City of Fargo

Auditors Office

Request for Proposals

Utility Billing Software

June 2019

Introduction

The City of Fargo Auditors Office is requesting sealed proposals from interested and qualified vendors of utility billing software. The proposal should accommodate all existing City of Fargo utility billing processes and procedures as well as expand customer service functions, staff productivity and capitalize current technology.

City of Fargo Overview

The City of Fargo is situated in the Red River Valley on the border of North Dakota and Minnesota. Its location at the crossroads of two interstate highways along with a hub for rail traffic and a regional airport have led to steady growth over the decades. Fargo's current population is estimated at 130,000 with a metro population exceeding 200,000. The City of Fargo is a regional provider of water and wastewater treatment services. As such, the utility billing system needs to be dynamic enough to adjust to these growth patterns.

The utility billing system currently bills for Water, Wastewater (Sewer), Solid Waste (Garbage), Storm Sewer, Street Lights, Mosquito Control and Forestry. In addition, there are separate categories including Residential & Commercial Single Sort Recycle and Commercial Cardboard Recycle included with the Garbage Utility and Sump Pump, Sanitary Sewer Commercial Industrial Surcharge (BOD/TSS) and SE Cass Rural Sewer accounts, included with the Sewer Utility. The City of Fargo provides bulk water and sewer services for the City of West Fargo, Cass County Rural Water Users District and Tharaldson Ethanol Plant.

The City of Fargo Auditors Office is responsible for the all utility billing functions including reading water meters, billing preparation and payment processing.

The utility billing function has three customer service representatives and three meter readers. The department reads all 33,000 accounts on a monthly basis. The City uses three billing cycles, billing north, central and south Fargo on separate cycles. Meters are read using a combination of radio-transmitted reads and touch pad reads, each cycle is broken into approximately 50 routes with between 50 and 550 reads in each route. All new accounts are set up with radio-transmitted units, there remain 20,000 touch pad reads each month.

Meter reads are reviewed for high consumption, low consumption and stopped meter as well as other analytics. Billing is calculated part with usage calculations, part as a fixed number and part coming from imported data. A third party vendor through a file transmission process prints utility bills. Utility bills can be received electronically or in print format.

Utility account payments are made in a variety of methods. Customers can choose to use IVR, online web, direct debt (ACH), bill payment providers as well as check and in person payments (cash, check or credit cards).

The current utility billing system is an IBM i based homegrown product. The City has utilized an in house programmer to maintain the system. The City's financial general ledger package is also an IBM i based package utilizing Central Square software.

Delivery Requirements

Responses to this RFP shall be submitted in a sealed package addressed as noted below and shall clearly identify the vendor making the submission, the package shall be marked "Utility Billing RFP". Each vendor must provide five paper copies of the submission and at least one electronic submission. Vendors are liable for all costs incurred in preparing and submitting a proposal.

Please review the RFP fully, complete all responses and submit the package no later than Wednesday, August 14 at 2 p.m. Vendors are solely responsible for ensuring their responses are received timely. Late responses will not be accepted. Fax and email are not considered valid responses.

Mail or hand deliver to:

Auditors Office
Fargo City Hall
225 4th Street North
Fargo, ND 58102

The City of Fargo reserves the right to cancel this RFP at any time for any reason without liability to any proponent or to waive any technicalities or irregularities deemed in the best interest of the City of Fargo. The City of Fargo reserves the right to reject any and all RFPs.

Contact Information

Questions regarding this request for proposal should be directed to:
Steven Sprague, City Auditor
225 4th St N
Fargo, ND 58102
SSprague@FargoND.Gov
701-241-1301

Scope of Services

The City of Fargo desires a utility billing software that will meet the current core functions and allow the City to grow into future needs. The software will integrate all aspects of the utility services, including maintaining customer accounts, billing and collection, interface to meter reading systems, service order processing, payment interfaces and customer web access. In

addition, the City of Fargo wishes to implement improvements to the system where customer interactions are improved and staff time is used in the most efficient manner.

It is expected that the vendor be responsible for leading the installation of new software and data conversion of existing software and provide sufficient training for staff to be proficient using the software. The City of Fargo will enter into a professional services agreement with the vendor selected best meeting the needs of the City of Fargo providing the best value including installation, data conversion, implementation, training and support.

Required Functionality

The requirements identified in Appendix A: System Functional Requirements are organized into nine categories. The responses should address the following:
1. **General Functionality**
   This includes general software and support requirements.
2. **Customer account and location management**
   This includes the creation, maintenance and use of customer accounts
3. **Rates and Fees Management**
   This includes the maintenance and application of all utility rates, penalties, miscellaneous charges and fees
4. **Meter Reading and Inventory Management**
   This includes meter inventory, reading and consumption requirements
5. **Billing Management**
   This includes the preparation, calculation, printing and distribution of bills
6. **Financial Management**
   This includes payments, trial balance, adjustments, refunds, deposit and accounting
7. **Delinquency Management**
   This includes penalties and interest, payment plans, terminations and collections
8. **Service Order Management**
   This includes creating, completing and managing service orders
9. **Reporting**
   This includes standard and user created reports to query data

Hardware and Software Requirements

Proposal shall indicate where and how the software will reside or the program will be hosted, if hosted please list system redundancy. Proposal shall identify if system is based on named users or concurrent users.

If existing computer infrastructure is inadequate proposer shall give alternative to upgrading hardware to meet the needs of the vendor. The submission needs to clearly define all

computer and software requirements for their utility billing system. The City of Fargo Information Technology system requirements are listed in Appendix B.

Proposal Submission Format Requirements

1. **Executive Summary** – Provide a concise overview describing the proposed approach to completing the work
2. **Description of Organization and Qualifications** – Provide a description of the major business functions, history and structure of the organization. Include a profile of the office location, staff and services that will be assigned to the City of Fargo. Specify the number of years the vendor has been in the public sector software business. Provide a brief statement of the company's background demonstrating longevity and financial stability. Describe internal performance metrics used to quantify key customer support responsiveness such as issues resolved on the first call or average time to reach issue resolution. Provide the following background information on the proposed utility billing software: original development, date of first release and date of most recent release.
3. **Experience on Similar Projects** – Provide summaries or brief descriptions of a minimum of three projects performed which are most related to the requirement s and size of this project. Limit descriptions to those most relevant to this project and most representative of the vendors capabilities. References must be for goods and services provided within the last five years. Include the name of the client and the contact person, date of installation, software installed, any installation issues and custom features or extensive report capabilities.
4. **Detailed Description of Proposed Solution** – Describe how the vendor will meet all of the functionality requirements listed in Appendix A: System Functional Requirements. Indicate for each of the requirements whether the software is fully compliant, requires a modification or is not available. Provide a timeline with proposed dates beginning with contract execution and ending with full implementation.
5. **Future Technology** – Vendor will describe what "state of the art" technologies or best of breed features their software possesses to include end user adaptations.
6. **Software and Hardware Platform** – Describe the software and hardware platform required, whether the system is hosted or on premise and provide a brief explanation of any exceptions to the City of Fargo standards. City of Fargo Information Technology system requirements are listed in Appendix B.
7. **Data Conversion** – Describe how the vendor will convert the current Utility Billing data into the new Utility Billing software. Conversion shall include all historical consumption and financial data currently in the existing Utility Billing database.
8. **Implementation and Training** – This proposal shall include a detailed schedule, identification of project manager, team members and key personnel with clear description of their history and qualifications. Provide an installation plan as part of the

proposal. This plan shall be detailed enough to the City of Fargo shall know every step of the installation process. Each task shall be broken out and described in detail. Describe the approach and resources needed to implement the proposed software. Provide user training approach that will properly prepare staff, supervisors and other key personnel on the day to day use of the new utility billing software. Provide training approach that will properly prepare the City of Fargo Information Technology representatives in the administration management and planned and unplanned maintenance of the new software.

9. **System Testing and Acceptance** – The City of Fargo cannot accept the software until it has validated that the vendor has met all requirements stated in the RFP. The vendor shall provide all labor and supervision for the installation, testing and final implementation. The City of Fargo, working with the vendor, shall develop acceptance procedures to ensure the software in installed property and accepted. All software provided will be tested to confirm that it complies with all requirements of the RFP. All software is to be free from defects in design, material, workmanship and is capable of sustained performance in the operating environment. All software shall pass the test described below and have the City declare that the Objectives of the test have been met

   - Free from operational defects
   - Compliant with all specifications and requirements
   - Delivered and accounted for, including all media, documentation, training and support items.

10. **Warranty and post implementation support** – The vendor must warranty timely response and remediation of technical problems. If there is a system failure or other problems, the City of Fargo needs to be assured that the vendor shall respond immediately to correct problems so that service is not disrupted. Describe all support resources available. The vendor should provide support that is capable of solving any software related problems during regular business hours. Vendor must also supply a copy of the maintenance agreement that is proposed as well as a description of the software maintenance services, terms and conditions.

11. **Annual Maintenance and Upgrades** – Vendor shall provide the annual maintenance fees associated with the new utility billing software. Annual maintenance and upgrade costs need to specify hosted versus on premise systems. It is expected that upgrades shall be available to allow City of Fargo to take advantage of improvements in both software and hardware capabilities. The vendor shall provide regular upgrades to the software from the date of implementation. Proposal will describe the upgrade process.

12. **Pricing** – Provide detailed pricing of all costs to fully implement the successful operation of the proposed utility billing system. Include cost of software license fees, modification, implementation, training, hardware, add on 3rd party software, annual maintenance, travel, data conversion and any other anticipated costs. Please use the pricing schedule in Appendix C.

Proposed Evaluation and Selection

The City of Fargo will review submitted proposals and determine those that are most qualified. The City will select a vendor who, in its sole judgement, best suits the current and future needs of the City of Fargo. The evaluation criteria, which are neither weighted nor prioritized, include but are not limited to the following:

- Understanding of the work required by the City of Fargo
- Quality, clarity and responsiveness of the proposal
- Demonstrated competence and professional qualifications necessary for successfully performing the work required by the City of Fargo.
- Recent experience in successfully performing similar services in water and sewer utility agencies in the general geographic area.
- Technological achievements showing forward thinking, what's on the horizon
- Proposed approach in completing the work and ability to implement the replacement in a timely manner
- Background and related experience of the specific individuals to be assigned to the project
- Fee structure and cost effectiveness of the proposal
- References

The City of Fargo will short list two or more vendors to continue with further evaluation. The short list will be selected using criteria identified above. Additional discovery may be performed to assist in selecting the short list vendors. The short list vendor will be contacted regarding their status as a short listed vendor. The City of Fargo reserves the right to award the contract or forego awarding the contract without notice.

If a short list of vendors is developed, the City will further evaluate the short listed vendor's solutions by utilizing scripted scenarios that will demonstrate the ability to meet the requirements in the RFP. Each short listed vendor will be provided the scripted scenarios that they will use to prepare for an on-site demonstration. The short listed vendor will be further evaluated based on the results of reference checks, additional discovery and at the option of the City of Fargo, organized site visits at vendor's customer sites. Customer site should be using the same major version of the software being proposed to the City of Fargo, similar scope and complexity and geographically close to Fargo if possible.

Specific dates and times for each short listed vendor will be determined following the actual selection of short listed vendors. It is expected that the proposed Project Manager take part in the on-site demonstration session. As reflected above, contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the City of Fargo. After evaluating the proposals and discussing them further with the finalists or the

tentatively selected vendor the City of Fargo reserves the right to further negotiate the proposed work and or method and amount of compensation.

Appendix A:

System Functional Requirements

Appendix A: System Functional Requirements

1. **General Functionality**
   a. Compatibility with existing IT infrastructure is preferred
   b. System should support up to 12 concurrent users or 24 named users.
   c. Include user defined fields with parameters defined by the user
   d. Use efficiencies to expedite processes such as setting up new accounts, meter changes, creating service orders, delinquencies and penalties and billing
   e. Provide various levels of security. Access should allow each user group to be granted full access, read only access to limited access. Allow for administration of user access and password administration.
   f. Provide administration including the ability to change or update field values within the system
   g. Provide technical support for software and hardware between 7:30 and 4:30 Central Time Monday through Friday
   h. Interface with cash register, general ledger, meter reading equipment, remittance processing, GIS mapping and web application
   i. Identify if product is address based or parcel based
   j. Product should link address and parcel including stacked parcels
   k. Vendor should describe how PCI-DSS compliance is maintained. Vendor should identify and PII data that should be protected

2. **Customer Account and Location Management**
   a. Support an unlimited number of accounts
   b. Product should track customer classification and type of services provided
   c. Ability to view all customer account activity in one location, including but not limited to read history, billing history, payment history, notes, etc.
   d. Ability to make changes to customer account from customer account information screen
   e. Ability to define, add, change and delete an unlimited number of account types
   f. Ability to query an account based on various search criteria such as customer name, account number, parcel number, service address.
   g. Provide summary and detail level inquiry of customer accounts, consumption, amount paid per year
   h. Provide user defined fields to be maintained for each record
   i. Ability for unlimited notes on accounts with ability to assign alert flags where needed
   j. Ability to track frozen meter accounts
   k. Ability to provide an audit trail for changes to an account

l. Support unlimited transaction and consumption history

m. Accommodate new customers at an existing service address through a transfer function

n. Ability to track property owner as well as tenant

o. Ability to transfer customer balances and other related information to a new account when a customer transfers to a new service address

p. Provide ability to attach scanned documents to a customer record

q. Provide ability to mark an account as an "internal" account

r. Provide a CASS certification process to insure and maintain accurate postal information

s. Ability to track information through the system by customer. Ability to view all accounts a customer has had and current status of accounts

t. Ability to track an unlimited number of user defined events on an account (i.e. late notices, shut off, sent to collections)

u. Ability to display account information via web application

v. Ability to track information through the system by contract or property. Ability to see all accounts at a given property and be able to view all accounts associated with a customer

w. Single sign on for customers. The City of Fargo has a centralized user account system called "My Fargo" which is used for multiple public facing applications. System should integrate with this single sign on portal. Portal will authenticate users and redirect them to the client application with a JSON Web Token (JWT) containing user data in the URL

3. **Rates and Fees Management**
   a. Ability to define add, change and delete an unlimited number of rate code types and amounts
   b. Ability to define an effective date for rate tables and prorate charges based on the effective date
   c. Ability to define service rates that are consumption based, fixed, percentage based, tiered or seasonably averaged
   d. Ability to define distribution of fees to multiple general ledger accounts based on user defined account types, fee category, service type or reason code
   e. Ability to prorate customer charges for service to date of occupancy
   f. Ability to back date the date of occupancy
   g. Ability to define, add, change and delete an unlimited number of service types
   h. Ability to calculate industrial pretreatment surcharge (BOD/TSS)
   i. Ability to assess surcharge for groundwater flow into storm sewer based upon surface area of drainage, amount of rainfall and current rate

       j.   Ability to stop and start dates for individual fees on an account

4. **Meter Reading and Inventory**
   a. Ability to define and add, change and delete an unlimited number of meter types
   b. Ability to maintain an unlimited number of meters
   c. Ability to identify a meter by type size, serial number, manufacturer, location, install date and test date
   d. Provide ability to enter meter reading data through data entry screens from hand held devises or automated meter reading system
   e. Service consumption automatically calculated upon entry of meter reading with ability to edit readings
   f. Allow concurrent meter reading data entry of one route while processing billing for another
   g. Ability to maintain a list of frozen water accounts and send notice to affected property owners.
   h. Ability to list overtime or turn off fees separately on invoice
   i. Maintain meter readings and dates independent of customer or account changes
   j. Provide ability to enter a meter change without interruption of the billing cycle and final billing
   k. Generate work orders based on meter reading exception messages and actions entered along with meter reading
   l. Ability to describe the location of the meter at the service location
   m. Ability to view a history of all meters that have been installed at a service location
   n. Ability to record unlimited notes for a meter
   o. Ability to define meter read types
   p. Ability to estimate meter reads based on user defined history preferences
   q. Ability to estimate reads by route or by cycle, mass estimates
   r. Ability to identify reads that were estimated versus actual
   s. Ability for system to automatically identify roll over readings based on meter setup
   t. Flexible high/low feature that allows the user to set a range of parameters that produce consumption edit
   u. Ability to change out meters at any time. Where meters have been changed out, ability to show separate individual meter readings and consumption and to show total consumption and billing amount on the same bill
   v. Ability to change meter reading sequence without changing customer account number
   w. Ability to graphically display consumption history for an account
   x. Ability to display average consumption by month and day for an account

y. Ability to view consumption history in numerical and graphical format via web application

z. Maintains reading instructions, prints instructions on read sheets and provides information in meter reading hand held equipment

aa. Allows user to flag individual accounts for which zero consumption is not considered to be an exception

bb. Prints meter route pages in customer number or route sequence number order

5. **Billing Management**

a. Supports single or multi cycle billing system

b. Provides a complete or exception only billing pre-list for review prior to bill printing

c. Allows printing of multiple cycles in one billing run

d. Ability to bill as a regional service provider, billing for other agencies

e. Generates one utility bill covering all services and charges and itemizes charges separately

f. Maintains a file of comments for inclusion on utility bills, reminder notices or shut off notices

g. Ability to send automated email or text communications to customers based on city defined parameters (delinquent accounts, late payment notices, readings out of bounds, etc.)

h. Provides user defined free form message on bills

i. Ability to send bills or messages to customer phones or mobile devices

j. Capable of including, but not limited to, the following information on the bill: billing date, account number, service period, current meter reading, prior meter reading, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior same period usage and average gallons used per day

k. Ability to calculate Garbage utility based on garbage can size, number of cans, number of pickups per week, residential versus commercial, garbage and recycle separately

l. Commercial recycle billing based on recycle type (cardboard, glass, plastic or full recycle)

m. Ability to track garbage and recycle routes and their pick up day

n. Ability to charge add on fees (dumpsters, roll offs, large items)

o. Generates a return stub so that cash receipts can be read with an optical character reader, scanning the account and amount

p. Provides for billing restart in the event of a billing jam

q. Ability to view and reprint a past bill at any time

r. Produces final notices

s. Ability to produce statements for customers with multiple utility accounts

t. Ability to sort bills by zip plus four and include intelligent mail barcode to take advantage of postage discounts

u. Ability to export bills to a file for 3rd party printing

v. Ability to prorate bills for new and closed accounts

w. Calculates final bills during any cycle based on the internal issuance of a turn off service order or closing a customer account

x. Supports billing adjustments such as read errors, automatically adjusts billing amount and history

y. Allows printing of a third party (dual notification) bills during bill run

z. Ability to not print a paper bill and email the bill to the customer or an option to both print and email

aa. Ability to maintain multiple email accounts

6. **Financial Management**

a. Allows positive or negative transaction adjustment with a complete audit trail

b. System automatically generates the appropriate journal entries for "internal" accounts

c. System automatically prepares transaction batches in a batch format for posting to general ledger including billing, cash receipts, NSF's, adjustments, etc.

d. Provides automatic allocation of payments to be billed service with ability to adjust or override the default distribution

e. Accepts over payment or credit adjustment with amount maintained as unapplied credit balance or to be applied to the next service bill

f. Provides complete audit trail of payments processed for reconciliation prior to general ledger cash posting

g. Identify preferred treasury management processes, Web, IVR, Pone (smart phone or device) merchant processor

h. Ability to generate counter invoice detailing charges and balance due

i. Ability to import payment records from e-payment and lockbox services vendors

j. Ability to accept full, over, partial and prepayments

k. Ability to distribute partial payments based on user defined preference (due date, service type or percentage)

l. Provision for data entry correction of any distribution errors

m. Provide for auto-pay option for customers to pay from customer's bank account or credit card

n. Ability to scan payment information directly into the system using bar code or OCR scanner

o. Ability to support payment arrangements for customers to schedule payments for outstanding balances

p. Ability to display transaction history including bills, receipt adjustments, credits and refunds for an account
q. Ability to display details of transaction and drill down to transaction
r. Accepts only one deposit per customer account
s. Ability to automatically apply deposits to a final bill or an account that has been in good standing for a user defined period of time
t. Ability to automate the credit/refund process by batch
u. Ability to automatically apply deposits to the correct revenue accounts
v. Ability to display account transaction history via web application
w. Ability to pay outstanding balances or set up automatic payment from credit card or checking account via web application
x. Ability to track deposits and interest on all deposits
y. Provides ability to initiate bankruptcy on account marking previous balance as uncollectable to maintain account history and provide audit train for uncollectable balance

7. **Delinquency Management**
   a. Ability to age accounts in 30, 60, 90 and 120 day increments
   b. Ability to automatically add late penalties or interest to delinquent accounts according to a flexible rate structure determined by the user
   c. Automatic printing of shut off notices and service orders through interface to service order system
   d. Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance
   e. Automated special payment arrangements allowing customers to pay amount due over time
   f. Ability to automatically assess a charge to an account if a shut off is processed
   g. Ability to generate a file to transfer unpaid utility balance to property tax records
   h. Allows selected account to be flagged as exempt from past due notices for accounts that have made payment arrangements
   i. Processes account for write off and collection
   j. Maintain a dynamic shut off list that can be automatically or manually updated
   k. Ability to populate third party notification system with account holders information so customer can be notified prior to termination of service

8. **Service Order Management**
   a. Ability to define, add, change and delete an unlimited number of service order types
   b. Service order system provides automated updates to the utility billing system upon completion of service order

c. A history of all service orders related to a service address should remain with the service address record. Service orders should provide drill down functionality for detail of actual service order

d. Ability to automatically update customer, location, meter and account information upon completion of service order action

e. Ability to print or email service orders based upon a user defined selection criteria or defined workflow

f. Ability to dispatch or receive completed service orders via email

g. Ability to track work orders and provide reports for active and completed work orders

9. **Reporting**

a. Includes standard financial, operational, service work order reports and audit trails

b. Provide a report library list – provide a list and report format or a link where reports can be viewed

c. Includes end user reporting tool to create reports based on any field combination or partial field within the utility billing system

d. Ability to export reports to Microsoft Excel and Word, PDF, TXT and CSV

e. Ability to generate Ad Hoc reporting

f. Ability to generate a list of accounts, customers or meters based on user defined selection criteria

g. Ability to generate analysis reports with user defined parameters with flexible selection criteria and grouping options

h. Ability to generate yearend financial reports including top ten consumption report and other information required by the Finance team

i. Manager configurable dashboard for key operational statistics

j. Integrated graphics allowing review of data

Appendix B:

Information Technology Requirements

ATTACHMENT

CITY OF FARGO HOSTING QUESTIONS

Vendor-Hosted (Cloud Provider) Solution Questions

If a vendor-hosted option is being offered, provide a detailed response to the items listed below regarding the hosting environment for the proposed solution.

Vendor Information:

1. Name of the product(s):

2. Name of the Vendor:

3. Contact Information:

System Maintenance:

4. Describe system maintenance included.

5. How are system enhancements prioritized?

6. Describe the upgrade cycle?

Reliability and Availability:

7.   How does the hosted solution provide for disaster recovery?

8.   Describe your backup process. Include the frequency of backups, if the backup media is stored at an offsite location and how many backup copies are maintained?

9.   What redundancy features are available?

10.   Describe notification to City of Fargo of scheduled outages?

11.   Describe notification to City of Fargo of un-scheduled outages.

12.   Are all hosting locations within the United States? Are hosting locations distributed geographically? What is the physical location of each datacenter? If hosted by a third party list the name of the hosting party.?

Network Capability and Availability:

13.   Describe the backbone connectivity of datacenter(s) to broadband provider(s). Is there physical circuit diversity with respect to how circuits enter the datacenter(s)?

14.   What are the speeds of circuits entering the datacenter(s)?

15.   What measures are in place to mitigate single points of failure in your network connection(s) to broadband providers?

16.   Do you have metrics about network latency of your solution? If yes, what are they?

Performance, Capacity and Scalability:

17.   Describe the scalability of the solution.

Security/Access Control:

18.   Describe the security and auditing and logging capabilities of the hosting environment.

19.   How does the solution provide for Single Sign-On (SSO)? Can the solution utilize the City of Fargo's Active Directory implementation? Is that through Active Directory Federation Services (ADFS)?

20.   Describe how data contained in the hosting environment is secured. Capability to encrypt data at rest? Capability to encrypt data during transport?

21.   Describe products used to test the security of the datacenter?

22.   Describe the physical security policy and access control in place in the datacenter.

23.   What methods does the system support for securely sharing data with the City of Fargo systems? Describe the secured transmission capability between the datacenter and the City of Fargo.

24.   What audit certifications has the data center passed (SSAE16 audit, FedRAMP, etc.)? Describe how the audit reports will be made available to the City of Fargo upon request.

Data Management and Records Management:

25.   Describe the ability and process to return the City of Fargo's data upon contract termination? What format?

26.   Are copies of backups of the data set available to the City of Fargo throughout the length of the contract?

1. Hosting Services

a. **Service Level**

CONTRACTOR's failure to make the hosting services available at least 99% of the time in any given month during the term and any renewal term, excluding scheduled maintenance, shall be deemed a service level default ("Service Level Default") and City of Fargo may obtain the non-exclusive remedies set forth below. For purposes of this Contract, "Available" means that City of Fargo users are able to access all features and functions of the licensed product and services including, but not limited to the licensed software and licensed content.

Service Level (Monthly)	Service Level Credit (Prorated Fees – Monthly)
Above 99%	0
98.99 – 97%	10%
96.99 – 95%	25%
94.99 – 93%	50%
Below 93%	100%

In the event CITY OF FARGO is eligible for a 100% Service Level Credit under this section during any given month of the term, or is eligible for a Service Level Credit greater than 10% in any two (2) months, during any rolling twelve (12) month period, CITY OF FARGO may terminate this Contract without penalty upon written notice to CONTRACTOR.

Credits shall be applied against the next invoice. In the event a Service Level Default occurs after a party has given notice of termination, or CITY OF FARGO has made final payment to CONTRACTOR for the software support services and no further invoices shall issue as a result, CONTRACTOR shall refund to CITY OF FARGO the amount of the appropriate Service Level Credit due for the period of default.
Once each calendar month during the term of this Contract, CONTRACTOR shall provide CITY OF FARGO with a written report comparing the actual performance of licensed product and services with the Service Level Requirement. Such report shall also contain such other information with respect to the performance of the licensed product and services as mutually agreed upon by the parties from time to time, and in conformity with reporting CONTRACTOR provides to its other customers utilizing the licensed product and services.

b. **Scheduled Maintenance and Notifications**

1. Standard Maintenance Windows

CONTRACTOR will notify CITY OF FARGO of its' normally scheduled maintenance Windows.

2. Notification of Scheduled Maintenance Downtime

CONTRACTOR shall notify CITY OF FARGO of any schedule maintenance downtime which will cause the total scheduled maintenance downtime for the month to exceed 4 hours, or will occur outside of the Standard Maintenance Windows outlined above. Except in cases of emergency, notification will be

provided at least 24 hours prior to such downtime. In cases of emergency, CONTRACTOR shall use its best efforts to notify CITY OF FARGO of a planned downtime as soon as practicable.

c. **Hosting Service Exit Plan**

CONTRACTOR and CITY OF FARGO shall develop an Exit Plan ("Exit Plan") detailing each party's respective tasks in connection with the orderly transfer of City of Fargo's data back to CITY OF FARGO upon termination of this Contract. CONTRACTOR agrees that there shall be no additional fees to execute the Exit Plan. CITY OF FARGO agrees to take delivery of transferred CITY OF FARGO data no later than sixty (60) calendar days following termination of this Contract. The Exit Plan must include:

1. The format and delivery method mutually agreed upon by CONTRACTOR and CITY OF FARGO to transfer CITY OF FARGO data securely

2. The deletion criteria of CITY OF FARGO data from CONTRACTOR's location as determined by the City of Fargo.

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ATTACHMENT
TECHNICAL ARCHITECTURE OVERVIEW

City of Fargo Technical Environment

The City of Fargo's technical environment consists of Windows based desktops and a variety of server platforms connected via an IP based network. Brief descriptions of each component are provided below.

Desktop Environment

The de facto desktop standard is an Intel platform running Windows 10 or higher.

Network Services

All LAN segments are switched Ethernet networks. End User support is provided through a central help desk; this service is available 24x7x365.

Directory Services/Authentication

The City of Fargo provides a Microsoft Active Directory network domain.

Hosting Services

The City of Fargo supports the following platforms:

- Windows servers with Microsoft mainstream support; Windows 2012 R2 Server, or newer, is the preferred operating system,
- Intel Red Hat (RHEL) 7.x Linux.

End User support is provided through a central help desk; this service is available 24x7x365.

The standard deployment platform is a HyperV virtual environment hosting either Windows or Red Hat Linux

Database Services

The City of Fargo provides this database services.:

- Microsoft SQL Server 2012 and newer.

.

Web Environment

The City of Fargo can provide either .NET and J2EE web application environments; test and production environments are available.

DMS Environment

Document Management Services are provided by the following platforms:

- Laserfiche

Email Environment

The City of Fargo Email Environment consists of:

- Microsoft Exchange

Geographic Information System (GIS) Environment

The City of Fargo uses Esri's ArcGIS software suite. Versions 10.6 and higher. The web services are running on Windows servers and the geodatabases are using Microsoft's SQL server. The City is running an enterprise setup with ArcGIS Portal, Geo Event Server and Data Store. The City also utilizes an ArcGIS Online organization account. Our preferred Esri web based development platform is their Java Script API.

Business Intelligence Environment

The City of Fargo supports Cognos, Microsoft SSRS, Crystal Reports, SAS and SPSS.

UTILITY BILLING INTEGRATIONS	Activity
1. Bi-Directional with Meter Reading Software,	Manual Export /Manual Import
2. BSI applications – input only to Utility Billing system	Scheduled Import
3. Paymentus IVR – bi-directional linkage to Utility Billing system	Scheduled Import / Scheduled Export
4. InfoSend Inc. billing services - output only from Utility Billing system	Manual Export
5. GIS - input only to Utility Billing system (for the most part)	Scheduled Import
6. Wells Fargo	
a. input only internet payments to Utility Billing system	standard NACHA formats
b. output only check and ACH payments from Utility Billing system	standard NACHA formats
7. Water Payments	Import
7. Export to the Accounting System	Export data

Current Layouts:

1) Bi-Directional with Meter Reading Software
Export:

```
Start Position Constant Value      System Field   Description
1                RdCy   CYCLE #
5       '0000'
10               RdRt#  ROUTE #
14      '0000'
18               RdPage        PAGE # (WALK ORDER)
20               RdSeq RD SEQ FOR COMP METE
26      '    '
27      'L'            READ DIRECTION
28               WzDigits       # OF DIALS TO READ
41               PadNo PAD/METER SERIAL #
54      '        '
67      '        '
68      '0'            # OF DECIMALS
```

```
78     '     '
88     '      '
98              HiLmt  HIGH READING LIMIT
108             LoLmt  LOW READING LIMIT
114    '  '
120    '  '
128    '    '
132    '  '
134    'EU'
135             RdTyp READING TYPE
141    '  '
147    '   '
148    ' '
158    '      '
159    ' '
160    'A'
162    '  '
172             PrevRd       PREV READING AMT
178             PrevDt PREV READING DATE
203             SAdrWc       SERVICE ADDRESS
227             Nm1Wc        CONTACT NAME
223    ' '
226             WkTyp PAD LOCATION CODE
274             AD    MEMO NOTES
298             Blnk24 24 BLANK SPACES
466             Blk192 192 BLANK SPACES
467    ' '
476             WcAcct       ACCOUNT #
507             Blnk30 30 BLANK SPACES
```

Import:

```
 DSPFILER   5/14/19  9:08:28   F I L E   L A Y O U T      PAGE  1
 FILE - WAPCFR      LIBRARY - WATERDATA    FILE TYPE - PHYSICAL
 RECORD FORMAT - RLPCFR      TEXT - METER READING IMPORT/EXPORT
 ------------------------------------------------------------------------------
 FIELD     POS  POS FLD FLD  DEC
 NAME      FROM  TO TYP LNG  POS  TEXT
 ------------------------------------------------------------------------------
 PFRDRT#     1  10  A  10      ROUTE ID
 PFRWLKSEQ  11  14  S   4  4, 0 WALK SEQUENCE
 PFRPAGE    15  18  S   4  4, 0 PAGE NUMBER
 PFRREADSEQ 19  20  S   2  2, 0 READ SEQUENCE
 PFRHANDID  21  26  A   6      HANDHELD ID
 PFRREADDIR 27  27  A   1      READ DIRECTION
 PFR#DIALS  28  28  A   1      NUMBER OF DIALS
 PFRIDEXP   29  41  A  13      ID EXPECTED
 PFRIDCAP   42  54  A  13      ID CAPTURED
 PFRIDOVR   55  67  A  13      ID OVERRIDE
 PFR#DEC    68  68  S   1  1, 0 # OF DEC IN READING FLD
 PFRMETREAD 69  78  A  10      METER READING
```

```
PFRREADOVR  79  88  A  10     READING OVERRIDE
PFRHIGHLMT  89  98  A  10     HIGH READING LIMIT
PFRLOWLMT   99 108  A  10     LOW READING LIMIT
PFRRDMDY   109 114  A   6     DATE TO READ
PFREXPMDY  115 120  A   6     DATE TO EXPORT
PFRNOTES   121 128  A   8     NOTES
PFRLOCCD   129 130  A   2     LOCATION CODE
PFRMRCODE  131 132  A   2     METER READER CODE
PFRRECTYPE 133 134  A   2     RECORD TYPE
PFRRECSTAT 135 135  A   1     RECORD STATUS
PFRCPTMDY  136 141  A   6     DATE READING CAPTURED
PFRCPTTIME 142 147  A   6     TIME READING CAPTURED
PFRRDCLASS 148 148  A   1     READING CLASSIFICATION
PFRNETWRK# 149 150  A   2     NETWORK # FROM PROREAD
PFRATTEMPT 151 151  A   1     # OF READ ATTEMPTS
PFRUSERCHR 152 158  A   7     USER CHAR FROM PROREAD
PFRMANFCTR 159 159  A   1     METER MANUFACTURER
PFRACTIN   160 160  A   1     ACTIVE/INACTIVE
PFRMETRTYP 161 161  A   1     TYPE OF METER
PFRFAILCOD 162 162  A   1     READ FAIL CODE
PFRPRVREAD 163 172  S  10 10, 0 PREVIOUS READING
PFRPRVMDY  173 178  A   6     PREVIOUS READ DATE
PFRDSP1_1  179 202  A  24     DISPLAY 1 LINE 1
PFRDSP1_2  203 226  A  24     DISPLAY 1 LINE 2
PFRDSP1_3  227 250  A  24     DISPLAY 1 LINE 3
PFRDSP1_4  251 274  A  24     DISPLAY 1 LINE 4
PFRDSP2_1  275 298  A  24     DISPLAY 2 LINE 1
PFRDSP2_2  299 322  A  24     DISPLAY 2 LINE 2
PFRDSP2_3  323 346  A  24     DISPLAY 2 LINE 3
PFRDSP2_4  347 370  A  24     DISPLAY 2 LINE 4
PFRDSP2_5  371 394  A  24     DISPLAY 2 LINE 5
PFRDSP2_6  395 418  A  24     DISPLAY 2 LINE 6
PFRDSP2_7  419 442  A  24     DISPLAY 2 LINE 7
PFRDSP2_8  443 466  A  24     DISPLAY 2 LINE 8
PFRDSPOP   467 467  A   1     DISPLAY 2 OP. CODE
PFRACCT    468 476  A   9     ACCOUNT NUMBER
PFRUTFLD   477 507  A  31     UTILITY FIELD
```

		2) BSI applications – input only to Utility Billing system

```
1   2  Jurs#
3   6  Addn#
7  11  Prop#
```

```
12  14  Splt#
15  16  SegId
17  31  Addr#
34  46  AdrSfx
47  58  AdrDir
59 106  AdrRwy
109 158  RwySfx
159 160  DirSfx
161 170  TypId
171 180  TypNum
181 300  Address
```

3) Paymentus IVR – bi-directional linkage to Utility Billing system

Export

```
DSPFILER   5/14/19 9:12:18   F I L E   L A Y O U T      PAGE  1
FILE - WAIVRBAL    LIBRARY - WATERDATA    FILE TYPE - PHYSICAL
RECORD FORMAT - RLIVRBAL     TEXT - IVR PREV ACCT BALANCES
-------------------------------------------------------------------------
FIELD      POS  POS FLD FLD  DEC
NAME       FROM   TO TYP LNG  POS  TEXT
-------------------------------------------------------------------------
WBACCT      1   9 A   9     ACCOUNT NUMBER
WBPRVBAL   10  18 S   9 9, 2 PREV BALANCE
WBNAME     19  63 A  45     SIGNER FULL NAME
WBCAREOF   64 108 A  45     CARE OF ADDRESS
WBMADRTXT 109 153 A  45     MAILING ADDRESS TEXT
WBMCITY   154 178 A  25     CITY
WBMSTATE  179 180 A   2     STATE
WBMZIP    181 190 A  10     ZIP CODE
WBSBMDATE 191 200 L  10     PREV SUBMIT DATE
WBBILDATE 201 210 L  10     PREV BILLED DATE
```

Import

```
DSPFILER   5/14/19 9:12:25   F I L E   L A Y O U T      PAGE  1
FILE - WAIVRIMP    LIBRARY - WATERDATA    FILE TYPE - PHYSICAL
RECORD FORMAT - RLIVRIMP     TEXT - WATER IVR IMPORT FILE
-------------------------------------------------------------------------
FIELD      POS  POS FLD FLD  DEC
NAME       FROM   TO TYP LNG  POS  TEXT
-------------------------------------------------------------------------
```

```
CONFRM      1   32  A   32      CONFIRMATION CODE
PAYAMT     33   41  S    9  9, 2 PAYMENT AMOUNT
FEEAMT     42   50  S    9  9, 2 CONVIENANCE FEE
TOTAMT     51   59  S    9  9, 2 TOTAL AMOUNT
PAYTYPE    60   91  A   32      PAYMENT TYPE
IMPACCT    92  123  A   32      ACCOUNT NUMBER
FSTNAME   124  155  A   32      FIRST NAME
LSTNAME   156  187  A   32      LAST NAME
PHONE     188  197  A   10      PHONE NUMBER
PAYDATIM  198  217  A   20      PAYMENT DATE & TIME
PAYMETHOD 218  237  A   20      PAYMENT METHOD TYPE
PAYMETH#  238  262  A   25      PAYMENT METHOD NUM
ORIGIN    263  294  A   32      PAYMENT ORIGIN
CHANNEL   295  326  A   32      PAYMENT CHANNEL
ORIGINATOR 327 358  A   32      PAYMENT ORIGINATOR
STATCD    359  390  A   32      PAYMENT STATUS CODE
STATDSC   391  454  A   64      PAYMENT STATUS DESC
```

---

4) InfoSend Inc. billing services - output only from Utility Billing system

```
DSPFILER   5/14/19 9:11:54   F I L E  L A Y O U T      PAGE  1
FILE - WABLEXP      LIBRARY - WATERDATA    FILE TYPE - PHYSICAL
RECORD FORMAT - RLBLEXP      TEXT - CUSTOMER BILLING EXPORT FILE
-------------------------------------------------------------------------------
FIELD      POS  POS FLD FLD  DEC
NAME       FROM  TO TYP LNG  POS  TEXT
-------------------------------------------------------------------------------
WXACCT10    1   10  A   10      ACCOUNT NUMBER
WXCUSTYPE  11   21  A   11      CUSTOMER TYPE
WXBLDATE   22   31  L   10      BILLING DATE
WXSADR     32   81  A   50      SERVICE ADDRESS
WXNAME     82  131  A   50      CUSTOMER NAME
WXCAREOF  132  181  A   50      CARE OF ADDRESS
WXADR3    182  231  A   50      ADDRESS
WXCITY    232  256  A   25      CITY
WXSTATE   257  258  A    2      STATE
WXZIP     259  268  A   10      ZIP CODE
WXPVBAL   269  277  S    9  9, 2 PREV BALANCE
WXPYMT1   278  286  S    9  9, 2 PAYMENT 1
WXPYDATE1 287  296  L   10      PAYMENT DATE 1
WXPYMT2   297  305  S    9  9, 2 PAYMENT 2
WXPYDATE2 306  315  L   10      PAYMENT DATE 2
WXADJUST  316  324  S    9  9, 2 ADJUSTMENT
```

```
WXBALFWD    325  333  S   9  9, 2 BALANCE FWD
WXWA$       334  342  S   9  9, 2 WATER
WXSW$       343  351  S   9  9, 2 SEWER
WXGR$       352  360  S   9  9, 2 GARBAGE
WXADDGR$    361  369  S   9  9, 2 ADDED GARBAGE
WXSS$       370  378  S   9  9, 2 STORM SEWER
WXFD$       379  387  S   9  9, 2 FORESTRY
WXSL$       388  396  S   9  9, 2 STREET LIGHTS
WXMC$       397  405  S   9  9, 2 MOSQUITO CONTROL
WXRC$       406  414  S   9  9, 2 RECYCLE
WXSP$       415  423  S   9  9, 2 SUMP PUMP
WXLF$       424  432  S   9  9, 2 LATE FEE
WXFEE$      433  441  S   9  9, 2 OTHER FEES
WXONOFF$    442  450  S   9  9, 2 OON/OFF FEES
WXNSF$      451  459  S   9  9, 2 NSF FEES
WXSNOWBD$   460  468  S   9  9, 2 SNOW BIRD FEES
WXBOD$      469  477  S   9  9, 2 BOD SURCHARGE
WXTSS$      478  486  S   9  9, 2 TSS SURCHARGE
WXSWDSC$    487  495  S   9  9, 2 SEWAGE DISCOUNT AMT
WXCURCHG    496  504  S   9  9, 2 CURRENT CHARGES
WXNET       505  513  S   9  9, 2 NET AMOUNT
WXSZDESC    514  523  A  10     METER SIZE SHORT DESC
WXRESUNIT   524  526  S   3  3, 0 RESIDENTIAL UNITS
WXAPYN      527  527  A   1     AUTO PAY Y/N
WXDUEDATE   528  537  L  10     DUE DATE
WXM1PVRD    538  545  S   8  8, 0 PREVIOUS READING
WXM1PRRD    546  553  S   8  8, 0 PRESENT READING
WXM1DATE1   554  563  L  10     DATE FIELD *USA
WXM1DAYS1   564  566  S   3  3, 0 DAYS
WXM1CONS1   567  572  S   6  6, 0 CONSUMPTION
WXM1DATE2   573  582  L  10     DATE FIELD *USA
WXM1DAYS2   583  585  S   3  3, 0 DAYS
WXM1CONS2   586  591  S   6  6, 0 CONSUMPTION
WXM1DATE3   592  601  L  10     DATE FIELD *USA
DSPFILER   5/14/19 9:11:54   F I L E  L A Y O U T        PAGE  2
FILE - WABLEXP     LIBRARY - WATERDATA    FILE TYPE - PHYSICAL
RECORD FORMAT - RLBLEXP      TEXT - CUSTOMER BILLING EXPORT FILE
--------------------------------------------------------------------
FIELD      POS  POS FLD FLD  DEC
NAME      FROM  TO TYP LNG  POS  TEXT
--------------------------------------------------------------------
WXM1DAYS3   602  604  S   3  3, 0 DAYS
WXM1CONS3   605  610  S   6  6, 0 CONSUMPTION
WXM1DATE4   611  620  L  10     DATE FIELD *USA
WXM1DAYS4   621  623  S   3  3, 0 DAYS
WXM1CONS4   624  629  S   6  6, 0 CONSUMPTION
WXM1DATE5   630  639  L  10     DATE FIELD *USA
WXM1DAYS5   640  642  S   3  3, 0 DAYS
WXM1CONS5   643  648  S   6  6, 0 CONSUMPTION
WXM1DATE6   649  658  L  10     DATE FIELD *USA
WXM1DAYS6   659  661  S   3  3, 0 DAYS
```

```
WXM1CONS6   662 667 S   6 6, 0 CONSUMPTION
WXM1DATE7   668 677 L  10      DATE FIELD *USA
WXM1DAYS7   678 680 S   3 3, 0 DAYS
WXM1CONS7   681 686 S   6 6, 0 CONSUMPTION
WXM1DATE8   687 696 L  10      DATE FIELD *USA
WXM1DAYS8   697 699 S   3 3, 0 DAYS
WXM1CONS8   700 705 S   6 6, 0 CONSUMPTION
WXM1DATE9   706 715 L  10      DATE FIELD *USA
WXM1DAYS9   716 718 S   3 3, 0 DAYS
WXM1CONS9   719 724 S   6 6, 0 CONSUMPTION
WXM1DATE10  725 734 L  10      DATE FIELD *USA
WXM1DAYS10  735 737 S   3 3, 0 DAYS
WXM1CONS10  738 743 S   6 6, 0 CONSUMPTION
WXM1DATE11  744 753 L  10      DATE FIELD *USA
WXM1DAYS11  754 756 S   3 3, 0 DAYS
WXM1CONS11  757 762 S   6 6, 0 CONSUMPTION
WXM1DATE12  763 772 L  10      DATE FIELD *USA
WXM1DAYS12  773 775 S   3 3, 0 DAYS
WXM1CONS12  776 781 S   6 6, 0 CONSUMPTION
WXM1DATE13  782 791 L  10      DATE FIELD *USA
WXM1DAYS13  792 794 S   3 3, 0 DAYS
WXM1CONS13  795 800 S   6 6, 0 CONSUMPTION
WXM2PVRD    801 808 S   8 8, 0 PREVIOUS READING
WXM2PRRD    809 816 S   8 8, 0 PRESENT READING
WXM2DATE1   817 826 L  10      DATE FIELD *USA
WXM2DAYS1   827 829 S   3 3, 0 DAYS
WXM2CONS1   830 835 S   6 6, 0 CONSUMPTION
WXM2DATE2   836 845 L  10      DATE FIELD *USA
WXM2DAYS2   846 848 S   3 3, 0 DAYS
WXM2CONS2   849 854 S   6 6, 0 CONSUMPTION
WXM2DATE3   855 864 L  10      DATE FIELD *USA
WXM2DAYS3   865 867 S   3 3, 0 DAYS
WXM2CONS3   868 873 S   6 6, 0 CONSUMPTION
WXM2DATE4   874 883 L  10      DATE FIELD *USA
WXM2DAYS4   884 886 S   3 3, 0 DAYS
WXM2CONS4   887 892 S   6 6, 0 CONSUMPTION
WXM2DATE5   893 902 L  10      DATE FIELD *USA
WXM2DAYS5   903 905 S   3 3, 0 DAYS
WXM2CONS5   906 911 S   6 6, 0 CONSUMPTION
WXM2DATE6   912 921 L  10      DATE FIELD *USA
```
```
FILE - WABLEXP     LIBRARY - WATERDATA     FILE TYPE - PHYSICAL
RECORD FORMAT - RLBLEXP       TEXT - CUSTOMER BILLING EXPORT FILE
------------------------------------------------------------------------------
FIELD      POS  POS FLD FLD  DEC
NAME      FROM  TO TYP LNG  POS  TEXT
------------------------------------------------------------------------------
WXM2DAYS6   922 924 S   3 3, 0 DAYS
WXM2CONS6   925 930 S   6 6, 0 CONSUMPTION
WXM2DATE7   931 940 L  10      DATE FIELD *USA
WXM2DAYS7   941 943 S   3 3, 0 DAYS
```

```
WXM2CONS7  944 949  S   6  6, 0 CONSUMPTION
WXM2DATE8  950 959  L  10     DATE FIELD *USA
WXM2DAYS8  960 962  S   3  3, 0 DAYS
WXM2CONS8  963 968  S   6  6, 0 CONSUMPTION
WXM2DATE9  969 978  L  10     DATE FIELD *USA
WXM2DAYS9  979 981  S   3  3, 0 DAYS
WXM2CONS9  982 987  S   6  6, 0 CONSUMPTION
WXM2DATE10 988 997  L  10     DATE FIELD *USA
WXM2DAYS10 998 1000  S   3  3, 0 DAYS
WXM2CONS10 1001 1006  S   6  6, 0 CONSUMPTION
WXM2DATE11 1007 1016  L  10     DATE FIELD *USA
WXM2DAYS11 1017 1019  S   3  3, 0 DAYS
WXM2CONS11 1020 1025  S   6  6, 0 CONSUMPTION
WXM2DATE12 1026 1035  L  10     DATE FIELD *USA
WXM2DAYS12 1036 1038  S   3  3, 0 DAYS
WXM2CONS12 1039 1044  S   6  6, 0 CONSUMPTION
WXM2DATE13 1045 1054  L  10     DATE FIELD *USA
WXM2DAYS13 1055 1057  S   3  3, 0 DAYS
WXM2CONS13 1058 1063  S   6  6, 0 CONSUMPTION
WXM3PVRD   1064 1071  S   8  8, 0 PREVIOUS READING
WXM3PRRD   1072 1079  S   8  8, 0 PRESENT READING
WXM3DATE1  1080 1089  L  10     DATE FIELD *USA
WXM3DAYS1  1090 1092  S   3  3, 0 DAYS
WXM3CONS1  1093 1098  S   6  6, 0 CONSUMPTION
WXM3DATE2  1099 1108  L  10     DATE FIELD *USA
WXM3DAYS2  1109 1111  S   3  3, 0 DAYS
WXM3CONS2  1112 1117  S   6  6, 0 CONSUMPTION
WXM3DATE3  1118 1127  L  10     DATE FIELD *USA
WXM3DAYS3  1128 1130  S   3  3, 0 DAYS
WXM3CONS3  1131 1136  S   6  6, 0 CONSUMPTION
WXM3DATE4  1137 1146  L  10     DATE FIELD *USA
WXM3DAYS4  1147 1149  S   3  3, 0 DAYS
WXM3CONS4  1150 1155  S   6  6, 0 CONSUMPTION
WXM3DATE5  1156 1165  L  10     DATE FIELD *USA
WXM3DAYS5  1166 1168  S   3  3, 0 DAYS
WXM3CONS5  1169 1174  S   6  6, 0 CONSUMPTION
WXM3DATE6  1175 1184  L  10     DATE FIELD *USA
WXM3DAYS6  1185 1187  S   3  3, 0 DAYS
WXM3CONS6  1188 1193  S   6  6, 0 CONSUMPTION
WXM3DATE7  1194 1203  L  10     DATE FIELD *USA
WXM3DAYS7  1204 1206  S   3  3, 0 DAYS
WXM3CONS7  1207 1212  S   6  6, 0 CONSUMPTION
WXM3DATE8  1213 1222  L  10     DATE FIELD *USA
WXM3DAYS8  1223 1225  S   3  3, 0 DAYS
WXM3CONS8  1226 1231  S   6  6, 0 CONSUMPTION
WXM3DATE9  1232 1241  L  10     DATE FIELD *USA
```

FILE - WABLEXP   LIBRARY - WATERDATA   FILE TYPE - PHYSICAL
RECORD FORMAT - RLBLEXP   TEXT - CUSTOMER BILLING EXPORT FILE

FIELD   POS POS FLD FLD DEC

```
NAME      FROM  TO TYP LNG  POS  TEXT
--------------------------------------------------------------------------------
WXM3DAYS9  1242 1244  S   3  3, 0 DAYS
WXM3CONS9  1245 1250  S   6  6, 0 CONSUMPTION
WXM3DATE10 1251 1260  L  10       DATE FIELD *USA
WXM3DAYS10 1261 1263  S   3  3, 0 DAYS
WXM3CONS10 1264 1269  S   6  6, 0 CONSUMPTION
WXM3DATE11 1270 1279  L  10       DATE FIELD *USA
WXM3DAYS11 1280 1282  S   3  3, 0 DAYS
WXM3CONS11 1283 1288  S   6  6, 0 CONSUMPTION
WXM3DATE12 1289 1298  L  10       DATE FIELD *USA
WXM3DAYS12 1299 1301  S   3  3, 0 DAYS
WXM3CONS12 1302 1307  S   6  6, 0 CONSUMPTION
WXM3DATE13 1308 1317  L  10       DATE FIELD *USA
WXM3DAYS13 1318 1320  S   3  3, 0 DAYS
WXM3CONS13 1321 1326  S   6  6, 0 CONSUMPTION
WXG1LAB1   1327 1334  A   8       GRAPH 1 LAB 1
WXG1CONS1  1335 1340  S   6  6, 0 GRAPH 1 CONS 1
WXG1LAB2   1341 1348  A   8       GRAPH 1 LAB 2
WXG1CONS2  1349 1354  S   6  6, 0 GRAPH 1 CONS 2
WXG1LAB3   1355 1362  A   8       GRAPH 1 LAB 3
WXG1CONS3  1363 1368  S   6  6, 0 GRAPH 1 CONS 3
WXG1LAB4   1369 1376  A   8       GRAPH 1 LAB 4
WXG1CONS4  1377 1382  S   6  6, 0 GRAPH 1 CONS 4
WXG1LAB5   1383 1390  A   8       GRAPH 1 LAB 5
WXG1CONS5  1391 1396  S   6  6, 0 GRAPH 1 CONS 5
WXG1LAB6   1397 1404  A   8       GRAPH 1 LAB 6
WXG1CONS6  1405 1410  S   6  6, 0 GRAPH 1 CONS 6
WXG1LAB7   1411 1418  A   8       GRAPH 1 LAB 7
WXG1CONS7  1419 1424  S   6  6, 0 GRAPH 1 CONS 7
WXG1LAB8   1425 1432  A   8       GRAPH 1 LAB 8
WXG1CONS8  1433 1438  S   6  6, 0 GRAPH 1 CONS 8
WXG1LAB9   1439 1446  A   8       GRAPH 1 LAB 9
WXG1CONS9  1447 1452  S   6  6, 0 GRAPH 1 CONS 9
WXG1LAB10  1453 1460  A   8       GRAPH 1 LAB 10
WXG1CONS10 1461 1466  S   6  6, 0 GRAPH 1 CONS 10
WXG1LAB11  1467 1474  A   8       GRAPH 1 LAB 11
WXG1CONS11 1475 1480  S   6  6, 0 GRAPH 1 CONS 11
WXG1LAB12  1481 1488  A   8       GRAPH 1 LAB 12
WXG1CONS12 1489 1494  S   6  6, 0 GRAPH 1 CONS 12
WXG2CONS1  1495 1500  S   6  6, 0 GRAPH 2 CONS 1
WXG2CONS2  1501 1506  S   6  6, 0 GRAPH 2 CONS 2
WXG2CONS3  1507 1512  S   6  6, 0 GRAPH 2 CONS 3
WXG2CONS4  1513 1518  S   6  6, 0 GRAPH 2 CONS 4
WXG2CONS5  1519 1524  S   6  6, 0 GRAPH 2 CONS 5
WXMSG1     1525 1569  A  45       BILLING MSG 1
WXMSG2     1570 1614  A  45       BILLING MSG 2
WXMSG3     1615 1659  A  45       BILLING MSG 3
WXEMAIL    1660 1719  A  60       EMAIL ADDRESS
WXBILLFMT  1720 1720  A   1       BILLING FORMAT
```

Appendix C:

Pricing/Cost Proposal

Pricing

- The City of Fargo requests pricing be shown using both Hosted and On Premise solutions.
- Pricing should be shown over a 5 year period
- Example spreadsheet is attached

	Cumulative Costs						
	Year 1	Year 2	Year 3	Year 4	Year 5		
On-Premise	$12	$12	$12	$12	$12		

	On-Premise						
	Year 1	Year 2	Year 3	Year 4	Year 5		
Number of users	1	0	0	0	0		
Subscription fee per user per month	$1	$0	$0	$0	$0		
Annual Subscription Costs:	$12	$0	$0	$0	$0	$12	
Hardware/Infrastructure Costs						Totals	%
Servers	$0	$0	$0	$0	$0	**$0**	0.0%
Peripherals	$0	$0	$0	$0	$0	**$0**	0.0%
Network	$0	$0	$0	$0	$0	**$0**	0.0%
Other	$0	$0	$0	$0	$0	**$0**	0.0%
…						$0	
Total Hardware/Infrastructure Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	0.0%
Communication							
Local Area Network	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Wide Area Network	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Remote Access	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
…	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Total Communication Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	0.0%
Software							
License/Subscription Fees (From top entry)	$ 12	$ -	$ -	$ -	$ -	$ 12	**100.0%**
Maintenance Fees						$ -	
…						$ -	
Total Software Costs	**$ 12**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 12**	100.0%
Implementation							
Development/customization/integration	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Training	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Consulting	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Other	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
…	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Total Implementation Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	0.0%
Management/Maintenance							
Hardware & software upgrades	$0	$0	$0	$0	$0	**$0**	0.0%
Hardware & software administration	$0	$0	$0	$0	$0	**$0**	0.0%
Other	$0	$0	$0	$0	$0	**$0**	0.0%
…						**$0**	0.0%
Total Management Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	0.0%
Support							
Support staff	$0	$0	$0	$0	$0	**$0**	0.0%
Staff training	$0	$0	$0	$0	$0	**$0**	0.0%
Travel	$0	$0	$0	$0	$0	**$0**	0.0%
Support contracts	$0	$0	$0	$0	$0	**$0**	0.0%
Overhead labor	$0	$0	$0	$0	$0	**$0**	0.0%
…						**$0**	0.0%
…						**$0**	0.0%
Total Support Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	0.0%
Total Costs	**$ 12**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 12**	

	Cumulative Costs				
	Year 1	Year 2	Year 3	Year 4	Year 5
SaaS	$12	$12	$12	$12	$12

	Software-as-a-Service (SaaS)						
	Year 1	Year 2	Year 3	Year 4	Year 5		
Number of users	1	0	0	0	0		
Subscription fee per user per month	$1	$0	$0	$0	$0		
Annual Subscription Costs:	$12	$0	$0	$0	$0	$12	
Hardware/Infrastructure Costs						Totals	%
Servers	$0	$0	$0	$0	$0	**$0**	0.0%
Peripherals	$0	$0	$0	$0	$0	**$0**	0.0%
Network	$0	$0	$0	$0	$0	**$0**	0.0%
Other	$0	$0	$0	$0	$0	**$0**	0.0%
…						**$0**	
Total Hardware/Infrastructure Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**0.0%**
Communication							
Local Area Network	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Wide Area Network	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Remote Access	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
…	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Total Communication Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**0.0%**
Software							
License/Subscription Fees (From top entry)	$ 12	$ -	$ -	$ -	$ -	$ 12	**100.0%**
Maintenanace Fees						$ -	
…						$ -	
Total Software Costs	**$ 12**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 12**	**100.0%**
Implementation							
Development/customization/integration	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Training	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Consulting	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Other	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
…	$ -	$ -	$ -	$ -	$ -	$ -	0.0%
Total Implementation Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**0.0%**
Management/Maintenance							
Hardware & software upgrades	$0	$0	$0	$0	$0	**$0**	0.0%
Hardware & software administration	$0	$0	$0	$0	$0	**$0**	0.0%
Other	$0	$0	$0	$0	$0	**$0**	0.0%
…						**$0**	0.0%
Total Management Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**0.0%**
Support							
Support staff	$0	$0	$0	$0	$0	**$0**	0.0%
Staff training	$0	$0	$0	$0	$0	**$0**	0.0%
Travel	$0	$0	$0	$0	$0	**$0**	0.0%
Support contracts	$0	$0	$0	$0	$0	**$0**	0.0%
Overhead labor	$0	$0	$0	$0	$0	**$0**	0.0%
…						**$0**	0.0%
…						**$0**	0.0%
Total Support Costs	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**0.0%**
Total Costs	**$ 12**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 12**	