UPM Proposal

PRICING MODEL - SCHEDULE

Date Issued: **05.19.2023**
Valid 60 Days

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 $ 4,563.00
Monthly Charges Estimated at $1.69/Account for ~2,700 Accounts
6 Total Named User Licenses (Add $99 for Each Additional)

Total Monthly Application and Service Charges: **$ 4,563.00**

Initial Fees:

Initial Setup Fee $ 1,500.00

ALLIANCE™ Setup and Technical Services [2] (UPM) $ 12,085.00
Setup, application configuration, and training (estimated 48 hours) [3]
Hourly rate of $250/hr (48); travel $85/trip (1); daily per diem $275/day (0).
Services will be billed as they are rendered. [5]
Should additional services be required, travel and daily per diem charges will apply.

Networking Setup and Technical Services [2] (Technology Process Management) $ 10,085.00
Setup, application configuration, and training (estimated 40 hours) [3]
Hourly rate of $250/hr (40); travel $85/trip (1); daily per diem $275/day (0).
Services will be billed as they are rendered. [5]
Should additional services be required, hourly rate, travel and daily per diem charges will apply.

Counter Receipts Conversion $ 400.00

Service Orders Conversion $ 600.00

Utility Data Conversion with History (~2,700 accounts) [6] $ 6,350.00

Original Software Purchase Credit   *$ (3,990.00)*

Total Initial Fees: **$27,030.00**

Included at no additional charge:
- 6 total named user licenses and 6 GB storage
- Utility CIS, utility billing, and delinquent fulfillment including statements, envelopes, return envelopes, and postage
- Counter Receipts
- Utility 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 allowing inbound phone payments and account information[7]
- TPM by United Systems network management services, including automated offsite backups
- Microsoft 365, email, and phone service
- 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: $250/hr, $275/daily per diem, and travel of $85/trip.
- These services do not include premise wiring considerations. Should premise wiring be required for network installation, quotations will be quoted once a site walkthough 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 $250 hourly while onsite, $85 per trip, and $275 daily per diem if overnight stay will be incurred.

[4] Network service estimates are based typicaly project complexity. Following onsite audit, necessary modifications to customer network to ensure network security and functionality may be required - additional hardware and services may be required.

[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 agreeance between USS and the utility.

[7] IVR allowing outbound notifications for delinquent accounts or boil water notifications by phone are an extended service and not included. UPM customers will be billed once a 20% aggregate customer count threshold is exceeded within a given month. The rate for exceeding the 20% aggregate customer count threshold is $.19/minute per outgoing call.

MINIMUM System Requirements

Cloud Access	- High-speed (50 Mbps down/50 Mbps up minimum) Internet Connection - Windows 10 (64 bit-only) - Parallels RDP Connection - VPN
Workstation*	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	1024 X 768 resolution VGA color monitor (1920 X 1080 preferred)
Technical Support	A high-speed (50 Mbps down/50 Mbps up or better) Internet connection
Additional Hardware*	- If applicable, Epson Receipt Printer (TM-H6000V network version only) - USB 3.0 or higher - Microsoft mouse or compatible pointing device 100/1000 Network Card & 100/1000 Network Switch if operating in a network environment
Mobile Field Service	- 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: - GPS Enabled - Cellular Enabled - Minimum 10GB free storage - Any iOS, Android, or Windows 10 mobile device still supported by the manufacturer*

MINIMUM System Requirements

Network	- Static IP address - The capability of forwarding ports in network router software - Access through any firewall to achieve outside communication to the Alliance service
* Footnotes	* Not Supported: Windows 'Home' variant operating system, SQL Server 'Express' license format, Impact matrix printers * iPhone 7 and older iPhones not supported

![Efexsys logo]

Quotation

Merchant Customer:
Lyon County Water District
5464 HWY 62 West
Kuttawa, KY 42055

Prepared By:
Dana Fennell, Efexsys Reseller
P.O. Box 547 – 91 Southwest One Blvd, Benton, KY 42025
Phone: 270.527.3293 - Email: danaf@united-systems.com

Date: May 19, 2023

Proposed Fee Schedule- Service Fee Model

Online Payment Portal, Point of Sale, & IVR– Visa, Mastercard, American Express, Discover	
Credit / Debit Card	
	$0 - $50
Fee	$2.50 Flat Fee
	$51 - $5,000
	+ 2.8%*
e-Check	$1
*maximum allowable charge $5,000	
*2.8% applies to all amounts over $50 less the first $50 spent. Eg. $100 charge = $2.50 + (100-50) x 2.8%	
General— Upon successful settlement, Efexsys will deposit funds into appropriate customer bank accounts within 48 hours.	

Services	
Set-up - Online Payment Portal	Included
Set-up - IVR Payment Portal	Included
Set-up - Point-of-Sale (POS)	Included
General— Upon successful settlement, Efexsys will deposit funds into appropriate customer bank accounts within 48 hours.	

Footnotes & Considerations

1. One credit card terminal will be provided to the utility at no cost. Should the utility require additional credit card terminals, those will be billed at the one-time fee of $475 for each terminal.

Authorization—Merchant Customer agrees to the proposed rates and conditions. Merchant Customer also agrees this is a complete and exclusive statement of Agreement between the parties, which supersedes all implied, oral, and written communications between the parties. This Agreement shall be effective as of this ___ day of _____, 202____.

Merchant Customer _____   Contact Name & Title:_____

Signature: _____   Purchase Order Number: _____

United Systems & Software, Inc. | www.united-systems.com | P.O. Box 547 | 91 Southwest One Blvd | Benton, KY 42025 | Corporate Phone: 800.455.3293

Budgetary Quotation For—   **Date: 05.19.2023**
Lyon County Water District   Valid 60 days
5464 US HWY 62 West
Kuttawa, KY 42055
Ph: *270.388.0271*

Respectfully Submitted,

Dana B Fennell

Dana Fennell

Alliance G5 Migration

1	ALLIANCE™ Utility Management System UMS Software Suite G5 license for up to 3,000 customers[1] Includes Unlimited User Licenses, On-Line Help, Meter Tracking, Deposits, Misc Receipts, Bad Debts, Attachments, ACH Drafts[1], Outsource Billing[1], & Handheld Interface[1]. 1st Year Maintenance Included, 2nd Year Maintenance: <u>$4,000.</u>	$	0.
1	ALLIANCE™ Counter Receipts[1] CR Software Suite G5 license for up to 3,000 customers 1st Year Maintenance Included, 2nd Year Maintenance: <u>$1,250.</u>	$	0.
1	ALLIANCE™ Counter Receipts Conversion	$	400.
1	ALLIANCE™ Service Orders Conversion	$	600.
1	Utility Management System (UMS) Data Conversion Services for Current & Historical Data[3]– Estimated 2,700 accounts (G4)	$	6,350.

Alliance Training Services

1	ALLIANCE™ Setup & Technical Services[2]: Setup, Application Configuration & Training; *estimated 48 hours.* Hourly rate $250/hr(48); Travel $85/trip (1); Daily Per Diem $275/day(0). Services will be billed as they are rendered. [2]	$	12,085.
1	Microsoft SQL Server 2019 Govt – License – 1 License Microsoft Open License – Single Language	$	915.
5	Microsoft SQL Server 2019 – License – 1 User CAL – Volume – Microsoft Open License $206 per User CAL	$	1,030.

ESTIMATED SYSTEM INVESTMENT: **$ 21,380.
2nd Year+ Maintenance: $5,250.

Quotation Footnotes & Considerations-

1. <u>3rd Party solutions</u>, (such as Bank Draft/ ACH, Credit Card Integration, Meter Reading Systems, Mapping Systems, IVR) may require additional services that include technical dialogue with 3rd party vendor, process testing, data verification & end user training. Required technical services for deployment will be established hourly rates and conditions.

<u>SQL Server</u> **is required for the G5 application suite, which is scheduled at $915 for server plus $206 per user.**

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 thru Friday, excluding USS Holidays).

These services do not include premise wiring considerations. Should premise wiring be required for the network installation, quotations will be quoted once a site walk-though is performed as they are quoted on a case-by-case basis.

3. Under this proposal we will be providing electronic data conversion services for current Utility customer data and historical Utility customer data. The Utility is responsible for checking the accuracy of converted data, rates, etc. Our proposal does not include any 3rd party company fees from existing Utility Billing Software provider or Hardware providers.

4. REMOTE Training & 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 window (8AM-4:30PM CT, Mon-Fri, excluding USS Holidays). If an onsite visit is required, charges of $175 hourly while onsite, a $680 trip charge & $275 daily per diem if overnight stay will be incurred.

Agreement Addendum:

Client acknowledges this Agreement Addendum has been read and understood, and agrees to be bound by its terms. Client further agrees that this is a complete and exclusive statement of Agreement between the parties, which supersedes all implied, oral, and written communications between the parties relating to this Agreement. This Agreement Addendum shall be effective when signed by both parties. This Agreement Addendum is entered into as of this ___ day of _____, 20_____. This is an Addendum to Original Agreement on file.

United Systems & Software, Inc.   **Lyon County Water District**

Dana B. Fennell,

By / Title:_____   By / Title: _____