3 Outage and Disaster Recovery Services

An Outage is a Severity 1 level incident and is prioritized and worked in accordance with severity definition in section 6 'Incident Priority Definition'. If it is determined that the issue is the Client's responsibility, i.e., with Client's network connecting to VertexOne's data center, then VertexOne immediately notifies Client through agreed means of communication.

Disaster Recovery (DR) services deal with a Disaster in which catastrophic events have occurred destroying or rendering the primary production servers, or equipment they rely on, inoperable.

VertexOne shall operate a secondary system at a data center facility that is geographically remote 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. VertexOne 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.

If VertexOne determines that the production system is unrecoverable, and the production system must be switched over to the backup data center, a Disaster Recovery Declaration is declared by VertexOne, and the Client is notified.

VertexOne develops and maintains a Client specific DR Plan and performs an annual Disaster Recovery test to validate the procedures. This DR Plan documents the strategies, personnel, procedures, and resources that will be used to respond to any major outage or long-term business interruption due to a service interruption or declared disaster.

VertexOne is providing the following key performance indicator (KPI) targets related to Outages. These KPIs are intended as the operational targets.

KPI	KPI Definition	KPI Target
Recovery Time Objective (RTO)	Target time for full capacity system recovery of VertexOne hosted solutions.	< 4 hours
Recovery Point Objective (RPO)	Target age of restoration data backup.	< 1 hour

6 Incident Priority Definitions

VertexOne shall provide the Hosted Services in accordance with the following guidelines:

Severity	Impact Definition	Response Objectives	Update Frequency
Severity 1	Emergency <ul style="list-style-type: none"> Business is not operational with significant performance issues, financial impact, and/or number of customers impacted. 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. 	Technician Response Time \leq 1 hour	1 Hour
Severity 2	Critical <ul style="list-style-type: none"> 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. 	Technician Response Time \leq 4 business hours	4 Hours
Severity 3	Restricted <ul style="list-style-type: none"> 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 workaround is required to maintain normal operations, or a function has a defect which creates errors or anomalous results. 	Technician Response Time $<$ 8 business hours	When work starts and upon completion
Severity 4	Not Urgent <ul style="list-style-type: none"> 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 hours	When work starts and upon completion
Severity 5	Request <ul style="list-style-type: none"> Task or Change Request Request for change of a new service, feature, or hardware 	As per Change Management Process	When work starts and upon completion

Response Objectives: Measured as the time from which an incident was assigned to VertexOne 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 VertexOne communicates updates to Client contact person.

7 Service Levels

This section describes the Service Levels that VertexOne shall meet during the Term of this Agreement to be provided to Client.

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

Service Level #	Service Level	Service Level	Metric
1	SaaS/Application Availability	99.5%	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.
2	Incident Technician Average Response Time Severity 1 (S1)	Average of S1s <=/ 1 hour	This metric measures the technician response time to a S1 incident. This measurement is calculated as the average of S1 incidents during the reporting period in which they were responded to within the defined response time.
3	Incident Technician Average Response Time Severity 2 (S2)	Average of S2s <=/ 4 business hours	This metric measures the technician response time to a S2 incident. This measurement is calculated as the average of S2 incidents during the reporting period in which they were responded to within the defined response time.

8 Assumptions

This statement of work is based on the following assumptions. Any changes to these assumptions may result in changes to the project schedule, timelines, costs, etc. Any such change will be brought to the attention of the steering committee and as applicable, the Change Management process.

#	Assumption
	General
1.	Any required travel and related expenses related to the services specified in this SOW will be passed through to the Client as per agreed upon travel policies. All such travel will be pre-approved by the Client.
2.	The Client will provide a dedicated team and will integrate their activities with our project plan.
3.	The Client will provide subject matter experts available to the project that have knowledge of the Client's internal processes.
4.	Any resource constraints either from the Client or any other 3 rd party vendors that result in changes to the Project Timelines will be addressed via the Change Management Process.
5.	The Client is responsible for User Acceptance Testing

6.	Unless otherwise stated in this SOW, the Client is responsible for development of all end user training materials and the delivery of all end user training.
7.	Requests for additional training beyond the initial onsite training is subject to additional costs.
8.	Any changes to 3rd party vendors not stated in this proposal may result in changes to the timeline, project scope and cost. Such changes will be addressed via the Change Management Process.
9.	The Client will manage 3rd party vendor relationships, where the vendor has contracted through the Client.
10.	The Client is responsible for any regulatory requirements, defining and providing to VertexOne. Any system changes as a result of regulatory changes are the responsibility of the Client and managed via the Change Management Process.
11.	Any audit requests by the Client will follow the Change Management Process, and all associated costs with any audits requested by client will be charges following the Change Management Process.
12.	The Client is responsible for providing any network connectivity from the Client to the VertexOne data center.
13.	The Client will provide IT resource to establish network connectivity to the VertexOne solutions.
14.	VertexOne Software is provided as a SaaS and we continually are enhancing the product. As a result, functionality will evolve over time and related functional requirements are subject to change in the future.
15.	Content and design of all materials are subject to change over time, as VertexOne Software incorporates new features.
16.	Changes to VertexOne Software base code will follow the Change Management Process. Request that are approved will be added to the VertexOne Software roadmap.
17.	VertexOne's Implementation relies on utilizing VertexOne Best Practices. Deviation from Best Practices may result in additional project scope which will be managed via the Change Management process.
18.	VertexOne and Client will agree to find workaround solutions that address gaps vs adding additional functionality that increases project scope and cost.
19.	VertexOne assumes Client and/or Client's 3 rd Party Vendors will meet VertexOne Software standard APIs for integrations. If Client and/or Client 3 rd Party Vendors cannot meet the VertexOne Software standard APIs, VertexOne can assist with the integration to these external systems, via the Change Management Process.
20.	Integration with applications other than those specified in this SOW will be addressed through the Change Management Process
21.	Client agrees to a minimum of one system upgrade per the annual Release calendar
VertexOne Digital	
22.	End User views of interval data is dependent on the intervals the Client can provide VertexOne.
23.	The Client is responsible for providing VertexOne key program inputs for configuration of the VertexOne Digital platform. These include access to meter data as well as configuration options (I.e., logos and contact information).
24.	The Client is responsible for delivery of all functionality dependencies listed in Column G in Attachment 1.
25.	VertexOne will configure 3 forms for the Client that will collect information that will be provided to the Client for manual processing.
26.	VertexOne will configure 3 wizards to collect response information that will call a VXcis API to pass the information to VXcis for automated processing.
27.	VertexOne assumes no user migration from existing the Client customer facing portal. User migration from current customer facing portal will follow the Change Management Process (CMP).

28.	The migration/import of any historical electronic document images will incur a one-time document archival load fee based on the volume of documents to upload, size of the documents and retention period. This fee will be addressed through the Change Management process once the full scope of the historical migration has been defined.
29.	The Client is responsible for any direct interaction with your customers. VertexOne does not communicate directly with the Client's customers.
30.	Variables must be configured in both VertexOne Digital and the VXcis before they can be used in a communication template. Configuration of variables after the implementation project (new or change) will follow the Change Management Process.
31.	VertexOne provides the ability to initiate outbound SMS messaging by submitting the request to Twilio.
32.	VertexOne provides the ability to initiate or automated, outbound dialer calls through Twilio.
33.	The implementation of VertexOne Digital supports the ability to provide print ready documents to the Client's print vendor. VertexOne pricing does not include the cost of printing and postage for documents sent to the Client print vendor by VertexOne Digital.
VXfieldwork	
34.	Complex work order types such as long duration or compound dependencies may require customized configuration and will be addressed through the Change Management process
35.	Configuration of inventory/parts/warehouse functionality and timesheet functionality is out of scope for this SOW and inclusion would be addressed through the Change Management process
36.	VXfieldwork Inventory functionality is currently out of scope
37.	VertexOne assumes VXcis will be the system of record for both VXfieldwork and Client's existing CityWorks solution.
38.	VXfieldwork will be able to consume data from Client's existing CityWorks solution.
39.	VertexOne assumes Client's existing CityWorks solution will integrate with VXcis to pass information from VXfieldwork. If Client desires to have VXfieldwork pass information to Client's existing CityWorks solution, VertexOne and Client will follow the Change Management Process.
3rd Party Licenses	
40.	The Client is responsible for all Google Licenses to provide the VertexOne Digital functionality that is in scope. The following are the Licenses and APIs needed from Google:
a.	Maps Embed API
b.	Maps JavaScripts API
c.	Geocoding API
d.	Translate
41.	The Client is responsible for the license for Geocode.io in order to provide additional mapping functionality provided in VertexOne Digital.

System Functional Requirements	VERTEXONE RESPONSE	NOTES
1. Describe general functionality of solution including items below:		
a. Include a user-friendly, browser-based user interface.	Yes, Vxix offers this functionality as part of the out of the box offering.	
b. Include user defined fields with parameters defined by the user.	Yes, Vxix offers this functionality as part of the out of the box offering.	
c. Use efficiencies to expedite processes such as setting up new accounts, meter changes, creating service orders, delinquencies and penalties, and billing.	Yes, Vxix offers this functionality as part of the out of the box offering.	<p>Vxix features "Workflows" which move the user through a fixed series of pages, ending with the Finish Step pages. The guided process takes the guess work out of the process and walks the end-user through the process as defined by the utility.</p> <p>The Finish pages facilitate process completion by enabling the user to do one or more of the following (depending on the pages viewed or updated by the user).</p> <ul style="list-style-type: none"> • Create a service order • Add a one-time fee • Add a recurring fee • Create a pre-formatted letter from a template • Capture interaction with the customer as a customer task <p>The design is grounded in real-life usability studies of utility customer service representatives as well as thousands of hours of analysis around call types, user behaviors, business processes and best practices. The result is a highly interactive desktop application that is designed to achieve optimum business performance.</p> <p>The Add Customer and/or Account System Guided Process guides a user through searching for an existing customer with options of Creating New Customer/Account or adding a new Account to an existing Customer. A customer may have multiple accounts under a customer number.</p> <p>Utility specific business rules as well as the real-time USPS Address validation ensures accurate and standardized information is captured while creating an account.</p>
d. Provide various levels of security. Access should allow each user group to be granted full access, read only access to limited access, and allow for administration of user access and password administration.	Yes, Vxix offers this functionality as part of the out of the box offering.	<p>Internal Users: Vxix provides Role-Based Access Control and security capabilities within the Application. We can integrate to AD using SAML authentication. VertexOne will work with The City, during the implementation, to define and configure User-Id or Password minimum standards.</p> <p>Vxix provides for access around business functions and role to determine what user is permitted to do in the system. Based on security setup, a user might not have authority to perform all functions. Menu options, pages, fields or buttons might be "gray" and/or unavailable for users without sufficient authority.</p> <p>External Customers: Vxix is fully integrated with VertexOne Digital. This integration facilitates secure access to customer information via a customer's log-in credentials and secure integration to the CIS.</p>
e. Provide administration including the ability to change or update field values within the system.	Yes, Vxix offers this functionality as part of the out of the box offering.	
f. Provide technical support for software and hardware between 8:00 and 5:00 Mountain Standard Time Monday through Friday.	Yes, Vxix offers this functionality as part of the out of the box offering.	
g. Interface with cash receipts, general ledger, meter reading software, remittance processing, Routeware, GIS mapping and web application.	Yes, Vxix & our optional Vxifieldwork solution offer this functionality as part of the out of the box offering.	
h. Identify if product is address based or parcel based.	Vxix is address based and can track parcels as well.	
i. Product should link address and parcel including stacked parcels.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Vendor should describe how PCI-DSS compliance is maintained. Vendor should identify and PII data that should be protected.	VertexOne maintains PCI compliance for the collection and processing of payment information. VertexOne does not store PCI data, we collect and pass the data to third party payment processors. We undergo an annual audit to maintain this compliance. VertexOne maintains a PCI compliant zone within our datacenter. This zone is firewalled from the non-PCI zone to adhere to the PCI standards.	
2. Describe how the solution provides customer account and location management including items below:		
a. Ability to enforce business rules on all system transactions so that user errors can be minimized.	Yes, Vxix offers this functionality as part of the out of the box offering.	
b. Allow for documents (photos, letters, etc.) to be attached to an account and viewable by authorized system users.	Yes, Vxix offers this functionality as part of the out of the box offering.	<p>Vxirepository is included within VertexOne Digital. Vxirepository is fully integrated with our Vxix and VertexOne Digital to facilitate Customer Care and/or end customer self-service viewing and printing of applicable archived documents.</p> <p>If implemented, VertexOne will retain documents in Vxirepository in accordance with our agreed upon document retention and/or SLA standards.</p> <p>Reprinting of documents is addressed based on the business scenario driving the reprint.</p> <ol style="list-style-type: none"> 1. Self-service - archived Statements and Letters can be self-served via the VertexOne Digital platform. The customer can select and view the .pdf image of the document and can locally print. 2. Recreated statements (with updated statement messages or adjusted billing) - Statements can be recreated through the Vxix in this scenario, a new XML file is sent to for composition print/mail - and would be used when we want current messaging to appear or for adjusted billing. 3. Customer Care reprints - occur directly from the document archival 4. With Vxirepository, the agents select the archived document and can choose to print. 5. With OnBase, the re-print would work as it currently does.
c. Support an unlimited number of accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	
d. Product should track customer classification and type of services provided.	Yes, Vxix offers this functionality as part of the out of the box offering.	The "Quick Reference" area along the left panel of the screen displays customer information, as well as context-specific information such as alerts. The information in the quick reference is always displayed, regardless of what task the CSR is performing. Information included in the panel includes: account alerts, recent task and service order history, balance and recent billing information, flags notifying programs initiated, credit rating, the Customer Tree with connected services.
e. Ability to view all customer account activity in one location, including, but not limited to read history, billing history, payment history, notes, etc.	Yes, Vxix offers this functionality as part of the out of the box offering.	
f. Ability to make changes to customer account from customer account information screen.	Yes, Vxix offers this functionality as part of the out of the box offering.	
g. Ability to define, add, change, and delete an unlimited number of account types.	Yes, Vxix offers this functionality as part of the out of the box offering.	
h. Ability to query an account based on various search criteria such as customer name, account number, parcel number, or service address.	Yes, Vxix offers this functionality as part of the out of the box offering.	Vxix search allows for single or multiple criteria including name, address components, status, parcel number, meter ID, account, and location attributes and balance ranges. Legacy account ID and other utility specific identifiers can also be configured as search criteria.
i. Provide summary and detail level inquiry of customer accounts, consumption, and amount paid per year.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Provide user defined fields to be maintained for each record.	Yes, Vxix offers this functionality as part of the out of the box offering.	
k. Ability for unlimited notes on accounts with ability to assign alert flags where needed.	Yes, Vxix offers this functionality as part of the out of the box offering.	
l. Ability to track frozen meter accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	All accounts and locations will continue to be tracked regardless of meter status.
m. Ability to provide an audit trail for changes to an account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
n. Support unlimited transaction and consumption history.	Yes, Vxix offers this functionality as part of the out of the box offering.	
o. Accommodate new customers at an existing service address through a transfer function.	Yes, Vxix offers this functionality as part of the out of the box offering.	
p. Ability to track property owner as well as tenant.	Yes, Vxix offers this functionality as part of the out of the box offering.	
q. Ability to transfer customer balances and other related information to a new account when a customer transfers to a new service address.	Yes, Vxix offers this functionality as part of the out of the box offering.	Vxix supports the transferring of unpaid charges and deposits to the new account but our best practice is to maintain the same account ID and associate it to the new premises. This enables the utility to retain all pending charges as well as all history associated to the account.
r. Provide ability to attach scanned documents to a customer record.	Yes, Vxix offers this functionality as part of the out of the box offering.	
s. Provide ability to mark an account as an "internal" account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
t. Provide a CASS certification process to insure and maintain accurate postal information.	Yes, Vxix offers this functionality as part of the out of the box offering.	Vxix has real-time built in USPS validation upon mailing and service address entry. The solution will return the USPS recommended address and will update automatically. Vxix can be configured to require validation prior to storing any new address.
u. Ability to track information through the system by customer. Ability to view all accounts a customer has had and current status of accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	
v. Ability to track an unlimited number of user defined events on an account (i.e., late notices, shut offs, sent to collections).	Yes, Vxix offers this functionality as part of the out of the box offering.	
w. Ability to display account information via web application.	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
x. Ability to track information through the system by contract or property. Ability to see all accounts at a given property and be able to view all accounts associated with a customer.	Yes, Vxix offers this functionality as part of the out of the box offering.	
3. Describe the rates and fee schedules that the solution includes and ability to handle the items below:		
a. Ability to define add, change, and delete an unlimited number of rate code types and amounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	The system maintains a full listing of all current & historical rates by effective date. They are available to review from the Services pages. Any prior period usage adjustment will be applied against the original rate, even if a newer rate exists.
b. Ability to define an effective date for rate tables and prorate charges based on the effective date.	Yes, Vxix offers this functionality as part of the out of the box offering.	Vxix records the configurable proration type by rate or charge code. The proration type determines the number of days threshold and if eligible on base charge, rate step or rate amount.

c. Ability to define water and wastewater service rates that are consumption based, fixed, percentage based, tiered or seasonally averaged.	Yes, Vxix offers this functionality as part of the out of the box offering.	
d. Ability to define storm fees that are fixed or based on square footage of impervious area of the parcel.	Yes, Vxix offers this functionality as part of the out of the box offering.	
e. Ability to define solid waste rates that are fixed, based on container size, and frequency.	Yes, Vxix offers this functionality as part of the out of the box offering.	
f. Ability to define distribution of fees to multiple general ledger accounts based on user defined account types, fee category, service type, or reason code.	Yes, Vxix offers this functionality as part of the out of the box offering.	
g. Ability to prorate customer charges for service to date of occupancy.	Yes, Vxix offers this functionality as part of the out of the box offering.	
h. Ability to back date the date of occupancy.	Yes, Vxix offers this functionality as part of the out of the box offering.	
i. Ability to define, add, change and delete an unlimited number of service types.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Ability to calculate industrial pretreatment surcharge (BOD/TSS).	Yes, Vxix offers this functionality as part of the out of the box offering.	
k. Ability to assess surcharge for groundwater flow into storm sewer based upon surface area of drainage, amount of rainfall and current rate.	Yes, Vxix offers this functionality as part of the out of the box offering.	
l. Ability to stop and start dates for individual fees on an account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
4. Describe in detail the meter reading functionality of the solution including the items below:		
a. Ability to define and add, change, and delete an unlimited number of meter types.	Yes, Vxix offers this functionality as part of the out of the box offering.	
b. Ability to maintain an unlimited number of meters.	Yes, Vxix offers this functionality as part of the out of the box offering.	
c. Ability to identify a meter by type size, serial number, manufacturer, location, install date and test date.	Yes, Vxix offers this functionality as part of the out of the box offering.	
d. Ability to enter meter reading data through data entry screens from handheld devices or automated meter reading system.	Yes, Vxix & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.	
e. Service consumption automatically calculated upon entry of meter reading with ability to edit readings.	Yes, Vxix offers this functionality as part of the out of the box offering.	VertexOne provides the ability to change meter reads through the Correct Read/Usage function allowing the user to reset reads & usage for multiple months with the system determining the correct billing usage & associated dollar adjustment. The adjustments are then consolidated and can be presented on an immediate off cycle bill or on the next regular cycle bill. A complete reading history is maintained with the original corrected and updated billed read visible to the user.
f. Allow concurrent meter reading data entry of one route while processing billing for another.	Yes, Vxix offers this functionality as part of the out of the box offering.	Vxix allows for unlimited meter reading routes and bill cycles as defined on the premises or service and has the ability to bill anything when ready to bill. The meter reading download & upload as well as the bill process is triggered based on the utility configured bill calendar and then run automatically through our job scheduler. The bill calendar can be set to bill at any frequency desired and the job scheduler can run multiple routes at the same time.
g. Ability to maintain a list of "frozen" water accounts and send notice to affected property owners.	Yes, Vxix offers this functionality as part of the out of the box offering.	
h. Ability to list overtime or turn off fees separately on invoice.	Yes, Vxix offers this functionality as part of the out of the box offering.	
i. Maintain meter readings and dates independent of customer or account changes.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Provide ability to enter a meter change without interruption of the billing cycle and final billing.	Yes, Vxix offers this functionality as part of the out of the box offering.	
k. Generate work orders based on meter reading exception messages and actions entered along with meter reading.	Yes, Vxix offers this functionality as part of the out of the box offering.	
l. Ability to describe the location of the meter at the service location.	Yes, Vxix offers this functionality as part of the out of the box offering.	
m. Ability to view a history of all meters that have been installed at a service location.	Yes, Vxix offers this functionality as part of the out of the box offering.	
n. Ability to record unlimited notes for a meter.	Yes, Vxix offers this functionality as part of the out of the box offering.	
o. Ability to define meter read types.	Yes, Vxix offers this functionality as part of the out of the box offering.	
p. Ability to estimate meter reads based on user defined history preferences.	Yes, Vxix offers this functionality as part of the out of the box offering.	
q. Ability to estimate reads by route or by cycle, mass estimates.	Yes, Vxix offers this functionality as part of the out of the box offering.	
r. Ability to identify reads that were estimated versus actual.	Yes, Vxix offers this functionality as part of the out of the box offering.	
s. Ability for system to automatically identify roll over readings based on meter setup.	Yes, Vxix offers this functionality as part of the out of the box offering.	
t. Flexible high/low feature that allows the user to set a range of parameters that produce consumption edit.	Yes, Vxix offers this functionality as part of the out of the box offering.	
u. Ability to change out meters at any time. Where meters have been changed out, ability to show separate individual meter readings and consumption and to show total consumption and billing amount on the same bill.	Yes, Vxix offers this functionality as part of the out of the box offering.	
v. Ability to change meter reading sequence without changing customer account number.	Yes, Vxix offers this functionality as part of the out of the box offering.	
w. Ability to graphically display consumption history for an account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
x. Ability to display average consumption by month and day for an account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
y. Ability to view consumption history in numerical and graphical format via web application.	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
z. Maintains reading instructions, prints instructions on read sheets and provides information in meter reading handheld equipment.	Yes, Vxix offers this functionality as part of the out of the box offering. This is achieved integration between the City's MDM and VertexOne Vxix.	
aa. Allows user to flag individual accounts for which zero consumption is not considered to be an exception.	Yes, Vxix offers this functionality as part of the out of the box offering.	
bb. Prints meter route pages in customer number or route sequence number order.	Yes, Vxix offers this functionality as part of the out of the box offering.	
5. Describe in detail the billing management capabilities of the system including the items below:		
a. Supports single or multi cycle billing system.	Yes, Vxix offers this functionality as part of the out of the box offering.	
b. Provides a complete or exception only billing pre-list for review prior to bill printing.	Yes, Vxix offers this functionality as part of the out of the box offering.	
c. Allows printing of multiple cycles in one billing run.	Yes, Vxix offers this functionality as part of the out of the box offering.	
d. Generates one utility bill covering all services and charges and itemizes charges separately.	Yes, Vxix offers this functionality as part of the out of the box offering.	
e. Maintains a file of comments for inclusion on utility bills, reminder notices or shut off notices.	Yes, Vxix offers this functionality as part of the out of the box offering.	
f. Ability to send automated email or text communications to customers based on city defined parameters (delinquent accounts, late payment notices, readings out of bounds, etc.).	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
g. Provides user defined free form message on bills.	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
h. Ability to send bills or messages to customer phones or mobile devices.	Yes, VertexOne Digital offer this functionality as part of the out of the box offering.	
i. Capable of including, but not limited to the following information on the bill: billing date, account number, service period, current meter reading, prior meter reading, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior same period usage and average gallons used per day.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Ability to calculate Garbage utility based on garbage can size, number of cans, number of pickups per week, residential versus commercial, garbage and extra pickups separately.	Yes, Vxix offers this functionality as part of the out of the box offering.	
k. Ability to track garbage and recycle routes and their pick up day.	Yes, Vxix offers this functionality as part of the out of the box offering.	
l. Ability to charge add on fees (dumpsters, roll offs, large items).	Yes, Vxix offers this functionality as part of the out of the box offering.	
m. Generates a return stub so that cash receipts can be read with an optical character reader, scanning the account and amount.	Yes, Vxix offers this functionality as part of the out of the box offering.	
n. Ability to view and reprint a past bill at any time.	Yes, Vxix offers this functionality as part of the out of the box offering.	
o. Produces final notices.	Yes, Vxix offers this functionality as part of the out of the box offering.	
p. Ability to produce statements for customers with multiple utility accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	
q. Ability to export bills to a file for 3rd party printing.	Yes, Vxix offers this functionality as part of the out of the box offering.	
r. Ability to prorate bills for new and closed accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	
s. Calculates final bills during any cycle based on the internal issuance of a turn off service order or closing a customer account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
t. Supports billing adjustments such as read errors, automatically adjusts billing amount and history.	Yes, Vxix offers this functionality as part of the out of the box offering.	
u. Allows printing of a third party (dual notification) bills during bill run.	Yes, Vxix offers this functionality as part of the out of the box offering.	
v. Ability to not print a paper bill and email the bill to the customer or an option to both print and email.	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
w. Ability to maintain multiple email accounts.	Yes, Vxix offers this functionality as part of the out of the box offering.	
x. Support budget billing which must also be identified as the amount due when accessing payment amount due.	Yes, Vxix offers this functionality as part of the out of the box offering.	
6. Describe the financial management functionalities of the system including the items below:		
a. Allows positive or negative transaction adjustment with a complete audit trail.	Yes, Vxix offers this functionality as part of the out of the box offering.	
b. System automatically prepares transaction batches in a batch format for posting to general ledger including billing, cash receipts, NSF's, adjustments, etc.	Yes, Vxix offers this functionality as part of the out of the box offering.	
c. Provides automatic allocation of payments to billed service with ability to adjust or override the default distribution.	Yes, Vxix offers this functionality as part of the out of the box offering.	
d. Accepts over payment or credit adjustment with amount maintained as unapplied credit balance or to be applied to the next service bill.	Yes, Vxix offers this functionality as part of the out of the box offering.	
e. Provides complete audit trail of payments processed for reconciliation prior to general ledger cash posting.	Yes, Vxix offers this functionality as part of the out of the box offering.	
f. Ability to import payment records from e-payment and lockbox services vendors.	Yes, Vxix offers this functionality as part of the out of the box offering.	
g. Ability to accept full, over, partial and prepayments.	Yes, Vxix offers this functionality as part of the out of the box offering.	
h. Ability to distribute partial payments based on user defined preference (due date, service type or percentage).	Yes, Vxix offers this functionality as part of the out of the box offering.	
i. Provision for data entry correction of any distribution errors.	Yes, Vxix offers this functionality as part of the out of the box offering.	
j. Provide for auto-pay option for customers to pay from customer's bank account or credit card.	Yes, Vxix & VertexOne Digital offer this functionality as part of the out of the box offering.	
k. Ability to scan payment information directly into the system using bar code or OCR scanner.	Yes, Vxix can integrate with an OCR scanner of the utility's choice.	
l. Ability to support payment arrangements for customers to schedule payments for outstanding balances.	Yes, Vxix offers this functionality as part of the out of the box offering.	
m. Ability to display transaction history including bills, receipt adjustments, credits, and refunds for an account.	Yes, Vxix offers this functionality as part of the out of the box offering.	
n. Ability to display details of transaction and drill down to transaction.	Yes, Vxix offers this functionality as part of the out of the box offering.	

o. Accepts only one deposit per customer account.	Yes, VxXis offers this functionality as part of the out of the box offering.
p. Ability to automatically apply deposits to a final bill or an account that has been in good standing for a user defined period of time.	Yes, VxXis offers this functionality as part of the out of the box offering.
q. Ability to automate the credit/refund process by batch.	Yes, VxXis offers this functionality as part of the out of the box offering.
r. Ability to automatically apply deposits to the correct revenue accounts.	Yes, VxXis offers this functionality as part of the out of the box offering.
s. Ability to display account transaction history via web application.	Yes, VxXis & VertexOne Digital offer this functionality as part of the out of the box offering.
t. Ability to pay outstanding balances or set up automatic payment from credit card or checking account via web application.	Yes, VxXis & VertexOne Digital offer this functionality as part of the out of the box offering.
u. Ability to track deposits and interest on all deposits.	Yes, VxXis offers this functionality as part of the out of the box offering.
v. Provides ability to initiate bankruptcy on account marking previous balance as uncollectable to maintain account history and provide audit trail for uncollectable balance.	Yes, VxXis offers this functionality as part of the out of the box offering.
w. Provide API/Web Services for posting real-time payments from payment processing vendor(s).	Yes, VxXis offers this functionality as part of the out of the box offering.
7. Describe in detail the delinquency management functionalities of the solution including the items below:	
a. Ability to age accounts in 30, 60, 90 and 120 day increments.	Yes, VxXis offers this functionality as part of the out of the box offering.
b. Ability to automatically add late penalties or interest to delinquent accounts according to a flexible rate structure determined by the user.	Yes, VxXis offers this functionality as part of the out of the box offering.
c. Automatic printing of shut off notices and service orders through interface to service order system.	Yes, VxXis offers this functionality as part of the out of the box offering.
d. Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance.	Yes, VxXis offers this functionality as part of the out of the box offering.
e. Automated special payment arrangements allowing customers to pay amount due over time.	Yes, VxXis offers this functionality as part of the out of the box offering.
f. Ability to automatically assess a charge to an account if a shut off is processed.	Yes, VxXis offers this functionality as part of the out of the box offering.
g. Ability to generate a file to transfer unpaid utility balance to property tax records.	Yes, VxXis offers this functionality as part of the out of the box offering.
h. Allows selected account to be flagged as exempt from past due notices for accounts that have made payment arrangements.	Yes, VxXis offers this functionality as part of the out of the box offering.
i. Processes account for write off and collection.	Yes, VxXis offers this functionality as part of the out of the box offering.
j. Maintain a dynamic shut off list that can be automatically or manually updated.	Yes, VxXis offers this functionality as part of the out of the box offering.
k. Ability to populate third party notification system with account holders information so customer can be notified prior to termination of service.	Yes, VxXis offers this functionality as part of the out of the box offering.
8. Describe the service order management functionalities including the items below:	
a. Ability to define, add, change, and delete an unlimited number of service order types.	Yes, VxXis offers this functionality as part of the out of the box offering.
b. Service order system provides automated updates to the utility billing system upon completion of service order.	Yes, VxXis & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.
c. A history of all service orders related to a service address should remain with the service address record. Service orders should provide drill down functionality for detail of actual service order.	Yes, VxXis offers this functionality as part of the out of the box offering.
d. Ability to automatically update customer, location, meter and account information upon completion of service order action.	Yes, VxXis & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.
e. Ability to print or email service orders based upon a user defined selection criteria or defined workflow.	Yes, our optional Vxfieldwork solution offers this functionality as part of the out of the box offering.
f. Ability to dispatch or receive completed service orders via email.	Yes, VxXis & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.
g. Ability to track work orders and provide reports for active and completed work orders.	Yes, VxXis offers this functionality as part of the out of the box offering.
h. Ability to automatically generate service orders for certain situations, included, but not limited to meter turn-on for start service request, meter turn-off for stop service request, and meter turn-on for on after non-pay service request.	Yes, VxXis offers this functionality as part of the out of the box offering.
i. Ability to create service orders within the utility billing software and then send to a mobile dispatch solution utilizing one of the following options:	Yes, VxXis & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.
i. Mobile service order system/module included with the utility billing system that provides the following functionality:	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
1. User-interface with a Dashboard showing status of open/pending service orders which includes a list of available resources for assignment, list of service orders to be assigned, map view of the open service orders.	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
2. A user-interface that enables Public Works users to easily dispatch/assign service orders to field staff, as well as provide exception management capabilities.	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
3. Ability to have some Service Orders directly assigned to field staff (i.e., auto-dispatching).	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
4. Ability to optimize resource schedules via routing capabilities and provide centralized management of all work, resources, and inventory/parts, if applicable.	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
5. Robust mobile capabilities that can be used on most common mobile devices (i.e., Apple, Android, Google, etc.).	Yes, our optional our optional Vxfieldwork solutionwork solution offers this functionality as part of the out of the box offering.
6. Rule-based and have the ability to be configured according to Public Works rules. ii. Two-way web services API interface with the City's existing CityWorks system that can fulfill the above requirements via the interface by sending and receiving the required service order data.	Yes, VxXis & our optional Vxfieldwork solution offer this functionality as part of the out of the box offering.
9. Describe the reporting capabilities of the solution including the items below:	
a. Includes standard financial, operational, service work order reports and audit trails.	Yes, VxXis offers this functionality as part of the out of the box offering.
b. Provide a report library list – provide a list and report format or a link where reports can be viewed.	Please refer to Attachment B - VertexOne VxXis Reports.
c. Includes end user reporting tool to create reports based on any field combination or partial field within the utility billing system.	Yes, VxXis offers this functionality as part of the out of the box offering.
d. Ability to export reports to Microsoft Excel and Word, PDF, TXT and CSV.	Yes, VxXis offers this functionality as part of the out of the box offering.
e. Ability to generate Ad Hoc reporting.	Yes, VxXis offers this functionality as part of the out of the box offering.
f. Ability to generate a list of accounts, customers or meters based on user defined selection criteria.	Yes, VxXis offers this functionality as part of the out of the box offering.
g. Ability to generate analysis reports with user defined parameters with flexible selection criteria and grouping options.	Yes, VxXis offers this functionality as part of the out of the box offering.
h. Ability to generate yearend financial reports including top ten consumption report and other information required.	Yes, VxXis offers this functionality as part of the out of the box offering.
i. Manager configurable dashboard for key operational statistics.	Yes, VxXis offers this functionality as part of the out of the box offering.
j. Integrated graphics allowing review of data.	Yes, VxXis offers this functionality as part of the out of the box offering.
10. Describe in detail the system's ability to integrate with third-party systems, have open backend APIs with other systems and how it fully integrates with GIS.	
a. Be currently seamlessly integrated with several third-party systems to demonstrate integration capability.	Yes, VxXis is currently seamlessly integrated with many third-party systems.
b. Have fully open backend APIs to tie into two-way communication with Public Works systems, including but not limited to:	Yes, VxXis offers this functionality as part of the out of the box offering.
i. Harris CitySuite Financials	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
ii. InvoiceCloud	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
iii. RouteWare	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
iv. Neptune 360	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
v. WaterSmart	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
vi. CityWorks (optional in lieu of included mobile service order module)	Yes, the hours required to integrate to this service are included in the VxXis budget proposal.
c. Be a fully integrated GIS solution.	Yes, VxXis will be fully integrated with GIS system. The hours required to integrate to this service are included in the VxXis budget proposal.

Client Specific DCE	Options
CIS Integration	VXcis
Client Staff SSO Capability	No
Payment Vendor Integration	InvoiceCloud
WCAG 2.0	Yes
Client Staff 2 Factor Authentication	No
End User 2 Factor Authentication	No
SMS Integration	Twilio
Email Integration	SendGrid
Dialer Integration	Twilio
Printer & Mail Integration	Other
User Migration	No
VXsmart - Water	No
VXsmart - Gas	No
VXsmart - Electric	No
Outbound Communication Types :	
3rd Party Integrations :	

	Features		Base/Add-on	Description	Dependencies	Included In Scope	Comments	
	#	Page/Feature						
Sign In Page	Customer Sign In Page	1	Login	VertexOne Digital Base		Yes	This is the section that details features that can be available on the sign-in page of VertexOne Digital.	
		2	Forgot User ID	VertexOne Digital Base		Yes		
		3	Forgot Password	VertexOne Digital Base		Yes		
	Guest Features on Sign In Page	4	Sign up/Register Page	VertexOne Digital Base	Ability for end user to create a login profile with a username and password			Yes
		5	Pay bill as Guest	VertexOne Digital - Premium Integration Package	Ability for un-authenticated users to make a one time payment without having to create an account.	Integration into CIS; Requires functionality in VXcis		Yes
		6	Start Service	VertexOne Digital - Premium Integration Package	Ability for end user to submit a 'Start Service' request. This link can be a step-by-step wizard that automatically creates a service order in the CIS (if approved by customer service) or it can be a form that is sent to a CSR for processing.	Integration into CIS; Requires functionality in VXcis		Yes
		7	Install App	VertexOne Digital Base	Ability for end user to install a shortcut for the web self service portal on the mobile home page			Yes
	Overall Site UI - Pre Login	9	Link to Live Chat /Chatbot	Chat/Chatbot Add - On	Ability for end user to interact with VertexOne chatbot OR a live chat agent. Available only if Chat is enabled. Because the users are un-authenticated, only general, non account specific information is available.			No
		10	ENG/SPA Language Translations	VertexOne Digital - Premium Integration Package	Ability for end user to select language of portal content between English and Spanish. Spanish language content is required to be provided by the utility			Yes
	Overall Site UI - Post Login	11	Language Preference	Language Add-On	Ability for end user to select language of portal content to anyone of 100 machine translated languages			No
		12	Customized Logo by LOB/Brand	VertexOne Digital - Premium Integration Package	Includes: a) Branding of the self-service portal align with the selected account's Line of Business and will reflect the Logo, customer care contact information and applicable links b) Ability to display or link to Client provided FAQ information			Yes
13		Link to Live Chat	Chat/Chatbot Add - On	Ability for end user to initiate a live chat session with customer service staff. Available only if Chat is enabled		No		
15		Language Preference	Language Add-On	Ability for end user to select language of portal content to anyone of 100 machine translated languages	Client must provide Google Translate License	No		
16		Link to Message Center Inbox	VertexOne Digital Base	Available with Secure Message Center		Yes		
17		Utility Social Media Links	VertexOne Digital Base	Ability for end user to access links to utility social media sites e.g. Facebook, Instagram, YouTube, etc. The links are configurable.		Yes		
Account Summary		18	Dropdown Menu to Select Different Accounts for Users with Multiple Accounts	VertexOne Digital - Premium Integration Package	Ability for end user to select account for which they would like to conduct self-service		Yes	
		19	Billing Summary	VertexOne Digital Base	Ability for end user to view last bill, last payment, current balance and make a payment		Yes	
		20	Compare Usage	VertexOne Digital Base	Ability for end user to view current usage and historical usage trends		Yes	
		21	Temperature Overlay	VertexOne Digital Base	Overlay of high/low temperatures on usage graph		Yes	
		22	Quick Links	VertexOne Digital Base	Links to other websites and pages with relevant information for the end user		Yes	
		23	"I want to" widget	VertexOne Digital Base	List of actions and transactions from an end customer's perspective, (e.g. Understand a high bill, Check if I have a leak, Change my payment options, etc.)		Yes	
		24	Home Utility Report	VXsmart Add - On	Ability for end user to view comparison of usage against other households with similar profile		No	
		25	Update Preferences	VertexOne Digital Base	This allows customers to quickly update specific preferences in the system like Paperless billing or primary contact preference.		Yes	
Billing		26	Billing & Usage History Table	VertexOne Digital Base	Ability for end user to view billing and usage history for the past 24 months (if available)		Yes	
		27	Download Billing & Usage History	VertexOne Digital Base	Ability for end user to download or print billing and usage history for the past 24 months (if available) in a csv file format		Yes	
		28	View Bill Images	VertexOne Digital Base	Ability for end user to view bill images	Integration with Bill Print Vendor;	Yes	
	29	Bill Delivery Options	VertexOne Digital Base	Ability for end user to select bill delivery options to paperless or paper	Integration with Bill Print Vendor;	Yes		
	30	Budget Billing	VertexOne Digital - Premium Integration Package	Ability for end user to enroll into budget billing based on utility business rules	Integration into CIS; Requires functionality in VXcis	No		
	31	Water Budget Management	VertexOne Digital - Premium Integration Package	Ability for end user to estimate water and sewer bill based on tiered water budget rates	Integration into CIS; Requires functionality in VXcis	No		
	32	Electric Vehicle Billing Management	VertexOne Digital - Premium Integration Package	Ability for end user to manage a billing account for EV charging	Integration into CIS; Requires functionality in VXcis	No		
	33	Compare Bills Menu Option	VertexOne Digital - Premium Integration Package	Ability for end user to view a comparison of billing and usage across multiple periods in tabular and graphical format, and download this information		Yes		
Usage Insight	34	View Usage in different consumption measurements	VXsmart Add - On	Functionality within VXsmart		Yes		
	35	Water Leak Detection with Recommended Actions	VXsmart Add - On	This is pop up that will alert a end customer that there is a possible leak. From there it will provide step by step recommended actions to find and resolve a possible leak. Functionality available with VXsmart		Yes		
	36	DisAggregated Usage	VXsmart Add - On	This is a graph they will allow end customers to view their specific usage across a period of time. Functionality within VXsmart		Yes		
	37	Interval Usages Graphs	VXsmart Add - On	This graph will allow customer to view Interval Usage (if interval usage is available from Client) with options to view multiple intervals and have a slider at the bottom of the graph to view specific times. Functionality within VXsmart		Yes		
	38	Seasonal Usage Graphs	VXsmart Add - On	Functionality within VXsmart		Yes		
	39	Usage vs Tiered Rates	VXsmart Add - On	Functionality within VXsmart		Yes		
	40	Weather Overlay on Usage Graphs	VXsmart Add - On	Functionality within VXsmart		Yes		
	41	Forecast Future Bills	VXsmart Add - On	This functionality will allow end customers to view a forecast bill based on previous usage compared to the current billing cycle usage. Functionality within VXsmart		Yes		
	42	Estimated Usage based on Home Profile	VXsmart Add - On	Customers will have the ability to view estimated usage per billing cycle based on a home profile. The Home Profile will be based aggregated data across the utility and VertexOne data for specific criteria (i.e., zip code, family size, yard size, number of bathrooms, etc.) Functionality within VXsmart		Yes		
	43	Update Home Profile	VXsmart Add - On	Functionality within VXsmart		Yes		
Payments Page	44	Payment Transactions	VertexOne Digital - Premium Integration Package	Ability for end user to view, download or print historical payment transactions		Yes		
	45	Ledger History	VertexOne Digital - Premium Integration Package	Ability for end user to view, download or print historical ledger information (billing and payment transactions as they occurred)		Yes		
	46	Request Letter of Credit	VertexOne Digital - Premium Integration Package	Ability for end user to request a Letter of Credit to be emailed to them	Integration into CIS; Requires functionality in VXcis	No		
	47	Payment Arrangement	VertexOne Digital - Premium Integration Package	Ability for end user to setup a Payment Arrangement based on utility business rules	Integration into CIS; Requires functionality in VXcis	No		
	48	Payment Extension	VertexOne Digital - Premium Integration Package	Ability for end user to setup a Payment Extension based on utility business rules	Integration into CIS; Requires functionality in VXcis	No		
	49	Set Up AutoPay	VertexOne Digital - Premium Integration Package	Ability for end user to setup automatic payments by ACH or credit card		Yes		
	50	Make a Payment	VertexOne Digital - Premium Integration Package	Ability for end user to view payment options and make a one time payment to either one or multiple accounts		Yes		
	51	Pre-Pay Account Management	VertexOne Digital - Premium Integration Package	Ability for end user to manage a Pre-Pay billing account	Integration into CIS; Requires functionality in VXcis	No		
	52	Manage Payment Methods	VertexOne Digital - Premium Integration Package	Ability for end user to setup and manage payment methods (bank, credit card, etc.)		Yes		
	53	Pending Payments	VertexOne Digital - Premium Integration Package	Ability for end user to view pending payments		Yes		
Manage my Profile	54	Contact Information	VertexOne Digital Base	Ability for end user to update contact details (mailing address, profile email address, phone numbers, mobile number for SMS, etc.)		Yes		
	55	Preferences	VertexOne Digital Base	Ability for end user to set preferred contact channel (email, text, voice) for all notifications		Yes		
	56	Account Settings	VertexOne Digital Base	Ability for end user to add or remove accounts visible into this profile		Yes		
	57	Password Settings	VertexOne Digital Base	Ability for end user to update password and set preferences for two-factor authentication		Yes		
Service Requests	58	Customer Inquiry - Consolidated Inbox	VertexOne Digital Base	A customer can send a inquiry about Service Request or a Service Order in progress through Secure Message Center		Yes		
	59	Service Request Wizard 1	VertexOne Digital - Premium Integration Package	VertexOne will work with Client to determine the service request	Integration into CIS; Requires functionality in VXcis	Start Service		
	60	Service Request Wizard 2	VertexOne Digital - Premium Integration Package	VertexOne will work with Client to determine the service request	Integration into CIS; Requires functionality in VXcis	Disconnect Service		
	61	Service Request Wizard 3	VertexOne Digital - Premium Integration Package	VertexOne will work with Client to determine the service request	Integration into CIS; Requires functionality in VXcis	Transfer Service		
	62	Service Request Form 1	VertexOne Digital Base	VertexOne will work with Client to determine the service request		Yes		
	63	Service Request Form 2	VertexOne Digital Base	VertexOne will work with Client to determine the service request		Yes		
	64	Service Request Form 3	VertexOne Digital Base	VertexOne will work with Client to determine the service request		Yes		
	65	Service Request History	VertexOne Digital - Premium Integration Package	A customer can see an overview of Service Requests associated with the selected account, as well as statuses.	Status for Service Request are dependent on Integration with CIS and MWF	Yes		

Register User
Invited In

Register User
Invited In

	66	Appointment Booking	Add - On	Ability for end user to schedule Service Work within the customer portal.	Integration into MWF; Requires web services provided by MWM provider	No	
	67	Utility Configurable - Online Forms	Add - On	Ability for end user to fill out forms created by the utility. The forms may or may not require digital signatures, as determined by the utility.		No	
Documents	68	Acquire E-Signature on Document	VertexOne Digital - Premium Integration Package	Ability for end user to view a document and save a signature (drawn, typed, etc.) in the document for it to be captured and saved, along with time and date of signature.		Yes	
	69	Customer Upload Documents	VertexOne Digital - Premium Integration Package	Ability for end user to upload documents to save in the Document Management repository. Document types supported include: i. Document types of .PDF, DOC/DOCX, XLS/XLSX, PPT/PPTX, TXT, etc. ii. Image types of PNG, JPG, GIF, TIFF, etc. iii. Video types of MP4, MKV, AVI, MOV, etc. iv. Audio types of MP3, WAV, AU, etc.		Yes	
	70	Customer View Documents	VertexOne Digital Base	Ability for end user to view document associated with their account(s)		Yes	
	71	Upload and Download Documents from utility provided Document Management System	Add - On	Ability for end user to view and upload documents from a utility provided Document Management System (DMS).	This requires integration with utility provided DMS via web services provided by the DMS provider, per VertexOne specifications	No	
	72	Customer Upload Documents with Secure Message Center	VertexOne Digital - Premium Integration Package	Ability for end user to attach documents with a secure message		Yes	
Secure Message Center	73	View Inbox for Messages	VertexOne Digital Base	Ability for end user to view all messages received through the Secure Message Center		Yes	
	74	View All Sent Messages	VertexOne Digital Base	Ability for end user to view all sent messages from through Secure Message Center		Yes	
	75	Archive Messages	VertexOne Digital Base	Ability for end user to archive any messages that have been sent or received through Secure Message Center		Yes	
	76	Configurable Message Types	VertexOne Digital - Premium Integration Package	Ability for end user to select a message type before sending a message through Secure Message Center. E.g., Request Call Back, General Inquiry		Yes	
	78	Set Message Priority	VertexOne Digital - Premium Integration Package	Ability for end user to set a priority level for the message, based on utility predetermined priority levels.		Yes	
Products and Add-On Services	79	Internal Catalog	Product Advantage Add-On	Ability for end user to view a catalog of products and features setup by the utility		No	
	80	External Catalog	Product Advantage Add-On	Ability for end user to view a catalog of products and features setup by an external vendor.		No	
	81	Shopping Cart	Product Advantage Add-On	Ability for end user to view a shopping cart containing products/services they have selected for purchase		No	
	82	Enroll/Order Products or Services	Product Advantage Add-On	Ability for end user to select products/services from the catalog and add to shopping cart	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No	
	83	Unenroll/Cancel Products or Services	Product Advantage Add-On	Ability for end user to view currently enrolled products/services and un-enroll from the service if desired	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No	
	84	Display Account History for all Products and Services	Product Advantage Add-On	Ability for the end user to view all purchases, the type of purchase and the cost of the product and/or offer.	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No	
	85	Recurring Charge Setup	Product Advantage Add-On	Ability for the end user to sign up for products and offer that have recurring charges. The portal will pass this information back to the CIS.	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No	
	86	Fulfillment Integration through CIS	Product Advantage Add-On	Ability for end user to have the product or service order fulfilled on the back end through the CIS, and receive a charge for an enrolled service on their utility bill	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No	
	87	Fulfillment Integration through External Vendor	Product Advantage Add-On	Ability for end user to have the product or service order fulfilled on the back end by the appropriate external provider, and receive a charge for an enrolled service on their utility bill	Integration into CIS & External Vendor; Requires web services provided by External Vendor	No	
Notifications Preferences	88	Water Leak Alert	VXsmart Add - On	Ability for the end user to opt in/out to receive a notification about a possible leak, as well as preferred method of contact for leak notification. Functionality within VXsmart		Yes	
	89	High Usage Notification based on Factor of High Usage	VXsmart Add - On	Ability for the end user to opt in/out to receive a notification about high usage, as well as preferred method of contact for high usage. Notification can be set on specific factors of high usage compared to normal usage. Functionality within VXsmart		Yes	
	90	Bill Forecast Notification	VXsmart Add - On	Ability for the end user to opt in/out to receive a notification about an update for bill forecast, as well as preferred method of contact for bill forecast notification. Functionality within VXsmart		Yes	
	91	Unplanned Usage Notification	VXsmart Add - On	Ability for end user will be Able to set periods of time there will be unplanned usage. Ability for the end user to opt in/out to receive a notification about unplanned usage, as well as preferred method of contact for unplanned usage. Functionality within VXsmart		Yes	
	92	Home Utility Reports	VXsmart Add - On	Ability for the end user to opt in/out to receive a notification about an updated home utility report, as well as preferred method of contact for updated home utility reports. Functionality within VXsmart		Yes	
	93	Print Home Utility Report	VXsmart Add - On	Ability for the end user to opt in/out to receive a print and mailed letter about an updated home utility report. Functionality within VXsmart		Yes	
	94	Utility Connect Messages	VXsmart Add - On	Functionality within VXsmart		Yes	
	95	Urgent Notices and Service Alerts	VXsmart Add - On	Ability for the end user to opt in/out to receive a notification about an urgent notices and service alerts, as well as preferred method of contact for notices and alerts. Functionality within VXsmart		Yes	
	96	Unsubscribe from all notification option	VXsmart Add - On	Ability for end user to unsubscribe from all forms of notifications. Functionality within VXsmart		Yes	

Chat/Chatbot	97	Live Chat Sent to CSR	Chat/Chatbot Add - On	Ability for the end user to request a live chat session with utility staff.		No	
	98	VertexOne Chat Virtual Assistant	Chat/Chatbot Add - On	Ability for the end user to receive help from a chat virtual assistant in a question and answer format		No	
	99	Monthly Chatbot Training	Chat/Chatbot Add - On	Ability for the system to receive additional training to the chat virtual assistant on a monthly basis to improve the accuracy and effectiveness of virtual assistant responses.		No	
	100	Quarterly Chatbot Training	Chat/Chatbot Add - On	Ability for the system to receive additional training to the chat virtual assistant on a quarterly basis to improve the accuracy and effectiveness of virtual assistant responses.		No	
Outage	101	View Live Outage Map	Outage Add-On	Ability for end user to view a map of outages impacting service to their location		No	
	102	Report Outages	Outage Add-On	Ability for end user to report outages to the utility		No	
	103	Set Alerts based on Outages	Outage Add-On	Ability for end user to set up and update preferences related to proactive outage communication from the utility		No	
	105	Progressive Web App	VertexOne Digital Base	Ability for end user to use a mobile responsive customer service web application via the web browser in their smartphone. The progressive web app has the exact same functionality provided on a desktop web application		Yes	
Additional Portals	Portal 1	106	Landlord	Add - On	Ability for a landlord to setup a landlord profile that allows them to establish and manage a Continuous Service Agreement for all service locations owned by the landlord	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No
	Portal 2	107	Builder (Contractor)	Add - On	This portal is for builders or contractor that need specific service requests and additional information based on their permits.	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No
	Portal 3	108	Realtor / Community Access	Add - On	This portal allows realtor and/or specific community group to access aggregated data for specific service location or larger service areas	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No
	Portal 4	109	Agency	Add - On	This portal is for agencies that make pledges for specific customer and allows those agencies to view and manage their payments and pledged account selections.	Integration into CIS; Requires web services provided by CIS provider, per VertexOne specifications	No
	Landlord / CSA (Continuous Service Agreement)	110	Integrated Solution	Add - On	This functionality will allow for the Landlord portal to be integrated with VertexOne Digital so authorized users will not need to log into a separate portal to manage the premises under their CSA, they can utilize the same portal they use to manage their primary, non landlord service location		No
		111	Stand Alone	Add - On	A standalone portal for landlords' to manage continuous service agreements for properties owned by them		No
		112	View All Premise on CSA	Add - On	Ability for authorized users to view a list of all premises they manage.		No
		113	Add/Remove Premise on CSA	Add - On	Ability for authorized users to add and/or remove premises under their CSA.		No
		114	Per Unit Breakdown for all Properties under CSA	Add - On	Ability for authorized users to view data related to their premises, e.g., consumption, billing, move-in/move-out dates, current balance, responsible party		No
		115	Update Contact Information	Add - On	Ability for the authorized user to update their contact information specific to the CSA.		No
		116	Manage Authorized Users	Add - On	Ability for users to add and/or remove additional authorized users that can have access to the portal to assist in management of CSA and premises.		No
	117	Consumption History Billed to Landlord	Add - On	Ability for authorized users to view consumption billed to landlord by premise and in total across all premises.		No	
	Builder (Contractor)	118	View Available Lots	Add - On	Ability for a builder user to view all current service location that are part of their projects.		No
		119	Temporary Service Turn On	Add - On	Ability for a builder user to request that temporary meter and lines are put in place to complete project		No
		120	Temporary Service Turn Off	Add - On	Ability for a builder user to request that temporary shutoffs are put in place to complete project		No
		121	Install Permanent Meter	Add - On	Ability for a builder user to request that new permanent meters are installed once the project is completed		No
		122	Transfer to Owner	Add - On	Ability for a builder user to transfer the service location to the new owner		No
	Realtor / Community Access	123	View All Lot History	Add - On	Ability for a builder user to view all service locations of past projects.		No
		124	Service Location Search	Add - On	Ability for a realtor user to search for a service location using address or account number		No
		125	Manage User Profile	Add - On	Ability for a realtor user to setup and manage user profile, including contact information		No
		126	Retrieve Historical Consumption	Add - On	Ability for a realtor user to view historical consumption for a specific premise		No
	Agency	127	Retrieve Historical Bill Amounts	Add - On	Ability for a realtor user to view historical bill amounts for a specific premise		No
		128	Search for Customer Accounts	Add - On	Ability for an Agency user to search for accounts by address or account number		No
		129	View Customer Account Details/History	Add - On	Ability for an Agency user to view account and/or service location data, e.g., Consumption, balance, payment, payment due-date, collection activity		No
		130	Establish Pledge for Account	Add - On	Ability for an Agency user to establish a pledge for specific account based on CIS business rules.		No
		131	Submit Payment for Pledged Account	Add - On	Ability for an Agency user to process payment for pledge(s). Requires Payment Vendor Support		No
		132	Add Comment to Pledge Accounts	Add - On	Ability for an Agency user to can add comments to pledge accounts.		No
		133	Update Agency Profile	Add - On	Ability for an Agency user to update their profile		No
134		View Total Agency Pledge Balance	Add - On	Ability for an Agency user to view the total agency pledge balance		No	
135		View Current Pledged Accounts	Add - On	Ability for an Agency user to view the current accounts against which the Agency has pledged payments		No	
136		View Agency Pledge Ledger History	Add - On	Ability for an Agency user to view a ledger of past pledge credit and debit transactions		No	
137	View Agency Pledge Payments	Add - On	Ability for an Agency user to view history of payments against various accounts		No		

VertexOne can provide additional portal for specific types of users that need specific access to Client CIS information. These portal will have base functionality. Each portal will require scoping to meet Client specific needs

Client Specific Management (Admin) Portal		Base/Add-On	Description	Dependencies	Included In Scope	Comments		
Feature	Page							
Customer Advantage	1	Customer Profile Search Based on Account Attributes	VertexOne Digital Base	Ability for authorized utility staff to search for customers based on specific attributes related to CIS or VertexOne Digital.		Yes		
	2	Customer Activity History	VertexOne Digital Base	Ability for authorized utility staff to view a log of customer profile activity, including details such as IP address, account number, event, date and time, etc.		Yes		
	3	Content Management	VertexOne Digital Base	Ability for authorized utility staff to manage utility content (e.g., customer care phone number, SMS verification message, etc.)		No		
	4	CSR Profile Updates	VertexOne Digital Base	Ability for authorized utility staff to view customer profile information (username, email address, invalid logins, last updated date/time, active/inactive, account numbers, default account, bill delivery option for each account, service address for each account, etc.) and make updates to the profile (e.g., Update Email Address, Reset Password, Reset Invalid Logins, Delete profile, etc.). This activity is tracked and logged.		Yes		
	5	View Live Website Stats	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to view live stats for the portal. (e.g., registered accounts, daily logins, monthly logins, communications sent, etc.)		Yes		
	7	CSR Proxy Login	VertexOne Digital Base	Ability for authorized utility staff to login to a customer's web self service portal profile and perform actions on behalf of the customer.	Integration into CIS; Requires web services provided by VXCis	Yes		
	9	Create Broadcast Messages	VertexOne Digital Base	Ability for authorized utility staff to create targeted broadcast messages to be displayed on the portal after user login based on various user attributes. The messages can be displayed for all end users or specific end users that meet defined criteria. Messages displayed can be categorized as urgent, informational, or important.		Yes		
	10	Promotional Campaign	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to create targeted promotional campaigns displayed to the end user on the portal after login. The campaigns can be displayed for all end users or specific end users that meet defined criteria. Campaign types include modal, banner and paperless. Configurable features of the campaign include start/end date, maximum number of impressions, reminder interval, do-not-disturb interval, etc.		Yes		
	11	Campaign Tracking	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to search campaigns using various criteria (e.g. user, dates, account, email address, category, etc.) and view/download promotional campaign stats (e.g. user impressions, user selections, last impression date, etc.)		Yes		
	Communication Advantage	12	Customer Search based on Pre Defined Attributes	VertexOne Digital Base	Ability for authorized utility staff to send communication based on a search of customers that meet defined attributes.		Yes	
		13	Upload Customer Spreadsheet	VertexOne Digital Base	Ability for authorized utility staff to send communication based on an upload of customer spreadsheet.		Yes	
14		Non-Customer List	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to send communication based on a list of non-customers.		Yes		
15		Respond to Customer Secure Message Center Communications	VertexOne Digital Base	Ability for authorized utility staff to respond to customer messages within the Secure Message Center.		Yes		
16		List Creation via CIS Search	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to create a customer list for communication based on a search of the CIS attributes.	Integration into CIS; Requires web services provided by VXCis	Yes		
17		List Creation via Map Search	VertexOne Digital Base	Ability for authorized utility staff to draw a polygon over a map that will generate a customer list for communication.		Yes		
18		List Creation via Portal Attributes	VertexOne Digital Base	Ability for authorized utility staff to create a customer list for communication based on a search of the VertexOne Digital attributes.		Yes		
19		Communication Queue	VertexOne Digital Base	Ability for authorized utility staff to view all current and pending communications.		Yes		
20		View All External Communication History	VertexOne Digital Base	Ability for authorized utility staff to view all communications for a specific customer or across all customers.		Yes		
21		Create Multiple Communication Templates based on Communication Method	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to create custom templates that will us defined attributes. These templates can be based on communication method, and grouped together based on overall communication reason.		Yes		
22		Manage Communication Templates	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to manage custom communication templates		Yes		
23		Manage Utility Content	VertexOne Digital Base	Ability for authorized utility staff to manage utility specific variables that are user throughout communications		Yes		
24		View Consolidated Inbox for Secure Message Center	VertexOne Digital Base	Ability for authorized utility staff to view all messages received through the Secure Message Center		Yes		
25		View Sent Messages from Consolidated Inbox	VertexOne Digital Base	Ability for authorized utility staff to view all sent messages from through Secure Message Center		Yes		

Live Chat	26	Participate in Live Chat	Chat/Chatbot Add-On	Ability for authorized utility staff to receive an alert of an incoming live chat request and respond to a live chat request from an end user.		No	
	27	Chat Knowledgebase	Chat/Chatbot Add-On	Ability for authorized utility staff to respond to a customer message by clicking on a canned message in the chat message repository		No	
Product Advantage - Requires client specific discussions	28	Catalog Source	Product Advantage Add-On	The utility will be able to define where the catalog of products offered will be stored. (VertexOne, Utility CIS, 3rd Party)	Integration into CIS & External Vendor; Requires web services provided by External Vendor	No	
	29	Add Remove Products from Catalog	Product Advantage Add-On	Ability for authorized utility staff to add and/or remove products offered if the catalog is store in VertexOne.		No	
	30	Update Products in Catalog	Product Advantage Add-On	Ability for authorized utility staff to Update attributes for products offered, if the catalog is store in VertexOne. (e.g., Product Code, Product Type, Cost, Product Group, Business Rules for Exceptions, etc.)		No	
	31	Manage Orders	Product Advantage Add-On	Ability for authorized utility staff to view and manage orders if VertexOne is the catalog source and fulfillment vendor.		No	
	32	Create Product Offer	Product Advantage Add-On	Ability for authorized utility staff to create offers of products that the end user can see and purchase. This also defines the accounting based on products and catalog items. VertexOne must be the catalog source.		No	
	33	View All Purchases	Product Advantage Add-On	Ability for authorized utility staff to view all purchases made by end users. Note: VertexOne must be the catalog source and fulfillment vendor.		No	
VertexOne Document Advantage	34	Account Search by Customer Attributes	VertexOne Digital Base	Ability for authorized utility staff to search for documents that can be associated with Accounts, Premise or Unique Document ID.		Yes	
	35	CSR Uploaded Documents	VertexOne Digital Base	Ability for authorized utility staff to upload document that can be associated with accounts, premise or have a unique document ID. Document types supported include: i. Document types of .PDF, DOC/DOCX, XLS/XLSX, PPT/PPTX, TXT, etc. ii. Image types of PNG, JPG, GIF, TIFF, etc. iii. Video types of MP4, MKV, AVI, MOV, etc. iv. Audio types of MP3, WAV, AU, etc.		Yes	
	36	View Customer Uploaded Documents	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to view documents that were uploaded by end users to review and process if needed.		Yes	
	37	Modify Document Attributes	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to manage documents and add notes, reassign or update attributes.		Yes	
	38	Integration with External Document Management System	Add-On	Ability for authorized utility staff to view documents stored in an external DMS	This requires integration with utility provided DMS via web services provided by the DMS.	No	
Promotional Campaign Manager	39	Advanced Style Campaigns	VertexOne Digital - Premium Integration Package	Ability for utility staff to designed campaigns can include images and multiple colors.		Yes	
	40	Campaign Business Rules	VertexOne Digital - Premium Integration Package	Ability for utility staff to set business rules for campaigns to ensure specific end users can see campaigns. Utility can also adjust the reoccurrence that end users see the campaign.		Yes	
	41	Banner Messages	VertexOne Digital Base	Ability for utility staff to display banners on self-service pages targeted banner messages based on customer account attributes configured		Yes	
	42	Rotating Banner	VertexOne Digital - Premium Integration Package	Ability for utility staff to create multiple banner campaigns that can cycle through for end user viewing in specified location.		Yes	
Reporting / Analytics	43	Aggregated Consumption Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view aggregated consumption across multiple accounts or all accounts in a dashboard view, with additional table reports.	Available with VXsmart	Yes	
	44	Leak Detection Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view a dashboard and multiple table reports of leak statistics across the utility base.	Available with VXsmart	Yes	
	45	Tier Consumption Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view a dashboard and multiple reports that break down consumptions and usage across multiple predetermined tiers.	Available with VXsmart	Yes	
	46	Budget Dashboard & Reports	VXsmart Add-On	Ability for utility staff to view reports and dashboards that break down the utility's customers consumption budget statistics.	Available with VXsmart	Yes	
	47	Drought Restrictions Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view dashboards and reports that break down the usage and consumption in areas that are determined to be in drought restrictions.	Available with VXsmart	Yes	
	48	Customer Engagement Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view and breakdown end customer engagement through the portal and external communications through reports and dashboards.	Available with VXsmart	Yes	
	49	Customer Efficiency Dashboards & Reports	VXsmart Add-On	Ability for utility staff to view across their customer base how efficient service location are based on predefined customers, geographic regions or business lines segments	Available with VXsmart	Yes	
	50	Reports based on Customer Attributes	VXsmart Add-On	Ability for utility staff to build reports based on a list of customer meeting specific attributes.	Available with VXsmart	Yes	
	51	Reports based on CIS Fields	VertexOne Digital - Premium Integration Package	Ability for utility staff to create reports based on fields specific to utility CIS.		Yes	
	52	Reports based on Spreadsheet Upload	VXsmart Add-On	Ability for utility staff to upload a spreadsheet of customer and generate a report based on the customers included in the spreadsheet.	Available with VXsmart	Yes	
53	Reports based on Map Drawing Overlay	VXsmart Add-On	Ability for utility staff to draw a polygon over a map and generate a report based on customers and service locations within the selected area.	Available with VXsmart	Yes		
Admin	54	My Profile Settings	VertexOne Digital Base	Ability for authorized utility staff to update their specific user profile settings		Yes	
	55	Modify User Profile	VertexOne Digital Base	Ability for authorized utility staff to manage authorized utility staff profiles and permissions		Yes	
	56	Add User Profile	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to add profiles for new authorized users		Yes	

	57	Manage Groups	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to manage groups that have specific user permissions on the management portal		Yes	
	58	Add Group	VertexOne Digital - Premium Integration Package	Ability for authorized utility staff to create new groups that have specific user permissions.		Yes	
Outage Mapping	59	Outage Mapping - Manual Map Creation (Add-On)	Add-On	Ability for utility staff to manually draw an Outage Map using a polygon or square for display to end users within the customer self service porta. Ability for the system to utilize the map to pull a list of customers from the CIS, and provide a proactive notification to customers . End users will be able to see the outage map within the portal and sign-up for additional alerts or report additional outages.		No	
	60	Outage Mapping - Automated Map Creation (Add-On)	Add-On	Ability for the system to accept a GIS file containing list of service locations impacted by an outage for proactive communication to the customers, based on customer selected preferences	Integration into GIS & Outage Management Vendor; Requires web services provided by External Vendor	No	
Dynamic Forms	61	Utility Configurage Forms	Add-On	Ability for authorized utility staff to create forms that can be made available to end users in the self service portal for various transactions. These forms can be used for Service Requests, collect information for a business process, conduct a customer survey, etc.		No	

Group	#	Functional Item	Description	Product Level	Dependencies	In-Scope	Comments	
Overview	1	Number Service Line	VXcis provides functionality for multiple service lines.	N/A		3		
	2	Primary Service Line	VXcis Core provides functionality for one Service Line	Core		Water		
	3	Secondary Service Line	VXcis Core provides functionality for one Service Line	Core		Wastewater		
	4	Additional Service Lines	VXcis Core provides functionality for one Service Line	Core +		Yes	Solid Waste & Stormwater	
Customer/ Account Management	5	Customer/Account Relationship	VXcis distinctly provides a relationship for customer account to a billing account.	Core		Yes		
	6	Customer/Account Relationship	VXcis allows each customer record to be related to multiple AR accounts.	Core		Yes		
	7	Customer/Account Relationship	VXcis allows each billing account to be related to multiple services and/or locations	Core		Yes		
	8	Multiple Accounts	VXcis allow each service and/or location to be related to one or many meters.	Core		Yes		
		User Defined Fields	VXcis allows user defined fields to be maintained for Customer, Account, Premises, Service records	Core		Yes		
	9	Account Documents	VXcis allows documents (photos, letters, etc.) to be attached to an account and viewable by authorized system users	Core		Yes		
	10	Summary Billing	The ability to provide a consolidated invoice for all accounts associated to a customer	Core +		Yes		
	11	Customer/Account Transaction History	The ability to view a complete transaction history by customer/account.	Core		Yes		
	12	Customer/Account Move-In	Intuitive account set-up and move-in provides a simplified workflow that includes establishing deposits and fees	Core		Yes		
	13	Customer/Account Communications	Consolidated views of communications across channels	Core		Yes		
	14	Additional Users	The ability to send copies of bills and collection notices to Third party associations (spouse, roommate, etc)	Core		Yes		
	Business Rules and Permissions	15	Business Rules Workflows	Customizable workflows and business rules reduce training time and ensure data accuracy	Core		Yes	
		16	Bill Inquiries	VXcis provides easily accessed usage, reading and billing history along with guided workflows to address bill inquiries.	Core		Yes	
		17	Quick Reference	VXcis quick reference highlights the last 3 service orders or tasks for each account with full history available with a single click	Core		Yes	
18		Comments	Comments can be stored indefinitely and linked to customer, account, location, collection event or meter. Prioritized comments can be shown as pop up upon accessing the account.	Core		Yes		
Location/Service Management	19	Location Attributes	Location stores site attributes such as route, area, work zones as well as legal identifiers and other descriptive information.	Core		Yes		
	20	Additional Location Attributes	Additional base location attributes can be configured and stored such as: District, County, Region, Division, Dwelling Units, Tax Districts.	Core		Yes		
	21	Location History	The ability to view a current and historical transactions by location.	Core		Yes		
	22	Location Quick View	Quick views of location and all active and inactive meters, equipment, and services associated	Core		Yes		
	23	Meter Tracking	The ability to track meters and other equipment (i.e. refuse cans) attributes and associated locations	Core		Yes		
	24	Backflow	The ability to view Backflow tracking and provide testing notifications	Core +		Yes		
	25	Meter Information	Automatically update the meter and equipment inventory with changes such as sets, removals, scraps and register change outs.	Core		Yes		
	26	Mass Upload	The ability to mass add for both locations and meters	Core		Yes		
Call Management	27	Call Tracking	The ability to track unlimited call types	Core		Yes		
	28	Call Workflows	The ability to configure workflow that enforce standardization and consistency	Core		Yes		
	29	Call Assignment	Ability to assign task to representative or supervisor for approvals	Core		Yes		
	30	Call Tasks	The ability to view all tasks with filters such as status, call type or assigned to.	Core		Yes		
Service Orders	31	Service Order Workflows	Guided workflows are available to streamline the service order create and dispatch process including: Move-Ins, Move-Outs, Disconnects for non-payment, Transfers, Meter Change Outs, Rate Change, Re-read, meter testing and other service technician orders, Scripted emergency order such as water quality or gas odor	Core		Yes		
	32	Meter Service Orders	Location and meter/equipment details are automatically included on service and work order crews in the field.	Core		Yes		
	33	Service Order Management	A comprehensive service order view for efficient tracking and scheduling of orders	Core		Yes		
	34	Account/Customer Service Order View	Orders are stored and tracked within VXcis for full visibility by customer service and billing representatives.	Core		Yes		
	35	Printing Service Orders	All attributes available within VXcis are eligible to be included on service order print or display	Core		Yes		
	35	Refuse Routes	VXcis allows the tracking of track garbage and recycle routes and their pick up day.	Core +		Yes		
Rates and Billing	36	Base Estimations	Three base estimation routines that can be manually or automatically initiated during meter read process	Core		Yes		
	37	Automated Billing	End-to-end bill process is automated through a combination of job scheduler and bill calendar	Core		Yes		
	38	Off Cycle Billing	Manual off-cycle billing option available from a single click	Core		Yes		
	39	Flat fee customer charges	Flexible and robust rate engine accommodates flat rates without complicated development or scripting	Core		Yes		
		Multiple Rates Types	Flexible and robust rate engine accommodates service rates that are consumption based, fixed, percentage based, tiered, seasonally averaged, square footage, size, and frequency.	Core +		Yes		
		Surcharges	Flexible and robust rate engine accommodates calculation of industrial surcharges	Core +		Yes		
	40	Cents per unit of measure	Flexible and robust rate engine accommodates cents per unit of measure billing without complicated development or scripting	Core		Yes		
	41	Seasonally adjusted rates	Flexible and robust rate engine accommodates seasonally adjusted rates without complicated development or scripting	Core		Yes		

Meter Reading	42	Late fee charges	Flexible and robust rate engine accommodates late fees without complicated development or scripting	Core		Yes	
	43	Unlimited Rates	The ability to create unlimited rates in the solution	Core		Yes	
	44	Unlimited Fees	The ability to create unlimited fees in the solution	Core		Yes	
	45	Unlimited Charge Types	The ability to create unlimited charge types in the solution	Core		Yes	
	46	Future Date Fees	Rates, taxes, and fees utilize effective dates allowing rates to be updated with future dates and are automatically applied and prorated when in effect	Core		Yes	
	47	Cancel & Rebill	Cancel and rebill and prior period usage adjustments are available to authorized users	Core		Yes	
	48	Bill Format	The ability to send bill statement files or composed PDF to bill print vendor	Core		Yes	
	49	General Ledger	Flexible accounting structure allows for individual rate components to be directed to specified general ledger codes	Core		Yes	
	50	Exception Management	Exceptions are sent to work queues providing complete visibility and audit of resolution	Core		Yes	
	51	Billing Exceptions	Accounts without exceptions flow through process without manual intervention	Core		Yes	
	52	Custom Exceptions	Infrastructure to create custom exceptions without the need for programming	Core		Yes	
	Tax Calculation	53	Service Location	Ability to assign tax rates by service location	Core		Yes
54		Multiple Tax Rates	The ability to calculate multiple tax rates for a given location	Core		Yes	
55		Tax Exclusions	The ability to exclude specified charges from tax calculation	Core		Yes	
56		Tax Exemption	The ability to exempt customer/accounts from single or all tax rates	Core		Yes	
57		Tax Exemption Management	The ability to store tax exemption documentation along with start and expiration dates	Core		Yes	
Billing & Payment Plans	58	Payment Arrangements	The ability to establish payment arrangements for the end customer.	Core		Yes	
	59	ACH Auto-Draft	The ability to set up automatic ACH auto-drafts from VXCis	Core		Yes	
	60	Deposits Tracking	The ability to tracking deposits and the automatic refunding of deposits	Core		Yes	
	61	Deposits Interest	The ability to provide interest calculation on deposits and automatic refunding of deposits	Core		Yes	
	62	Budget Billing	The ability to establish budget billing plans(equalized payments) for end customers.	Core +		Yes	
	63	Discount Billing	The ability to establish and track discount billing plans (Low Income, Senior Citizen, etc.) for end customers	Core +		No	
Payments	64	Long Term Billing	The ability to establish and track Long Term contract billing and amortization.	Core +		No	
	65	Payment Entry	The ability to support counter entry, batch entry or group remittance cash processing	Core		Yes	
	66	Multiple Payment Methods	The ability to enter multiple payment methods	Core		Yes	
	67	By Customer	The ability to enter payments by Customer	Core		Yes	
	68	By Account	The ability to enter payments by Account	Core		Yes	
	69	Multiple accounts single payment	The ability to enter a single payment to multiple accounts	Core		Yes	
	70	No account	The ability to enter payments by no account (i.e. payment for non-customer for damage)	Core		Yes	
	71	By Invoice	The ability to enter payments by invoice	Core +		Yes	
	72	NSF & Reversals	Ability to process NSF or payment reversals	Core		Yes	
	73	Payment Business Rules	The ability to create custom business rules for each payment type	Core		Yes	
Collections	74	Balancing	Enforced drawer balancing and deposit reconciliation processes	Core		Yes	
	75	Notices	The ability to generate of past due notices based on defined date thresholds	Core		Yes	
	76	Collection Exemptions	The ability to define exceptions to exempt customers from debt management events	Core		Yes	
	77	Disconnection Scheduling	The ability to queue disconnect for non-payment orders to allow utility to prioritize schedule	Core		Yes	
	78	Write Off	The ability to automatically write-off balances that exceed defined parameters	Core		Yes	
	79	Collection Agencies	The ability to export collection balances to third party agency	Core		Yes	
	80	Bankruptcy tracking	Event-based debt management options available for Bankruptcy	Core +		No	
	81	Lien Management	Event-based debt management options available for Lien Management	Core +		No	
Accounting & General Ledger	82	Sheriff sales	Event-based debt management options available for Sheriff Sales	Core +		No	
	83	GL Output	The ability to provide summarized and detail GL output file	Core		Yes	
	84	GL Assignment	Ability to assign GL accounts to charge, A/R, cash and liability events	Core		Yes	
	85	GL Refunds	The ability to refund deposits and credit balances	Core		Yes	
	86	Refund Checks	Sending a file to the Accounts Payable solution for check generation	Core		Yes	
Reporting	87	Rate Association	Flexible accounting structure allows for individual rate components to be directed to specified general ledger codes	Core		Yes	
	88	Base Reports	The ability to provide configurable reporting portal for automatic storage of base and custom reports	Core		Yes	
	89	Billing Reports	Standard billing reports	Core		Yes	
	90	Financial Reports	Standard financial reports	Core		Yes	
	91	Cash and Payments Reports	Standard cash and payments reports	Core		Yes	
	92	Collections Reports	Standard collections reports	Core		Yes	
	93	Meter Reading Reports	Standard meter reading reports	Core		Yes	
	94	Statistic Reports	Standard statistic reports	Core		Yes	
	95	System Reports	Standard system reports	Core		Yes	
	96	Custom Reports	A report writer for use in building custom and Ad Hoc reports	Core		Yes	
	97	Dashboards	The ability to view dashboards of common reporting data attributes that can be filtered for specific requirements	Core		Yes	
	98	Financial (General Ledger and Accounts Payable)	VXCis has standard file-based export to general ledger/account payable.	Core		Yes	Harris CitySuite Financials

Integrations	99	Meter Reading upload and download	VXcis has standard APIs and file-based export and import of reading information.	Core		Yes	Neptune 360
	100	Payment Remittance	VXcis has standard APIs and file-based import of payment information.	Core		Yes	InvoiceCloud
	101	Bill Print (PDF or data stream)	VXcis has standard file-based export to bill print providers.	Core		Yes	TBD
	102	ACH	VXcis can pass a PDF of the bills or a data stream to the Bill Print Vendor.	Core		Yes	InvoiceCloud
	103	IVR/Customer Portal	VXcis has standard file-based export in standard NACHA Format	Core		Yes	VertexOne Digital
	104	Collection Agency	VXcis has standard APIs and file-based import and export of IVR/Customer Portal information.	Core +		Yes	N/A
	105	Workforce management	VXcis has standard file-based export to collection agency for bad debt accounts.	Core +		Yes	VXfieldwork
	106	GIS	VXcis has standard APIs and file-based export and import from workforce management system to send work orders and receive updates back.	Core +		Yes	TBD
	107	Tax Assessor	VXcis has standard file-based import from GIS.	Core +		No	N/A
	108	Solid Waste Routing	VXcis has standard file-based import from Tax Assessor or other government agency.	Core +		Yes	RouteWare

Attachment 4

VXfieldwork Functionality

VertexOne will enable, for Client, capability leveraging the following modules:

- VXfieldwork Mobile Application for Field Technicians
- VXfieldwork Dispatcher Dashboard
- VXfieldwork Optimization Engine

These modules will be integrated with VertexOne Software and Client's existing CityWorks system. VXfieldwork will have the ability to integrate to the Client's GIS system via the change control process.

VertexOne's implementation will deploy VXfieldwork™ including core functionalities and configuration for:

- Work order creation via user interface.
- Manual and automated order scheduling and dispatch with routing and drive time calculations.
- Work order progression with event reporting and order completion data collection.
- Work order type configuration including duration, required skills, priority.
- Definition and configurations of zones and centers to support organization structure and scheduling goals.
- Resource configuration including resource types, skills and calendars.
- Mobile field functionality for technicians including communicating with the customer regarding status of the service work.

Following is an overview of the core functionality that will be enabled during the activation of the VXfieldwork Mobile Application for Field Technicians. Some of the below functionality leverages the capability of the Field Technicians mobile device and therefore may only be applicable through the downloadable mobile application:

1. Ability to run application most common mobile devices.
2. Ability for app to work both on and offline via store and forward design.
3. Work status reporting
4. Integration with mobile device navigation applications
5. Voice activation and audio notifications
6. Ability to configure and send notifications to customers based on triggering events (tech enroute)
7. Structured work item forms for information and note capture in the field (including signatures)
8. Integration with mobile device's camera, code reader & calendar
9. Ability to collaborate with customers, peers and managers through the app
10. Supervisor capability to manage the adjust workforce schedules and work assignments
11. Ability to receive and display dispatch-initiated alerts
12. Real-time updates from the VXfieldwork dispatch and scheduling modules

Following is an overview of the core functionality that will be enabled through the activation of the VXfieldwork dispatch dashboard:

1. User friendly browser-based user interface with support for all major browsers
2. Ability to view work schedules and assignments for crews/assets
3. Ability to configure resources and their region, schedules, skills, constraints, etc. for use in assigning work
4. Ability to view pending/unassigned work
5. Ability to view crews/assets and work requests overlaid on Google Maps display
6. Ability to toggle on/off map layers
7. Ability to drag/drop to assign work to crews
8. Validation and warning/exceptions for work constraints with ability to override as applicable

9. Ability to establish priorities, alerts and queues for work that is unassigned, priority, in jeopardy, etc.
10. Ability to configure 'tiles' for configurable reporting
11. Ability to configure motivation alerts and notification text for messages to customers (i.e. enroute notification)
12. Ability to manually initiate auto scheduling of unassigned work
13. Ability to re-assign/optimize scheduled work
14. Ability to search/view completed work history
15. Ability to dispatch/receive completed orders via email

Following is an overview of the core functionality that will be enabled through the activation of the Optimization Engine:

1. Configurable, iterative algorithm with rules-based activation for use in generating an optimum work schedule considering:
 - a. Work constraints – such as required time window, working time, start-to-end, etc.
 - b. Resource constraints – such as availability and capacity
 - c. Work & resource constraints – such as proximity, required skills, crew requirements (size, aggregate skills, equipment) and required resources
 - d. Objective – such as assignment of urgent & filler work, minimize travel time, maximize resource suitability, maximize workload balance, maximize coverage of locations, minimize risk of missing time limit, assign higher priorities early in route, etc.
2. Calculation and assignment of work by evaluating open work against the configured constraints and objectives
3. Ability to run scheduled work assignment/optimization processes

ATTACHMENT C CHANGE MANAGEMENT POLICY

The definitions set out in this policy shall apply to all Statements of Work, Attachments, and Order Forms unless context requires otherwise.

"Change" and "Changes" means a change/changes to a Statements of Work, Attachment, or Order Form

1. PURPOSE

1.1 Where either Party sees the need for a Change, Client may at any time request, and VertexOne may at any time recommend, such Change in accordance with the Change Management Process as set out in this Change Management Policy. Either Party may request further information or reasonable changes to a change proposed by the other Party.

2. CHANGE MANAGEMENT PROCESS

2.1 Client Change Requests

2.1.1 Client shall submit a request for a Change in writing using VertexOne's ticketing system.

2.2 Where a request for a Change is received from Client, if VertexOne approves of the Change submitted by the Client, VertexOne shall submit a category estimate to Client as soon as reasonably possible taking into account the nature and scope of the request, but in no event longer than ten (10) business days. Client will review the category estimate to ensure Client's requirements are stated correctly and then the Parties will execute a Change Request to approve the estimate prior to VertexOne's delivery plan for the Change Request. VertexOne will inform Client as soon as possible if additional information is required or if an estimate will take longer than 15 days to submit.

2.3 **VertexOne Recommendations to Change** A recommendation for a Change by VertexOne shall be submitted to Client in writing for Client's review and consideration. Change documentation from VertexOne to the Client shall contain the cost, information about the change, any known impacts, risks, constraints, a date, and a change request number.

2.4 General

2.4.1 Any request not approved or rejected directly by the Party receiving the request for Change Amendment within twenty (20) business days after receipt, shall automatically be deemed rejected.

2.4.2 Any request approved by VertexOne will be reviewed to determine the delivery plan for the approved Change Request. VertexOne has sole discretion to determine when the delivery plan of the Change Request.

3. COSTS

The costs incurred to prepare and to review a proposed Change shall be borne by the Party preparing and/or reviewing it. Such costs will not be paid by or reimbursed by the other Party.