



City Clerk Document No. _____

City Council Meeting Date: February 26, 2026

**AMENDMENT TO CITY OF CHANDLER AGREEMENT
IMPLEMENTATION OF INFINITY CIS VERSION 5
CITY OF CHANDLER AGREEMENT NO. 4577**

THIS AMENDMENT NO. 1 (Amendment No. 1) is made and entered into by and between the City of Chandler, an Arizona municipal corporation (City), and N. Harris Computer Corporation (Contractor), (City and Contractor may individually be referred to as Party and collectively referred to as Parties) and made _____, 2026 (Effective Date).

RECITALS

WHEREAS, the Parties entered into an agreement for subscription software products (Agreement); and

WHEREAS, the current term of the Agreement is five years with the option of up to four one-year extensions; and

WHEREAS, the Parties wish to amend the Agreement to include additional services.

AGREEMENT

NOW THEREFORE, the Parties agree as follows:

1. The recitals are accurate and are incorporated and made a part of the Agreement by this reference.
2. The Agreement is hereby amended to include the services described in Change Order #6 and Change Order #7 CIS Infinity v5 Solid Waste Configuration, attached hereto and incorporated herein.
3. The City will pay the Contractor the cost set forth in Change Order #6 and Change Order #7 CIS Infinity v5 Solid Waste Configuration, attached hereto and incorporated herein. Total payments made to the Contractor for these services will not exceed \$1,095,512.
4. All other terms and conditions of the Agreement remain unchanged and in full force and effect.

If a conflict or ambiguity arises between this Amendment No. 1 and the Agreement, the terms and conditions in this Amendment No. 1 prevail and control.

IN WITNESS WHEREOF, the Parties have entered into this Amendment on the Effective Date.

FOR THE CITY

By: _____

Its: Mayor

APPROVED AS TO FORM:

By: _____

City Attorney *TMB*

ATTEST:

By: _____

City Clerk

FOR THE CONTRACTOR

Signed by:
By: Todd Richardson
BEE8A38F373A4FF...

Its: CFO _____

Todd Richardson

2/18/2026



City of Chandler, AZ

Change Order #6: Statement of Work for Customer Self-Serve (CSS) Portal

Initial
TR

December 18, 2025

SOW Expiry: ~~February 18, 2025~~

February 26,
2026

Related to Item CITY OF CHANDLER SOFTWARE AS A SERVICE AGREEMENT
IMPLEMENTATION OF INFINITY CIS VERSION 5 CITY OF CHANDLER AGREEMENT NO. 4577;
Effective Date December 11, 2023

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Introduction

City of Chandler (“Chandler”) has selected Advanced Utility Systems (“Advanced”), a division of N. Harris Computer Corporation (“Harris”), as its vendor partner of choice to assist in the implementation of the VertexOne’s, cloud-hosted MyMeter Customer Self-Serve (“CSS”) portal.

Chandler and Harris have proposed a joint team to collaboratively implement a cloud-hosted solution. The solution will be implemented using a combination of resources from Harris, VertexOne, and Chandler.

Except as otherwise expressly set for herein, this Statement of Work (“SOW”) shall be subject to the terms and conditions of the “City of Chandler Agreement No. 4577” between Chandler and Harris dated December 11, 2023. These agreements are effective upon signature by and between Harris and Chandler and are hereby incorporated by reference. In the event of a conflict between this SOW and the Master Agreement, this Master Agreement shall control; provided, however, that in the event of any conflicts between (a) services and products subject to the Hosting Services Agreement and the Master Agreement or (b) the payment milestones and other specifically agreed upon in this Amendment and SOW, then the terms of this SOW and the Hosting Services Agreement will apply.

This SOW defines the work to be performed by Harris and Chandler for the project. This SOW includes a scope definition, high-level timeline, fees, and other terms and conditions specific to the services requested by Chandler. “The Engagement” shall mean the performance by Harris of the services described in this SOW.

Chandler Points of Contact

Primary Point of Contact (POC)	
Name	Kristi Smith
Title	Financial Services Director
Organization	City of Chandler
Address	175 S Arizona Avenue, Chandler AZ 85225
Phone	480-782-2332
Email	Kristi.Smith@chandleraz.gov
Website	https://www.chandleraz.gov/

Additional Contact	
Name	Kerstin Nold
Title	Chief Technology Officer
Organization	City of Chandler
Address	175 S Arizona Avenue, Chandler AZ 85225
Phone	480-782-2490
Email	Kerstin.Nold@chandleraz.gov
Website	https://www.chandleraz.gov/

Overview

MyMeter is an off-the-shelf software product that can be configured to meet unique customer requirements. Standard software and configurations to be made have been specifically identified in the "Project Scope" section of this SOW. Any standard product functionality or configurations not outlined within this SOW are considered out of scope for this project. Harris agrees that the software will perform substantially in accordance with industry standards and product functionality.

Harris agrees that it will be primarily responsible for this project, supported by VertexOne as a subcontractor to Harris. The Parties agree and acknowledge that VertexOne products are provided pursuant to the terms and conditions set forth in Appendix A. Any annual subscription-based license to use the MyMeter software are subject to and will be governed by Appendix A for the period and terms specified within this SOW.

Project Description

This project provides Chandler with VertexOne's MyMeter Customer Self-Serve (CSS) portal for Chandler residents' online consumer information and use.

Key Chandler project objectives and purposes for Chandler include, but are not limited to:

- Reduce unnecessary calls, emails, and walk-in traffic,
- Improve customer relations and public perceptions,
- Offer new solutions using modern technologies.

Project Scope

This SOW establishes the scope for the work to be performed, defines the context of the work, describes specific tasks, activities, and deliverables; and identifies responsibilities for both Parties. The details below outline the intended scope of the project and the services to be delivered.

Functional Scope

The following features and functionality of the MyMeter CSS portal will be implemented and configured as part of this project:

- Customer Data Integration
- Billing Data Integration
- Transaction Data Integration
- Update eBill Status (Via Invoice Cloud)
- Update Mailing Address (all at Customer Level) in CIS Infinity
- Update Phone in CIS Infinity
- Update Email in CIS Infinity
- Start, Stop, Transfer of Service
- Service Requests
- Enter Meter Read
- Bill Payment (Invoice Cloud)
- Bill Presentment (Invoice Cloud)
- Leak Alerts
- Owner Agent/Landlord (Requires data from AUS)
- Conservation Actions
- Program Enrollment
- MyMeter Managed Auto Pay
- CIS Infinity Managed Auto Pay
- AMI Data Presentment
- Test Environment
- Branded Mobile App

The following functional capabilities will be supported by industry standard product functionality and included within the scope of this SOW.

#	Description
Base Platform and Usage Presentment	
1	Configure the following MyMeter URLs and e-mail addresses, as applicable: a) MyMeter URL portal address, b) Utility contact us address, c) MyMeter feedback address, and d) Alert from address.
2	Implement basic branding of the portal to match the Chandler website (logo and colors).
3	Import customer, billing/usage, and transaction data from CIS Infinity on an on-going, daily basis and display within the MyMeter user interface: <ul style="list-style-type: none"> • Customer data • Monthly billing data • Transaction/Payment data
4	Load six (6) - twelve (12) (to be determined during project) months of historical data from AMI System to MyMeter CSS portal.

#	Description
	<p>Thirteen (13) months is the standard data retention policy for interval data included in this SOW. Additional months up to twenty four (24) can be loaded with an additional cost that will require a Change Order.</p> <ul style="list-style-type: none"> • MyMeter15-minute interval data <ul style="list-style-type: none"> ○ Aggregate the 15-minute data to 30-minute, hourly, and daily
5	<p>Implement the following units of measure for display in MyMeter, as available in the usage data sent from CIS Infinity and AMI System to MyMeter:</p> <ul style="list-style-type: none"> • Kilogallon (KGAL)
6	<p>Provide standard setup of the MyMeter landing page.</p>
7	<p>Enable the Customer Service Representative dashboard screen, which depicts a snapshot of user and site statistics:</p> <ul style="list-style-type: none"> • Provide the ability to search for customers by parameters such as account number, name, and meter number (limited by what is available via the Customer Data file)
8	<p>Enable Impersonate Mode, which allows Customer Service Representatives to see the same screens as the customer portal end users.</p>
9	<p>Provide standard setup of the MyMeter dashboard – a) Charts View, b) Data View, and c) Property View.</p>
10	<p>Provide the ability to display a chart with a user-defined timeframe of usage (day, month, year).</p>
11	<p>Provide the ability to display comparisons against historical usage within a user-defined timeframe (dependent on the granularity of data available for that meter). Comparisons can also include weather data (Temperature, Humidity, Precipitation, etc.), neighborhood usage, and utility average usage.</p>
12	<p>Provide the ability for customer to download their usage data in .csv format or Green Button format http://energy.gov/data/green-button.</p>
13	<p>Provide meter grouping functionality, which allows a customer with multiple properties to create a virtual meter group and see an aggregate view across the different meters associated with those multiple properties.</p>
14	<p>Provide standard setup of MyMeter widget functionality.</p>
15	<p>Enable the Administrative view of MyMeter and applicable reports.</p>
16	<p>Provide the ability for Chandler personnel to access MyMeter in order to perform administrative-type tasks via a separate account from the customer portal end users.</p>

#	Description
17	Provide a standard setup of roles and privileges that controls what specific MyMeter areas and functionality end users have access to.
18	Provide the ability for MyMeter administrators to manage system users (create, edit, delete users) and assign system users to roles and privileges.
19	Enable standard screens for the user registration process which allows customers to obtain access to the consumer web portal (Name on Account, Account Number).
20	Provide the ability for customers to manage their user profile and reset their password.
21	Provide the ability for customers to receive notifications via email or text about their usage based on configurable usage thresholds. (including at the interval level).
22	Provide the ability for the Customer Service Representative team to access customer data through a separate (Admin) sign-in.
23	Implement Google Analytics tied to Chandler utility ID (if available) to view analytical information regarding end-user interactions with MyMeter.
24	Provide integration with CIS Infinity for customer self-service options as defined in this SOW (update phone, email, start/stop/transfer, etc. (if applicable).
25	Set up standard MyMeter alerts (e.g., Leak Detection, Usage Threshold, Weekly Summary, etc.).
26	Implement Owner Agent Portal with additional Landlord ID provided by CIS Infinity in the standard Customer Data.
27	Implement Conservation Actions module and train Chandler team on the configuration of the actions.
28	Implement Programs module.
29	Provision Test and Production MyMeter environments.
30	Provision Production Branded Mobile App.
31	Ability to send 'system messages' to a targeted subset of customers by criteria and/or geographical location.
Bill Pay and Bill Presentment	
1	Provide support for registering utility customers for e-bill and autopay via Invoice Cloud
2	Provide the ability for utility customers to make e-payments, which includes scheduling payments and making one-time payments via Invoice Cloud.
3	Provide the ability to change bank draft accounts, including deactivating old accounts and activating new accounts via Invoice Cloud.

#	Description
4	Retrieve billing information from a Chandler data repository and present bills to utility customers.

Integration Scope

Harris will lead and be responsible for Project overall integration activities and will work with Chandler to define the data, messaging, and interfaces required by the MyMeter CSS portal. Harris will extract data from the Advanced CIS Infinity V5 system and integrating it into the MyMeter CSS portal in accordance with the format and specifications as required by VertexOne. For integration customizations, Harris is responsible to design and implement custom interfaces in accordance with Chandler requirements, as defined within this SOW.

A solution architectural diagram will be defined and documented upon completion of Project planning and design activities and is subject to Chandler approval. The integrations outlined within "Table 1 - MyMeter Integrations" are included within the scope of this SOW:

#	System	Integration Use Case	Interface Type	Approach
1	Utility CIS ("Advanced CIS Infinity")			
1.1		Customer Data	Standard Integration via REST API	<p><u>One-Time Historical Load</u> HARRIS provides in the VertexOne standard format VertexOne to configure REST Web Service.</p> <p>Typical approach for historical data from CIS Infinity.</p> <ul style="list-style-type: none"> ◦ Active Accounts, ◦ Finalized Accounts with current balance, ◦ Finalized Accounts within the last fifteen (15) months, for tax purposes, ◦ Non-Metered Accounts, if applicable, ◦ Vacant Accounts, if applicable for new services. <p><u>Daily Updates</u></p> <ul style="list-style-type: none"> · Daily updates will be sent to MyMeter in the VertexOne standard format. · Daily updates include items such as Name Changes, Meter Change, Service Location move in/move out dates, Rate Changes, New Accounts, etc. <ul style="list-style-type: none"> • The daily file will be a delta file with only changes. <p><u>New Customers to Chandler</u></p>

#	System	Integration Use Case	Interface Type	Approach
				<ul style="list-style-type: none"> Upon registration MyMeter will look to the information in the database to match against the name on account and account number.
1.2		Billing History	Standard Integration via REST API	<p>HARRIS provides in the VertexOne standard format VertexOne to configure REST Web Service</p> <p>This format contains billing information and usage/meter information.</p> <ul style="list-style-type: none"> Typical approach for historical data from CIS Infinity. <ul style="list-style-type: none"> Twenty-four (24) months of historical billing data Updated with each billing cycle that is run each month.
1.3		Transaction History	Standard Integration via REST API	<p>HARRIS provides in the VertexOne standard format VertexOne to configure REST Web Service</p> <p>Among other data items, this data will also contain the 'Confirmation #' from Payment Provider for the payments made via the portal.</p> <ul style="list-style-type: none"> Typical approach for historical data from CIS. <ul style="list-style-type: none"> Twenty-four (24) months of historical transaction data Updated with each payment/transaction that is made. This format may also contain Fees, Adjustments, and Documents (e.g., Disconnect Notices).
1.4		Update Mailing Address	Web Service	HARRIS to configure CIS Infinity VertexOne to configure MyMeter
1.5		Update Primary Phone	Web Service	HARRIS to configure CIS Infinity VertexOne to configure MyMeter
1.6		Inquiry/Update E-Mail	Web Service	HARRIS to configure CIS Infinity VertexOne to configure MyMeter.

#	System	Integration Use Case	Interface Type	Approach
1.7		Start, Stop, Transfer, and New Service	Web Service	HARRIS to configure CIS Infinity for Department Code, and Action Codes VertexOne to configure MyMeter with CIS Infinity Department Code and Action Codes VertexOne to configure SST User Interface.
1.8		Service Requests	Web Service	HARRIS to configure CIS Infinity VertexOne to configure MyMeter.
2	Payments Solution			
2.1		Bill Pay Service Functionality	iframe	<ul style="list-style-type: none"> VertexOne Configures Invoice Cloud iframe solution. The Customer provides test and production endpoints and credentials.
3	Bill Presentment			
3.1		Bill Retrieval and Presentment	iframe	<ul style="list-style-type: none"> VertexOne Configures Invoice Cloud iframe solution.
4	AMI Meter Usage Data (AMI Head-End)			
4.1		Meter Usage Data - Interval Data	Standard Integration File Based	<ul style="list-style-type: none"> VertexOne provides as per standard format with Neptune 360 and MyMeter.

NOTE: Integrations listed as “Optional” are available at additional cost and are not included within the scope of this SOW.

Services Scope

Project Management

Project management occurs throughout the project. A Harris Project Manager (PM) will be the primary point of contact for Chandler on the MyMeter CSS portal implementation. Harris will provide the PM's name and contact information to Chandler for Chandler's prior review. The Harris PM will oversee the delivery of Harris' services required for a successful MyMeter under the terms and conditions of the Parties Agreement. The project team will directly report to the PM, and the PM will have the authority and support to manage the project team in the best interest of the project. The PM is also accountable for the following high-level project activities:

- Interface with Chandler assigned PM.
- Conduct regular internal project meetings to ensure that all aspects of the project are understood by the team and that progress and risks are properly reported.
- Conduct regular project meetings with Chandler.
- Review of project status, schedule, risks, and resources as well as any other issues that may affect the success of the project.

Project Planning

Advanced, VertexOne, and Chandler will partner together for successful project execution. Project Kickoff will involve all members of the Harris, VertexOne, and Chandler project team. Before the remote Project Kickoff meeting, Harris, VertexOne, and Chandler will assemble their respective teams who will review this SOW in preparation for the Project Kickoff meeting.

The Project Schedule must identify the deadlines, activities, deliverables, and resources required for the successful MyMeter CSS portal project. As part of the Project Kickoff, The Harris PM, the Chandler PM, and VertexOne staff will review the Project Schedule and internal project dates that may affect project milestones (for example, third-party delivery dates). Chandler is responsible for managing the timelines and deliverables of any third-party vendor (i.e. Payment processor), to ensure they meet the requirements of the approved Project Schedule. The Harris PM and the Chandler PM will finalize the project schedule within two (2) weeks of the Project Kickoff meeting.

Any significant changes to the project timeline during the project are to be communicated and reviewed by the Project Sponsors of Chandler and Harris. Significant changes affecting the overall scope of the project may necessitate the use of the Change Control process.

As part of Project Kickoff, the Harris PM will work with the Chandler PM and VertexOne staff to organize project information to prepare the Project Schedule. The Harris PM will organize and present the information required to start the project and will, at a minimum, address and deliver the following:

- Project Schedule

- Core Team (including contact list)
- Training Course Syllabus
- Issues Tracking Tool set-up and overview
- MyMeter CSS Overview Session
- MyMeter CSS Portal Discovery Workshop

Change Control Process

Harris will coordinate a joint effort with Chandler to document a Change Control process to manage project scope. The Change Control process will identify how changes are initiated and their impact on the project will be identified, documented, and communicated to Chandler. Appropriate sign-off channels will be developed for Change Order approval.

Status Reports

Status reporting provides a mechanism for monitoring and controlling the project's progress.

Harris will use various methods to communicate regularly with Chandler, including status reports and status meetings. Additional project communications will be performed via E-mail and telephone on an as-needed basis.

Harris's Project Manager will attend status meetings with Chandler Project Manager via phone/video conference call to focus on project status/progress, issues that could impact the project schedule, technical or operational issues affecting the project, and risk assessment. These meetings shall occur weekly.

Harris will provide a weekly status report documenting work in progress compared to schedule, issues, actions, risks, and budget. Harris will also provide a monthly summary of project progress, including significant risks and issues resolved and significant risks and issues raised.

Deliverables	<ul style="list-style-type: none">• Weekly Status Meeting and Report• Monthly Project Progress Summary
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Environment Provisioning

Environments included in the scope of this SOW are shown in “Table 2 – Initial Environment Description” below. Harris will provide the required IT infrastructure and ancillary software required to host the MyMeter CSS portal software within these environments. Harris will install the MyMeter CSS portal software version that is commercially released within the environments. During the project, Harris will work with Chandler to further detail the product release schedule (patches, future versions, etc.) to ensure that timing does not negatively impact the project schedule.

Any adjustments to the project schedule because of product release timing will be mutually agreed to. Chandler is responsible for deciding how many metering endpoints to use for testing in the Test environment. Installing and activating the metering endpoints that will be utilized for testing within the Test environments is also a Chandler responsibility. Changes to any environmental requirements will follow the change management process.

Environment	Description	Number of Meters
Production	The target environment where the full business requirements will be implemented and utilized by Chandler end users for day-to-day operations. An annual true-up will occur during the invoicing process to align with increases or decreases in the total number of accounts.	88,000 AMI Meters
Test	An environment that is configured like Production and that is used for functional and integration testing. Lacks the scalability of Production which limits performance testing to scale. If the total number of accounts goes above the 10% limit for the test environment, Chandler will maintain accountability to ensure the test environment is limited to Chandler-approved users for data security.	8,600

Configuration

A MyMeter CSS Overview Session is held with the core project team at the beginning of the Project Kickoff phase. As part of the session, Harris and VertexOne will provide a walk-through of the basic functionality to assist with understanding the MyMeter CSS solution and to guide configuration requirements.

Chandler will be provided with a MyMeter CSS portal Configuration Checklist as part of the Project Kickoff which is required to be completed by Chandler in full. This Configuration Checklist informs the Chandler-specific software configurations that will be delivered to Chandler for their MyMeter CSS portal based on the standard, out-of-the-box software functionality outlined within the functional scope above.

Chandler will have ten (10) business days to complete and return the Configuration Checklist. If Chandler needs to extend completion of the Configuration Checklist beyond the ten (10) business day window, Harris will provide a change order for the extended period.

Customer Self-Serve (CSS) Portal Discovery Workshop

Harris will conduct a Customer Self-Serve (CSS) portal Discovery Workshop. This workshop will be led by Harris and will review Chandler's functional and aesthetic requirements.

Before the start of the workshop, Chandler will complete the Configuration Checklist provided by Harris.

Testing

Harris uses an Agile approach for the implementation of MyMeter CSS portal as well as the development, testing, and defect resolution of any customizations or integrations. As The test environment is provisioned for the MyMeter CSS portal for Chandler and integrations are developed, it is expected that Chandler will provide the resources outlined in “Table 15 – Testing Roles and Responsibilities” to assist in the testing integrations and provide feedback as they are implemented. This ensures a rapid feedback loop to identify and resolve any issues. Throughout testing, and as new features or fixes are introduced in a release, regression testing will be performed to validate that existing features continue to function as expected.

Prior to testing, Chandler will develop a Test Plan which will be shared with Harris for feedback to ensure alignment with the overall testing methodology.

Both parties will align the MyMeter CSS deployment with the Advanced CIS Infinity project timelines to ensure a coordinated release. The stages of testing that will be performed during the MyMeter CSS project include:

Phase	Description	Lead	Support
Smoke Testing	Validation to ensure core functionalities of MyMeter are working as expected. This includes happy path integration testing to ensure no errors are returned from the 3 rd party system. This testing is done in advance of any Customer testing.	Harris	Chandler (3 rd party system validation)
Functional and Iterative Testing and Feedback	Validation to ensure solution meets core functional requirements/ specifications.	Chandler	Harris
System Integration Testing	Validation to ensure successful integrations, import/export, SSO, between MyMeter and other systems. Typically occurs after Functional Testing.	Chandler	Harris
User Acceptance Testing	Validation to ensure that the solution fulfills business requirements and can be used by end-users. This includes verification that related utility business processes are conducted successfully.	Chandler	Harris

Testing Activities

The following testing activities will be reviewed, modified, enhanced with more details, and finalized during project planning.

Organization	Title	Activities
Harris	Project Manager	<ul style="list-style-type: none"> Oversee testing support; report progress or defects as required.
Harris	Implementation Analyst	<ul style="list-style-type: none"> Provide support to testing activities and resolve defects. Assist in testing feature development against the requirements for that feature. Perform initial testing of the integrations. Provide consultation and technical support for Chandler led testing and verification of the related functionality. Perform regression testing on the MyMeter functionality with each release. Participate in system integration testing to validate the proper operation of the MyMeter CSS portal as it relates to integration with CIS Infinity and the Payments processor side of the integration. Track Defects raised during testing and verification and provide resolutions.
Chandler	Test Lead	<ul style="list-style-type: none"> Create a Test Plan. Provide iterative feedback to the Harris and VertexOne team for issue resolution. Oversight of Customer testing activities. Joint responsibility for coordination of defect resolution. Creation of Test Summary Report. Assist in testing.
Chandler	Testing Analyst	<ul style="list-style-type: none"> Assist in initial integration testing (part of smoke testing) to ensure the expected result in integrated systems (e.g., CIS Infinity). Perform testing and document results. Provide iterative feedback to the Harris and VertexOne team for issue resolution.

Training

As part of the MyMeter CSS portal project for Chandler, comprehensive training sessions are integral to ensure the smooth adoption and functionality of the new CSS portal. The training module, structured in several phases, includes an Overview Session to introduce the core project team to the MyMeter CSS portal, highlighting

its features and aiding in the completion of the Configuration checklist. This is followed by detailed Testing, which demonstrates the configured CSS portal application and introduces Chandler to hands-on exposure to the software.

The culmination of the training process is the Administrator Training Session, tailored for users responsible for the administration of the MyMeter CSS portal. This session focuses on empowering administrators with the knowledge to manage user roles, update content, and maintain the system effectively. By ensuring that each team member from Chandler is competent in utilizing the MyMeter CSS portal, the project sets a strong foundation for operational success and user satisfaction.

Please note that training of Chandler's end-user customers is not within the scope of this SOW.

Production Cutover Plan

Chandler, with assistance from Harris, is responsible for preparing a comprehensive production cutover plan. The cutover plan may include details such as the environment(s) to use for testing, the environment to use production for cutover, what integrated MyMeter functions will be used during cutover, and how interfaces will be exercised during cutover. Decisions on what environment to use for testing is a Chandler responsibility. Harris has provided high-level and typical uses of environments outlined in Table 2 above. Defining the overall test strategy and detailed test plan is also a Chandler responsibility. Harris will support Chandler in defining the cutover plan by providing consultation and subject matter expertise as it pertains to the MyMeter CSS portal functionality and integrations within the scope of this SOW.

Roles and Responsibilities

Harris's Responsibilities

1. Harris will maintain project communications with Chandler's Project Manager.
2. Harris will manage the efforts of the Harris and VertexOne staff and coordinate activities with Chandler's Project Manager.
3. Harris will conduct regular (e.g. weekly or as required) telephone status report conversations with Chandler's Project Manager.
4. Harris will participate in weekly reviews with Chandler's project team. Participation can be waived by mutual agreement.
5. Harris will respond within one business day to critical issues raised by Chandler's Project Manager.
6. Harris will prepare and submit a status report that includes: the accomplishments of the previous month, activities planned for the current month, and an update to the Project Schedule in Smartsheet format, as well as an update to the action item list.
7. Harris will prepare and submit project change proposals to Chandler's Project Manager as necessary.
8. Harris and Chandler will cooperate to reasonably resolve deviations from the Project Schedule.
9. Harris will monitor the project to ensure support resources are available as scheduled.
10. Harris will coordinate and oversee the provisioning and delivery of all software within the scope of this SOW.
11. Harris will coordinate and oversee the efforts of configurations and integrations identified in this SOW (exclusive to the CIS Infinity and MyMeter side of the interface).
12. Harris will monitor and support all testing phases and will be available to answer questions and resolve issues generated during testing.

Chandler's Responsibilities

1. Chandler will establish a Project Team that is representative of the operational areas that will be affected by this project.
2. Chandler will designate a Project Manager who will manage the efforts of the Chandler Team and/or staff and coordinate activities with the Harris Project Manager.
3. Chandler's Project Manager must ensure that personnel have the time, resources, and expertise to carry out their respective tasks and responsibilities.
4. Chandler's Project Manager or designee will participate in the scheduled (e.g. weekly or as required) status meetings with Harris's Project Manager.
5. Chandler will review current business practices and consider and/or adopt new business practices as needed.

6. Chandler will provide responses within three (3) business days to critical issues raised by the Harris Project Manager, and Chandler acknowledges that Harris may not be able to proceed until such response is received.
7. If this project requires onsite presence, Chandler will make available meeting spaces as required for project meetings. Meeting spaces should be equipped with a whiteboard and markers, flip chart, LCD projector, conference phone, and internet connection.
8. If this SOW requires on-site presence, Chandler shall establish a training/testing room that will provide space, computers (with necessary software), and access to the software for the number of users specified in the contract. The training room will be equipped with a whiteboard and markers, flip chart, LCD projector, conference phone, and internet connections.
9. Chandler will ensure mutually agreed upon Change Orders are approved and processed in accordance with the Change Order Procedure.
10. Chandler Staff will attend scheduled training sessions.
11. Chandler will perform testing as outlined within this SOW.

Project Assumptions

The services, fees, and delivery schedule for this engagement are based upon the following assumptions:

1. General

- a. Fees outlined below are in addition to “Infinity CEP” fees outlined in Exhibit B of Implementation of Infinity CIS Version 5 City of Chandler Agreement No. 4577
- b. Any items not explicitly identified within this SOW are considered out of scope. Any changes to those responsibilities and/or deliverables will be considered a change in scope for the engagement. Any proposed change to the engagement scope must be put into written format and be submitted to Harris during this engagement for review and consideration.
- c. The project will be deemed complete, and the software will be considered operational once the items listed as in scope of this SOW have been delivered and there are not any Priority 1 tickets open for this project.
- d. All effort estimates and timelines are based on the project approach outlined within this SOW.
- e. All work as part of this SOW will be performed during regular Harris business hours, Harris and City of Chandler will mutually agree on working hours for meetings and collaborative work as part of this SOW.
- f. Training of Chandler’s end-user customers is not within the scope of this SOW.
- g. Invoices are payable as provided in the parties governing Agreement.
- h. Additional services required by Chandler through the end of Post Live and approved through the Change Control Process (e.g. requirement changes or changes to the project scope) will be billed at a rate of \$250/hour through the end of 2025. After which the current Services Rate may be applied. Services required after that period will be billed in accordance with the Support and Maintenance Agreement.

2. Engagement

- a. Chandler and Harris will assign the appropriate resources to schedule and complete all required responsibilities outlined within this SOW.
- b. Staffing issues will be resolved between Chandler and Advanced Project Managers. Both parties will make every reasonable effort to maintain stable project staffing for the life of the project and minimize disruption to the project. All Chandler and Harris Project Team members are expected to take normal vacation and holiday days throughout the project except during stages of the project where their presence is critical.

- c. Chandler and Harris will provide access and support from their respective organizations, stakeholders, and third parties listed within this SOW as deemed necessary by Chandler and Harris throughout this project.
- d. Both parties will make every reasonable effort to maintain stable project staffing for the life of the project and minimize disruption to the project. If this cannot occur:
 - i. Both parties will define an escalation path that defines who can resolve resource allocation conflicts, determine the priority of the conflicting work, and communicate with the affected parties, including the Project Managers of both projects.
 - ii. Harris will make commercially reasonable efforts to work around any conflicting priorities. Depending on the length of time the resource is not available and the task the conflict occurs on, this could result in a delay in the project schedule. If these delays result in extended project timelines, a Change Order will be issued to outline the impacts on schedule and cost.
 - iii. Impacts and/or changes to project resources by either party are the responsibility of that same party to replace and provide knowledge transfer that will mitigate the risk of resource loss.

Custom Modifications & Integrations

- e. Harris will work with Chandler and third-party vendors to ensure successful integrations and implementation of the solution. However, Chandler will secure, as required and in a timely fashion, the assistance and cooperation of third-party vendors to ensure a successful implementation. A change order may be created if the third-party vendor is unavailable or non-cooperative and, as such, results in an impact to the schedule or effort.
- f. Third-party vendors' solutions can provide the information required by Harris as well as accept the information provided by Harris.
- g. Chandler will ensure systems interfacing with Harris provide data in a format acceptable to Harris and mutually agreed upon in project documentation.
- h. All third-party software and hardware products are assumed to perform correctly in Chandler's current production environment, in accordance with the appropriate third-party vendor's specifications.
- i. Unless specifically stated within this SOW, the MyMeter CSS portal will not be embedded within any third-party applications or websites.
- j. Additional Professional Services may be provided on-site or via the telephone at the rate of two hundred and fifty (\$250) per hour through the end of 2025. 2026 Professional Services rates are two hundred and sixty-

two dollars and fifty cents (\$262.50) per hour. 2027 Professional Services rates are two hundred and seventy-five dollars and sixty-three cents (275.63) per hour. After which the current Services Rate may be applied. Additional Professional Services work performed on-site does not include travel, lodging, and per diem expenses. Helpline support and Support Services do not include training or other Professional Services. Customer shall incur a seven-hundred fifty dollar (\$750) daily surcharge for any Professional Services provided on weekends or Advanced recognized holidays; plus the corresponding standard Professional Services fees and any applicable travel charges.

3. Technical

- a. Harris shall provide advance written notice (email acceptable) of any scheduled activity requiring remote access to Chandler's network or systems, including the purpose and expected duration of such access. Chandler will reasonably cooperate to facilitate and accommodate such access, including ensuring the required connectivity, permissions, and personnel availability needed for Harris to perform the work. For urgent or unplanned activities requested by Chandler, Harris will notify Chandler as soon as reasonably practicable prior to initiating access, and Chandler will similarly make reasonable efforts to provide the necessary access and support. Harris shall comply with all applicable Chandler policies when accessing City systems.

Fees and Payments

The following fees and payments are based on the scope outlined within this SOW.

One-time Costs

DESCRIPTION	COST
Professional Services Includes: <ul style="list-style-type: none"> • Project Management • Business Analysis • Environment Provisioning • Configurations • Integrations • Reporting • Testing • Training • Go-Live Support 	\$141,500
Professional Services currently included in CIS v5 Upgrade SOW	(\$67,000)
TOTAL ONE-TIME COSTS	\$74,500

Annual Subscription Costs

DESCRIPTION	COST
MyMeter CSS Portal Subscription: Includes: <ul style="list-style-type: none"> • Software Licensing • Maintenance & Support • Hosting & Technical Services • Updates and Upgrades 	\$167,715/yr
Annual Subscription currently included in CIS v5 Upgrade SOW	(\$98,000/yr)
TOTAL ANNUAL RECURRING COSTS	\$69,715/yr

Note: VertexOne commits to supporting the City of Chandler on the MyMeter Portal for a period of thirty-six (36) months following go-live, after which the City of Chandler will migrate to VertexOne’s then-current portal solution (VXconnect) in accordance with mutually agreed migration terms.

Total Project Costs (Year 1)

TOTAL YEAR 1 PROJECT COSTS	\$144,215.00
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Optional Items

DESCRIPTION	COST
Professional Services: Additional ITC	\$50,000
TOTAL	\$50,000.00

Payment Milestones

Professional Services:

- 20% on SOW Execution
- 20% on Project Kickoff
- 25% on the Provisioning of Environments
- 25% on the Start of Testing
- 10% 30 days post-Go-Live

Subscription:

- 100% on the provisioning of environments

APPENDICES

Appendix A – MyMeter Utility License

This MyMeter Utility License Agreement ("Agreement") is a legal agreement between the Chandler ("Utility") who purchased the MyMeter software and related services from an authorized reseller, and VertexOne, LLC ("VertexOne") regarding the provision of, license to, access to, and use of the MyMeter software and related services (the "Services"). In this Agreement, "we", "us" and "our" refer collectively to VertexOne.

IMPORTANT:

THIS AGREEMENT DOES NOT ALTER THE RIGHTS OR OBLIGATIONS AS BETWEEN UTILITY AND THE RESELLER FROM WHICH UTILITY PURCHASED THE RIGHT TO ACCESS AND USE THE SERVICES ("RESELLER"), PURSUANT TO ANY WRITTEN AGREEMENT BETWEEN UTILITY AND RESELLER REGARDING THE SERVICES. THIS AGREEMENT INSTEAD SETS FORTH ADDITIONAL TERMS DIRECTLY BETWEEN UTILITY AND VertexOne, AND UTILITY MAY OTHERWISE SEEK RIGHTS OR REMEDIES FROM RESELLER PURSUANT TO UTILITY'S AGREEMENTS WITH RESELLER. FOR THE CONSIDERATION RECEIVED BY VERTEXONE UNDER THE RESELLER AGREEMENT AND HARRIS/ADVANCED RECEIVED UNDER THE HARRIS/ADVANCED AGREEMENT WITH UTILITY, AND BECAUSE THE RESELLER AGREEMENT IMPOSES OBLIGATIONS AND DUTIES ON UTILITY OVER WHICH UTILITY HAS NO DIRECT CONTROL, RESPONSIBILITY, OR ABILITY TO ADDRESS, VERTEXONE AND HARRIS/ADVANCED ACKNOWLEDGE, ACCEPT, AND AGREE THAT UTILITY IS AN EXPRESS THIRD-PARTY BENEFICIARY OF THE RESELLER AGREEMENT AND MAY EXERCISE ALL RIGHTS AND INTERESTS UNDER THE RESELLER AGREEMENT. FURTHER, HARRIS/ADVANCED ACCEPTS AND AGREES TO DEFEND, INDEMNIFY AND HOLD UTILITY HARMLESS UNDER THE RESELLER AGREEMENT TO THE EXTENT THAT A DUTY OR OBLIGATION UNDER THE RESELLER AGREEMENT DOES NOT DIRECTLY ARISE OUT OF OR IS NOT THE DIRECT RESULT OF A GROSSLY NEGLIGENT, WILLFUL, OR KNOWING ACT, ERROR, OR OMISSION BY UTILITY.

1. CERTAIN DEFINITIONS. In addition to other terms that are defined as set forth in this Agreement, the following terms shall have the following definitions:

1.1. "Device" means any Utility or Utility's User's computer, tablet, smartphone, or any other electronic device.

1.2. "Intellectual Property" means any and all of the following in any jurisdiction throughout the world and all rights in, arising out of, or associated therewith: (a) patents, utility models, and applications therefor, and all reissues, divisions, re-examinations, renewals, extensions, provisionals, continuations and continuations-in-part thereof, and equivalent or similar rights anywhere in the world in inventions and discoveries, including invention disclosures; (b) all trade secrets, inventions (whether or not patentable and whether or not reduced to practice), and other rights in know-how and confidential or proprietary information; (c) all mask works, works of authorship and copyrights, registrations and applications therefor, and all other rights corresponding thereto (including moral rights), throughout the world; (d) rights in software (including without limitation APIs, source code, object code, and mark-up language); (e) rights of publicity, personality, identification, or similar personal or group attributes; (f) trade names, logos, common law trademarks and service marks, trade dress, trademark and service mark registrations, and applications therefor and any goodwill associated therewith; and (g) any

similar, corresponding, or equivalent rights to any of the foregoing and any other intellectual property or proprietary rights throughout the world.

1.3. "Modifications" means additional or modified functionality, updates, enhancements, security updates and patches, and upgrades to the Services or to remove or terminate the functionality of any Services in accordance with the termination provisions of this Agreement.

1.4. "Users" means each individual user of the Services.

2. LICENSE SUBJECT TO THIS AGREEMENT. Unless otherwise noted in this Agreement, and to the fullest extent allowed under any applicable laws, all terms and conditions of this Agreement apply to the license and Utility's accessing and using of any and all Services and provision of the Services to its customer Users, as otherwise granted pursuant to a written agreement with Reseller. Utility's license rights to the Services are subject to Utility's compliance with this Agreement and are also expressly limited to the rights granted by Reseller to Utility, which are in turn are limited by the rights granted by VertexOne to Reseller to resell to Utility a license to access and use the Services and to allow its customer Users to access and use the Services (hereinafter, those rights and licenses Reseller is authorized to resell to Utility being "Rightfully Granted Licenses").

2.1. THIRD PARTY SOFTWARE. Utility acknowledges that VertexOne may have incorporated into the Services Intellectual Property created by third parties ("Third Party Intellectual Property"), and Utility agrees that Utility's right to use the Services containing Third Party Intellectual Property may be subject to the rights of third parties and limited by agreements with such third parties.

2.2. TITLE AND OWNERSHIP OF THE SERVICES. Title to and ownership of the Services and all copies thereof remain with VertexOne and any other licensor(s) of the same, regardless of the form or media in or on which they may exist, and Utility agrees to protect all of VertexOne's ownership interests therein. Utility is granted no implied licenses to any other Intellectual Property rights other than pursuant to Rightfully Granted Licenses. Utility acknowledges that the Services contain trade secrets of VertexOne, its suppliers, or licensors, including but not limited to, the specific internal design and structure of individual programs and associated interface information, databases and database structures, regulatory compilations, and other Content accessed within the Services. All rights not expressly granted in this Agreement or pursuant to Rightfully Granted Licenses are reserved by VertexOne and its licensors.

3. RESTRICTIONS ON USE. Utility may use the Services only for purposes expressly permitted within the Services, pursuant to the terms of this Agreement, and pursuant to Rightfully Granted Licenses. As a condition of Utility's use of VertexOne's Services, Utility warrants to VertexOne that Utility will not knowingly use the Services for any purpose that is unlawful or prohibited by these terms, conditions, and notices. For example, Utility may not (and may not authorize any party to) do the following, except as allowed under Rightfully Granted Licenses: (i) co-brand the Services, (ii) frame the Services, without the express prior written permission of an authorized representative of VertexOne, (iii) transfer, assign or sublicense Utility's login information or right to use the Services to another person or entity and Utility acknowledges that any attempted transfer, assignment, sublicense or use shall be void; (iv) make error corrections to, or otherwise modify or adapt, the Services or create derivative works based upon the Services, or permit third parties to do the same; (v) reverse engineer or decompile, decrypt, disassemble or otherwise reduce the Services to human-

readable form, except to the extent otherwise expressly permitted under applicable law notwithstanding this restriction; (vi) disclose, provide, or otherwise make available trade secrets contained within the Services in any form, to any third party without the prior written consent of VertexOne; (vii) use VertexOne's Intellectual Property to develop any software application or products and services similar to the Services; or (ix) perform, display, or otherwise access or use the Services for the benefit of others outside of the scope of the Rightfully Granted Licenses granted to Utility. For purposes of this Agreement, "co-branding" means to display a name, logo, trademark, or other means of attribution or identification of any party in such a manner as is reasonably likely to give a User the impression that such other party has the right to display, publish, or distribute the Services or any Content accessible within the Services. In addition, Utility may not knowingly use Services in any manner which could disable, overburden, damage, or impair the Services or interfere with any other party's use and enjoyment of the Services. Utility may not obtain or attempt to obtain any materials, Content, or information through any means not intentionally made available or provided through the Services. Utility may not use scrapers, bots, spiders, or other automated tools to collect or index the Content of the Services without our express permission.

4. MONITORING OF USE AND ADDITIONAL RESTRICTIONS. Utility acknowledges and agrees that VertexOne reserves the right to remotely prevent access to and/or use of the Services, with or without notice to Utility, including without limitation in the event that (i) VertexOne becomes aware, from Utility or otherwise, of unauthorized access or use of the Services by any third party using any user name, password, or other login credentials of Utility or its Users, or in the event of a security concern related to the Services, or (ii) Utility's violation of any term or condition of this Agreement. VertexOne reserves the right, but does not have the obligation, to monitor use of Services to determine compliance with this Agreement. The types of information, such as Devices used to access the Services, may also be tracked by VertexOne (such as via Internet Protocol address and other log information regarding the Device, its operating system, browser, and other information regarding the User) to identify the Device and locate where on the Internet that computer is located, as well as Utility's use of the Services. It is Utility's responsibility to administer the use, distribution and security and of its and its Users' passwords. Utility shall promptly notify VertexOne if Utility becomes aware that such passwords are compromised or being used by unauthorized users. VertexOne may use and disclose Utility's and its Users' information, including without limitation Identity Content, in special instances when VertexOne has reason to believe disclosing this information is necessary to investigate, identify, contact, or bring legal action against someone who may be causing injury to or interfering with VertexOne's rights or property, other Service Users, or anyone else. VertexOne may disclose information when subpoenaed, if ordered or otherwise required by a court of law, arbitrator, or other similar proceeding or the rules governing such a proceeding, for government investigations, with government agencies if required by law, to exercise, establish, or defend VertexOne's or Reseller's rights, to protect VertexOne's vital interests or those of any other third party, and when VertexOne otherwise believes in good faith that any applicable law requires it. VertexOne will use reasonable efforts to notify Utility prior to such disclosure, unless prohibited by law.

5. UTILITY RESPONSIBILITIES. The Services need to pull certain data from the Utility's systems in order populate the databases used in the Services. This requires that the software data loader program be placed on the Utility's systems computer to pull data. The Utility shall be responsible for supplying and maintaining all computer hardware at its site. The computer hardware shall meet the following requirements: computer connected to the internet with at

least a 15 MB internet bandwidth capacity, internal computer storage of 12 GB ram, and 150 GB disc space, and computer must be accessible by VertexOne through secured internet connection. The Utility shall provide the data to VertexOne in accordance with the file specifications to be provided to the Utility. The Utility is responsible for the content of any use or privacy policy to be included on the Utility's website. Said policy shall be made available to VertexOne as a hyper link for inclusion on the web site for MyMeter. VertexOne is not responsible for damages resulting from the web site privacy or use policy supplied by the Utility.

6. **ADDITIONAL REPRESENTATIONS BY UTILITY.** Utility represents and warrants that (a) Utility is the owner or authorized user of any information or content of any type provided by Utility in conjunction with the Services; and (b) Utility shall use the Services only for lawful purposes and will comply at all times with all applicable federal, state, and local laws and regulations applicable to the use of the same.

7. **PROPRIETARY INFORMATION.** The material and content accessible through the Services including without limitation all Intellectual Property in or related thereto, whether software (whether in object code, source code, or mark-up language form), photos or other images, video, audio, text, or otherwise (the "Content"), whether provided by VertexOne or its licensors, is the proprietary information of VertexOne or the party that provided or licensed the Content to VertexOne, whereby such providing party retains all right, title, and interest in the Content. Accordingly, the Content may not be copied, distributed, republished, uploaded, posted, or transmitted in any way outside of the normal functionality of the Services without the prior written consent of VertexOne. Modification or use of the Content, except as expressly provided in this Agreement violates VertexOne's Intellectual Property rights or the rights of its licensors. Neither title nor Intellectual Property rights to Content are transferred to Utility by access to the Services.

8. **PROPRIETARY NOTICES.** Utility agrees to maintain and reproduce all copyright, patent, trademark and other proprietary notices on all copies, in any form, of the Services and its Content, in the same form and manner that such copyright and other proprietary notices are included on the Services, whether they are VertexOne notices or those of third parties including without limitation any other User.

9. **UTILITY DATA OWNERSHIP.** As between VertexOne and Utility, "Identity Content" given to VertexOne by Utility under this Agreement shall at all times remain the property of Utility and shall be Utility Confidential Information under Section 10 below. VertexOne shall have no rights in the Identity Content other than the limited right to use such for the purposes of providing the Services or those expressly set forth in this Agreement. For the purposes of this Agreement, "Identity Content" shall mean any and all data received from the Utility that is identifiable as data from that Utility or data identifiable to a specific individual person.

10. **CONFIDENTIAL INFORMATION.** The Services, including, but not limited to, source and object code, logic and structure, database structure, and any and all copies of the foregoing, regardless of the form or media in or on which any of them may exist (all together, the "VertexOne Confidential Information") constitute valuable trade secrets, are the Intellectual Property and confidential information of VertexOne and any other of their licensor(s), and are protected by copyright and Intellectual Property laws, international treaty provisions, and applicable laws of the country in which such VertexOne Confidential Information is being used.

VertexOne Confidential Information additionally includes non-public information disclosed by VertexOne if it is clearly and conspicuously marked as “confidential” or with a similar designation at time of disclosure or non-public information disclosed by VertexOne if, by its nature, would generally be considered by VertexOne to be confidential. Utility's confidential information is any passwords used in connection with the Software and information that Utility specifically designates as confidential. Neither VertexOne Confidential Information nor Utility Confidential Information shall include information which: (i) is or becomes public knowledge through no fault of receiving party; (ii) was in receiving party's possession before receipt from the disclosing party; (iii) is rightfully received by receiving party from a third party without any duty of confidentiality; (iv) is disclosed to a third party by the disclosing party without a duty of confidentiality on the third party; (v) is independently developed by the receiving party; or (vi) is disclosed with the prior written approval the disclosing party. Each party may only disclose the other party's confidential information to those individuals who are participating in the performance of this Agreement and who need to know such confidential information for purposes of receiving and/or using such confidential information in a way expressly permitted by this Agreement, and neither party may use the confidential information of the other party for any purpose except as authorized under this Agreement. VertexOne Confidential Information nor Utility Confidential Information may be disclosed in response to a valid court order or other legal process only to the extent required by such order or process and only after the party making such response has given the other party written notice, if legally allowed, of such court order or other legal process promptly and the opportunity for that other party to seek a protective order or confidential treatment of such confidential information, at that other party's expense, with reasonable cooperation by the responding party. Notwithstanding the foregoing, Utility, as a public entity, may be required to disclose records in accordance with applicable public records laws; Utility shall provide VertexOne with reasonable prior notice of any such required disclosure to the extent permitted by law. Each party shall retain all ownership of its confidential information including without limitation all Intellectual Property rights in that confidential information. Subject to the licenses granted in this Agreement, Utility agrees, both during the term of the Agreement and after the termination of the Agreement to hold VertexOne Confidential Information in confidence and to protect the disclosed VertexOne Confidential Information by using the same degree of care to prevent the unauthorized use, dissemination or publication of the VertexOne Confidential Information as Utility uses to protect Utility's own confidential information of a like nature, but in no event with less than reasonable care. Utility shall be responsible and liable under the terms of this Agreement for any violation of the confidentiality requirements of this Section committed by Utility's employees, agents, representatives, or independent contractors.

11. MAINTENANCE AND UPGRADES. Any Modifications provided to Utility shall be subject to the rights and obligations, including without limitation the applicable license terms and license restrictions, set forth in and referenced by this Agreement.

12. TERMINATION. The licenses granted by VertexOne under this Agreement may be terminated in accordance with the terms of any written agreement between Utility and Reseller regarding the Services. The licenses granted by VertexOne under this Agreement immediately terminate upon any breach by Utility of this Agreement. Upon termination of a license from VertexOne under this Agreement for any reason, Utility shall immediately cease using the Confidential Information of VertexOne, and Utility shall (i) cease accessing and using the Services, and any access or use of the Services by Utility's Users, subject to the terminated

license, (ii) return VertexOne's Confidential Information to Reseller or destroy it, at Reseller's election, and (iii) at VertexOne's request, provide VertexOne and Reseller with certification from a principal officer of Utility's organization that Utility has complied in full with the requirements of this Section. The provisions of this Agreement shall survive any termination of this Agreement or any license rights granted to Utility by VertexOne except for those provisions granting from VertexOne to Utility any license or rights in relation to the Services.

13. FEEDBACK. Utility may provide feedback to VertexOne with respect to the Services. Notwithstanding any provision of the Agreement to the contrary, VertexOne may use such feedback for any purpose without obligation of any kind. To the extent a license is required to make use of such feedback, Utility hereby grants to VertexOne an irrevocable, non-exclusive, perpetual, royalty-free, transferrable license, with right to sublicense through multiple levels, to such feedback in connection with VertexOne's business (and the business of its parent, subsidiary, sister, and otherwise affiliated businesses), including without limitation for the enhancement of the Services. Utility represents and warrants that (i) Utility owns or otherwise controls all of the rights in and to the feedback and can grant the license set forth in this Agreement, (ii) Utility has no obligations under law or contract, such as an employment or independent contractor agreement, that would interfere with the rights granted by Utility under this Agreement or would be interfered with by Utility's grant of such rights, and (iii) the feedback Utility supplies is accurate, not misleading, and otherwise in accordance with the terms of this Agreement, and such feedback does not infringe or misappropriate the Intellectual Property of any third party.

14. DISCLAIMER. VertexOne does not assume any responsibility or risk for Utility's use of the Internet. The Content is not necessarily complete and up-to-date and should not be used to replace any written reports, statements, or notices provided by VertexOne or any third party. UTILITY'S AND ITS USERS' USE OF THE SERVICES IS AT UTILITY'S AND THOSE USERS' OWN RISK. THE SERVICES AND ITS CONTENT ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, FROM VertexOne. VertexOne DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT IN RELATION TO THE SERVICES AND THE CONTENT. VertexOne DOES NOT WARRANT THAT THE FUNCTIONS OR CONTENT CONTAINED IN THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE SERVICES OR THE SERVER THAT MAKES THEM AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. VertexOne DOES NOT WARRANT OR MAKE ANY REPRESENTATION REGARDING USE, OR THE RESULT OF USE, OF THE SERVICES OR CONTENT IN TERMS OF ACCURACY, RELIABILITY, OR OTHERWISE. THE CONTENT MAY INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS, AND VertexOne MAY MAKE CHANGES OR IMPROVEMENTS AT ANY TIME. SOME STATES MAY NOT ALLOW THE DISCLAIMER OF IMPLIED WARRANTIES OR TO SELL A CONSUMER PRODUCT "AS-IS," SO THIS EXCLUSION MAY NOT APPLY TO UTILITY.

15. LIMITATION ON LIABILITY. TO THE FULLEST EXTENT ALLOWED BY LAW, SUBJECT TO THE LIMITATIONS AND EXCLUSIONS SET FORTH IN THE MASTER SERVICES AGREEMENT BETWEEN UTILITY AND RESELLER (THE "MSA"), TO THE EXTENT VertexOne IS DEEMED A "SERVICE PROVIDER" THEREUNDER, VertexOne AND ITS RESPECTIVE SUBSIDIARIES, AFFILIATES, LICENSORS, SERVICE PROVIDERS, CONTENT PROVIDERS, EMPLOYEES, AGENTS, OWNERS, SHAREHOLDERS, MEMBERS, OFFICERS, AND DIRECTORS, BUT EXCLUDING RESELLER, WHOSE LIABILITY SHALL INSTEAD BE GOVERNED SOLELY BY THE MSA, SHALL

NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF REVENUE, INCOME, PRODUCTION, USE, BUSINESS, OR PROFIT, OR LOSS OF DATA OR DIMINUTION IN VALUE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL THE COLLECTIVE LIABILITY OF VertexOne AND ITS AFFILIATES EXCEED THE LIABILITY CAP APPLICABLE TO "SERVICE PROVIDERS" UNDER THE MSA, AND IN NO EVENT SHALL VertexOne'S LIABILITY, IF ANY, EXCEED THE FEES PAID BY RESELLER TO VertexOne UNDER THE APPLICABLE ORDER OR AGREEMENT. UTILITY EXPRESSLY UNDERSTANDS AND AGREES THAT UTILITY SHALL NOT HAVE GREATER RIGHTS AGAINST VertexOne THAN IT HAS AGAINST RESELLER UNDER THE MSA, AND THAT ALL CLAIMS ARISING FROM OR RELATING TO THE SERVICES SHALL BE SUBJECT TO THE SAME LIMITATIONS, EXCLUSIONS, AND CONDITIONS SET FORTH IN THE MSA.

NOTHING HEREIN SHALL BE CONSTRUED TO CREATE PRIVITY OF CONTRACT BETWEEN UTILITY AND VertexOne. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR CERTAIN TYPES OF DAMAGES. AS A RESULT, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO UTILITY.

16. INDEMNITY. Each Party (the "indemnifying Party") will, to the fullest extent permitted by law, and excluding any claim to the extent, caused by the gross negligence or willful misconduct of the other party indemnify, defend, and hold the other party and its respective subsidiaries, affiliates, licensors, content providers, service providers, employees, agents, owners, shareholders, members, officers, directors, and contractors (the "Indemnified Parties") harmless from: (1) any breach of this Agreement by the Indemnifying Party, including without limitation any use of Services and its Content other than as expressly authorized in this Agreement; (2) any claims brought by third parties arising out of the Indemnifying Party's or its users use of the Services, including without limitation any Content or information accessed from the Services; (3) personal injury, wrongful death or damage to tangible personal property caused by the products and/or services promoted, sold or distributed by the Indemnifying Party; (4) defective products promoted, sold or distributed by the Indemnifying Party; or (5) representations or claims made about products or services promoted, sold or distributed by the Indemnifying Party. Each party agrees to indemnify against any and all resulting loss, damages, judgments, awards, costs, expenses, and attorneys' fees (collectively "Losses") of the Indemnified Parties in connection therewith to the extent arising from the acts or omissions of the Indemnifying Party.

17. TRADEMARKS AND COPYRIGHTS. Trademarks, service marks, logos, and copyrighted works appearing in the Services are the property of VertexOne or the party that provided the trademarks, services marks, logos, and copyrighted works to VertexOne. VertexOne and any party that provided trademarks, service marks, logos, and copyrighted works to VertexOne retain all rights with respect to any of their respective trademarks, service marks, logos, and copyrighted works appearing in the Services. Utility agrees that VertexOne may identify Utility as a client and for such purpose use Utility's name and logo in connection with referencing VertexOne clients in any publication, web site or press release, upon written consent from Utility, that shall not be unreasonably withheld.

18. MISCELLANEOUS. This Agreement, and all claims or causes of action (whether in contract, tort or statute) that may be based upon, arise out of or relate to this Agreement, or the negotiation, execution or performance of this Agreement (including any claim or cause of action based upon, arising out of or related to any representation or warranty made in or in

connection with this Agreement or as an inducement to enter into this Agreement), and Utility's use of the Services (collectively a "Dispute"), shall be governed by, and enforced in accordance with, the internal laws of the State of Arizona, including its statutes of limitation and excluding its conflicts of law rules. Utility's use of the Services may also be subject to other local, state, national, or international laws. Any legal suit, action, or proceeding arising out of or related to this Agreement or the licenses granted hereunder will be instituted exclusively in the federal courts of the United States or the courts of the State of Arizona in each case located in the city of Chandler and the County of Maricopa, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding.

Notwithstanding the foregoing, in lieu of or addition to any other remedies available to VertexOne, VertexOne may seek injunctive or other relief in any state, federal, or national court of competent jurisdiction for (i) any actual or alleged infringement of VertexOne's or any third party's intellectual property or proprietary rights; or (ii) any breach of the confidentiality provisions in this agreement. Utility hereby irrevocably consents to the exclusive jurisdiction and venue of the state and federal courts of the State of Arizona with respect to any such injunctive or other relief. Utility further acknowledges that VertexOne's rights in its intellectual property and confidential information are of a special, unique, extraordinary character, giving those rights peculiar value, the unauthorized use, disclosure, or loss of which cannot be readily estimated and may not be adequately compensated for in monetary damages.

If any part of this Agreement is unlawful, void, or unenforceable, that part will be deemed severable, shall be modified by a court of competent jurisdiction or arbitrator to reflect to the maximum extent possible the original intention of the parties as dictated by the original wording, and will not affect the validity and enforceability of any remaining provisions.

This Agreement shall be legally binding upon and inure to the benefit of VertexOne and Utility, and our respective successors and permitted assigns.

If there is any waiver of a breach or failure to enforce any of the provisions contained herein, it shall not be deemed as a future waiver of said terms or a waiver of any other provision of this Agreement.

No amendment to or modification of this Agreement is effective unless it is in writing and signed by an authorized representative of each party.

Utility agrees that no joint venture, partnership, employment, or agency relationship exists between Utility and VertexOne as a result of this agreement or use of VertexOne's Services.

The section headings appearing in this Agreement are inserted only as a matter of convenience and in no way define, limit, construe or describe the scope or extent of such section or in any way affect such section.

This Agreement constitutes the entire agreement among the parties relating to this subject matter and supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written between Utility and VertexOne with respect to the Services.

Notwithstanding the foregoing, any additional terms and conditions within the Services will govern the items to which they pertain.

City's Right of Cancellation. The parties acknowledge that this Agreement is subject to cancellation by City under the provisions of A.R.S. § 38-511.

No Israel Boycott. By entering into this Agreement, Contractor certifies that Contractor is not currently engaged in, and agrees for the duration of the Services Agreement and this Agreement, not to engage in a boycott of Israel as defined by state statute.

Legal Worker Requirements. A.R.S. § 41-4401 prohibits the City from awarding a contract to any contractor (as defined under A.R.S.) who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A). Therefore, Contractor agrees Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with § 23-214, subsection A. A breach of this warranty will be deemed a material breach of the parties' agreement and may be subject to penalties up to and including termination of the parties' agreement. City retains the legal right to inspect the papers of any Contractor's or subcontractor's employee who provides services under this Agreement to ensure that the Contractor and subcontractors comply with the warranty under this provision.

Lawful Presence Requirement. A.R.S. §§ 1-501 and 1-502 prohibit the City from awarding a contract to any natural person who cannot establish that such person is lawfully present in the United States. To establish lawful presence, a person must produce qualifying identification and sign a City-provided affidavit affirming that the identification provided is genuine. This requirement will be imposed at the time of contract award. This requirement does not apply to business organizations such as corporations, partnerships, or limited liability companies.

Forced Labor of Ethnic Uyghurs Prohibited. By entering into this Agreement, Contractor certifies and agrees Contractor does not currently use and will not use for the term of this Agreement: (i) the forced labor of ethnic Uyghurs in the People's Republic of China; or (ii) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; or (iii) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China.

Compliance with WCAG Version 2.1 Level AA. Contractor represents and warrants that the software provided hereunder is in compliance with the Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA.

Appendix B – Hosting Services Agreement



City of Chandler, AZ
Hosting Services Agreement

September, 2025

THIS **HOSTING SERVICES AGREEMENT “the Hosting Services Agreement”** made as of the day of _____, 2026 (the “**Effective Date**”). BETWEEN:
N. HARRIS COMPUTER CORPORATION (“**Harris**”)
- and -
CITY OF CHANDLER, AZ (“**Organization**”)

WHEREAS, the Organization has acquired a license to utilize the Software and Sublicensed Software, to obtain certain related Professional Services; and Support and Maintenance Services for the Software and Sublicensed Software (as those terms are defined in the Implementation of Infinity CIS Version 5 City of Chandler Agreement NO.4577 between the parties to which this Agreement is attached (the “**Agreement**”) from Harris pursuant to the Agreement; and

WHEREAS, Organization has opted to purchase certain hosting services from Harris and Harris has agreed to provide such hosting services to Organization, for the Software and Sublicensed Software, on the terms and conditions of this Hosting Services Agreement.

NOW THEREFORE, in consideration of the mutual covenants set out in this Hosting Services Agreement and for other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), the parties agree as follows:

ARTICLE I: INTERPRETATION

Section 1.1 Definitions

Any capitalized terms not otherwise defined in this Section 1.1 or in this Agreement shall have the meaning ascribed to them in the Agreement.

1. “**Maximum Accounts**” means the maximum number of accounts for which Organization is authorized to use the Software as specified in Statement of Work to the Agreement, with an account being identified as a discrete address.
2. “**Maximum Meters**” means the maximum number of meters with which Organization is authorized to use the Software as specified in Statement of Work to the Agreement.

Section 1.3 Attachments

The Attachments described below and appended to this Hosting Services Agreement shall be deemed to be integral parts of this Hosting Services Agreement and are incorporated herein by reference:

- Attachment “A” – Hosting Services Availability and Support Services
- Attachment “B” – Fees, Data Storage Limit, Data Export Limit
- Attachment “C” – Data and Security Standards

Attachment "A" - Service Availability and Support Services

Part 1: Definitions

For purposes of this Attachment B to the Hosting Services Agreement, the following terms have the meanings set forth below. All capitalized terms in this Statement of Work that are not defined in this Part 1 shall have the respective meanings given to them in the Main Agreement.

1. **"Availability Requirement"** has the meaning given to it by Part 2 of this SLA.
2. **"Business Day(s)"** has the meaning given to it by applicable law.
3. **"Customer Cause"** means any of the following causes of an Error,: (a) any negligent or improper use, misapplication, misuse or abuse of, or damage to, the Harris Systems by Organization or its Representatives; (b) any maintenance, update, improvement or other modification to or alteration of the Harris Cloud Services or the Harris Systems by Organization or its Representatives; (c) any use of the Harris Cloud Services or the Harris Systems by Organization or its Representatives in a manner inconsistent with the then-current Documentation; (d) any use by Organization or its Representatives of any products or services that Harris has not provided or caused to be provided to Organization; (e) delay or failure of performance by Organization of its obligations under this Agreement; or (f) any use by Organization of a non-current version or release of the Harris Cloud Services, notwithstanding notice from Harris that updates, fixes or patches are required; (g) or any act or omission by Organization or any Authorized User/access to or use of the Harris Cloud Services by Organization or any Authorized User, or using Organization's or an Authorized User's access credentials, that does not strictly comply with this Agreement and the Documentation. For clarity, if any of the foregoing is authorized by Harris in writing, it will not be considered a "Customer Cause".
4. **"Designated Representative"** has the meaning set forth in Part 3 (d).
5. **"Error"** means a failure of the Harris Cloud Service to operate in all material respects in accordance with the Documentation, provided that the failure is either reproducible or can be reasonably identified, verified, or confirmed by Harris through logs, diagnostics, or investigation. 'Error' includes any failure referred to in the Service Level Table.
6. **"Exceptions"** has the meaning given to it by Part 2.
7. **"First Line Support"** means (i) the identification, diagnosis and correction of Errors by Harris help desk technicians by telephone or e-mail communications with a Designated Representative following submission of a Support Request; and/or (ii) referral to technical information on the Harris Site for proper use of the Harris Cloud Services.
8. **"Force Majeure Event"** means an event of "Force Majeure", as that term is defined by Section 17.9 of the Main Body.
9. **"Main Body"** means the main body of the Hosting Services Agreement between the parties dated the Effective Date.

10. **"Out-of-Scope Services"** means any of the following: (a) any of the services set forth in Exhibit I of this SLA, and any other services that Organization and Harris may from time to time agree in writing are not included in the Support Services; (b) any services requested by Organization and performed by Harris in connection with any apparent Services Error that Harris has reasonably determined to have been caused by a Customer Cause; and (c) any Second Line Support requested by Organization and provided by an individual requested by Organization whose qualification or experience is greater than that reasonably necessary to resolve the relevant Support Request.
11. **"Remote Access Software"** has the meaning set forth in Part 3.
12. **"Remote Services"** has the meaning set forth in Part 3.
13. **"Resolve"** and the correlative terms, **"Resolved"**, **"Resolving"** and **"Resolution"** each have the meaning set forth in Part 3.
14. **"Second Line Support"** means, where Errors are not Resolved by First Line Support, the escalation to second line support for the identification, diagnosis and correction of Errors through a Designated Representative by telephone or e-mail or through Remote Services or otherwise, as the parties may agree.
15. **"Service Level Failure"** has the meaning given to it in Part 2.
16. **"Service Level Table"** means the table set out in Part 3.
17. **"Service Period"** has the meaning given to it in Part 2.
18. **"Severity 1"** has the meaning set forth in Part 3.
19. **"Severity 2"** has the meaning set forth in Part 3.
20. **"Severity 3"** has the meaning set forth in Part 3.
21. **"Support Hours"** means those hours between 8:00 AM and 8:00 PM Eastern Time on Business Days.
22. **"Support Request"** has the meaning given to it in Part 3.
23. **"Support Services"** means Harris's First Line Support and Second Line Support but excludes the support of: (i) Implementation Services; (ii) Professional Services; and/or (iii) Out-of-Scope Services.
24. **"Support Service Levels"** means the defined severity levels and corresponding required service level responses, response times, and Resolutions referred to in the Support Service Level definitions.
25. **"Third-Party Components"** has the meaning given to it by Section 1.1 of the Hosting Services Agreement.

Part 2: Availability Requirement

Subject to the terms and conditions of this Hosting Services Agreement, Harris will use commercially reasonable efforts to make the Hosting Services Available at least ninety-nine and one-half percent (99.5%) of the time in any given calendar month during the Hosting Services Term (each such calendar month, a "Service Period"), excluding un-Availability as a

result of any of the Exceptions described below in this Part 2 (the "Availability Requirement"). "Service Level Failure" means a material failure of the Hosting Services to meet the Availability Requirement. "Available" means the Hosting Services delivered pursuant to a particular Services Order are available for access and use by Organization and its Authorized Users in a production environment.

For the purposes of calculating the Availability Requirement, the following are "Exceptions" to the Availability Requirement, and neither the Hosting Services, the Sublicensed Software, or the Software will be considered un-Available, nor any Service Level Failure be deemed to occur, in connection with any failure to meet the Availability Requirement or impaired ability of Organization or its Users to access or use the Hosting Services that is due, in whole or in part, to any:

- a. Organization Cause;
- b. Organization's or its User's Internet connectivity;
- c. Force Majeure Event;
- d. failure, interruption, outage, or other problem with any software, hardware, system, network, facility, or other matter not supplied by Harris pursuant to this Agreement;
- e. Scheduled Downtime;
- f. any interruption to the access or use of the Hosting Services that occurs in a non-production environment;
- g. emergencies in the nature of security risks and updates to address such security risks;
- h. the failure, interruption, outage, or other problem with a Third-Party Component; or
- i. disabling, suspension, or termination of the Hosting Services for cause by Harris.

Availability Calculations

Availability is calculated as follows:

Description	Calculation of Availability	Service Period
Percentage of time the Hosting Services is Available.	$Availability = \frac{a - b - c}{a - b} \times 100$ <p>Where: a = Total minutes in the month b = Total minutes of planned maintenance in the month c = Total minutes of unplanned service outages in the month</p>	Each Calendar Month

Service Level Failures and Remedies

In the event of a Service Level Failure, Harris shall issue a credit to Organization in the amounts set out in the table below (a "Service Level Credit(s)"), provided however, that Harris has no obligation to issue any Service Level Credit unless Organization: (i) reports the Service Level Failure to Harris immediately on becoming aware of it; and (ii) requests such Service Level Credit in writing within thirty (30) days of the Service Level Failure.

Service Period Availability (as calculated in the table above)	Service Level Credit (Percentage of Monthly Payment of Annual Subscription Fees)
Equal to or greater than 99.5%	0%
Equal to or greater than 98.5%	2%
Equal to or greater than 97.5%	6%
Less than 97.5%	12%

Service Level Credits are not compounding and shall be limited to a maximum of twelve percent (12%) of the pro-rated portion of the Annual Subscription Fees paid by Organization for the Services applicable to the calendar month in which the Service Level Failure occurred (and in no event shall the total Service Level Credits due to Organization in any twelve (12) month period exceed 12% of the Annual Subscription Fees). Any Service Level Credit due to Organization under this Attachment B will be issued to Organization and applied at the time of invoicing for the next applicable invoice date. This Part A sets forth Harris' obligation and liability and Organization's sole remedy for any Service Level Failure.

Scheduled Downtime

Harris will use commercially reasonable efforts to:

- i. Schedule downtime for routine maintenance of the Hosting Services between the hours of 10:00 p.m. and 6:00 a.m. Pacific Time on Business Days or anytime during Non-Business Days for the production environment; and
- ii. Give Organization at least 7 business days prior notice of all scheduled downtime of the Services ("Scheduled Downtime") for production and non-production environments under non-emergency/high-criticality situations.

Part 3: Support Services

Harris shall provide the First Line Support and the Second Line Support during the Support Hours throughout the Service Period in accordance with the terms and conditions of this SLA and the Main Body, including the Service Levels.

Support Service Levels

- a. Response times and Resolution will be measured from the time Harris receives a Support Request until the respective times Harris has: (i) responded to that Support Request, in the case of response time; and (ii) Resolved that Support Request. "Resolve", "Resolved", "Resolution" and correlative capitalized terms mean, with respect to any Support Request, that Harris has corrected the Error that prompted that Support Request. Harris shall respond to, and Resolve Support Requests as set out below based on Organization's initial designation of the severity of the associated Error, subject to Harris' right to review and propose changes to such designation after Harris' investigation of the reported Error and consultation with Organization, with the final severity designation to be mutually agreed upon by both parties for resolution;
- b. Harris shall Resolve the Support Request within a commercially reasonable period following the diagnosis of the Error. In the case of Errors designated by Organization as Severity Levels 1 or 2 (High or Medium, respectively), if Harris Resolves the Support

Request by way of a mutually agreed upon work-around, the Error will be reduced to a Severity Level of 3.

Response Times

Response times will vary and are dependent on the severity of the call. We do our best to ensure that we deal with incoming calls in the order that they are received, however calls will be escalated based on the urgency of the issue reported. Our response time guidelines are as follows:

- a. Severity 1 – Critical/High: 0 - 30 minutes

Severity 1: Production Software unusable, customer-facing issues affecting multiple City of Chandler accounts

- b. Severity 2 – Medium: 1 - 2 hours

Severity 2: Partial software functionality unusable/Partial service unavailable

- c. Severity 3 – Low: 1 - 24 hours

Severity 3: Cosmetic

Upon written request in Team Support to the designated representative, tickets may be escalated to a higher Severity.

Ticket resolution target times are as follows:

- (a) Severity 1 – Critical/High: Immediate – work commences and continues until issue resolved or workaround deployed; Provide City with updates every 60 minutes on the status of the resolution during standard City of Chandler business hours; Agree to get on a conference call to troubleshoot with all impacted parties.
- (b) (a) Severity 2 – Medium – work commences and continues until issue resolved or workaround deployed; Provide City with updates every 90 minutes on the status of the resolution during standard City of Chandler business hours; Agree to get on a conference call to troubleshoot with all impacted parties.

Call Severities

To assign our resources to incoming calls as effectively as possible, we have identified three types of call severities, 1, 2 & 3. A Severity 1 call is deemed by our support staff to be a High Severity call, Severity 2 is classified as a Medium Severity and Severity 3 is deemed to be a Medium/Low Severity. The criteria used to establish guidelines for these calls are as follows:

- a. Severity 1 – High
 - System Down (users have no access to Advanced production environment)
 - Inability to process bills/invoices
 - Program errors without workarounds impacting critical processes
 - Aborted postings or error messages preventing data integration and update

- Performance issues of severe nature impacting critical processes
- Data Security issues
- Issues causing critical integrations to completely fail

Note: the existence of a mutually agreed upon work-around precludes a Severity 1 or Severity 2 issue in most cases.

b. Severity 2 – Medium

- System errors without manageable workarounds
- Report calculation issues
- Error messages preventing data integration and update
- Issues causing non-critical integrations to fail completely
- Performance issues of severe nature not impacting critical processes

c. Severity 3 – Low

- System errors that have manageable workarounds
- Performance issues not affecting critical processes
- Modification requests relating to efficiency or other usability considerations
- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Requests/recommendations for enhancements on system changes
- Questions on documentation

Designated Representative

Organization shall designate the individual(s) who will act as a direct liaison with Harris and be responsible for communicating with and providing timely and accurate information and feedback to Harris in connection with the Support Services (each such individual, a "Designated Representative"). The Designated Representative(s) will be the sole liaison(s) between Organization and Harris in sending Support Requests and communicating with Harris in connection with any matters relating to the provision of the Support Services.

Support Requests

If, after reviewing support resources, Organization has not corrected an Error, Organization may request Support Services by way of a Support Request. Organization shall classify its requests for Error corrections in accordance with the severity level numbers and definitions within the service level definitions set forth above and shall submit its request through the Harris support portal located on the Harris Site, or such other means as the parties may agree to in writing (each a "Support Request"). Organization shall include in each Support Request a description of the reported Error and the time Organization first observed the Error. The Service Level Table will not apply to support requests that do not follow the process set out in

this section and Harris will not, in those circumstances, be required to meet the Service Levels.

Call Process

All Errors or questions reported to Harris are tracked via a support call ticket; Our current process for logging calls includes the following: TeamSupport (via website), email, and phone.

- a. Your call must contain at a minimum: your organization name, contact person, software product and version, module and/or menu selection, nature of issue, detailed description, including screenshots of steps, of your question or issue, a trace (xtrace) of the behavior, and any other information you believe pertinent.
- b. Our support system or one of our support analysts will provide you with a ticket number to track your issue and your call will be logged into our support tracking database.
- c. Your call will be stored in a queue and the first available support representative will be assigned to deal with your issue.
- d. As the support representative assigned to your call investigates your issue, you will be contacted and advised as to where the issue stands and the course of action that will be taken for resolution. If we require additional information, you will be contacted by the assigned support representative to supply the information required.
- e. All correspondence and actions associated with your call will be tracked against your call in our support database. At any time, if available to you, you may log onto our website to see the status of your call.
- f. Once your call has been resolved, you will receive an automated notification by email that your call has been closed. This email will contain the entire event history of the call from the time the call was created and leading up to the resolution of the call. You also have the option of viewing both your open and closed calls, if available to you, via our website.
- g. If your issue needs to be escalated to a development resource or programmer for resolution, your issue will be logged into our development tracking database, and you will be provided with a separate ID number to track the progress of the issue. The ID number will remain open until your issue has been completely resolved. Issues escalated to development will be scheduled for resolution and may not be resolved immediately depending on the nature and complexity of the issue.
- h. Contact the support department at your convenience for a status update on your development issues, or log onto our website (if available to you) to view your issues on-line.
- i. Automated closing of issues: The Organization will be consulted before closing a support issue whenever possible. However, if a ticket is in a customer-action status (ex: "Client Testing") it may be closed after four (4) weeks of inaction after reasonable attempt by Support to obtain an update. A closed ticket may be re-opened at any time.

Escalation Process

Our escalation process is defined below. This process has been put in place to ensure that issues are being dealt with appropriately. If at any time you are not completely satisfied with the resolution of your issue, you are encouraged to escalate with the support department as follows:

Level 1:	Contact the support representative working on your issue
Level 2:	Contact the support team lead or manager
Level 3:	Contact the director or vice president of support
Level 4:	Contact the executive vice president

NOTE: The names, titles, and contact information for the above points of contact for escalations can be found in TeamSupport at the following link:

<https://advancedutilitysystems.na2.teamsupport.com/login/user>

Hours of Operation

Business hours are 8:00 a.m. to 8:00 p.m. EST

For Emergency support after business hours, you can contact our after hours emergency line – (416) 277-1750. This phone rotates among members of our Customer Success Team. If you receive a voicemail on the cell phone line, your call will be returned within the hour. However, if you know that you will be working on a weekend or into an evening kindly provide our Team with 48 hours' notice so that we can ensure resources will be on standby to assist you.

Holiday Schedule

Below is a listing of statutory holidays. Please note that support services will be closed on designated days as outlined below. Staff will be available via the after-hours support phone to deal with critical incidents.

New Year's Eve:	Early Closure
New Year's Day:	Closed
Good Friday:	Closed
Civic Holiday:	Closed
Labor Day:	Closed
Thanksgiving:	Closed
Christmas Eve:	Early Closure
Christmas Day:	Closed
Boxing Day:	Closed
New Year's Day	(January 1)

President's Day

Billable Support Services

The services listed below are examples of services that are out of scope of the Service Level Agreement and are therefore considered billable services:

- Extended training
- Forms redesign or creation (includes bill prints, notices, letters, forms, etc.)

- Setup and changes to interfaces or creation of new interfaces
- Setup of new utility services or changes to services / Rates
- Request to add/change business process configuration for new or changing requirements
- Setup of new receipt printers, printer setup changes
- Data conversions / global modification to setup table data

Test Databases & Environments

We support customers in the maintenance of independent test environments for testing purposes. This allows customers the opportunity to test fixes, modifications, new business processes and/or scenarios without risking any potentially unwanted changes to the live environment. The creation of additional test databases and application instances is a billable service, quotations and incremental maintenance rates will be provided on request.

Updates

Within a reasonable time of Error diagnosis, Harris may give Organization electronic updates of the nature and status of its efforts to correct an Error, including, if possible, a description of the Error and estimated time to reach Resolution.

Remote Support Services

Harris may provide Support Services to Organization remotely, including by means of telephone or internet telephony, or over the internet through the use of Remote Access Software ("Remote Support Services") to assist in maintaining the systems and analyzing and Resolving any Error reported by a Support Request during the Support Period. Organization shall give Harris permission to use remote access software necessary for Harris to provide the Remote Support Services to Organization ("Remote Access Software"). The Remote Access Software contains technological measures designed to collect and transmit to Harris certain diagnostic, technical, usage and related information relating to or derived from Organization's use of the Advanced Cloud Services and Third-Party Products. The parties acknowledge and agree that Harris and its agents, Affiliates or subcontractors may collect, maintain, process and use: (i) only such information as is necessary to assist in analyzing and Resolving a Support Request; and (ii) use such information solely to provide the Support Services in accordance with the terms and conditions of this SLA and the Main Body;

- b. To ensure we can effectively support our clients, we require that a communication link is established and maintained between our two sites. It is the Organization's responsibility to ensure the connection is valid at your location so that we can connect to your site and resolve any issues. Our supported methods of connection are: Direct internet, Virtual Private Network (VPN), Remote Access Server (RAS), Direct Connection (modem) and Terminal Services (a backup connection may be required for file transfers)
- c. Harris shall treat any information it collects, maintains, processes or uses under this Section 13 as Organization's Confidential Information.

Out-of-Scope Services

Organization may request Out-of-Scope Services through a Change Order, in accordance with the terms and conditions of this SLA and the Main Body.

Attachment "B" – Fees, Data Export Limit, Data Storage Limit

Intentionally Omitted.

Attachment “C” – Data and Security Standards

1. Data

- 1.1 Harris shall use commercially reasonable efforts to store, maintain and protect Data. Harris has established and maintains data security procedures and other safeguards within the Software intended to protect against the destruction, corruption, loss, or alteration of customer data, and designed to prevent access, intrusion, alteration, or other interference by any unauthorized third parties of customer data. Customer data is managed and stored using various database technologies that offer scalability and reliability with architecture developed to support logical segregation of data throughout each customer instance. Customer data is maintained in segregated schemas and data access models which are designed to ensure that the application layer exposes to users only data that they are permitted to view according to security configurations within the application. This helps protect against unauthorized or unintended information disclosure. Organization is solely responsible for setting up and maintaining all application-level system administration functions available within the Software, Third Party Software, and Sublicensed Software, including without limitation security settings and configurations.
- 1.2 The Hosting Services have received SOC 2 Type 1 Certification and Microsoft Azure has received SOC 2 certification, and other compliance frameworks. Additionally, the Advanced CIS Infinity Software is Veracode verified. For a complete list of Microsoft Azure certifications please visit: <https://docs.microsoft.com/en-us/azure/compliance/>.

2 Relevant Aspects of the Control Environment, Risk Assessment, Monitoring, and Information and Communication

- 2.1 The applicable SOC II trust services criteria were used to evaluate the suitability of design of controls stated in the description. This section provides information about the five interrelated components of internal control at Harris, including:
 - 2.1.1 Control Environment: Sets the tone of an organization, influencing the control consciousness of its people. It is the foundation for all other components of internal control, providing discipline and structure.
 - 2.1.2 Communication and Information: Surrounding these activities are information and communication systems. These enable the entity's people to capture and exchange information needed to conduct and control its operations.
 - 2.1.3 Risk Assessment: The entity's identification and analysis of relevant risks to support achievement of its objectives, forming a basis for determining how the risks should be managed.
 - 2.1.4 Monitoring Activities: The entire process must be monitored, and modifications made necessary. In this way, the system can react dynamically, changing as conditions warrant.

2.1.5 Control Activities: Control policies and procedures must be established and executed to help ensure that the actions identified by management as necessary to address risks to achievement of the entity's control objectives are effectively carried out.



City of Chandler, AZ

Change Order #7: CIS Infinity v5 Solid Waste Configuration

Created: December 18, 2025
Valid Until: February 18, 2025

Related to Item CITY OF CHANDLER SOFTWARE AS A SERVICE AGREEMENT
IMPLEMENTATION OF INFINITY CIS VERSION 5 CITY OF CHANDLER AGREEMENT
NO. 4577; Effective Date December 11, 2023

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SOW Version Control

Version Number	Purpose/Change	Author(s)	Date
1	Original Version	Pav Sekhon	Sept 15, 2025
1.1	Added 40 ServiceLink Users + Optional PS ITC	Pav Sekhon	November 3, 2025

Introduction

The project is defined as the deployment of Solid Waste configuration within CIS Infinity v5, by Advanced Utility Systems (“Advanced”) for City of Chandler, AZ (“Chandler”).

This document describes the Scope of Work (“SOW”) to be delivered by Advanced, as well as defines the principal activities and deliverables of both Advanced and Chandler for this project.

Except as otherwise expressly set for herein, this Statement of Work (“SOW”) shall be subject to the terms and conditions of the Master Agreement between Chandler and Harris dated December 11, 2023. These agreements are effective upon signature by and between Harris and Chandler and are hereby incorporated by reference. In the event of a conflict between this SOW and the Master Agreement, this SOW shall control.

The project, as outlined in this Scope of Work (“SOW”), encompasses all aspects of Chandler’s CIS Infinity upgrade and migration, including but not limited to project management, requirements gathering, migration preparation, data migration, configuration, including interfaces and training.

Chandler Points of Contact

Primary Point of Contact (POC)	
Name	Jordan Scott
Title	IT Portfolio Manager
Organization	City of Chandler
Address	175 S Arizona Avenue, Chandler AZ 85225
Phone	480-782 - 2490
Email	jordan.scott@chandleraz.gov
Website	https://www.chandleraz.gov/

Additional Contact	
Name	Tabitha Sauer
Title	Solid Waste Manager
Organization	City of Chandler
Address	175 S Arizona Avenue, Chandler AZ 85225
Phone	480-782-3430
Email	Tabitha.Sauer@chandleraz.gov
Website	https://www.chandleraz.gov/

Project Scope

Advanced and Chandler agree to cooperatively manage the cost, schedule, and scope of the project. The project scope is limited to the tasks and deliverables identified in this SOW and responses to the functional requirements attached to this document. Items not included in this SOW and its appendices are considered out of scope.

Advanced will provide the following services regarding the CIS Infinity to Chandler:

- Project Management
- Installation and configuration of ServiceLink Mobile Work Management Software
- Installation of standard ServiceLink workflow templates
- Conversion Scope.
- Configuration of Appendix B: Solid Waste Functional Discovery Document ("FDD").
- Reports development of Appendix A List of Reports.
- ServiceLink training will be provided to the designated training person for the organization only
- Testing Support.
- Cutover to Go-Live.

Task 3 – Implementation Approach

This implementation will align with the deployment of CIS v5.

Project Management.

The Solid Waste components will be incorporated into the v3 to v5 implementation project meetings, status update, and project schedule.

Conversion Scope.

The City of Chandler will be responsible for any data cleanup required in the current CIS v3 Infinity system or in the current RMS (Solid Waste) system. The City of Chandler will then provide extracted data to Advanced in the prescribed format.

Advanced will perform data conversion activities based on the provided load files. The timely delivery of accurate and complete load files is essential, and any delays may impact the overall project schedule and be subject to the change control process.

Configuration

The v5 CIS Infinity system will be configured based on the Configuration defined in the Solid Waste Discovery Document included in Appendix B.

Reports Development

The Reports and Filters listed in Appendix A will be developed by Advanced using Crystal Reports based on the specifications agreed to during the Solid Waste Reports Discovery process.

Testing Support.

The testing of the Solid Waste functionality will be incorporated into the Functional, Integration Testing, and UAT testing cycles and Smartsheet test cases of the v3 to v5 CIS upgrade.

Cutover to Go-Live.

The Solid Waste solution being presented in this Statement of Work will be delivered along with the v3 to v5.

Schedule 1 – Fees and Payments

Fee Structure

Professional Services Fees	
Item	Price
Services related to CIS Infinity and ServiceLink for Solid Waste <ul style="list-style-type: none"> • Project Management • Data Conversion • Configuration • Reports • Functional Testing Support • ITC Support • Training • Go-Live support • Post Go-Live support • ServiceLink Trash Configuration 	\$180,015.00
Solid Waste Reports	\$208,335.00
Total	\$388,350.00

License Fees	
Item	Price
Additional CIS Infinity User Licenses	N/A – none included
ServiceLink Solid Waste License	\$14,500.00
ServiceLink User License : 40 Named Users	\$68,000.00
Total	\$82,500.00

Annual Recurring Fees	
Item	Price
Additional CIS Infinity User Annual Fees	N/A – none included
ServiceLink Solid Waste Annual Fees	\$3,625.00
ServiceLink User Annual Fees: 40 Named Users	\$17,000.00
Total	\$20,625.00

*Annual fees above are in addition to Chandler’s 2025 recurring fees and any other existing agreements between the parties.

**Chandler is currently licensed for up to 85 CIS Concurrent User licenses and 15 ServiceLink Named User licenses. Should additional licenses be required, licenses are subject to current Harris pricing.

Estimated Travel Expenses	
Item	Price
Advanced Travel Expenses <ul style="list-style-type: none"> • Available on request 	Billed as incurred per rates outlined in MSA

OPTIONAL ITEMS	
Item	Price
Professional Services: Additional ITC	\$50,000
Total	\$50,000.00

Pricing Assumptions

1. The annual recurring fees outlined above will be added to the existing 2024 annual recurring fees. Beyond Year 1, Annual Recurring Fees are due on the anniversary of the Effective Date.
2. Annual recurring fees are subject to an annual price increase.
3. Additional services required by Chandler through the end of Post Live and approved through the Change Control Process (e.g. requirement changes or changes to the project scope) will be billed at a rate of \$250/hour through the end of 2025. After which the current Services Rate may be applied. Services required after that period will be billed in accordance with the Support and Maintenance Agreement.
4. All charges are exclusive of out-of-pocket expenses for Professional Services performed. Charges for actual and reasonable out-of-pocket expenses, including, but not limited to, travel and lodging expenses, will be billed monthly as incurred.
5. Delayed payments are subject to an interest charge at a rate per annum that is equal to the prime lending rate set by the Bank of Canada plus 2.5% compounded monthly (or the prime lending rate set by the Federal Reserve plus 2.5% compounded monthly in the case that Organization is located in the United States), or the highest amount permitted by applicable law, whichever is lower.
6. Invoices are payable upon receipt. Nonpayment of invoices may lead to denial of access to the Service. Additionally, non-payment of sixty (60) days will result in a stoppage of work by Advanced until it receives payment of the amount owing. Client will be responsible for reimbursing Advanced for all reasonable costs incurred in collecting any overdue payments and related interest, including but not limited to reasonable attorneys' fees, other legal costs, court costs and collection agency fees. Resumption of Service and work will be subject to the Change Control Process.
7. Additional Professional Services may be provided on-site or via the telephone at the rate of two hundred and fifty (\$250) per hour through the end of 2025. After which the current Services Rate may be applied. Additional Professional Services work performed on-site does not include travel, lodging, and per diem expenses. Professional Services performed one year or more after the execution date of this Agreement shall be billed at the then-current Advanced Professional Services rates. Helpline support and Support Services do not include training or other Professional Services. Customer shall incur a seven-hundred fifty dollar (\$750) daily surcharge for any Professional Services provided on weekends or Advanced recognized holidays; plus the corresponding standard Professional Services fees and any applicable travel charges.

8. This agreement includes a pre-defined number of configurations, project management and testing hours. If the project extends beyond a 6-month time frame from ServiceLink project kick off, or if the project scope is expanded to include new services, or special requirements such as add on modules, ServiceLink will issue a change order for additional hours and/or fees at our current labor rate.

Payment Milestones

Professional Services:

- 20% on signature of SOW
- 20% on Project Kickoff
- 25% on validation of the Initial Solid Waste Data Conversion
- 25% on the start of ITC
- 10% 30 days Post Go-Live

License Fees:

- 100% due on provisioning of environments

Annual Fees:

- 100% on due on provisioning of environments

Appendix A – List of Reports

Report #	Type	Report Name	Description
SW1	Report	AM-PM Daily Report - WM	Auto-ran/sent to contractor and COC team for scheduled services
SW2	Report	City Special - Cardboard	Auto-ran/sent to contractor and COC team for scheduled services
SW3	Report	Collections - Special Paid	Auto-ran/sent to contractor and COC team for scheduled services.
SW4	Report	Container - Deliveries	Auto-ran/sent to contractor and COC team for scheduled services in Excel and PDF
SW5	Report	Container - Repairs	Auto-ran/sent to contractor and COC team for scheduled services in Excel and PDF
SW6	Report	Container - Roll Off (City Program)	Auto-ran/sent to contractor and COC team for scheduled services
SW7	Report	Missed Collection - Christmas Trees	Auto-ran/sent to contractor and COC team for scheduled services
SW8	Report	Missed Collection - Daily	Auto-ran/sent to contractor and COC team for scheduled services
SW9	Report	Monitor Recycle - City Facility	Auto-ran/sent to contractor and COC team for scheduled services
SW10	Report	Monitor Recycle - WM	Auto-ran/sent to contractor and COC team for scheduled services
SW11	Report	Monitor Refuse - City Facility	Auto-ran/sent to contractor and COC team for scheduled services
SW12	Report	Monitor Refuse - WM	Auto-ran/sent to contractor and COC team for scheduled services
SW13	Report	Property Damage	
SW14	Report	Special Report - Assisted Services	Auto-ran/sent to contractor and COC team for updated list of customers on program

SW15	Report	City Facilities 300-gallon Collection	
SW16	Report	City Facility Curbside Collection	
SW17	Report	City Facility Paid Container Pick Up	
SW18	Report	City Specials	
SW19	Report	Container Deliveries	
SW20	Filter	Damaged Containers	
SW21	Report	Missed Collections	
SW22	Report	Multiple Can List	
SW23	Report	Oil Spills	
SW24	Report	Paid Containers	
SW25	Report	Property Damages	
SW26	Report	Roll Off Tonnage	
SW27	Report	Spillage Driver	
SW28	Report	Home Count	Provides current totals (# of accounts with solid waste, # of units). Also be able to group subtotals by FMA
SW29	Report	Deceased Animal	Provides summary and details of service orders for SW - Deceased Animal.
SW30	Report	Fell In Hopper	Provides summary and details of service orders for SW - FIH Deliver City & FIH Deliver Contractor
SW31	Report	Half Dumps	Provides details based on completion code in service orders
SW32	Report	Gate Codes	Provides details on all Solid Waste gate codes
SW33	Report	Container Repairs	Can we add equipment details into report used to pay WM for repairs?
SW34	Filter	Refuse Inspection	Have a total count of these Notes "Refuse Inspection"
SW35	Filter	Recycle Inspection	Have a total count of these Notes "Recycle Inspection"

SW36	Filter	Mail Merge	
SW37	Filter	Email Address for SW customers	
SW38	Report	HHW Report	Pull by date from service orders

Appendix B – Solid Waste Functional Discovery Document

City of Chandler

Solid Waste Discovery Document

Document Title	Chandler Solid Waste Discovery Document
Document Status	Version 10
Principal Authors	Eric Gauthier – Application Consultant
Discovery Lead	Eric Gauthier – Application Consultant
Dates of Discovery	March 24-25 and 27 2025

Revision History

Version	Revision Date	Description of Revision	Author
1	4/10/2025	Initial Version	Eric Gauthier
2	4/16/2025	Provided supporting documents	CoC
3	4/23/2025	Provided supporting documents	CoC
4	4/28/2025	Provided supporting documents	CoC
5	6/3/2025	Revised Version	Eric Gauthier
6	6/17/2025	Feedback provided	CoC
7	7/8/2025	Revised Version	Deborah Roache
8	7/25/2025	Feedback provided	CoC
9	8/13/2025	Revised Version	Deborah Roache
10	8/29/2025	Finalized version	Eric Gauthier

Document Authorizations

The undersigned individuals have reviewed this document and are in agreement with its content. While minor revisions to the business processes and configuration detailed herein may be required based on the cycles of training and testing CIS Infinity, City of Chandler agrees that this document is accurate and complete to the best of our ability.

Project Role	Team Member	Signature / Date of Signature
City of Chandler Project Manager	Jordan Scott	<i>Jordan Scott</i> Jordan Scott (Sep 12, 2025 14:37:53 PDT)
		Date: 12/09/25
City of Chandler Solid Waste Manager	Tabitha Sauer	<i>Tabitha Sauer</i>
		Date: 11/09/25
Advanced Application Consultant	Eric Gauthier	<i>Eric Gauthier</i> Eric Gauthier (Sep 12, 2025 08:11:05 EDT)
		Date: 12/09/25
Advanced Project Manager	Deborah Roache	<i>Deborah Roache</i>
		Date: 15/09/25

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Preface

This document was created based on information gathered during Discovery meetings held via Teams video and audio conferencing on March 24th, March 25th and March 27th, 2025. This document outlines system configuration requirements, business rules and process flows currently in use by Solid Waste department as indicated by City of Chandler, along with potential flow in CIS Infinity.

This document does not include the details, requirements, or specifications of the Solid Waste Reports Discovery nor of the Solid Waste Data Discovery which are to be held separately. The results of these Discoveries will be documented independently to this document with cross-references to functionality as required.

It is important to note that based on training and testing, revisions to this document may be required as new discoveries and process decisions are made.

City of Chandler to provide/review/confirm.

The symbol ** in this document indicates information to be provided (by City of Chandler). Please provide required information before signing this document.

Out of scope features

Any functionality, configuration or features not explicitly included in Section 4 of this document are out of scope.

Configuration

Abbreviations may be used to save space – applying to the description field. For example, “Residential - Single Family” will be “Res – Single Family.”

Portal Considerations

Documentation and analysis of configuration/enhancements related to the CEP have been intentionally removed and descoped as Chandler is moving to an external CEP vendor.

In Attendance

Advanced Utility Systems (AUS)

- Eric Gauthier – Application Consultant
- Nadia Ocean – Process Testing Analyst

City of Chandler – Core Team

- Jordan Scott – Project Manager
- Cary Rosson
- Krista Mikesell
- Shauna Shmidt
- Jennifer Shoop
- Monique Ramirez
- Tabitha Sauer

General

The existing RMS is an in-house developed application that meets the needs of the SWS Division. It is a customer relationship management system where accounts are created for the physical address and interactions with customers and vendors are driven by detailed workflows that move step by step to a resolution. Office and field staff uses the system to manage customer requests, create and finish work orders, weigh loads at the Recycle Solid Waste Collection Center (RSWCC) and send/receive data from vendors. Solid Waste Management uses it to track and monitor data through developed reporting. Data is used for contract compliance, monitoring performance, regulatory compliance and overall operational review which is used for budgeting, rate models, and cost of service/processes.

The existing system has the following challenges:

- No bi-directional sharing of data with CIS Infinity (Utility billing software)
- No integration with web presence
- No integration with Lucity (work order software)

Definitions:

- RSWCC – Recycle Solid Waste Collection Center; residential customer drop-off center.
- HHW – Household Hazardous Waste
- WM – Waste Management
- CS – City Staff Customer Service
- FS - Solid Waste Field Services
- SW – Solid Waste
- FIH – Fell in Hopper

Bulk Pickup/RSWCC

Chandler has taken the decision to handle RSWCC and Bulk Pickup outside of CIS.

Configuration

Service Order Types

The service order types in the table below will be configured in CIS Infinity as part of the upgrade project. The following service orders were identified as required in the discovery but were later removed from the scope by Chandler:

- SW – Debris Curb/Street
- SW – Encroachment/Vegetation - Alley
- SW – Encroachment/Vegetation – Curb
- SW – Illegal Dumping
- SW - Schedule Paid Container PU
- SW – Schedule Free Container PU

Code	Description	Department	ServiceLink?
SW01	SW - Alley Blocked	SolidWaste Field Serv	Yes
SW02	SW - Alley Container Delivery	SolidWaste Field Serv	Yes
SW03	SW - Alley Container Shortage	SolidWaste Field Serv	Yes
SW04	SW - Alley Conversion	SolidWaste Field Serv	Yes
SW05	SW - Cancel Extra Container - Recycle	SolidWaste Field Serv	Yes
SW06	SW - Cancel Extra Container - Refuse	SolidWaste Field Serv	Yes
SW07	SW - Container Inspection Follow-up	SolidWaste Field Serv	Yes
SW08	SW - Contractor Complaint	Waste Management	No
SW09	SW - Contractor No Dump	SolidWaste Field Serv	Yes
SW10	SW - Contractor No Dump - 300G	SolidWaste Field Serv	Yes
SW11	SW - Contractor No Dump - 300G Follow-up	SolidWaste Field Serv	Yes
SW12	SW - Damaged Container	Waste Management	No
SW13	SW - Damaged Container (Burned)	Waste Management	No
SW14	SW - Debris Alley	SolidWaste Field Serv	Yes
SW15	SW - Deceased Animal	SolidWaste Cust Serv	No
SW16	SW - Deliver In-House Basket	SolidWaste Field Serv	Yes
SW17	SW - Dump and return	Waste Management	No
SW18	SW - Extra Container Audit	SolidWaste Field Serv	Yes
SW19	SW - Extra Pickup Alley Refuse	Waste Management	No
SW20	SW – Extra Pickup Alley Refuse (No Charge)	Waste Management	No
SW21	SW - Extra Pickup Recycle	Waste Management	No
SW22	SW - Extra Pickup Recycle (No Charge)	Waste Management	No
SW23	SW - Extra Pickup Refuse	Waste Management	No
SW24	SW - Extra Pickup Refuse (No Charge)	Waste Management	No
SW25	SW - Extra Pickup Recycle as Trash	Waste Management	No
SW26	SW - Extra Pickup Recycle as Trash (No Charge)	Waste Management	No
SW27	SW - FIH Deliver City	SolidWaste Field Serv	Yes
SW28	SW - FIH Deliver Contractor	Waste Management	No
SW29	SW - Glass Spillage	SolidWaste Field Serv	Yes
SW30	SW - Glass Spillage Cleanup	Waste Management	No
SW31	SW - Glass Spillage Cleanup Follow-up	SolidWaste Field Serv	Yes

SW32	SW - HHW appointment	SolidWaste Cust Serv	No
SW33	SW - Hot Load	SolidWaste Field Serv	Yes
SW34	SW - Illegal Parking	SolidWaste Field Serv	Yes
SW35	SW - Illegal Parking Final Follow-up	SolidWaste Field Serv	Yes
SW36	SW - Illegal Parking Follow-up	SolidWaste Field Serv	Yes
SW37	SW - Missed Container - PU Next Collection Day	Waste Management	No
SW38	SW - Missed Bulk	SolidWaste Field Serv	Yes
SW39	SW - Missed Christmas Tree	Waste Management	No
SW40	SW - Missed Container	Waste Management	No
SW41	SW - Missed Weekly Collection	Waste Management	No
SW42	SW - New Build Container Delivery (City)	SolidWaste Field Serv	Yes
SW43	SW - New Build Container Delivery (Contractor)	Waste Management	No
SW44	SW - Contractor No Dump Okay for Service	Waste Management	No
SW45	SW - Oil Spill	SolidWaste Field Serv	Yes
SW46	SW - Oil Spill Cleanup (Over)	Waste Management	No
SW47	SW - Oil Spill Cleanup (Under)	Waste Management	No
SW48	SW - Oil Spill Cleanup Follow-up	SolidWaste Field Serv	Yes
SW49	SW - Pickup Found Container	SolidWaste Field Serv	Yes
SW50	SW - Property Damage	Waste Management	No
SW51	SW - PU - Next Collection Day	Waste Management	No
SW52	SW - Contractor No Dump - Offload 300G	Waste Management	No
SW53	SW - Refer to Contractor	Waste Management	No
SW54	SW - Return for Alley Collection	Waste Management	No
SW55	SW - Rolloff Delivery	Waste Management	No
SW56	SW - Rolloff Pickup	Waste Management	No
SW57	SW - Schedule City Special	Waste Management	No
SW58	SW - Schedule Free Container PU	Waste Management	No
SW59	SW - Setup Extra Container (City)	SolidWaste Field Serv	Yes
SW60	SW - Setup Extra Container Alley (Contractor)	Waste Management	No
SW61	SW - Setup Extra Container Alley (City)	SolidWaste Field Serv	Yes
SW62	SW - Setup Extra Container (Contractor)	Waste Management	No
SW63	SW - Special City Event Pickup - Recycle	Waste Management	No
SW64	SW - Special City Event Pickup - Refuse	Waste Management	No
SW65	SW - Spillage by Driver - City Staff	SolidWaste Field Serv	Yes
SW66	SW - Spillage by Driver - Contractor	Waste Management	No
SW67	SW - Stolen Deliver City	SolidWaste Field Serv	Yes
SW68	SW - Stolen Deliver Contractor	Waste Management	No
SW69	SW - Switch Out Container	SolidWaste Field Serv	No
SW70	SW - Switch Out Container (No Fee)	SolidWaste Cust Field Serv	No
SW71	SW - Verified Miss	Waste Management	No

Service Order Completion Codes

The following service order completion codes will be configured in CIS Infinity as part

of the upgrade project:

Code	Description
SW01	Area Not Completed
SW02	Alley Blocked
SW03	Canceled by city
SW04	City Staff Responded
SW05	Collection Issue
SW06	Completed
SW07	Completed - Repair
SW08	Completed - Replace
SW09	Completed by contractor
SW10	Containers empty
SW11	Contractor Not Responsible
SW12	Contractor responded to request
SW13	Contractor Responsible
SW14	Delivered
SW15	Delivered by City
SW16	Delivered by Contractor
SW17	Delivered New Container
SW18	Delivered Refurbished Container
SW19	Dropped off
SW20	Dumped and returned
SW21	Extra container found on site
SW22	Monitor Address
SW23	Moved Container
SW24	No extra container
SW25	Needs to be offloaded next collection day
SW26	No PU - Contaminated
SW27	No PU - Late Put Out
SW28	No PU - Overweight
SW29	No PU - Protruding
SW30	No PU - Tagged
SW31	No PU - Unserviceable
SW32	No PU - Weather Related
SW33	No show
SW34	Not empty
SW35	Not out
SW36	Nothing found
SW37	Notified Customer
SW38	Okay for service
SW39	Over 3 Quarts or 300 feet
SW40	Picked up by city
SW41	Picked up by contractor

SW42	PU - Half Dumped
SW43	PU - Late Put Out
SW44	PU - No Issue
SW45	PU - Overweight
SW46	PU - Protruding
SW47	PU - Refilled/Unknown
SW48	PU - Tagged
SW49	Refer to admin
SW50	Refer to contractor
SW51	Refer to other city dept
SW52	Replace Alley
SW53	Replace Curbside
SW54	Replace No Charge
SW55	Replaced
SW56	Schedule City Special
SW57	Schedule Delivery
SW58	Under 3 Quarts or 300 feet
SW59	Verified Miss
SW60	Wait for 6 Week / Unscheduled Bulk Period

Service Order Completion Codes per Service Order Types

The service order completion code links below will be configured in CIS Infinity as part of the upgrade project. Because of the removal of some service order types from section 4.1, this section has also been adjusted:

Service Order Type	Completion Codes	Completion Action
SW - Alley Blocked	Refer to contractor	SW - Alley Blocked Follow-up
SW - Alley Container Delivery	Delivered by City	
SW - Alley Container Shortage	City Staff Responded	
	Moved Container	
	Schedule Delivery	SW - Alley Container Delivery
SW - Alley Conversion	Completed	
SW - Cancel Extra Container - Recycle	Canceled by city	SW – Cancel Extra Container Review
	Not empty	
	Not out	
	Picked up by	

SW - Cancel Extra Container - Refuse	city Canceled by city Not empty Not out Picked up by city	SW – Cancel Extra Container Review
SW - Container Inspection Follow-up	Completed Not Out	SW - Container Inspection Follow-up
SW - Contractor Complaint	Contractor responded to request	
SW - Contractor No Dump	No PU - Contaminated No PU - Late Put Out No PU - Overweight No PU - Protruding No PU - Tagged No PU - Unserviceable No PU - Weather Related Not Out	
	PU - No Issue	SW - No Dump Okay for Service
	PU - Overweight	SW - No Dump Okay for Service
	PU - Protruding	SW - No Dump Okay for Service
	PU - Refilled/Unknown	SW - No Dump Okay for Service
	PU - Tagged	SW - No Dump Okay for Service
SW - Contractor No Dump - 300G	Containers empty Monitor Address Needs to be offloaded next collection day	SW - Contractor No Dump - 300G Follow-up for Back Office SW – Contractor No Dump – Offload 300G
SW - Contractor No Dump - 300G	Okay for service	

Follow-up	Needs to be offloaded next collection day	SW – Contractor No Dump – Offload 300G
SW - Damaged Container	Completed - Repair Completed - Replace Not Empty Not Out	SW - Repair Container SW - Repair Container
SW - Damaged Container (Burned)	Replace Alley Replace Curbside Replace No Charge	SW - Replace Burned Alley SW - Replace Burned Curbside
SW - Debris Alley	Monitor Address Nothing Found Picked up by City Refer to other city dept Schedule City Special Wait for 6 Week / Unscheduled Bulk Period	SW - Monitor Address Alley Debris SW - City Dept Cleanup SW - Schedule City Special
SW - Deceased Animal	Nothing found Picked up by contractor	
SW - Deliver In-House Basket	Canceled by City Delivered by City	
SW – Roll Off Dump and return	Dumped and returned	
SW - Extra Container Audit	Extra container found on site No extra container	
SW - Extra Pickup Alley Refuse	Canceled by city Picked up by contractor	SW – Paid Can Pick Up Transaction Alley
SW - Extra Pickup Alley Refuse (No	Canceled by city Picked up by	

Charge)	contractor	
SW - Extra Pickup Recycle	Canceled by city Not Out Picked up by contractor	SW – Paid Can Pick Up Transaction SW – Paid Can Pick Up Transaction
SW - Extra Pickup Recycle (No Charge)	Canceled by city Not Out Picked up by contractor	
SW - Extra Pickup Refuse	Canceled by city Not Out Picked up by contractor	SW – Paid Can Pick Up Transaction SW – Paid Can Pick Up Transaction
SW - Extra Pickup Refuse (No Charge)	Canceled by city Not Out Picked up by contractor	
SW - Extra Pickup Recycle as Recycle	Canceled by city Not Out Picked up by contractor	SW – Paid Can Pick Up Transaction SW – Paid Can Pick Up Transaction
SW - Extra Pickup Recycle as Recycle (No Charge)	Canceled by city Not Out Picked up by contractor	
SW - FIH Deliver City	Canceled by City Replaced	
SW - FIH Deliver Contractor	Canceled by City Replaced	
SW - Glass Spillage	Contractor Not Responsible Contractor Responsible	SW - Glass Spillage Cleanup
SW - Glass Spillage Cleanup	Completed	SW - Glass Spillage Cleanup Follow-up
SW - Glass Spillage Cleanup Follow-up	Completed Contractor Responsible	
SW - HHW	Dropped off	SW - Glass Spillage Cleanup

appointment	No show	
SW - Hot Load	Completed	
SW - Illegal Parking	Notified Customer	SW - Illegal Parking Follow-up
SW - Illegal Parking Follow-up	Completed	
SW - Illegal Parking Final Follow-up	Refer to admin	SW - Illegal Parking Notification
SW - Missed Christmas Tree	Completed	
	Refer to other city dept	SW - Illegal Parking Final Follow-up
	Not Out	
SW - Missed Container - PU	Picked up by contractor	
Next Collection Day	Collection Issue	
	Not Out	
SW - Missed Container - WM	Picked up by Contractor	
	Collection Issue	
	Not Out	
	Picked up by Contractor	
SW - Missed Container - Field	Area Not Completed	SW - Missed Container - WM
	No PU - Contaminated	
	No PU - Late Put Out	
	No PU - Overweight	
	No PU - Protruding	
	No PU - Tagged	
	No PU - Unserviceable	
	No PU - Weather Related	
	Not Out	
	PU - Half Dumped	SW - Missed Container - WM
	PU - Late Put Out	SW - Missed Container - WM
	PU - No Issue	SW - Missed Container - WM
	PU -	SW - Missed Container - WM

	Overweight	
	PU -	SW - Missed Container - WM
	Protruding	
	PU -	SW - Missed Container - WM
	Refilled/Unkno	
	wn	
	PU - Tagged	SW - Missed Container - WM
	Verified Miss	SW - Verified Miss - WM
SW - New Build	Delivered	
Container		
Delivery (City)		
SW - New Build	Delivered	
Container		
Delivery		
(Contractor)		
SW - Contractor	Canceled by	
No Dump Okay	City	
for Service	Not Out	
	Picked up by	
	Contractor	
SW - Oil Spill	Contractor Not	
	Responsible	
	Over 3 Quarts	SW - Oil Spill Cleanup (Over)
	or 300 feet	
	Under 3 Quarts	SW - Oil Spill Cleanup (Under)
	or 300 feet	
SW - Oil Spill	Completed	SW - Oil Spill Cleanup Follow-up
Cleanup (Over)		
SW - Oil Spill	Completed	SW - Oil Spill Cleanup Follow-up
Cleanup (Under)		
SW - Oil Spill	Completed	
Cleanup Follow-	Over 3 Quarts	SW - Oil Spill Cleanup (Over)
up	or 300 feet	
	Under 3 Quarts	SW - Oil Spill Cleanup (Under)
	or 300 feet	
SW - Pickup	Nothing found	
Found Container	Picked up by	SW - Review container
	city	
SW - Property	Completed by	
Damage	contractor	
SW - PU - Next	Collection	SW - Contractor No Dump
Collection Day	Issue	
	Not Out	
	Picked up by	
	Contractor	
SW - Contractor	Picked up by	
No Dump -	Contractor	

Offload 300G		
SW - Refer to Contractor	Area Not Completed Contractor responded to request	SW - Missed Container - WM
SW - Return for Alley Collection	Alley Blocked Picked up by contractor	SW - Alley Blocked
SW - Rolloff Delivery	Delivered by Contractor	
SW - Rolloff Dump & No Return	Picked up by Contractor	
SW - Schedule City Special	Picked up by contractor Nothing Found	
SW - Setup Extra Container (City)	Canceled by City Delivered	Note: The creation of the new container and the creation of the transaction request would be triggered by servicelink workflows.
SW - Setup Extra Container (Contractor)	Canceled by City Delivered	SW - Extra Pickup Fee
SW - Setup Extra Container Alley (City)	Delivered	Note: The creation of the new container and the creation of the transaction request would be triggered by servicelink workflows.
W - Setup Extra Container Alley (Contractor)	Canceled by City Delivered	SW - Extra Pickup Fee
SW - Special City Event Pickup - Recycle	Canceled by city Not Out Picked up by contractor	
SW - Special City Event Pickup - Refuse	Canceled by city Not Out Picked up by contractor	
SW - Spillage by Driver - City Staff	Nothing found Picked up by City	
SW - Spillage by	Refer to Contractor Completed	SW - Spillage by Driver Contractor

Driver - Contractor		
SW - Stolen Deliver City	Canceled by City	
	Replaced	
SW - Stolen Deliver Contractor	Canceled by City	
	Replaced	
SW - Switch Out Container	Canceled by City	
	Delivered New Container	SW - New Container Fee
	Delivered Refurbished Container	SW - Refurbished Container Fee
	Not Out	
SW - Switch Out Container (No Fee)	Canceled by City	
	Delivered New Container	
	Delivered Refurbished Container	
	Not Out	
SW - Verified Miss	Not Out	
	Picked up by contractor	

Service Order Appointments

The following appointments will be configured in CIS Infinity as part of the upgrade project. These appointments are only applicable for **SW - HHW appointment** service order. There are no appointments on statutory holidays.

Non-summer hours

Day	Appointment start time	Appointment duration in hours	Number of appointments available per timeslot
Monday	8:30 AM	0.5	10
	9:00 AM		10
	9:30 AM		5
Thursday	1:30 PM		10
	2:00 PM		10
	2:30 PM		5
Friday	8:00 AM		10
	8:30 AM		10

	9:00 AM	10
	9:30 AM	10
Every other Saturday	8:00	10
(For reference, March	8:30	10
29 th , 2025, is one of the	9:00	5
Saturdays)		

Summer hours

(First Thursday after Memorial Day to Last Sunday before Labor Day)

Day	Appointment start time	Appointment duration in hours	Number of appointments available per timeslot
Monday	8:30 AM	0.5	10
	9:00 AM		10
	9:30 AM		5
Thursday	12:00 PM		10
	12:30 PM		10
	1:00 PM		5
Friday	7:00 AM		10
	7:30 AM		10
	8:00 AM		10
	8:30 AM		10
Every other Saturday (For reference, March 29 th , 2025, is one of the Saturdays)	7:00		10
	7:30		10
	8:00		5

Actions

The following actions will be configured in CIS Infinity as part of the upgrade project:

Action	What does it create?	Name of created item	Notes
SW - Alley Blocked	Service Order	SW - Alley Blocked	Create a Service Order "return for alley collection" manually
SW - Alley Blocked Follow-up	Task	SW - Alley Blocked Follow-up	
SW - Alley Container Delivery	Service Order	SW - Alley Container Delivery	
SW – Alley Conversion Equipment Update	Task	SW – Alley Conversion Equipment Update	

SW – Assisted Services Notification	Letter	SW – Assisted Services Letter	
SW – Cancel Extra Container Review	Task		This action will create a task for office staff to update equipment, apply credit if needed and create the SW – Cancel Extra Container Field Follow-up
SW - Cancel Extra Container Field Follow-up	Four tasks	SW - Cancel Extra Container Follow-up	Creates 4 tasks with incrementing due date + 7/14/21/28
SW - City Dept Cleanup	Task	SW - City Dept Cleanup	
SW - Container Inspection Follow-up	Task	SW - Container Inspection Follow-up	
SW - Contractor No Dump	Service Order	SW - Contractor No Dump	Auto create a service order so we can address the collection issue from PU-Next Collection Day
SW - Contractor No Dump - 300G Follow-up for Back Office	Task	SW - Contractor No Dump - 300G Follow-up	Back Office will get this task and create the SO for Field Staff to return \$75 can fee
SW - Extra Pickup Fee	Transaction Request	SXPU	
SW - Glass Spillage Cleanup	Service Order	SW - Glass Spillage Cleanup	
SW - Glass Spillage Cleanup Follow-up	Service Order	SW - Glass Spillage Cleanup Follow-up	
SW - Illegal Parking Final Follow-up	Task	SW - Illegal Parking Final Follow-up	
SW - Illegal Parking Follow-up	Task	SW - Illegal Parking	

		Follow-up	
SW - Illegal Parking Notification	Task		
SW - Missed Container	Service Order	SW - Missed Container	
SW - Monitor Address Alley Debris	Task	SW - Monitor Address Alley Debris	
SW - New Container Fee	Transaction Request	SCON	\$75 can fee
SW - Contractor No Dump Okay for Service	Service Order	SW - Contractor No Dump Okay for Service	
SW - Not Out for Service	Note	SW - Not Out for Service	
SW - Oil Spill Cleanup (Over)	Service Order	SW - Oil Spill Cleanup (Over)	
SW - Oil Spill Cleanup (Under)	Service Order	SW - Oil Spill Cleanup (Under)	
SW - Oil Spill Cleanup Follow-up	Service Order	SW - Oil Spill Cleanup Follow-up	
SW - Paid Can Pick Up Transaction Alley	Transaction Request	Need a new transaction code. Copy of SXPU with Alley suffix in description	\$35
SW - Paid Can Pick Up Transaction	Transaction Request	SXPU	\$18.50
SW - Refurbished Container Fee	Transaction Request	CONT	
SW - Repair Container	Transaction Request	RPRC	\$26
SW - Replace Burned Alley	Transaction Request	New transcode Alley Container of \$435	
SW - Replace Burned Curbside	Transaction Request	New transcode RPR1 called "Replace Burned Container" of \$75	
SW - Review container	Task	SW - Review container	
SW - Schedule City Special	Task	SW - Schedule City Special	
SW - Spillage by Driver Contractor	Service Order	SW - Spillage by Driver Contractor	
SW - Assisted Services Letter	Letter	SW - Assisted Services Letter	
SW - Verified Miss	Service Order	SW - Verified Miss	

SW - Verified Miss Bulk	Task	SW - Verified Bulk Miss	
SW – Add Extra Container	Task & Letter	SW – Add Extra Container	This action would create a letter to advise customer of extra container found on site.

Task Types

The following task types will be configured in CIS Infinity as part of the upgrade project:

Task Type	Department	Automatic ?	Generic Message	Notes
SW – Alley Petition Requests	SolidWaste Cust Serv		Customer would like an alley petition mailed	
SW – Alley Conversion Equipment Update	SolidWaste Cust Serv	Y	Update equipment under all impacted addresses	
SW - Alley Blocked Follow-up	SolidWaste Cust Serv	Y	Follow-up with Waste Management on alley issue	
SW – Cancel Extra Container Review	SolidWaste Cust Serv	Y	Remove bin from equipment, apply credit as needed, create SW – Cancel Extra Container Follow-Up	
SW - Cancel Extra Container Follow-up	SolidWaste Cust Serv	Y	Create a S/O for City Staff to do a container audit	SolidWaste Cust Serv would review the previous Extra Container Audit S/O to see if completion detected an extra container. If so, SolidWaste

Cust Serv would close tasks.

SW - City Dept Cleanup	SolidWaste Cust Serv	Y	Contact appropriate department for cleanup
SW - Contact Customer	SolidWaste Cust Serv	N	
SW - Container Inspection Follow-up	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous S/O
SW - Contractor No Dump - 300G Follow-up for Back Office	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous S/O
SW - Encroachment or Low Wires Follow-up	SolidWaste Cust Serv	N	Refer to Code Enforcement
SW - Illegal Parking Final Follow-up	SolidWaste Cust Serv	Y	Contact appropriate department for Follow-up
SW - Illegal Parking Follow-up	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous S/O
SW - Illegal Parking Notification	SolidWaste Cust Serv	Y	Run "SW - Illegal Parking Notification" action on involved addresses
SW - Monitor Address Alley Debris	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous S/O
SW - Review container	SolidWaste Cust Serv	Y	Determine where the found container belongs
SW - Schedule City Special	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous S/O
SW - Verified Bulk Miss	SolidWaste Cust Serv	Y	Create a new S/O using notes of the previous

S/O

Basic Multiplier

The following multipliers will be configured in CIS Infinity as part of the upgrade project:

Name	Notes
Assisted Services	<ul style="list-style-type: none"> The multiplier would be assigned to the “Solid Waste” service and would serve as an indicator whether the customer is on assisted services or not. Chandler would set this multiplier on the solid waste service to one if active. To deactivate, Chandler would set an end date on the multiplier. The multiplier would follow the customer (not the account/service address). The multiplier would be pulled into a report sent to Waste Management to indicate who is on assisted services. The multiplier would be used in a filter to run an action (SW – Assisted Services Notification) that generates a letter for assisted services renewal each year. Chandler would add an end date on the multiplier when a customer does not reply to the yearly notification or indicates no longer needing the services
City Bins Service	There was a discussion on using a multiplier to track the number of bins serviced on city accounts. Chandler will review if will use notes or basic multiplier for tracking city bins serviced**

Transaction Codes

The following transaction codes will be configured in CIS Infinity as part of the upgrade project:

Transaction Code	Description
RPR1	Replace Burned Container
RPR2	Alley Container

Emails

The following email types will be configured in CIS Infinity as part of the upgrade project:

Email Type	Notes
HHW Appointment Confirmation	Template is found in TS 114586 (HHW Email 2025.docx)
Damaged Container – Repair Scheduled Confirmation	Template is found in TS 114586 (Damaged container confirmation email.docx)

CoC took the decision to remove the following emails from scope:

- SW – Hauler Renewal
- Illegal Parking Email Template
- SW – Assisted Services Email

Letters

The following letter types will be configured in CIS Infinity as part of the upgrade project:

Letter name	Notes
SW – Assisted Services – Initial Request to Start	Dynamic information in letter : Name Active Address
SW – Assisted Services – Ready to Start	Dynamic information in letter : Name Active Address Effective day of week and date for assisted services pickup
SW – Assisted Services – Recertification	Dynamic information in letter : Name Active Address
SW – Assisted Services – Non-compliant	Dynamic information in letter : Name Active Address Current year Print date + 30 days

CoC took the decision to remove the following letters from scope:

- SW – Hauler Renewal
- Illegal Parking Email Template

Note Reasons

The following note reasons will be configured as part of the upgrade project:

Note Reason	Notes
SW - Recycle Inspection	
SW - Refuse Inspection	

CoC took the decision to remove the following note reasons from scope:

- SW - Composter

Departments

The following departments will be configured as part of the upgrade project:

- Department Name
- Waste Management
- SolidWaste Field Serv

Contractor Company Control

Chandler will store their list of approved haulers in the Contractor Company Control form. If Chandler would like AUS to implement this list as part of the upgrade, Chandler would need to provide the list of haulers along with relevant contact information.

Chandler needs to take the decision on whether they will track approved haulers through Contractor Company Control form which would require sending out communication external to CIS or as customer/accounts which would allow leveraging the built-in email/letter functionality. **

Solid Waste Container Type Control

The Solid Waste Container Types will be converted as part of the upgrade project.

Container Type	Description	Container Size in Units	Unit Measure Code	Bill Codes	Notes
SW2	1-1/2 Yard	2	Yards	SW2	Disable
SW3	3 Yard	3	Yards	SW3	
SW4	4 Yard	4	Yards	SW4	
SW5	6 Yard	6	Yards	SW5	
SW6	12 Yard	12	Yards	SW6	Disable
SW7	20 Yard	20	Yards	SW7	
SW8	40 Yard	40	Yards	SW8	
SW9	28 Gal/Soda	28	Yards	SW9	Disable
SWA	48 Gal	48	Gallons	SWA, SWE	
SWB	65 Gal	65	Gallons	SWB, SWE	
SWC	95 Gal	95	Gallons	SWC, SWE	
SWD	300 Gal	300	Gallons	SWD, SWH, SWJ, SWK, SWS	

Route Schedules

Solid Waste Route Definition

The following Solid Waste Routes will be configured in CIS Infinity as part of the upgrade project.

- These will be used to display the Refuse and Recycle schedule in the Accountview's Infoband using a bookmark.
- Since the routes will only be used to document schedules, they will be set to disabled.

Route Number	Description	Type	Monday	Tuesday	Wednesday	Thursday	Friday
RC01	01 - Recycle	Recycle	0	0	0	1	0

RC02	02 - Recycle	Recycl e	0	0	0	1	0
RC03	03 - Recycle	Recycl e	0	0	0	1	0
RC04	04 - Recycle	Recycl e	0	0	0	1	0
RC05	05 - Recycle	Recycl e	0	0	0	1	0
RC06	06 - Recycle	Recycl e	0	0	0	1	0
RC07	07 - Recycle	Recycl e	0	0	0	1	0
RC08	08 - Recycle	Recycl e	0	0	0	1	0
RC09	09 - Recycle	Recycl e	0	0	1	0	0
RC10	10 - Recycle	Recycl e	0	0	1	0	0
RC11	11 - Recycle	Recycl e	0	0	1	0	0
RC12	12 - Recycle	Recycl e	0	0	1	0	0
RC13	13 - Recycle	Recycl e	0	0	1	0	0
RC14	14 - Recycle	Recycl e	0	0	1	0	0
RC15	15 - Recycle	Recycl e	0	0	0	1	0
RC16	16 - Recycle	Recycl e	0	0	0	1	0
RC17	17 - Recycle	Recycl e	0	0	0	1	0
RC18	18 - Recycle	Recycl e	0	0	0	1	0
RC19	19 - Recycle	Recycl e	0	0	1	0	0
RC20	20 - Recycle	Recycl e	0	0	1	0	0
RC21	21 - Recycle	Recycl e	0	0	1	0	0
RC22	22 - Recycle	Recycl e	0	0	1	0	0
RC23	23 - Recycle	Recycl e	0	0	1	0	0
RC24	24 - Recycle	Recycl e	0	0	1	0	0
RC25	25 - Recycle	Recycl e	0	0	0	1	0

RC26	26 - Recycle	Recycl e	0	0	0	1	0
RC27	27 - Recycle	Recycl e	0	0	0	1	0
RC28	28 - Recycle	Recycl e	0	0	0	1	0
RC29	29 - Recycle	Recycl e	0	0	0	1	0
RC30	30 - Recycle	Recycl e	0	0	1	0	0
RC31	31 - Recycle	Recycl e	0	0	1	0	0
RC32	32 - Recycle	Recycl e	0	0	1	0	0
RC33	33 - Recycle	Recycl e	0	0	1	0	0
RC34	34 - Recycle	Recycl e	0	0	1	0	0
RC35	35 - Recycle	Recycl e	0	0	1	0	0
RC36	36 - Recycle	Recycl e	0	1	0	0	0
RC37	37 - Recycle	Recycl e	0	1	0	0	0
RC38	38 - Recycle	Recycl e	0	1	0	0	0
RC39	39 - Recycle	Recycl e	0	1	0	0	0
RC40	40 - Recycle	Recycl e	0	1	0	0	0
RC41	41 - Recycle	Recycl e	0	1	0	0	0
RC42	42 - Recycle	Recycl e	0	1	0	0	0
RC43	43 - Recycle	Recycl e	0	1	0	0	0
RC44	44 - Recycle	Recycl e	0	1	0	0	0
RC45	45 - Recycle	Recycl e	0	1	0	0	0
RC46	46 - Recycle	Recycl e	0	1	0	0	0
RC47	47 - Recycle	Recycl e	0	1	0	0	0
RC48	48 - Recycle	Recycl e	0	1	0	0	0
RC49	49 - Recycle	Recycl e	0	1	0	0	0

RC50	50 - Recycle	Recycl e	0	1	0	0	0
RC51	51 - Recycle	Recycl e	0	1	0	0	0
RC52	52 - Recycle	Recycl e	0	1	0	0	0
RC53	53 - Recycle	Recycl e	0	1	0	0	0
RC54	54 - Recycle	Recycl e	0	0	0	0	1
RC55	55 - Recycle	Recycl e	0	0	0	0	1
RC56	56 - Recycle	Recycl e	0	0	0	0	1
RC57	57 - Recycle	Recycl e	0	0	0	0	1
RC58	58 - Recycle	Recycl e	0	0	0	0	1
RC59	59 - Recycle	Recycl e	0	0	0	0	1
RC60	60 - Recycle	Recycl e	0	0	0	0	1
RC61	61 - Recycle	Recycl e	0	0	0	0	1
RC62	62 - Recycle	Recycl e	0	0	0	0	1
RC63	63 - Recycle	Recycl e	0	0	0	0	1
RC64	64 - Recycle	Recycl e	0	0	0	0	1
RC65	65 - Recycle	Recycl e	0	0	0	0	1
RC66	66 - Recycle	Recycl e	0	0	0	0	1
RC67	67 - Recycle	Recycl e	0	0	0	0	1
RC68	68 - Recycle	Recycl e	0	0	0	0	1
RC69	69 - Recycle	Recycl e	1	0	0	0	0
RC70	70 - Recycle	Recycl e	1	0	0	0	0
RC71	71 - Recycle	Recycl e	1	0	0	0	0
RC72	72 - Recycle	Recycl e	1	0	0	0	0
RC73	73 - Recycle	Recycl e	1	0	0	0	0

RC74	74 - Recycle	Recycl e	1	0	0	0	0
RC75	75 - Recycle	Recycl e	1	0	0	0	0
RC76	76 - Recycle	Recycl e	1	0	0	0	0
RC77	77 - Recycle	Recycl e	1	0	0	0	0
RC78	78 - Recycle	Recycl e	1	0	0	0	0
RC79	79 - Recycle	Recycl e	1	0	0	0	0
RC80	80 - Recycle	Recycl e	1	0	0	0	0
RE01	01 - Refuse	Refus e	0	1	0	0	0
RE02	02 - Refuse	Refus e	0	1	0	0	0
RE03	03 - Refuse	Refus e	0	1	0	0	0
RE04	04 - Refuse	Refus e	0	1	0	0	0
RE05	05 - Refuse	Refus e	0	1	0	0	0
RE06	06 - Refuse	Refus e	0	1	0	0	0
RE07	07 - Refuse	Refus e	0	1	0	0	0
RE08	08 - Refuse	Refus e	0	1	0	0	0
RE09	09 - Refuse	Refus e	1	0	0	0	0
RE10	10 - Refuse	Refus e	1	0	0	0	0
RE11	11 - Refuse	Refus e	1	0	0	0	0
RE12	12 - Refuse	Refus e	1	0	0	0	0
RE13	13 - Refuse	Refus e	1	0	0	0	0
RE14	14 - Refuse	Refus e	1	0	0	0	0
RE15	15 - Refuse	Refus e	0	1	0	0	0
RE16	16 - Refuse	Refus e	0	1	0	0	0
RE17	17 - Refuse	Refus e	0	1	0	0	0

RE18	18 - Refuse	Refuse	0	1	0	0	0
RE19	19 - Refuse	Refuse	1	0	0	0	0
RE20	20 - Refuse	Refuse	1	0	0	0	0
RE21	21 - Refuse	Refuse	1	0	0	0	0
RE22	22 - Refuse	Refuse	1	0	0	0	0
RE23	23 - Refuse	Refuse	1	0	0	0	0
RE24	24 - Refuse	Refuse	1	0	0	0	0
RE25	25 - Refuse	Refuse	0	1	0	0	0
RE26	26 - Refuse	Refuse	0	1	0	0	0
RE27	27 - Refuse	Refuse	0	1	0	0	0
RE28	28 - Refuse	Refuse	0	1	0	0	0
RE29	29 - Refuse	Refuse	0	1	0	0	0
RE30	30 - Refuse	Refuse	1	0	0	0	0
RE31	31 - Refuse	Refuse	1	0	0	0	0
RE32	32 - Refuse	Refuse	1	0	0	0	0
RE33	33 - Refuse	Refuse	1	0	0	0	0
RE34	34 - Refuse	Refuse	1	0	0	0	0
RE35	35 - Refuse	Refuse	1	0	0	0	0
RE36	36 - Refuse	Refuse	0	0	0	0	1
RE37	37 - Refuse	Refuse	0	0	0	0	1
RE38	38 - Refuse	Refuse	0	0	0	0	1
RE39	39 - Refuse	Refuse	0	0	0	0	1
RE40	40 - Refuse	Refuse	0	0	0	0	1
RE41	41 - Refuse	Refuse	0	0	0	0	1

RE42	42 - Refuse	Refuse	0	0	0	0	1
RE43	43 - Refuse	Refuse	0	0	0	0	1
RE44	44 - Refuse	Refuse	0	0	0	0	1
RE45	45 - Refuse	Refuse	0	0	0	0	1
RE46	46 - Refuse	Refuse	0	0	0	0	1
RE47	47 - Refuse	Refuse	0	0	0	0	1
RE48	48 - Refuse	Refuse	0	0	0	0	1
RE49	49 - Refuse	Refuse	0	0	0	0	1
RE50	50 - Refuse	Refuse	0	0	0	0	1
RE51	51 - Refuse	Refuse	0	0	0	0	1
RE52	52 - Refuse	Refuse	0	0	0	0	1
RE53	53 - Refuse	Refuse	0	0	0	0	1
RE54	54 - Refuse	Refuse	0	0	1	0	0
RE55	55 - Refuse	Refuse	0	0	1	0	0
RE56	56 - Refuse	Refuse	0	0	1	0	0
RE57	57 - Refuse	Refuse	0	0	1	0	0
RE58	58 - Refuse	Refuse	0	0	1	0	0
RE59	59 - Refuse	Refuse	0	0	1	0	0
RE60	60 - Refuse	Refuse	0	0	1	0	0
RE61	61 - Refuse	Refuse	0	0	1	0	0
RE62	62 - Refuse	Refuse	0	0	1	0	0
RE63	63 - Refuse	Refuse	0	0	1	0	0
RE64	64 - Refuse	Refuse	0	0	1	0	0
RE65	65 - Refuse	Refuse	0	0	1	0	0

RE66	66 - Refuse	Refuse	0	0	1	0	0
RE67	67 - Refuse	Refuse	0	0	1	0	0
RE68	68 - Refuse	Refuse	0	0	1	0	0
RE69	69 - Refuse	Refuse	0	0	0	1	0
RE70	70 - Refuse	Refuse	0	0	0	1	0
RE71	71 - Refuse	Refuse	0	0	0	1	0
RE72	72 - Refuse	Refuse	0	0	0	1	0
RE73	73 - Refuse	Refuse	0	0	0	1	0
RE74	74 - Refuse	Refuse	0	0	0	1	0
RE75	75 - Refuse	Refuse	0	0	0	1	0
RE76	76 - Refuse	Refuse	0	0	0	1	0
RE77	77 - Refuse	Refuse	0	0	0	1	0
RE78	78 - Refuse	Refuse	0	0	0	1	0
RE79	79 - Refuse	Refuse	0	0	0	1	0
RE80	80 - Refuse	Refuse	0	0	0	1	0
AL2	02 - Alley	Alley	1				
AL3	03 - Alley	Alley				1	
AL5	05 - Alley	Alley				1	
AL6	06 - Alley	Alley		1			
AL7	07 - Alley	Alley	1				
AL12	012 - Alley	Alley				1	
AL14	014 - Alley	Alley				1	
AL15	015 - Alley	Alley					1
AL16	016 - Alley	Alley					1
AL23	023 - Alley	Alley				1	
AL24	024 - Alley	Alley			1		
AL25	025 - Alley	Alley			1		
AL26	026 - Alley	Alley			1		
AL35	035 - Alley	Alley				1	

AL40

040 - Alley Alley

1

Solid Waste Collection Type

The following solid waste collection types will be configured in CIS Infinity as part of the upgrade project:

Code	Description
AL	Alley
BL	Bulk
RE	Refuse
RC	Recycle

Bookmark Control

The following bookmarks will be configured in CIS Infinity as part of the upgrade project. The bookmarks will be added to the Accountview's Infobar.

The bookmarks in the InfoBar will display Refuse, Recycle, and Alley schedules based on the Solid Waste Route Definitions, using the solid waste route code that matches the FMA number. For accounts with a Sunbird bill code, the InfoBar will instead display the schedule information specific to Sunbird accounts.

Code	Description	Script	Parameter
SCHEDULE	Schedule	<pre># Get FMA number and remove leading zeros \$fma = \$this.CustomerAccount.Account_Lookup.FMANumber \$fma = \$fma.TrimStart("0") # Retrieve SWS information \$SWS = [AdvancedUtility.Services.BusinessObjects.BillEquipment]: :GetByWhere(\$session, "C_BILLCODE = {0} AND C_ACCOUNT = {1} AND D_DATEREMOVED IS NULL", "SWS", \$this.CustomerAccount.Account) # If FMA = 77 and SWS exists, return hardcoded schedule if (\$fma -eq "77" -and \$SWS) { \$value = "Refuse: Monday through Friday Recycle: Monday, Wednesday, Friday Alley: N/A" } else { # Build route and retrieve schedule \$route = "\$ScheduleType\$fma" \$schedule =</pre>	A Parameter will be defined for this bookmark to specify which schedule to display (RC, RE, 300 or bulk)

		<pre>[AdvancedUtility.Services.BusinessObjects.SolidWasteRouteDefinition]::GetByWhere(\$Cissession, "C_ROUTENUMBER = {0}", \$route) # Map days to schedule properties \$days = @{ Monday = \$schedule.IsMondayCollection Tuesday = \$schedule.IsTuesdayCollection Wednesday = \$schedule.IsWednesdayCollection Thursday = \$schedule.IsThursdayCollection Friday = \$schedule.IsFridayCollection } # Find the first day that is true \$value = \$days.GetEnumerator() Where-Object { \$_.Value -ne \$false } Select-Object -First 1 - ExpandProperty Key } \$value</pre>	
--	--	---	--

Conversion requirements

- For CIS to display the schedules in the Infobar, Chandler needs to convert the FMA# into a CIS field. Ideally, this field would be a custom BIF002 field (Service Address tab).**

Consolidated Billing

Through discussions, it was determined that Chandler would like their multi-unit addresses with Solid Waste services to be split to have a CIS account for each individual unit to track solid waste containers per unit.

The charges would remain the responsibility of the main address' account.

AUS recommends building Bill Print Groups (Master/Sub) for these types of accounts.

Chandler will need to provide the conversion team with data to split all multi-unit addresses into their individual units to track the solid waste bins on the respective accounts.**

Billing Cycle & Books

The following Billing Cycle and Books would be configured in CIS Infinity as part of the upgrade project:

Billing Cycle

Billing Book

SW – Day 01
SW – Day 02
SW – Day 03
SW – Day 04
SW – Day 05
SW – Day 06
SW – Day 07
SW – Day 08
SW – Day 09
SW – Day 10
SW – Day 11
SW – Day 12
SW – Day 13
SW – Day 14
SW – Day 15
SW – Day 16
SW – Day 17
SW – Day 18
SW – Day 19
SW – Day 20

SW – Day 01
SW – Day 02
SW – Day 03
SW – Day 04
SW – Day 05
SW – Day 06
SW – Day 07
SW – Day 08
SW – Day 09
SW – Day 10
SW – Day 11
SW – Day 12
SW – Day 13
SW – Day 14
SW – Day 15
SW – Day 16
SW – Day 17
SW – Day 18
SW – Day 19
SW – Day 20

Bill Print Groups

The Bill Print Groups would need to be part of the conversion exercise. The Bill Print Groups serve to define the Master/Sub relationship so Chandler would need to provide the data for creating one bill print group per multi-unit address.**

This would include:

- The name of the group
- The customer/account numbers of the master
- The customer/account numbers of the subaccounts.

AUS would set all bill print groups to move transactions onto the master (bill nothing on the sub) and configure them, so they generate a consolidated bill when printed.

Gate Codes

Chandler indicated interest in:

- storing gate codes in a custom field in the BIF002 table (Service Address Tab)
- validating gate codes on save using GIS Service Address Validation interface.

Gate codes would be validated against GIS database when a service address is saved.

Creation of the custom field can be tracked in this document but logic to validate custom field against GIS field that contains gate code information would need to be tracked in the GIS Address Validation's respective BRD.

Hyperlinks

Hyperlink control

The following hyperlinks will be configured in CIS Infinity as part of the upgrade project:

Name	Accessible on what tab?	Notes
Grid	Service Address	Will link to a pdf filename
FMA#	Service Address	Will link to a pdf filename
Parcel info	Service Address	Will link to County Parcel records
Google maps	Service Address	Will link to google maps of the address

Generic Control

Since the links need to be dynamic and not all grid numbers use the same file naming convention, AUS will configure Generic Control to map the grid # & FMA # to a pdf filename.

Chandler needs to provide the list of pdf filenames per grid # and FMA #.**

Special Attention Boxes

Chandler and AUS discussed four special attention boxes that are currently tracked in RMS:

- Hammerhead
 - This would be tracked in a custom dropdown field called Special Attention Boxes
- Private Street
 - This would be tracked in a custom dropdown field called Special Attention Boxes
- Special Handicap Pickup
 - This would be tracked through the Assisted Services multiplier.
- Shared Utility Account
 - This would be tracked through the Master/Sub relationship.

Custom fields

The following custom fields will be configured as part of the upgrade project:

Name	Accessible on what tab?	Notes
FMA#	Service Address	Will display the FMA # and will be used in the display of schedules in the infobar
Gate Code #	Service Address	Will display Gate Code #
Special Attention Boxes	Service Address	Will be used to store whether the address is Hammerhead, Private Street or both.