

<b>Client</b>	Indian River County	<b>Client Contact</b>	Rita Strickland
<b>Project Manager</b>		<b>Prepared By</b>	Yusuf Jiwajee May Yang
<b>Reference Number</b>	AT31276	<b>Case Number</b>	
<b>Quote Effective Date</b>	January 8, 2019	<b>Client PO</b>	
<b>Description</b>	Statement of Work (SOW): Bill Print for New Rate Structure		

## Estimate

The costs related to successfully completing the SOW is estimated to be \$4,200.00 USD. The time required to successfully complete the SOW is estimated at 20 hours, charged at a rate of \$210.00 USD per hour.

Services	Quantity/Hours	Rate	USD	Total
Bill Print	15	210	\$	3,150.00
Testing	5	210	\$	1,050.00
<b>Sub-Total</b>	<b>20</b>		<b>\$</b>	<b>4,200.00</b>
<b>Total</b>			<b>\$</b>	<b>4,200.00</b>

## Client Description

Indian River County has requested a statement of work to modify their existing Bill Print Template to reflect the new 2019 rate structures, effective from Mar 1st 2019.

## Proposed Solution

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

- 20 hours is allotted to review and modify the existing Bill Print to reflect the new rate changes
- Test the new Bill Print to make sure that all rates are correctly shown on the new Bill Template

## Assumptions

The following lists the assumptions made for this specific SOW:

- This Bill Print SOW is only associated with the new Rate Change SOW – AT#28304
- In the event additional hours are required to effectively complete this, a request will be made for the amount of hours needed
- Advanced will not schedule refreshes so as not to conflict with SOW's AT32518 and AT28304
- If the system is refreshed without notifying Advanced Utility Systems 72 hours prior to the system refresh, Indian River County will be responsible for all costs associated with reconfiguring the system

## Payment Terms

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

## **Conditions**

The following are the conditions for this SOW:

- Advanced, under this SOW, will lead and perform the required activities to implement this SOW
- In the event the scope of work changes or there are new requests, additional hours will be required
- If advised by Advanced, Client will complete a refresh of their TEST environment prior to the commencement of work under this SOW
- Client is responsible to test the outcome of the changes and ensure that Advanced is promptly advised of any changes that may be required
- Specified hourly rate pertains only to work performed during Advanced's regular business hours
- If desired by Client, Advanced may execute a portion of this SOW during extended, weekend or holiday hours at a premium hourly rate of \$380
- Notice of cancellation of work under this SOW must be received in writing
- Client is responsible for the payment of any/all hours utilized prior to the receipt of cancellation notice, which will be invoiced
- Except as amended by this SOW, the Master Agreement shall continue unamended in full force and effect
- Each party hereto agrees, acknowledges and confirms that, except to give meaning and effect to the amendments set forth in this SOW, the Master Agreement remains in full force and effect, are hereby ratified and confirmed in all respects and are binding upon the parties thereto and their successors and permitted assigns
- Each party hereto confirms and agrees that this SOW does not constitute a waiver of any breach of any term, representation, warranty or condition of the Master Agreement on the part of the other party

## **Expenses**

If expenses are incurred by Advanced to provide services outlined in this statement of work, Advanced staff will be using a meal per diem of \$70 per weekday, and \$125 per weekend day or holiday which will be billed to Client, and will not be required to submit receipts. All other expenses will continue to be billed on actual-basis (i.e., airfare, hotel, car rental, fuel, mileage, travel time, etc.), and will be required to submit receipts.

## **Escalation Process**

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

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

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

1. Engagement Resource (Technical Specialist, Implementation Specialist, Application Consultant)

2. Engagement Manager (Project Manager)
3. Engagement Sponsor (Manager of Client Services)

**Standard of care/warranty disclaimer**

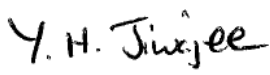
The standard of care applicable to the Professional Consulting / Information Technology (PC/IT) services arising under this SOW will be the degree of skill and diligence normally employed by PC/IT consultants performing the same or similar services. No further warranty of guaranty, expressed or implied,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

**Notes**

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

**Authorization**

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

Authorized by Indian River County:	Authorized by Advanced Utility Systems:
   <hr/>	 Jan. 8, 2019 <hr/>
Name/Date	Name/Date