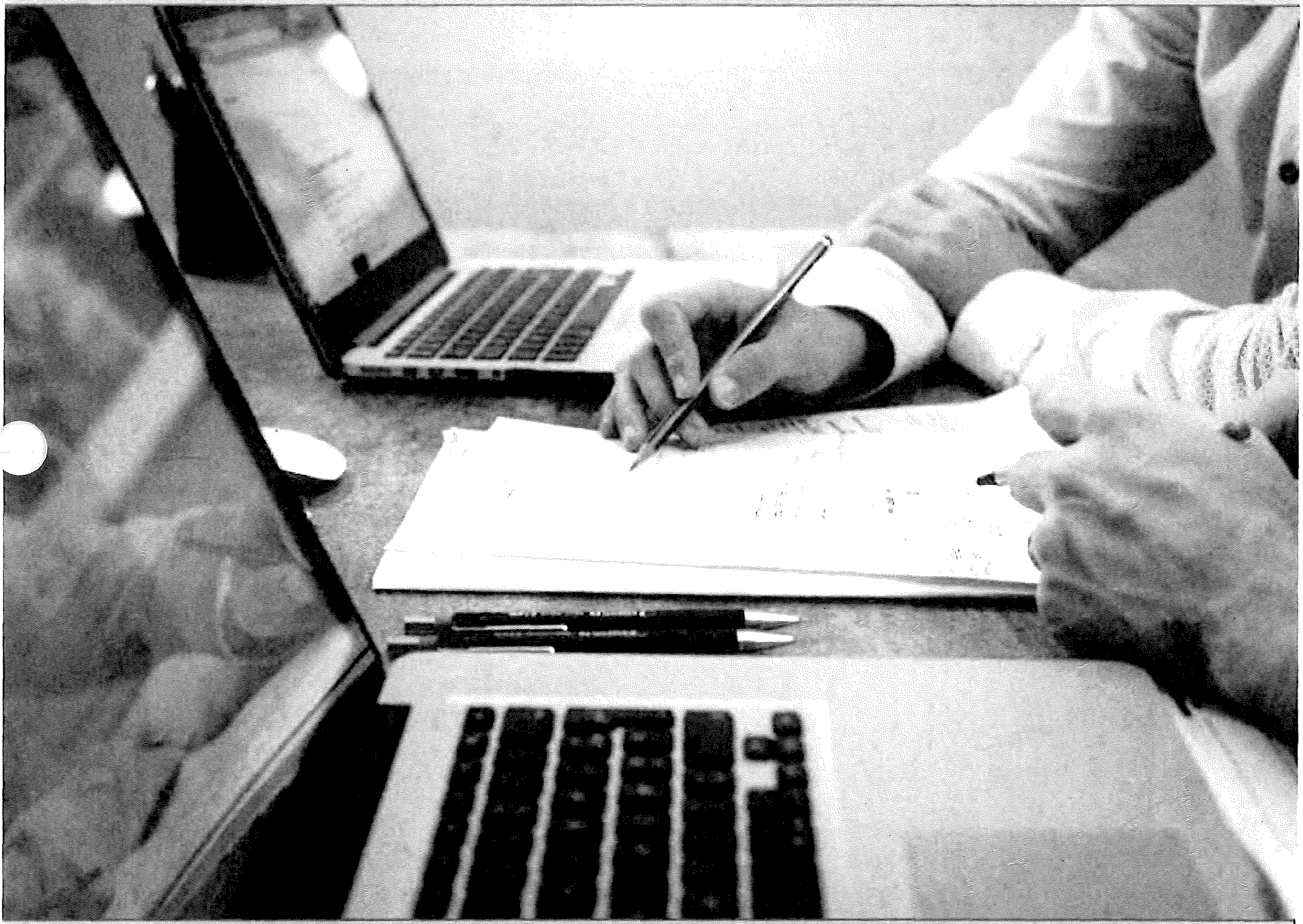
Systems & Software



Systems & Software Support Program

General Guidelines

Effective January 1, 2018

Standard Support Offering

S&S' objective is to ensure that customers are fully satisfied at all levels of interaction, each and every time customers engage with S&S. Client Support is responsible for answering inquiries for areas related to the operation of all licensed enQuesta modules and, more specifically, for the business processes/features which are already in production, delivering fixes, error corrections, or corrective procedures for the supported versions {the current version (v6) and the most recent release (v5) just prior to the current version of the application} of enQuesta. S&S' Client Support Analysts will provide support via phone, email, or through use of WebEx or Skype.

Client Support Desk – Hours of Operation

(8:00 am – 5:00 pm Customer Local Time - Monday - Friday)

Methods of Contact for Client Support Desk

- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to an address such as Dedicated Support, S&S cannot/will not guarantee a response)
- Phone @ 800.655.8810

Submission of Issues:

When a customer reports an issue (we recommend each customer assign only 1-2 key individuals to report issues) the issue will be assigned a case #. Time and priority commitments for response to operational critical issues during regular business hours (8:00 am – 5:00 pm Customer Local Time) are as follows:

Type	Description	Response Time
Showstopper	***A reported issue is only considered a **Showstopper** when the utility cannot continue with their daily processes until the issue is resolved*** - Daily Process has been halted by a critical error - Application and/or Database Server is down - WebConnect/Customer Self-Service is down - enQuesta Reporting Center (ERC) is down - Out of Balance messages preventing and update to continue	15 Minutes

	- Job Scheduler Failures - Bill Print is incorrect	
High	Business critical issue, but not preventing all users from getting their work done. - Discrepancy in collections run sheet - Processing credit refunds - Handheld Upload/Download - Deposits	1 Hour
Medium	The issue has a work around that can be used until the issue is resolved. - A particular work order cannot be updated - Document Designer template changes - Work Queues	4 Hours
Low	The issue is cosmetic or requested functionality that will be considered for a future version. (Ex. Columns displayed on a particular screen.)	24 Hours

When submitting an issue, S&S asks that the customer's end user provide the following information to facilitate a quicker diagnose/cause:

① A complete description of the issue.

② Can the issue be re-created?

③ **The exact steps of what the user was doing when he/she received an error or ran into a problem.**

④ Screenshots of the error received.

⑤ User's log in information.

⑥ Has the utility experienced any network issues recently, power outages, etc.

⑦ Contact information (email and phone number for employee who understands the issue).

Performance-Related Issues:

In terms of performance related issues, we will only research an issue once it has been proven by the customer that the issue is not at all related to the customer's internal network. Assuming the performance encountered is not a customer network issue, when submitting the issue, please include the following information:

Is enQuesta slow for everyone or just one person?

- a. If for everyone:
  - i. Is a Cognos report (or multiple reports) running and/or what time was the last Cognos report kicked-off?
- b. If for one person:
  - i. User's login information
  - ii. What he/she was doing exactly prior to and when the performance issues occurred (this includes if he/she was doing something on the internet or if he/she was running any other applications)
  - iii. How many sessions does the user have open

Is the issue just impacting the Call Center or all locations (if utility has multiple locations)?

Existing Issues:

If the customer is looking for the status of an ***existing*** issue, the customer should not call a Client Support team member directly. Customers must contact the Client Support Desk (contact information noted above).

Closing Issues:

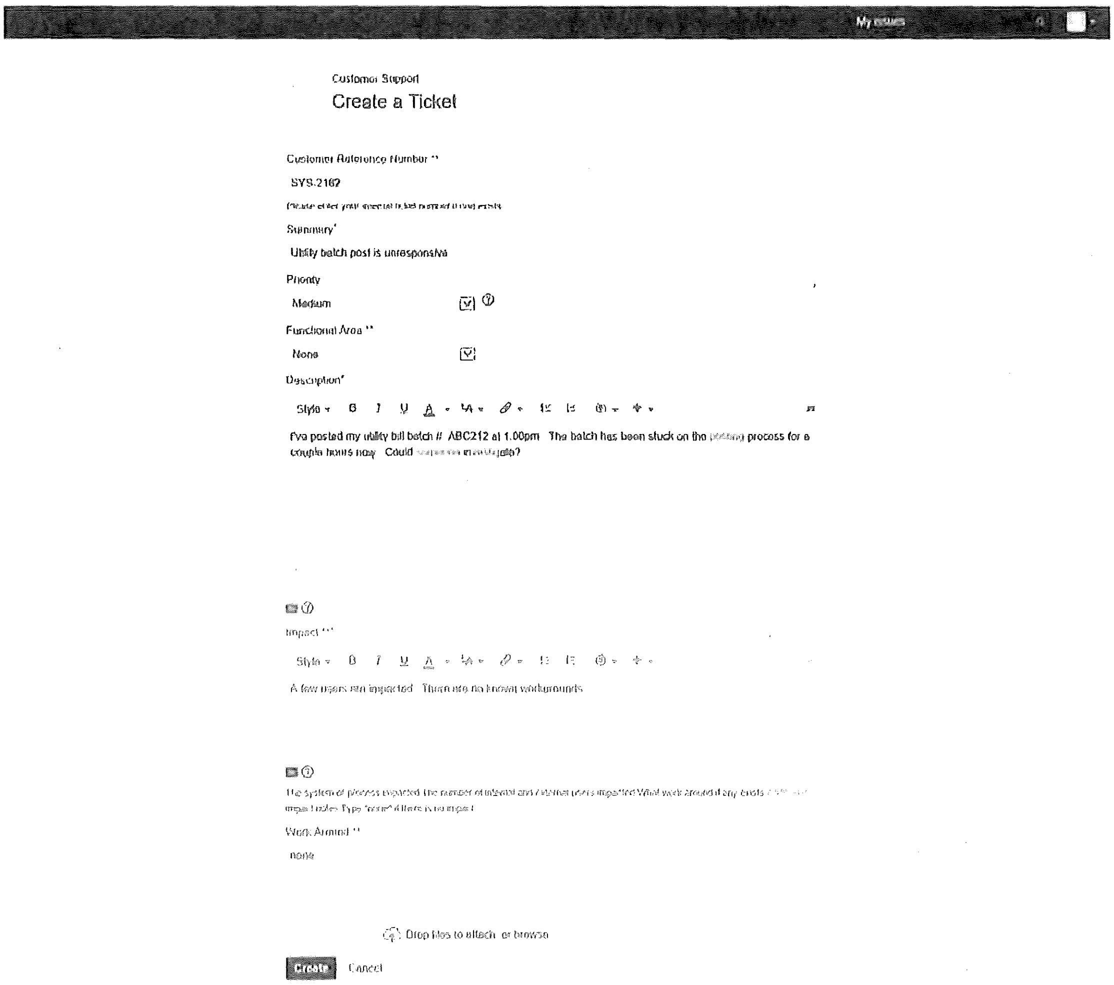
Once an issue has been moved to Production, S&S will close the issue. If problems surface within a 24-hour period post-closing, the issue will be re-opened. If problems surface post this initial 24-hour period, a new case will be opened to address it.

Contacting Client Support Personnel Directly:

S&S requires that customers log all new issues through the Customer Web Portal Client Support Desk, so that S&S will be able to efficiently serve the customer. The customer should not attempt to contact specific S&S personnel to log new issues, as personnel may be out of the office due to customer engagements, vacation or illness. If the proper procedure is not followed by the customer, S&S cannot guarantee that new issues will be handled efficiently. S&S also enforces this practice for auditing purposes (every issue must be logged).

Customer Portal:

Customers will be provided with access to the S&S Customer Portal, where they will have access to information regarding their enQuesta use and experience. This includes training documentation, custom documentation, video training sessions and information from S&S regarding their solution.



Customer Support

Create a Ticket

Customer Reference Number **

SYS-2162

[illegible]

Summary*

Utility batch post is unresponsive

Priority

Medium ☑

Functional Area **

None ☑

Description*

I've posted my utility bill batch # ABC212 at 1:00pm The batch has been stuck on the [illegible] process for a couple hours now Could [illegible]?

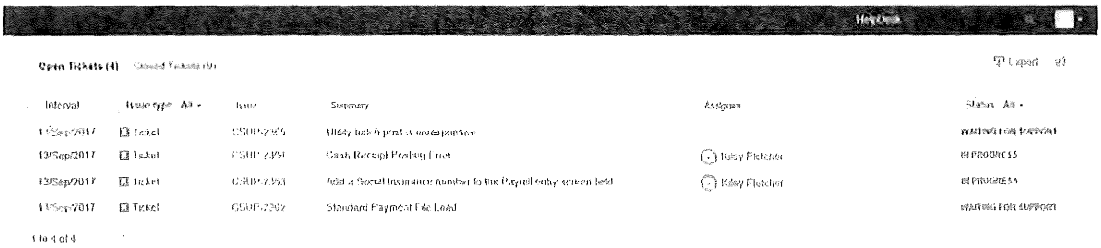
Impact **

A few users are impacted There are no known workarounds

The system or process impacted the number of internal and external users impacted What work around if any exists [illegible] Type "none" if there is no impact

Work Around **

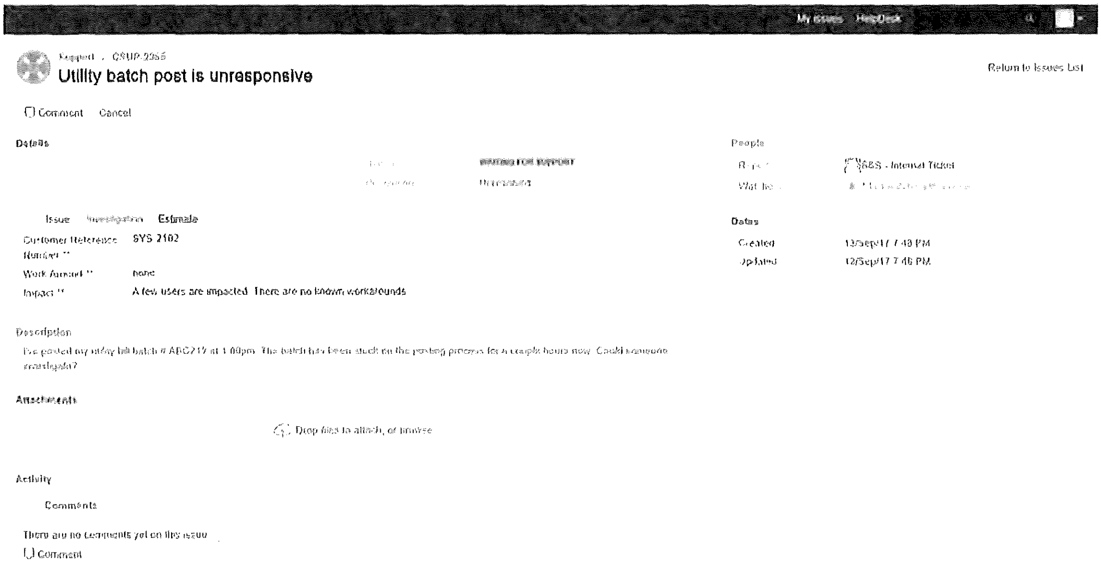
none



Open Tickets (4)   Closed Tickets (0)

Interval	Issue type All ▾	Issue	Summary	Assignee	Status All ▾
1?/Sep/2017	Ticket	CSUP-2355	Utility batch post is unresponsive		WAITING FOR SUPPORT
13/Sep/2017	Ticket	CSUP-2354	Cash Receipt Posting Error	Kaley Fletcher	IN PROGRESS
13/Sep/2017	Ticket	CSUP-2353	Add a Social Insurance number to the Payroll entry screen field	Kaley Fletcher	IN PROGRESS
1?/Sep/2017	Ticket	CSUP-2352	Standard Payment File Load		WAITING FOR SUPPORT

1 to 4 of 4



Utility batch post is unresponsive

Details

Status: WAITING FOR SUPPORT
Resolution: Unresolved

Issue   Investigation   Estimate

Customer Reference Number **: SYS 2102
Work Around **: none
Impact **: A few users are impacted. There are no known workarounds

People

Reporter: S&S - Internal Ticket

Dates

Created: 13/Sep/17 7:48 PM
Updated: 12/Sep/17 7:46 PM

Description

I've posted my utility bill batch # ABC217 at 1:00pm. The batch has been stuck on the posting process for a couple hours now. Could someone investigate?

Attachments

Activity

Comments

There are no comments yet on this issue

Escalation of Issues:

Escalation Path 8:00 AM – 5:00 PM Customer Local Time – Monday – Friday

If you do not receive a response within the given timeframe, please escalate to the next level.

Escalation Level – 1	S&S Support Desk	800.655.8810 or support@ssivt.com	Expected Response Time – 2 Hours *Showstopper Issue Response Time – 15 minutes
Escalation Level – 2	Manager of Support, Kiley Fletcher	802.735.6677 or kiley.fletcher@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes
Escalation Level – 3	VP, Operations, Kate Labor	802.233.2959 or kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes

After Hours Support Contact Info (If Purchased):

Methods of Contact for Client Support Desk

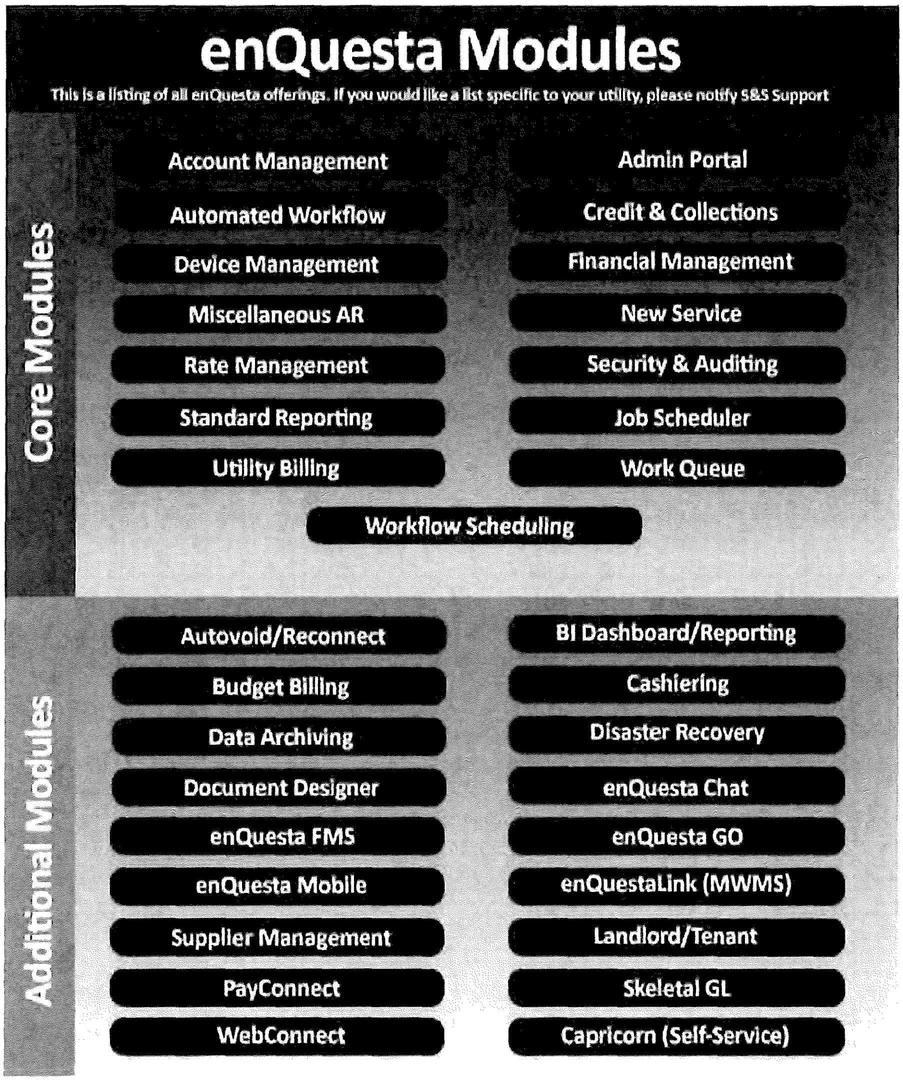
- Phone @ 800.655.8810
- Email – support@ssivt.com (please note that if an issue is sent to an individual team member or to any other e-mail address, S&S cannot guarantee a response)
- Please do not email if you have a showstopper issue

Escalation Path 5:00 PM – 8:00 AM Customer Local Time – Monday – Friday

If you do not receive a response within the given timeframe, please escalate to the next level.

Escalation Level – 1	S&S Support Desk	800.655.8810 or support@ssivt.com	Expected Response Time – 2 Hours *Showstopper Issue Response Time – 15 minutes
Escalation Level – 2	Manager of Support, Kiley Fletcher	802.735.6677 or kiley.fletcher@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes
Escalation Level – 3	VP, Operations, Kate Labor	802.233.2959 or kate.labor@ssivt.com	Expected Response Time – 1 Hour *Showstopper Issue Response Time – 15 minutes

enQuesta Modules



enQuesta Modules

This is a listing of all enQuesta offerings. If you would like a list specific to your utility, please notify S&S Support

Core Modules

- Account Management
- Automated Workflow
- Device Management
- Miscellaneous AR
- Rate Management
- Standard Reporting
- Utility Billing
- Admin Portal
- Credit & Collections
- Financial Management
- New Service
- Security & Auditing
- Job Scheduler
- Work Queue
- Workflow Scheduling

Additional Modules

- Autovoid/Reconnect
- Budget Billing
- Data Archiving
- Document Designer
- enQuesta FMS
- enQuesta Mobile
- Supplier Management
- PayConnect
- WebConnect
- BI Dashboard/Reporting
- Cashiering
- Disaster Recovery
- enQuesta Chat
- enQuesta GO
- enQuestaLink (MWMS)
- Landlord/Tenant
- Skeletal GL
- Capricorn (Self-Service)

Desktop Recommendations:

Work Station	Recommended System
Operating System	Windows 10 Microsoft Office 365 or 2016
Processor	7th Generation Intel® Core™ i7 Processor
RAM	16+ GB
Screen Resolution	1080P (1920 x 1080) Resolution
Disk	100 MB (free)
LAN Speed	100 Mbps
Browser	IE11 **
PDF Viewer	Acrobat Reader (latest ver. at the time of installation)

** IE 11 Compatibility View settings turned on.

Please note that S&S does not offer support related to Windows and other PC desktop system support, communications or infrastructure support.

Hardware/Operating System/Database Responsibilities Matrix

C – Customer; S – S&S; H – Off-Site Hosting				
		Customer Hosted	**S&S For Customer Hosted**	**Off-Site Hosting**
enQuesta Server Hardware	Responsibility for the setup and maintenance for the hardware that runs the enQuesta software and associated databases. Includes all contracted environments (Production, Train, Test, etc.)	C	S	H
Uninterruptible Power Supply (UPS)	All required hardware is powered through a monitored, uninterruptible power supply.	C	C	H
Internet Connection	Customers are required to have a broadband Internet connection. S&S-hosted environments include enterprise-quality, monitored Internet access.	C	C	H
Network	Set-up and maintenance of all network components, including firewall configuration and network connectivity.	C	C	C
VPN	A VPN connection must be set-up to allow S&S system access as needed.	S	S	H
Back-Ups	Set-up, maintenance and restoration from backups.	C	C	H
Operating System & Database Maintenance	Licensing, configuration and upgrade/patching of the OS and Database that power the solution.	C	S	H
Workstation PCs	The customer is responsible for the management and maintenance of all workstation PCs used to connect to enQuesta.	C	C	C
Additional On-Premise Hardware	The customer is responsible for the configuration, management and maintenance of any additional hardware installed on-premise.	C	C	C
Printers	The Customer is responsible for all printer configuration.	C	C	C

Other	The Customer is responsible for enQuesta user maintenance and general system administration. The Customer is also responsible for any file or report import/export to non-enQuesta servers.	C	C	C
System Monitoring	• Alerting of error conditions • Detection of changed files • Disk Storage Capacity • JBOSS – Up/Down, Memory and Thread use • Back-Up Completed/Failed • Oracle Up/Down • eRC Up/Down • IVR WebService • Tablespace monitoring to include space and fragmentation issues • WebConnect Availability • Server Paging Excessively • Number of Sessions Opened - Exceeds 2 Sessions/Per User (Additional Fee) • Access to Watchman Dashboard (Additional Fee)	S	S	S
Disaster Recovery Annual Test	If the customer has purchased a disaster recovery solution from S&Sin ~~place~~, S&S will review the Disaster Recovery Test plan with the customer and provide recommendations prior to the annual test. S&S will also participate in one annual test with the customer (additional fee). This test will need to occur over a weekend with production down and will need to be scheduled 3 months in advance of the desired date.	S	S	S

User Conferences/User Groups

October 31 - November 2, 2018
Chicago, IL | Hilton Chicago

Annual Customer Training Conference (formally known as the User Forum) Attendance: *The admission fee per attendee ranges between $850 - $1000 per person.

User Group Attendance:

Each customer can have as many employees attend/participate as they would like. S&S currently has two regional User Groups. Groups typically meet in person 1-2 times annually.

- *Pacific User Group* – Azusa, Redlands, Santa Ana, South Coast, Valencia, Ventura, Anaheim, Riverside
- *Regional User Group* – Arlington, Atlanta, Augusta, Clarksville, DeKalb, El Paso, EPB, Greensboro, Mobile, Metro, Montgomery, Akron, Central Arkansas Water, Detroit, Marquette, Milwaukee, Minneapolis, SEMCO, Freeport, Nassau, Tupper Lake, Massena, Wolfeboro, Unitil, Lexington

Executive Steering Committee (ESC):

The intent of the Executive Steering Committee is to have Executive-level (Director and above) representation (one Executive per utility) from our customer base that will:

- Provide advice, insight and assistance to S&S's direction
- Help S&S ensure our products and services meet the changing demands of the utility industry
- Ensure S&S is properly leveraging expertise and experience
- Ensure S&S has the proper structure, processes and communication mechanisms to meet expectations
- Assist in our mutual successes and a win-win situation

* The intent is to have two meetings per year (WebEx/Face-to-Face).

Product Changes and Enhancements

Maintenance Releases:

Our main priority in regards to maintenance releases is production environment stability. Our methodology allows customers to on a specific version level between upgrades but also have the ability to be on the most current version "head" level; this allows us to maintain a single set of source code for each of the supported enQuesta versions. The thought is customers can stay on "their" level and opt to take releases as they are made available; never take a release unless as required for a speicifc modification they want/need; or remain on "their" level until they opt to move forward with an upgrade.

ALL customer sources will be managed at S&S. Each developer will follow a defined standard processes for deployments of required code. The MR creation process will be an automated process versus requiring a manual tag movement which has been a root cause of issues with deployments (to date, because of the manual requirement, human error has resulted more times than not);

We will only be delivering code enhancements/fixes which will result in MRs comprising of about 25 TTPs to test.

Modifications/Quote Requests:

S&S requests that in cases of specific custom requests (*modification, customization, new features, new interfaces, and enhancements*) from a customer, the entire scope of such a request should accompany the inquiry. A TTP will then be created and S&S will then validate the written scope document. A Business Requirements Document (BRD) will accompany the Quote document as required. S&S requires sign-off on both the BRD and quote document to officially begin work.

A maintenance release is typically required for all new functionality. S&S will notify the customer as to which maintenance release the new functionality will be part of. As with all maintenance releases, the deployment will first be delivered to the customer's Test/Train environment. Once successfully tested, the maintenance release will then be deployed to the customer's Production environment.

If the modification requested does not require an MR, it is expected that the customer will test the modification in their train environment within 30 days of receipt. When a modification remains in a customer's train environment beyond 30 days, there is a risk of the work being over-written by the deployment of MRs, train refreshes, other code deployments, etc.

After the new functionality has been delivered to the customer's Test/Train environment, the remaining invoice amount will be billed.

*Please note that if a maintenance release is required for this new functionality, the customer must be up-to-date on their maintenance release deployments.

Upgrades:

Customers will upgrade to a new release of enQuesta at their discretion. Customers never incur additional enQuesta software license fees with each upgrade, meaning the software is only purchased once. However, there will be fees related to the various services necessary to perform an upgrade such as travel, training, the configuration of additional modules, or hardware upgrades based on your current operating environment and future requirements.

enQuesta is upgraded in its entirety, rather than by module, and any enhancements provided to the customer are maintained through each new version of software. Major releases of enQuesta are deployed every 24-36 months. S&S encourages customers to upgrade periodically in order to gain new enQuesta functionality and maintain current technology. This is typically a 9+ month project.

Hourly Rates:

- 2018 - $185
- 2019 - $195
- 2020 - $205

Systems & Software 2018 Holiday Calendar:

Date	Holiday
1/1/2018 – Monday	New Year's Day
2/19/2018 – Monday	President's Day
5/28/2018 – Monday	Memorial Day
7/4/2018 - Wednesday	Independence Day
9/3/2018 – Monday	Labor Day
10/08/2018 - Monday	Columbus Day
11/22/2018, 11/23/2018 - Thursday & Friday	Thanksgiving
12/24/2018, 12/25/2018 – Monday & Tuesday	Christmas

Systems
& Software

Systems & Software, Inc.

City of South Bend ISA Exhibit 4
CIS Implementation
Statement of Work

Document Version 1.7

November 27, 2018

Confidential Material Enclosed - This document includes information that Systems & Software, Inc. (S&S) considers to be confidential, trade secrets, and proprietary information. Unless as required by law, it shall not be disclosed outside South Bend (Customer). The Customer, for purposes of this provision, shall include any consultants assisting in the evaluation of this document.

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Revision History

Date	Version	Description	Author
06-11-2018	1.0	Initial SOW for Customer Review	S&S
07-18-2018	1.1	City edits for S&S review	South Bend
07-26-2018	1.2	S&S edits for customer review	S&S
08-03-2018	1.3	S&S edits for customer review	S&S
08-20-2018	1.3A	S&S edits for customer review	S&S
09-05-2018	1.4	S&S edits for customer review	S&S
10-24-2018	1.5	City cleanup for S&S review	South Bend
11-09-2018	1.6	City edits for S&S review	South Bend
11-14-2018	1.7	S&S edits for customer review	S&S

1 OVERVIEW

Systems and Software, Inc., a division of N. Harris Computer Corporation ("S&S"), is pleased to present this Statement of Work (SOW) to the City of South Bend (Customer). This SOW is only valid as an attachment to the signed Information System Agreement (ISA) between S&S and the City of South Bend.

This SOW defines the S&S enQuesta Customer Information and Utility Billing System that will be implemented to replace the legacy system currently in use as well as the associated technical project management and implementation services. The responsibilities of both South Bend and S&S throughout the duration of the Project are also detailed.

S&S and the City of South Bend agree to cooperatively manage the cost, schedule, and scope of the project.

1.1 DEFINITIONS

Refer to Appendix A – Definitions.

1.2 BACKGROUND

The City of South Bend, through their Department of Public Works, Division of Utilities, provides water services to approximately 43,000 customer utility accounts. Meters are read by a drive-by Advanced Meter Reading (AMR) system utilizing Badger Orion technology. The meter reads are then used to process water billing in NaviLine billing software.

The City currently uses the SunGard NaviLine application, Version 9.1.15.3, as the enterprise resource planning (ERP) solution across all departments. In this capacity, NaviLine is used to manage human resources, financial, payroll, purchasing, and a host of other business functions performed within the City. Within the utility department specifically, NaviLine is used as the customer information system (CIS) by providing a full set of utility billing, customer account management, and payment processing functions.

The City of South Bend Utilities primarily utilize the Badger Beacon automatic meter reading (AMR) system. The City uses Badger Orion CE AMR endpoints, and is currently piloting the ME endpoints. Meter reads are gathered by a meter reader who drives the meter routes and gathers reads via a laptop computer which is connected to the meter reading gateway via a COM connection to the laptop.

The City's 311 call center currently uses Dynamics CRM Online 2016 to manage interactions with all City residents, including Utility customers, and is developing an upgrade to this system based in Dynamics 365 CRM Version 9.0. The City intends to keep 311 involved in Tier 1 communications with all customers through the Dynamics 365 platform, including Portal for Dynamics 365. Portal for Dynamics 365 will be the online source for City residents to submit all service requests.

The City owns and operates nine well fields and treatment facilities, with a theoretical combined rated production capacity of 77.2 MGD. Treated water is pumped throughout 580 miles of distribution system piping, and serves a population of approximately 101,000.

1.3 SCOPE

The scope of the Project will include the implementation of enQuesta. This Solution will contain software applications to provide Account and Customer Management, Rates and Calculation, Billing, Collections Management, Service Orders and Inventory, Mobile Work Management, Customer Web Self-Service, Business Intelligence and interfaces to designated systems.

Project scope is limited to the products & services identified in the Information System Agreement including all of its Exhibits, Attachments, and incorporated documents. Items not specifically identified in the Information System Agreement are considered out of scope.

1.3.1 PROJECT DURATION

The duration of this project is expected to be 14 months (11 months from project initiation to Go Live, plus 3 months of post Go-Live support) although this is subject to change based on the mutually agreed upon project plan.

1.3.2 SOFTWARE MODIFICATIONS

No software modifications have been identified as being necessary to meet the South Bend RFP requirements. Any additional customizations identified during the analysis and design will be processed through the Change Order process.

1.3.3 INTERFACES

Interfaces have been identified by S&S and are referenced in ISA Exhibit 1 – Budget Detail and Notes and Section 6 (6.1.2) of this Statement of Work.

1.3.4 DATA CONVERSION

The following details the type of data that is in scope for conversion.

Data to be Converted

The following information will be converted:

Data Conversion Object	Description
Memos, Notes, and Contact Records	All memos, notes, and contact records (i.e. calls, notes and comments) related to other converted objects such as service orders, utility accounts and customer accounts. This does not include audio call recordings.
Field Service workers and Billing System operators	All field service worker and billing system operators records needed to support the utility billing system, including historical records.
Customers	All active and inactive customers and related contact information.
Accounts	All active accounts, any account with a non-zero balance, and any write-off account that still has collectable debt; and six years' of history associated with those accounts.
Premises and Service Points	All utility service addresses.
Dunning	All dunning history for converted accounts to be converted as notices sent and/or credit events.
Financial History - Payments, Billings, and Adjustments	Six years of financial transaction history for converted accounts. Billings will be converted as standalone transactions, and not integrated with other converted histories.
Rates	All active rates including six years of historic rates..
Meter and Device Inventory: Installed and Stores	All installed meters for converted accounts, and all meter inventory.
Meter Reads and Consumption History	Meter read routes and six years of meter read history for converted accounts.
Service Order History	Six years of history relevant to meters and accounts in the system.
Deposits, Autopay	All deposits and autopay.
Documents and Attachments	Six years of electronic documentation and attachments for converted accounts.