

Client	Indian River County	Client Contact	Rita Strickland
Project Manager		Prepared By	Yusuf Jiwajee May Yang
Reference Number	AT32518	Case Number	
Quote Effective Date	Jan 08 2018	Client PO	
Description	Statement of Work (SOW): Onsite Training and Assistance		

Estimate

The costs related to successfully completing the SOW is estimated to be a total of \$20,000.00 USD plus travelling expenses as incurred.

Client Description

Indian River County is requesting a statement of work for 2 Onsite visits by AUS Technical staff. One onsite visit will be to provide Rates Training using current rate change scenarios and work through the new rate change required and the second onsite visit will be to roll out and provide information about new rates configuration requested in AT28304.

Proposed Solution

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

- An AUS Technical Consultant will be onsite (first visit) to provide training on the Rates and related control forms in CIS V3, in addition to work through the new rate change required. And (second visit) will be to roll out of rate changes requested in AT28304
 - The 1st onsite visit will be during early end of Jan / beginning of Feb 2019 for 1 week (4 Business days)
 - The 2nd onsite visit will be scheduled anytime between end of Feb 2019 and end of March 2019 for 1 week (4 Business days)

Assumptions

The following lists the assumptions made for this specific SOW:

- The exact dates of both the Onsites are still to be determined upon mutual agreement by Indian River and AUS

Payment Terms

This SOW will be billed as per Payment Milestones below:

- 50% of the payment is due upon signing prior to commencement of this SOW
- 25% of the payment is due upon booking the first onsite visit
- 25% of the payment is due upon booking the second onsite visit

Conditions

The following are the conditions for this SOW:

- Advanced, under this SOW, will lead and perform the required activities to implement 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
- 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
- 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
- Additional request will require a Change Order

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:
	Y. H. Jirjee Jan 8, 2019
Name/Date	Name/Date