

## STATEMENT OF WORK AND PROPOSAL FOR HOLLYWOOD, FLORIDA

### 1. Executive Summary

The City of Hollywood, Florida (“Hollywood” or “Customer”) is currently proceeding with the replacement of approximately 40,000 existing meter registers in Hollywood’s system that currently are attached to MTUs provided by Aclara. The current registers will be replaced with Neptune Technology Group Inc. (“Neptune”) R900i Enhanced Registers. In support of this implementation Neptune will provide certain reporting functions for Hollywood using Neptune’s current software reporting infrastructure. In addition, Neptune will engage in discussions with Hollywood’s electronic bill presentment/payment and web portal vendor, Paymentus Corporation (“Paymentus”) for purposes of Neptune providing access to and custom configuration of Neptune software application program interfaces (APIs). These APIs will be utilized to permit Hollywood or it’s utility customers to receive certain alerts or reports generated by the Paymentus web portal based on data transmitted by the Neptune R900i Enhanced Registers (collectively, the “Project”). Neptune offers to proceed with the Project if Hollywood chooses to accept this Statement of Work (“SOW”).

### 2. Development of Reports and APIs

#### 2.1 Reports

Neptune will configure the Neptune software to generate or permit the generation of the following reports and notifications for Hollywood:

a. Daily Missing Reads report.

- Current Hollywood process:
  1. Not defined.
- Hollywood requirements:
  1. Generate a report should from the Neptune Database and will list any account that has not had a read in 10 days. Neptune will send the report to a group e-mail account using the City’s Microsoft Outlook Exchange system.
- Assumptions:
  1. Report is being sent to a single outlook email group.
  2. Utilize existing Missed Read Report.
- Proposed solution:
  1. Utilize V5.5 N\_SIGHT PLUS Reporting module to configure and generate Missed Read Report based on 10 day rule daily and send to email group.
- Cost:
  1. No Charge (standard functionality).

b. Daily Missing Reads Shut Off Accounts report.

- Current Hollywood process:
  1. Custom program developed by Hollywood IT to access Munis Database to get a list of accounts that are in Shutoff status and then query the Aclara Reads Database to determine if there were any missed reads for that day (we are looking for tampering issues). Subsequent report is to a group e-mail account using the City's Microsoft Outlook Exchange system.
- Hollywood requirements:
  1. Send shutoff status in the V4 route file that is imported monthly.
  2. Utilize Event processing module to look for missed reads from any accounts with the shutoff status indicator.
  3. Send result set via email to Outlook email group.
- Assumptions:
  1. Shutoff status is sent once per month in the reading route file.
- Proposed solution:
  1. Utilize V5.5 N\_SIGHT PLUS Event Module.
  2. Develop and implement a query to perform actions above using v5.5 Event Query builder option.
- Cost:

\$1,200

c. Negative Consumption Report.

- Current Hollywood process:
  1. Not Provided.
- Hollywood requirements:
  1. Provide a report showing all accounts with negative consumption.
  2. Send the report to a group e-mail account using the City's Microsoft Outlook Exchange system.
- Assumptions:
  1. Report is being sent to a single outlook email group.
  2. Utilize existing N\_SIGHT PLUS Reverse Flow Report.
- Proposed solution:
  1. Utilize V5.5 N\_SIGHT PLUS reporting module to generate Reverse Flow Report.
  2. Utilize report scheduler to generate and send report daily to a specified email group.
- Cost
  1. No Charge (standard functionality).

d. Consumption Data Report

- Current Hollywood process:
  1. Report provided for selected areas of Hollywood through use of folio numbers to totalize consumption based on folio number.
- Hollywood requirements:
  1. Need to be able to generate a report to totalize consumption for selected areas of the city based on folio numbers.
- Assumptions:
  1. None.
- Proposed solution:
  1. Munis to pass folio value in the V4 route file in Office field to N\_SIGHT PLUS.
  2. N\_SIGHT PLUS creates groups automatically at the Office level. These groups could then be totalized by the Consumption Report (daily or hourly).
  3. No changes to current reporting functionality are anticipated.
- Cost:
  1. No Charge (standard report functionality).

## 2.2 APIs

Neptune will configure the Neptune software to utilize existing APIs and modify same to provide any available additional data needed for Paymentus processing for the following items:

a. HWC E-mail Notification.

- Current Hollywood process:
  1. Not Provided.
- Hollywood requirements:
  1. Send an e-mail notification to the customer if the Neptune system notes High Consumption on an account. Need to be able to interface with the City's Microsoft Outlook Exchange system to send out these e-mail notices.
- Assumptions:
  1. Munis to implement N\_SIGHT V4 route file with all needed fields.
- Proposed solution:
  1. Munis will pass any available email addresses to be used for the email letter in Neptune V4 route file.
  2. Utilize V5.5 N\_SIGHT PLUS Event Module to create a query for high read result set based on customer configured high use rule within the Event module.
  3. Neptune to provide current Leak Alert API and enhance it to add email address field as an optional output parameter.

4. Paymentus will utilize Leak alert API to retrieve list of accounts at a determined interval for mass emails.

- Cost:
  1. \$2,000

b. HWC Daily Report.

- Current Hollywood process:
  1. Not Provided.
- Hollywood requirements:
  1. Report to list the accounts HWC E-mail Notifications were sent to. This report could be run by anyone needing this information
- Assumptions:
  1. None.
- Proposed solution:
  1. Paymentus will create this report. No effort required of Neptune.
- Cost:
  1. Not Applicable.

c. HWC Notification History Report.

- Current Hollywood process:
  1. Not Provided.
- Hollywood requirements:
  1. Report to be run and used by Customer Service Personnel to determine if a HWC Email notification was sent to a customer.
- Assumptions:
  1. None.
- Proposed solution:
  1. Paymentus would create this report. No effort required of Neptune.
- Cost:
  1. Not Applicable.

d. Daily consumption file report.

- Current Hollywood process:
  1. Not Provided.
- Hollywood requirements:

1. Provide daily consumption data for all customers to be used within Paymentus bill presentment portal.
- Assumptions:
    2. Current Neptune consumption API will be used without modifications.
  - Proposed solution:
    1. Utilize Neptune API to query the Neptune system on demand from the Paymentus portal. This would provide up to minute detail with no data replication requirements and ensure the data presented is exactly what is stored in the AMI system.
    2. No changes to current Neptune APIs are anticipated.
  - Cost:
    1. No Charge (standard API functionality).

### 3. Cost Proposal

The projected cost of this project is as follows:

Item #	Part Number	Description	Unit Cost	QTY	Total
1	13548-004	Neptune Utility API Lic* (includes 8 hrs of professional services)	\$3,500	1	\$3,500
2	13548-201	Neptune Utility Professional Services (to be provided if needed)	\$195/hr	0	0
3	N/A	Cost for Section 2 above	\$3,200	1	\$3,200
			Grand Total		\$6,700

Total delivery time (from initiation) is estimated to take one (1) months.

### 4. Estimated Schedule

The Project will commence upon (1) acceptance of the SOW and (2) receipt of PO but no sooner than July 6, 2016. Completion is scheduled for one (1) months from start date.

**5. Issues and Risks**

- a. Validation of the reports will only be performed on Neptune R900i Enhanced Registers supplied to Hollywood by Neptune.
- b. The scope of this SOW is based on information supplied by Paymentus to Neptune regarding the Paymentus web portal and other systems provided to Hollywood by Any information required for configuration, report generation, and preparation of APIs to the extent application that has not been communicated in writing by Paymentus to Neptune are not addressed in this SOW and are outside the scope of this SOW. Any future changes that Paymentus makes to the web portal provided to Hollywood or other Paymentus products or systems may negatively impact performance, or generation or delivery of reports.
- c. There may be other, presently unforeseen, issues or risks that Neptune encounters during the performance of this SOW that may impact the timing and feasibility of completion of this SOW.

**6. Terms and Conditions**

- a. This SOW is undertaken as contemplated by the Master Service Agreement entered into between Neptune and Hollywood with an effective date of \_\_\_\_\_ (the “MSA”). The terms and conditions of the MSA apply to this SOW, except to the extent a provision of the terms and conditions in this Section 6 address a specific situation.
- [b. The project described in this SOW will be undertaken on a “fixed price” basis.]
- c. Upon successful completion of the Project, Neptune retains all rights to software and hardware/firmware design as well as any other elements relating to the Project or deliverables under this SOW (“Rights”). To the extent that Hollywood or any of its agents or employees provide any input regarding the project, Hollywood agrees that it assigns, and will require any agents and employees to assign to Neptune any and all Rights.
- d. A purchase order for [100% of the project cost (\$ \_6,700\_) is required to initiate the project. Payment schedule is as follows:  
1 \_\_\_\_\_]
- e. All payments shall be due { } days from the invoice date
- f. Notwithstanding any provision of the MSA, with respect to this Project or deliverables under this SOW Neptune does not warrant against defects arising from improper application of Neptune designed products; products, software, hardware, or services provided by Paymentus; Customer or third-party design changes, or any other condition resulting from other than ordinary and appropriate usage.
- f. Notwithstanding any provision of the MSA, with respect to this Project or deliverables under this SOW Neptune does not warrant the suitability of its products or designs for any specific application by Customer. NONE OF NEPTUNE’S PRODUCTS OR DESIGNS IS INTENDED OR WARRANTED FOR USE IN APPLICATIONS IN WHICH THE SAFETY OF LIFE OR PROPERTY IS AT RISK.

- g. NEPTUNE DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL NEPTUNE BE LIABLE FOR ANY OF CUSTOMER'S INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS OR LOST REVENUES, ARISING IN ANY WAY FROM ANY DEFECTIVE OR NON-CONFORMING PRODUCTS, DELAYS OF ANY NATURE, ENGINEERING EFFORTS OR DESIGNS, OR ANY OTHER BREACH OF CONTRACT BY NEPTUNE. The limitations on Neptune's liability is applicable to any and all claims or theories of recovery asserted by Customer, including, without limitation, breach of contract, breach of warranty, strict liability, or negligence. Customer assumes all liability (including, without limitation, liability for injury to person or property, economic loss, or business interruption) for all claims, including claims from third parties).
- h. Hollywood agrees to provide to Neptune full and complete access to the web portal and other products and services provided to Hollywood by Paymentus. To the extent that Hollywood or Neptune require express written permission from Paymentus for such access, Hollywood will obtain that access for Neptune at Hollywood's cost and expense.
- i. Neptune makes no claims as to compatibility with past or future Aclara products or products provided by any third party to Hollywood.
- j. It is the responsibility of Hollywood to test the reports and notifications generated by the configurations and customizations provided by Neptune.
- k. While Neptune will use commercially reasonable efforts to complete the project that is the subject of this SOW in nine months, Hollywood acknowledges that it waives all claims, demands, damages, and expenses against Neptune if Neptune exceeds that timeframe.