



UPM
UTILITY PROCESS MANAGEMENT

UPM Proposal



PRICING MODEL - SCHEDULE 1

The quotation outlined below details the startup AND ongoing costs associated with **Utility Process Management (UPM)**. The UPM ecosystem is designed to help your office operate substantially more efficiently and effectively by eliminating the need to prepare billing and delinquent statements, increasing automated customer payments and billing processes, encouraging customer self-service, automating field communications, and much more.

With UPM, you can access the ALLIANCE™ cloud application from any internet-equipped computer.¹ This eliminates the need for an on-premise application server and other associated costs such as separate software support charges.

In return for a monthly service fee, USS agrees to provide UPM services for thirty-six (36) months:

***Estimated* Recurring Utility Billing Monthly Fees:**

Estimated UPM with TPM Monthly Fee	\$ 8,057.92
<i>Monthly Charges Estimated at \$1.69/Account for ~4,768 Accounts</i>	
10 Total Named User Licenses (Add \$99 for Each Additional)	

Additional Recurring Monthly Application Fees:

General Ledger, Accounts Payable, Purchase Orders, Asset Management & Commercial Accounts Receivable	\$ 350.00
Payroll with Direct Deposit	\$ 150.00
2 Total Named User Licenses (Additional Add -\$99 ea.)	\$ 0.00

Monthly Financial Application Credit **\$ (500.00)**

Total Monthly Application and Service Charges: \$ 8,057.92

Initial Fees:

Initial Setup Fee	\$ 1,500.00
ALLIANCE™ Setup and Technical Services ² (UPM)	\$ 9,650.00
Setup, application configuration, and training (estimated 20 hours) ³	
Hourly rate of \$175/hr (48); travel \$425/trip (1); daily per diem \$275/day (3).	
Services will be billed as they are rendered. ⁵	
<i>Should onsite services be requested, travel and daily per diem charges will apply.</i>	

Utility Data Conversion with History (~4,768 accounts)⁶ \$ 7,384.00

Original Software Purchase Credit \$ (4,870.00)

Total Initial Fees: \$13,664.00



Included at no additional charge:

- 12 total named user licenses and 12 GB storage
- Utility CIS, utility billing, and delinquent fulfillment including statements, envelopes, return envelopes, and postage
- Counter Receipts & website
- Annual software support and maintenance
- Credit card processing, credit card fees (passed to the consumer as a service fee), and ACH bank drafts
- Meter Reading System interface
- Mobile Field Service (MFS)
- Customer Web Portal with self-serve account setup and controls
- IVR for both incoming and outgoing calls allowing inbound phone payments and outbound delinquent notifications by phone
- TPM by United Systems network management services, including automated offsite backups
- Microsoft 365, email, and phone service
- Alliance™ Financial Applications
- Dedicated UPM Customer Manager
- United Systems Provided Marketing Campaigns
- Ongoing UPM Metric Tracking & Quarterly Benchmark Updates

Not included:

- ACH fees charged by the bank
- MFS phones or tablets (iOS, Android, and Windows devices)
- Counter Receipts hardware: printer (\$1,200 each) and barcode scanner (\$325 each)
- Credit card terminals (\$475 each)

Quotation Footnotes and Considerations:

¹ Cloud services require the utility to facilitate adequate Internet access/bandwidth for optimal performance.

² ALLIANCE™ technical services are **estimates** and may vary upon service delivery. This estimate is based on the anticipated complexity of the project, and service times may vary depending upon the number of trainees, training pace of the trainees, etc. USS will only bill for the actual service time rendered. All services are to be delivered during USS' standard service window (8AM-4:30PM, Monday through Friday, excluding USS holidays).

- Standard USS service rates: \$175/hr, \$275/daily per diem, and travel of \$425/trip.
- These services do not include premise wiring considerations. Should premise wiring be required for network installation, quotations will be quoted once a site walkthrough is performed as they are quoted on a case-by-case basis.


³ REMOTE training and technical services. One- or two-hour training session blocks are recommended. All training sessions are to be scheduled in advance of calling and delivered within USS' standard service. If an onsite visit is required, USS charges \$175 hourly while onsite, \$425 per trip, and \$275 daily per diem if overnight stay will be incurred.

⁴ Network service estimates based on onsite audit and necessary modifications to customer network to ensure network security and functionality.

⁵ 3rd party solutions (such as bank draft/ACH, credit card integration, meter reading systems, mapping systems, IVR) may require additional services that include technical dialogue with the 3rd party vendor, process testing, data verification, and end-user training. Required technical services for deployment will be established hourly rates and conditions.

⁶ Initiation of services as outlined above requires execution of UPM contract with agreement between USS and the utility.



 *MINIMUM* System Requirements	
Database*	<ul style="list-style-type: none"> Microsoft Standard SQL 2016 SP1 or later
Port	<ul style="list-style-type: none"> USB 2.0 port
Server	<ul style="list-style-type: none"> Xeon E3-1220 v6 3.0 GHZ 4/C 4/T Windows Server 2012 R2 Foundations or Essentials for server with a domain environment. 32GB RAM, 500GB of free disk space
Workstation*	<ul style="list-style-type: none"> 2.4 GHz, dual-core processor (quad-core preferred, 7th generation i5 or better, 64 bit only), 16GB of RAM, 50GB of free disk space Windows 10 Pro (64 bit only)
Display	<ul style="list-style-type: none"> 1024 X 768 resolution VGA color monitor (1920 X 1080 preferred)
Technical Support	<ul style="list-style-type: none"> A high-speed (25 down/5 up) Internet connection
Additional Hardware*	<ul style="list-style-type: none"> High-quality Laser Printer with four-direction adjustable registration settings (E.g. a Lexmark MS822dn) If applicable, Epson Receipt Printer (TM-H8000V network version only) High-quality Data Backup Device with scheduling (E.g. loSafe Rugged Portable 1 TB hard drive) High-quality Battery Backup Device with Conditioner for all Workstation & Servers USB 2.0 port (3.0 or higher preferred for loSafe Drives) Microsoft mouse or compatible pointing device 100/1000 Network Card & 100/1000 Network Switch if operating in a network environment
Mobile Field Service	<ul style="list-style-type: none"> This application requires true server-grade hardware operating with Windows Server & SQL Server A static IP address is required from the utility's ISP for MFS deployment. Mobile Device Requirements: <ul style="list-style-type: none"> GPS Enabled Cellular Enabled Minimum 10GB free storage Any iOS, Android, or Windows 10 mobile device still supported by the manufacturer*
Network	<ul style="list-style-type: none"> Static IP address The capability of forwarding ports in network router software Access through any firewall to achieve outside communication to the Alliance service
Cloud Requirements	<ul style="list-style-type: none"> A high-speed (25 down/5 up) Internet connection Windows 10 (64 bit-only) Parallels RDP connection VPN
* Footnotes	<p>* Not Supported: Windows 'Home' variant operating system, SQL Server 'Express' license format, Impact matrix printers</p> <p>* iPhone 7 and older iPhones not supported</p>